

Dedicated to making a difference.



**County of Santa Cruz
Human Services Department
FY 2016-17 Annual Report**

Serving people in need in Santa Cruz County

Our Vision:

*Every child, adult, and family in Santa Cruz County
is safe, healthy, and financially secure*

Our Mission:

We strengthen our community by protecting the vulnerable, promoting self-sufficiency, alleviating poverty, and improving the quality of life

We Value:

- ◆ Excellent Service
- ◆ Compassion
- ◆ Integrity
- ◆ Partnerships
- ◆ Effective Practice

We Are: *Dedicated to making a difference*

Human Services Department

FY 2016-17 Accomplishments

Increased Access to Health Coverage

- ◆ Continued to increase the number of households and individuals receiving Medi-Cal benefits

Increased Access to Food Support

- ◆ Utilized census “geo-mapping” data to target outreach strategies to areas where large numbers of persons who are potentially eligible for CalFresh reside

Strengthened Community Supports

- ◆ Received funding to implement the new Bringing Families Home program which provides housing and support services to families receiving child welfare services who are experiencing homelessness
- ◆ Hosted a Caregiver Summit to engage strategic partners in addressing the shortage of caregivers available to assist area residents

Facilitated Children’s Success

- ◆ Participated on the collaborative countywide team that was one of ten proposals nationwide to be awarded funding under the federal **government’s inaugural Youth Homelessness Demonstration Project**

Protected Residents

- ◆ Established a new multi-disciplinary team to collaboratively provide case management for difficult Adult Protective Services cases
- ◆ Implemented the Resource Family Approval process which uses a single process to simultaneously approve families for foster care, relative care, and adoptions, and ensures that standards of safety are met

Improved Customer Service

- ◆ Implemented the GetCalFresh.org website which dramatically simplifies the CalFresh application process and allows persons to easily apply for this benefit on their smart phone
- ◆ Substantially increased the number of Veterans Administration claims filed on behalf of Veterans

Created New Paths to Employment

- ◆ Implemented an energy efficiency job training and placement program to facilitate careers in the building trades for at-risk youth, Veterans, and disadvantaged or disconnected job seekers
- ◆ Developed a new Community Health Worker career pathway to facilitate the ability of residents to attain employment in the health care industry

Human Services Department

Our Goals

Increase economic potential and decrease poverty

Reduce abuse and neglect

Improve well being and quality of life

Improve health and mental health

FY 2016-17: Serving Our Community



90,600

Provided Medi-Cal benefits to 90,600 county residents



37,700

Provided Cal-Fresh benefits to 37,700 county residents



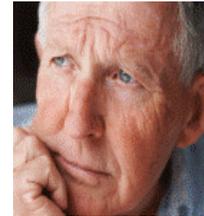
5,150

Served 5,150 unique customers at three Career Centers



237

Served 237 children in out-of-home placements every month



1,147

Served 1,147 individuals through Adult Protective Services



3,060

Provided In-Home Supportive Services to 3,060 seniors and dependent adults



36

Gave 36 children a permanent home through adoptions

Relevant Legislation and Policy Changes

◆ **Maximum Family Grant Repeal**

- ◆ Effective January 1, 2017, the Maximum Family Grant (MFG) rule was repealed allowing CalWORKs recipients who had previously been denied cash aid for a child born into their family while on aid, to access aid for that child

◆ **CalWORKS Homeless "Once in a Lifetime" Rule**

- ◆ Effective January 1, 2017, eligible families experiencing homelessness may receive CalWORKs temporary shelter and permanent housing assistance once every 12 months; previous to this date, CalWORKs homeless assistance was a once-in-a-lifetime benefit

◆ **In-Home Supportive Services Maintenance of Effort**

- ◆ The In-Home Supportive Services (IHSS) Maintenance of Effort (MOE), which limited the amount of County contribution required to support the program, was eliminated
- ◆ Replacement legislation will require progressive increases to the County's required contribution over the next several years

◆ **Increase in Regional Market Rate for Child Care Reimbursements**

- ◆ Effective January 1, 2017, the maximum amount child care providers can be reimbursed for subsidized child care was increased



Employment & Benefit Services Division

FY 2016-17 Program Highlights

- ◆ Formed a strategic partnership with Code for America, a technology focused non-profit, to implement the GetCalFresh.org website which dramatically simplifies the CalFresh application process and enables individuals to apply for this benefit in less than 10 minutes from their smart phone. The County has seen a significant increase in these types of applications **since the website's implementation and, because it is so user friendly, community partners are using it when they conduct CalFresh outreach**
- ◆ Implemented new distance learning options for CalWORKs Welfare-to-Work participants to increase their access to activities that meet federal work requirements
- ◆ Increased collaboration with community partners through system improvement events facilitated by KONE Consulting with the goal of increasing CalFresh participation

Strategic Priorities for FY 2017-18

- ◆ Accept telephonic signatures for CalFresh recipients completing their required semi-annual reports; **being one of the first counties in California to have this capability will confirm the County's role as a technological leader and its continued prioritization of customer service and increasing the ease by which benefits can be accessed**
- ◆ Work with community partners to develop and implement two-generation approaches for CalWORKs families, including home-visiting, that move children out of poverty and increase family self-sufficiency
- ◆ Utilize CalWORKs Housing Support Program funding to increase the capacity and coordination of the County and community organizations in working with vulnerable families experiencing homelessness, and especially those receiving CalWORKs assistance

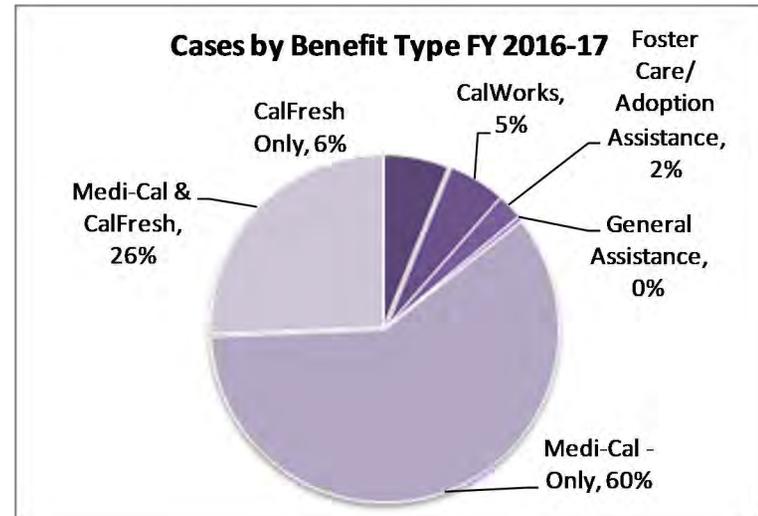
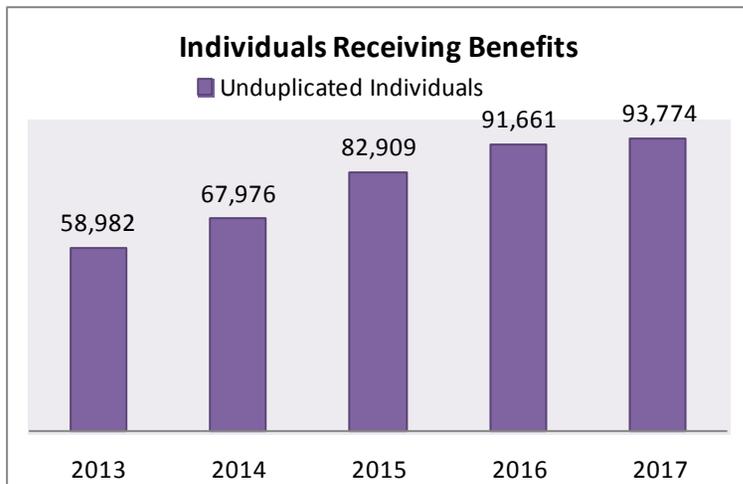
Employment & Benefits Services Division

In FY 2016-17, the **Employment & Benefit Services Division** (EBSD) provided public benefit assistance to almost 94,000 unique individuals representing approximately 51,000 households served through:

- ◆ Medi-Cal
- ◆ CalFresh
- ◆ CalWORKs
- ◆ General Assistance
- ◆ Foster Care/Adoption Assistance

In FY 2016-17, approximately 97 percent of persons receiving benefits through the County received Medi-Cal.

Over the course of FY 2016-17, approximately one-third of all Santa Cruz County residents received benefits from one or more of HSD's public assistance programs

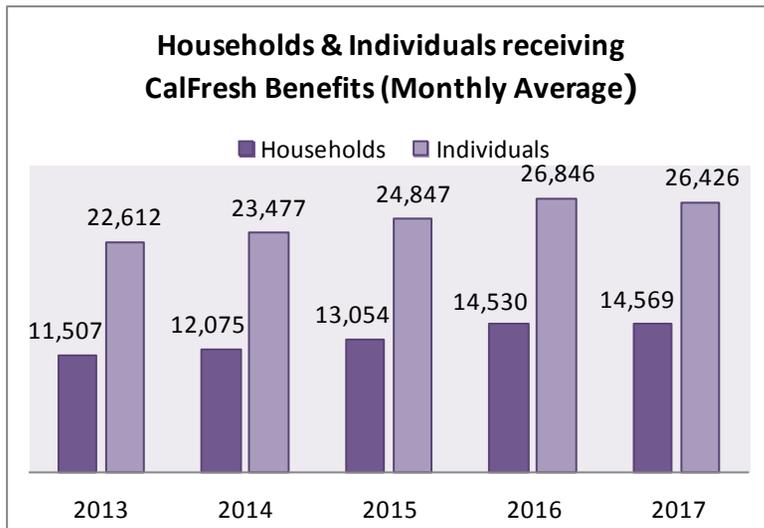


Employment & Benefits Services Division: CalFresh & Medi-Cal

CalFresh, formerly known as the Food Stamp Program, and nationally known as the Supplemental Nutrition Assistance Program (SNAP), serves as Santa Cruz County residents' first line of defense against hunger and poor nutrition.

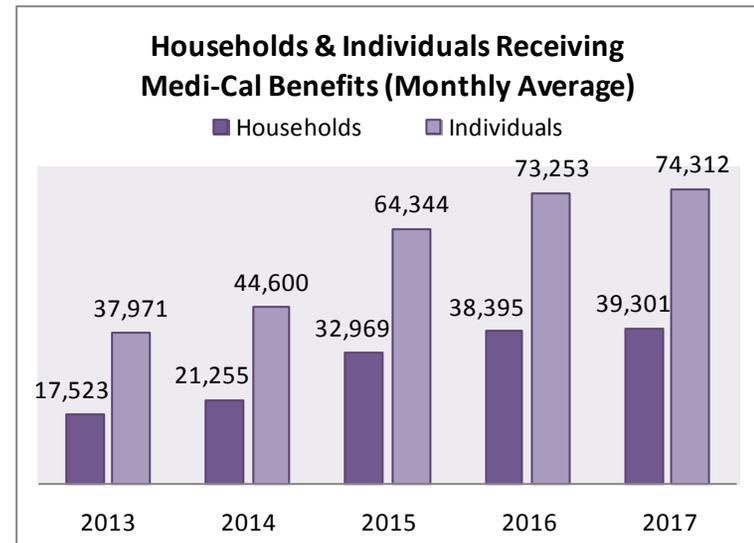
In FY 2016-17 the number of persons receiving CalFresh benefits continued to increase; a monthly average of 26,400 persons received CalFresh food assistance.

*In FY 2016-17, the County issued **\$3.6 million** in CalFresh benefits every month or approximately **\$43 million** over the course of the year.*



Historically, the **Medi-Cal** program has provided health coverage for low-income families and disabled and aged adults. In 2014, under Health Care Reform, Medi-Cal became available for childless adults ages 19-64.

- ◆ On a monthly basis **more than twice the number of households** have health care coverage via Medi-Cal than in 2013



Employment & Benefits Services Division: CalWORKs & Welfare-to-Work

The **California Work Opportunity and Responsibility to Kids (CalWORKs)** program offers temporary cash assistance and employment services, known as **Welfare to Work**, to needy families with children under 19 years of age.

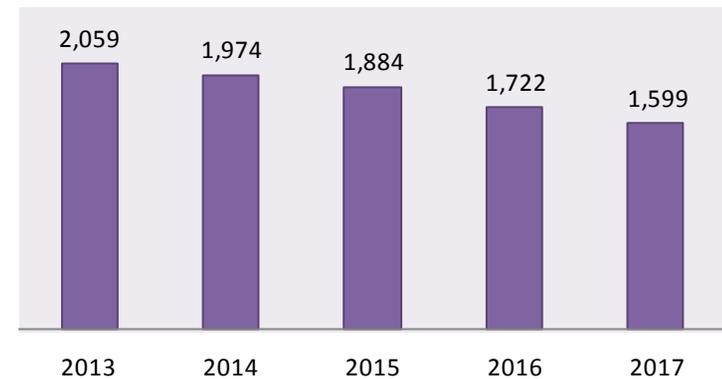
Welfare to Work services that assist families to become self-reliant include:

- ◆ Child care
- ◆ Substance use and mental health services
- ◆ Transportation reimbursement
- ◆ Job training and educational assistance
- ◆ Subsidized employment

In FY 2016-2017:

- ◆ An average of 1,599 households were assisted by CalWORKs on a monthly basis
- ◆ Seventy-seven percent of persons assisted through the CalWORKs program were children under the age of 18
- ◆ Eighty-seven percent of CalWORKs households were headed by women

CalWORKs Average Monthly Caseload



*In FY 2016-17 approximately **\$11 million** in CalWORKs cash aid benefits and **\$2.7 million** in child care benefits were disbursed, totaling almost **\$14 million** going into the Santa Cruz economy.*

General Assistance

The County funded **General Assistance** (GA) program assists indigent adults who are incapacitated, unemployed, or homeless, and ineligible or awaiting other assistance, to meet their basic needs.

- ◆ In FY 2016-17, the average monthly GA caseload was 241

Family and Children's Services Division

FY 2016-17 Program Highlights

- ◆ Designed and implemented the Statewide Continuum of Care Reform (CCR) initiative and its Resource Family Approval process which uses a single process to simultaneously approve families for foster care, relative care, and adoptions, and ensures that standards of safety are met in each resource family home
- ◆ **Assessed and refined the division's social work practices through the use of the State's Child Welfare Core Practice Model** developed to improve services and outcomes to the children and families served by Child Welfare agencies statewide
- ◆ Implemented Dual Status in order to provide a coordinated approach to services for youth who experience both Child Welfare and Probation issues
- ◆ Utilized a specialized assessment tool to identify children who are in Child Welfare and at risk of becoming victims of commercial sexual exploitation
- ◆ **Collaborated with the County District Attorney's Office and law enforcement agencies to develop a coordinated approach to interviewing children who have experienced significant abuse or neglect in order to minimize additional trauma**
- ◆ Participated in the development of a new Child Welfare case management computer system being developed for the State

Strategic Priorities for FY 2017-18

- ◆ **Continue implementation of CCR including finalizing Child and Family Teams Meetings, collaborating with Children's Mental Health, Probation, and community partners to identify and fill service gaps, and step kids down from group care**
- ◆ **Collaborate with children's Mental Health and Probation partners to improve services to children in Child Welfare and Probation**
- ◆ Implement strategies based on the 2015-2020 Child Welfare and Juvenile Probation System Improvement Plan including developing a parent partner peer mentoring program which matches parents who have successfully moved through the child welfare system with new child welfare families to help them navigate their way through the system

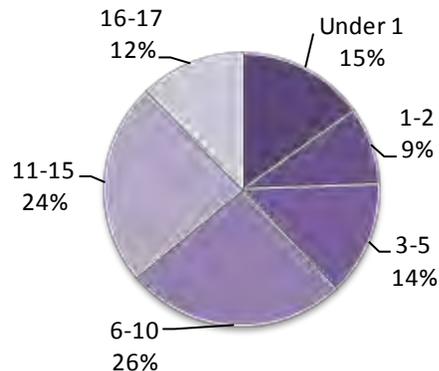
Family and Children's Services Division: Child Welfare Services

Child Welfare Services

Family & Children's Services (FCS) provides child welfare services to children who have been abused, neglected, or who are at risk of abuse or neglect.

- ◆ In calendar year (CY) 2016, FCS received referrals regarding potential abuse or neglect for 2,806 children

Children with Substantiated Referrals by Age (CY 2016)



Types of Child Welfare Services

- ◆ *Emergency Response & Dependency Investigations*
- ◆ *Family Maintenance*
- ◆ *Family Reunification & Permanency Planning*
- ◆ *Resource Family Approval*

Child and Family Outcomes

FCS continues to perform well on national and State outcome measures, including:

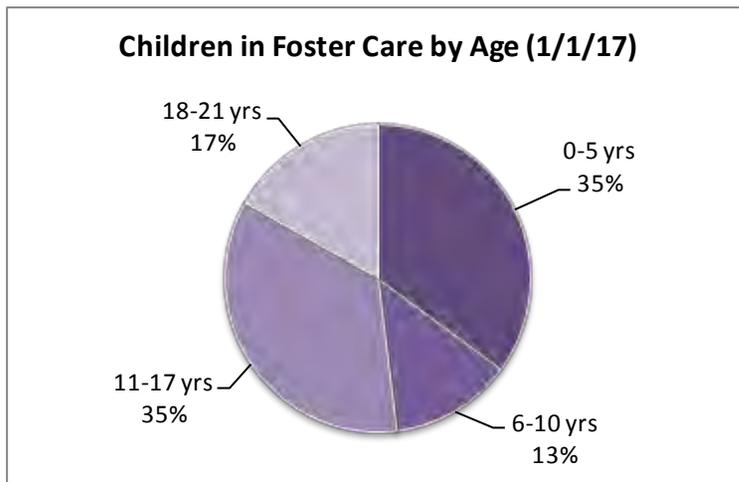
- ◆ Ninety-four percent of children who experienced maltreatment did not experience a second incident of substantiated maltreatment within 6 months
- ◆ Half of all children who were in out-of-home care for 12—23 months were either reunified with their families, were adopted, or attained legal guardianship, compared to the federal standard of 44 percent
- ◆ Almost 50 percent of children in out-of-home care were placed with relatives or non-relative extended family members, compared to the Statewide average of 36 percent

Family and Children’s Services Division: Foster Care

Foster care provides children who have been removed from their parents due to abuse or neglect with a temporary safe and nurturing home environment while their parents receive counseling and other services aimed at enabling them to be reunited with their children.

In FY 2016-17:

- ◆ On a monthly basis, an estimated 237 children were in out-of-home placement
- ◆ Approximately two-thirds of the children were placed with some or all of their siblings



If parents cannot provide a safe environment, the children must be placed with relatives or in foster homes until they can safely be returned to their own homes or placed with an adoptive family.

Forever Families Adoption Program

Adoption services are provided to children who are unable to stay with their families. Additional services include:

- ◆ Recruiting and screening prospective adoptive parents
- ◆ Finalizing adoptions
- ◆ Providing post adoption services

Adoptions & Adoption Assistance	FY 16-17
Finalized Adoptions	36
Average Monthly Adoption Assistance Cases	610

Family and Children’s Services Division: Continuum of Care Reform

AB 403, known as Continuum of Care Reform (CCR), was passed in October 2015. CCR intends to improve outcomes for children and youth in foster care and on Probation by:

- ◆ Using comprehensive initial child assessments;
- ◆ Increasing family and youth engagement in placement decision making and case planning;
- ◆ Increasing the use of home-based family care, as well as providing services and supports to these caregivers;
- ◆ Reducing the long-term use of group care; and
- ◆ Reducing the duration of involvement with child welfare and juvenile justice by achieving permanency more quickly.

This year the County began implementing the provisions of this landmark legislation. The County contracted with Encompass Community Services to provide short-term, intensive services to youth in group home placements, with the goal of stepping them down to family based homes.

Chart A illustrates the number of child welfare youth in group homes on a monthly basis in 2016; under CCR, the number of youth in group homes will be significantly reduced.

Chart A: Number of Youth In Group Homes Per Month, 2016

High	29 (6/2016)
Mean	24
Low	18 (1/2016)

A second CCR implementation goal is to limit stays in congregate care to six months or less. **Chart B** shows the length of time youth in care on June 8, 2017, had spent in a group home setting.

More than half of the youth had been in a group setting longer than 6 months; this number will also be significantly reduced with CCR implementation.

Chart B: Length of Time in Care, 6/8/17

Less than 30 days	3	17%
30 to 59 days	1	5%
60 to 119 days	3	17%
120 to 299 days	3	17%
300 to 364 days	3	17%
365 or more days	5	27%
Total	26	100%

Adult & Long Term Care

FY 2016-17 Program Highlights

- ◆ Established a new multi-disciplinary team to provide collaborative case management to difficult Adult Protective Services (APS) cases that impact multiple organizations including health systems and hospitals. A Difficult Case Conference (DCC) was designed to respond rapidly to avoid unsafe discharges from hospitals and care facilities
- ◆ Increased by 20% the number of Veterans Administration claims filed on behalf of Veterans during the second half of the fiscal year
- ◆ Received a Certificate of Achievement during a State In-Home Supportive Services (IHSS) Quality Assurance audit which acknowledges the County for having an almost 99 percent compliance rate for timely case reassessments
- ◆ Became an active partner in efforts to reduce and prevent homelessness including participating in the South County Homelessness Steering Committee, the design and planning of the new Coordinated Entry System, and in a collaborative to reduce Veteran homelessness

Strategic Priorities for FY 2017-18

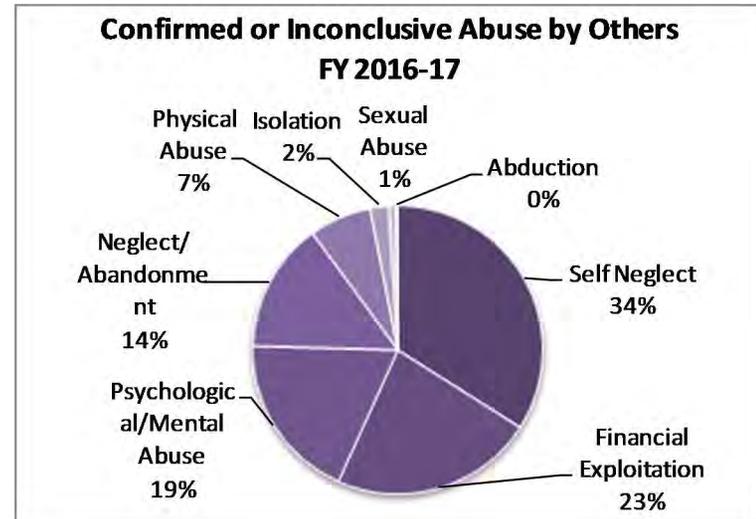
- ◆ Increase the number of quality IHSS Providers through enhanced recruitment efforts in order to fully serve the needs of IHSS Recipients and provide respite for existing Providers
- ◆ Increase outreach and education to families and individuals to assist them in managing the impacts of a rapidly aging community
- ◆ Reduce and prevent harm to the highest risk older and disabled adults by engaging in collaborative and multi-disciplinary teaming
- ◆ Increase the number of claims for benefits and services filed on behalf of Veterans by improving the claiming process and expanding outreach

Adult & Long Term Care: Adult Protective Services

Adult Protective Services (APS) provides intervention services to protect elderly and dependent adults from abuse, neglect, or exploitation. In FY 2016-2017:

- ◆ Approximately three-quarters of persons referred to APS were elders; the remaining were dependent adults
- ◆ Approximately 85 percent of APS reports received an in-person investigation
- ◆ More than 60 percent of all confirmed or inconclusive cases of abuse were *abuse by others*; the remaining cases were *self abuse* including self-neglect and health and hazards in the home

APS Referrals	FY 2016-17
Abuse/Neglect Referrals Received	1,299
Abuse/Neglect In-Person Investigations Completed	1099
Clients Served (unduplicated count)	1,147



Financial Abuse

Financial exploitation of both elderly and dependent adults represents one-quarter of all APS reports of abuse that were either confirmed or determined inconclusive — the largest category of APS reports of abuse by others. Individuals exploited in this manner risk losing their homes as well as significant assets.

Strategies to combat financial abuse include:

- ◆ Responding to reports of potential financial abuse cases with the **District Attorney's Office** and law enforcement as members of the Financial Abuse Specialist Team (FAST)
- ◆ Providing training to banks and credit unions

Adult & Long Term Care: In-Home Supportive Services Program

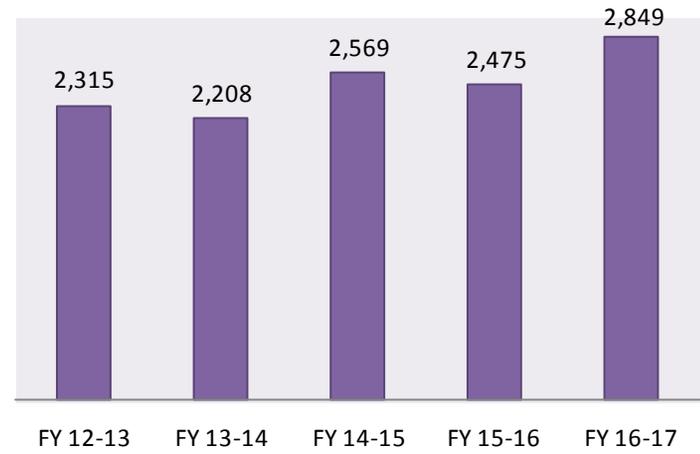
The **In-Home Supportive Services** (IHSS) program supports safe, independent living for low-income frail, elderly adults, and disabled persons of all ages by providing a variety of services including:

- ◆ Basic housekeeping
- ◆ Meal preparation and clean-up
- ◆ Personal care

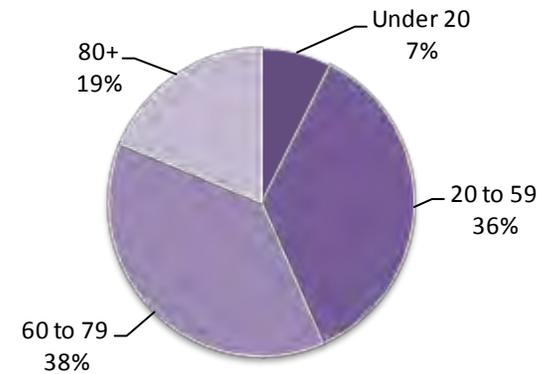
In FY 2016-17:

- ◆ IHSS recipients were authorized to receive an average of 92 hours of assistance per month
- ◆ On average, approximately 2,152 IHSS providers received a payment for services each month
- ◆ An average of 56 individuals attended orientations every month to become a new provider

IHSS Average Monthly Authorized Cases



IHSS Recipients by Age

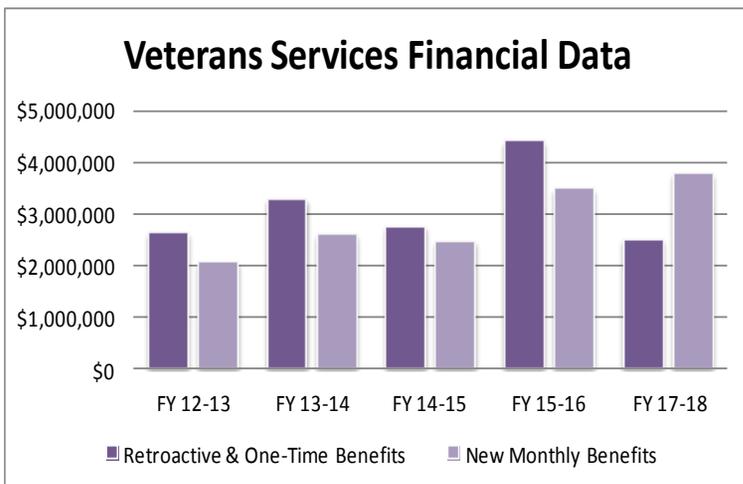


Adult & Long Term Care: Veterans Services Office

The **Veterans Services Office** (VSO) provides Santa Cruz County Veterans and their families with a range of services, including:

- ◆ Assisting Veterans to access government benefits accrued through military service
- ◆ Providing information, referrals, and advocacy assistance
- ◆ Providing assistance with claims and appeals

In FY 2016-17, year to date, the VSO assisted more than 1,700 Veterans with claims resulting in almost \$4 million in new monthly benefits and almost \$2.5 million in retroactive and one-time benefits for County Veterans and their dependents.



Palo Alto Veterans Administration Medical Services

The VSO coordinates transportation to medical **services for the County’s most vulnerable** Veterans through the Veterans Administration (VA).

- ◆ In FY 2016-17, the VSO arranged round trip transportation to the Palo Alto VA Medical Center for approximately 90 Veterans.

Medical Outreach Team

The VA Medical Outreach Team provides County Veterans with initial access to VA healthcare, medical screenings, referrals to medical and mental health care specialists, and substance abuse disorder rehabilitation programs within the Palo Alto VA Health Care System.

- ◆ In FY 2016-17, the VA Medical Outreach Team provided 509 medical outreach appointments at the Veterans Memorial Building.

Workforce Development Board

FY 2016-17 Program Highlights

- ◆ Partnered with the Counties of Monterey and San Benito to implement an energy efficiency job training and placement program as part of the Proposition 39 Pre-**Apprenticeship grant; the grant's goals are to both bolster the economic competitiveness of the** Monterey Bay region and facilitate careers in the building trades for at-risk youth, Veterans, and disadvantaged or disconnected job seekers. Seventeen individuals have enrolled in the program to date
- ◆ Collaborated with the Counties of Monterey, San Luis Obispo, and Santa Barbara, on a \$1 million Slingshot health care grant to develop a new Community Health Worker career pathway to both market careers in the health care industry and facilitate the ability of residents, especially youth, to attain employment in this industry
- ◆ **Completed the first Hot Jobs report which provides information on the area's highest demand employment sectors and employment** positions to assist job seekers to identify areas for which they may want to receive training or seek employment
- ◆ **Sponsored the 2017 Microenterprise Summit, an effort led by the County's Office of Economic Development, which brought together** hundreds of local small business owners to collaborate with similar organizations and learn how to grow their business including the resources, programs, and services offered by the Workforce Development Board (WDB)
- ◆ Led the Business Engagement Practitioners group to develop strategies to more effectively engage businesses in WDB programs and create a more streamlined approach to providing businesses with appropriate service referrals

Strategic Priorities for FY 2017-18

- ◆ Partner with the Santa Cruz County Office of Education to develop the Career Advancement Charter School to better meet the needs of persons age 24 and younger who have not completed their high school education
- ◆ Procure and enter into contracts with agencies to implement the four Workforce Innovation and Opportunity Act (WIOA) modalities: Career Center Operator, Adult and Dislocated Worker Program Services, Youth Program Services, and Workforce Services for Businesses

Workforce Development Board

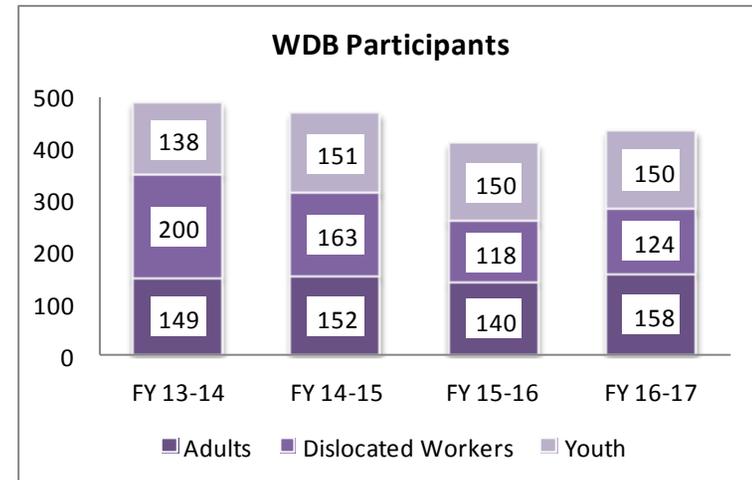
The **Workforce Development Board** (WDB) connects local job seekers with employers who are seeking qualified job applicants.

The WDB collaborates with members of the business and education communities, local government, and community members, to respond to the needs of local employers and County residents seeking employment.

Adult & Dislocated Worker Services

The WDB assists businesses as well as workers who will be dislocated as a result of layoffs, plant closures, or downsizing. Rapid Response Services include assistance with:

- ◆ Searching for employment
- ◆ Utilizing labor market information
- ◆ Accessing retraining services



Sueños Youth Employment Program

The **Sueños** program provides disadvantaged youth in the Watsonville and Freedom areas with:

- ◆ Work experience
- ◆ Basic skills development
- ◆ Mentoring
- ◆ Leadership Services

In 2016-17, the Sueños program enrolled 150 youth including 85 youth who are out of school and 65 in-school.

- ◆ One hundred and twenty-four of the youth are in subsidized employment, including 68 of the out of school youth

Community Partners

In partnership with the community, HSD provides services that support and protect children, families, and adults, including those that are elderly or dependent, and provides resources and job training opportunities for persons who are unemployed

The Human Services Department contracts with nonprofit agencies and organizations to provide services and support to the community, including:

Cabrillo College	Parents Center
Community Action Board	Rising International
Community Bridges	Santa Cruz County Office of Education
Diversity Center	Santa Cruz County Community Ventures
El Pajaro Community Development Center	Santa Cruz Volunteer Center
Encompass Community Services	Second Harvest Food Bank
Families In Transition	United Way of Santa Cruz County
Goodwill Central Coast	Walnut Avenue Women's Center
Homeless Services Center	Watsonville Law Center
Meridian Psychotherapy Group	Youth Resources Bank
Monarch Services/Servicios Monarca	

The Human Services Department participates in and supports a variety of coalitions and collaborative workgroups, including:

211 and Community Assessment Project Steering Committees	First Five Commission	Smart Path to Housing and Health: Coordinated Referral System
Benefits Collaborative	Fund for Women & Girls Advisory Board	Roadmap to Collective Mental Health Wellness
Child Welfare System Improvement Plan Steering Committee	Go For Health Collaborative	Substance Abuse Disorder Prevention and Treatment Plan
Children's Network	Health Improvement Partnership	Youth Homelessness Demonstration Project
Community Data Mapping Project	Healthy Kids	Youth Violence Prevention Strategic Plan
Cradle to Career Initiative	Homeless Action Partnership	
Financial Abuse Specialist Team	All In: Toward a Home for Every County Resident	
	Santa Cruz Connect	

Report Child Abuse
1-877-505-3299

Report Elder Abuse
1-866-580-4357

Contact the Human Services Department

Visit our website at www.santacruzhumanservices.org

For Public Assistance Programs, call the Benefits Phone Customer Service Center at 1-888-421-8080 or TTY 454-4763
Or
Apply for CalFresh, Medi-Cal, and CalWORKs Online at www.MyBenefitsCalWIN.org

Family & Children's Services	1400 Emeline Avenue, Santa Cruz 18 W. Beach Street, Watsonville	454-4222	TTY 711
Adult & Long Term Care	1400 Emeline Avenue, Santa Cruz 18 W. Beach Street, Watsonville	454-4101	TTY 763-8828
Employment & Benefit Services	1020 Emeline Avenue, Santa Cruz 18 W. Beach Street, Watsonville	888-421-8080	TTY 454-4763
Veterans Services	842 Front Street, Santa Cruz 215 E. Beach Street, Watsonville	454-7276	

Workforce Santa Cruz County Career Centers

Watsonville

18 W. Beach Street
763-8700
TTY 464-4358

Santa Cruz

350 Encinal Street
423-8611
TTY 711

Capitola

2045 40th Avenue
464-6286
TTY 464-4358

Dedicated to making a difference - Serving people in need in Santa Cruz