



County of Santa Cruz
HUMAN SERVICES COMMISSION

PH (831) 454-4130 · FAX (831) 454-4642
1000 Emeline Avenue, Santa Cruz, CA 95060

www.santacruzhumanservices.org www.workforcesccc.com

AGENDA

Wednesday, March 20, 2024, 8:30 a.m. – 10:30 a.m.

IN PERSON AT:

**Watsonville Community Hospital Conference Room
75 Neilson Rd, Watsonville, CA**

[Click here to join this hybrid meeting virtually as a guest](#)

To provide written public comments associated with any agenda item, please submit by email to Adam.Spickler@santacruzcounty.us. For Questions regarding the hybrid meeting process, please contact Adam Spickler, Administrative Staff: 831-454-4661 or Adam.Spickler@santacruzcounty.us.

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|--|-----------------|
| I. Roll Call | (2 min) |
| II. Agenda Review | (2 min) |
| III. Announcements | (5 min) |
| IV. Public Comment | (5 min) |
| The public may address the Commission on items not on the agenda for a maximum of five minutes each. | |
| V. Approval of Minutes (Action) | (2 min) |
| • January 17, 2024 | |
| VI. Director's Report (Informational) | (30 min) |
| • Appreciation of Commissioners | |
| • Human Services Department recent (see page 2) and future Board of Supervisors items | |
| • State Budget perspective, anticipated Housing for Health 6-Month Report | |
| VII. Review Potential Human Services Advisory Group Bylaws (Informational) | (45 min) |
| • Related Materials: County Code Chapter 2.38 | |
| • Related Materials: Draft HS Advisory Group Bylaws | |
| • Related Materials: Summary of HSD Hosted and HSD Participation in Public Forums | |
| VIII. Veteran's Liaison Report (Informational) | (5 min) |
| IX. Potential Human Services Public Engagement Opportunities (Informational) | (25 min) |
| • Related Materials: List of Potential Engagement Opportunities | |
| • Possible Future Human Services Advisory Group Topics | |
| X. Adjournment | |

A complete agenda packet can be accessed online: <https://www.santacruzhumanservices.org/Home/HumanServicesCommission>

MATERIALS AND CORRESPONDENCE IN PACKET

The Human Services Department's Regular and Consent agenda items listed below were approved by the Santa Cruz County Board of Supervisors since the last meeting of the Human Services Commission (full agenda items by date available on the [County of Santa Cruz, Board of Supervisors Meeting Calendar](#)):

Meeting Date	Item Link & Description
1/30/2024:	Item 10 : First Reading – County Commissions Restructuring Item 45 : Revenue agreement with Central California Alliance for Health for Housing and Homelessness Incentive Payment funds Item 46 : Amending a South County coordinated entry system agreement Item 47 : Approving an extreme weather shelter agreement with the cities of Santa Cruz and Watsonville Item 48 : Defer the 6-month Housing for Healthy Santa Cruz Plan to 3/26/2024
2/13/2024:	Item 9 : Second and Final Reading – County Commissions Restructuring Item 46 : Amending a communications agreement relating to the Master Plan for Aging
2/27/2024:	Item 30 : Approval of two CalFresh Employment & Training agreements Written Correspondence Listing a. Agenda - IHSS Advisory Commission Written Correspondence Listing z. Letter of Lisha Erez - CalWORKS Family Stabilization Program Written Correspondence Listing ag. Letter of Victoria Regan - CalWORKS Family Stabilization Program
3/12/2024:	Item 7 : 2023 Employee Recognition Awards Presentation (4 HSD employees) Written Correspondence Listing a. Agenda - IHSS Advisory Commission

Other Human Services Related County Commission & Committee Agendas and Minutes

- Childhood Advisory Council: <http://www.childhoodadvisorycouncil.org/>
- First 5 Santa Cruz County Commission: <https://www.first5scc.org/commission>
- IHSS Advisory Commission:
<http://www.santacruzhumanservices.org/AdultLongTermCare/InHomeSupportiveServices/AdvisoryCommission.aspx>
- Santa Cruz County Commission on Justice and Gender:
<https://www.santacruzcountyca.gov/Government/Commissions,CommitteesAdvisoryBodies/CommissiononJusticeandGender.aspx>
- Santa Cruz County Juvenile Justice Delinquency and Prevention Commission:
<https://www.santacruzcountyca.gov/Departments/ProbationDepartment/DelinquencyPreventionCommission.aspx>
- Santa Cruz County Women's Commission: <http://www.sccwc.org/Home/Meetings.aspx>
- Santa Cruz County Seniors Commission: <http://www.sccseniors.org/Home/Meetings.aspx>
- Santa Cruz County Commission on Disabilities: <http://scccod.net/>
- Santa Cruz County Latino Affairs Commission: <http://scclatinoaffairs.org>

Current County-wide Commission [Vacancies \(santacruzcountyca.gov\)](#)

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DRAFT FOR APPROVAL

January Meeting Minutes

DATE: January 17, 2024

TIME: 8:30 a.m. – 10:30 a.m.

PLACE: *Hybrid Meeting: In person at the United Way, 4450 Capitola Rd #106, Capitola, CA,
and Virtually via Microsoft Teams*

Commissioners Present: Lisa Smith (1st District); Stephen Gray (2nd District); Serg Kagno (3rd District); Betsy Clark (3rd District); Stoney Brook (4th District); Karina Moreno (4th District) Denise Hitzeman (5th District); Jennifer Anderson-Ochoa (5th District)

Commissioners Excused: None

Commissioners Unexcused: Danny Keith (2nd District, participated as guest, virtually)

Commission Seats Vacant: Supervisor Manu Koenig (1st District, 1 seat)

Staff Present: Randy Morris, HSD Director; Adam Spickler, HSD Senior Analyst, Heather Viola, HSD Executive Secretary

Guests: Danny Keith (2nd District, participated as guest, virtually), Lupe Murguia of the Housing Authority of Santa Cruz County

1. Approval of Minutes (Action): The Commission approved November 15, 2023 meeting minutes. (Hitzeman/Moreno)

AYES: Smith, Gray, Clark, Brook, Moreno, Kagno, Hitzeman

NOES: None

ABSTAIN: Anderson-Ochoa

ABSENT: Keith

2. Review Potential Department Advisory Group Recommendation (Information): The Commission had a robust discussion of the efficacy concerns and benefits of the current Human Services Commission structure and purpose versus that of a potential “Human Services Advisory Group” in accordance with [County Code Section 2.38](#) for Department Advisory Groups, should the Board of Supervisors approve

dissolution of the Human Services Commission. The discussion included a consensus among Commissioners that they would like to view a set of potential, draft Human Services Advisory Group Bylaws in order to provide opinions to the Human Services Department Director, and specific Commission action was taken to appoint an *Ad Hoc* Committee to develop potential draft Human Services Advisory Group Bylaws for presenting to Commissioners at the March 20, 2024 Human Services Commission Meeting. (Gray/Moreno)

AYES: Smith, Keith, Gray, Clark, Kagno, Brook, Moreno, Hitzeman

NOES: None

ABSTAIN: None

ABSENT: Keith, Anderson-Ochoa

3. Approve 2022-23 Human Services Commission Biennial Report to the Board: The Commission reviewed and approved Commission staff to submit the required calendar years 2022 and 2023 Human Services Commission Biennial Report to the Board of Supervisors, and discussed potential biennial report improvements for future consideration should the Human Services Commission still exist for a next round of biennial reporting. (Gray/Smith)

AYES: Smith, Keith, Gray, Clark, Kagno, Brook, Moreno, Hitzeman

NOES: None

ABSTAIN: None

ABSENT: Keith, Anderson-Ochoa

4. Schedule of Commission Meetings for 2024: The Commission approved the schedule of Human Services Commission Meetings for calendar year 2024, as noted in the January 17 Human Services Commission Meeting [Agenda Packet](#). (Kagno/Clark)

AYES: Smith, Keith, Gray, Clark, Kagno, Brook, Moreno, Hitzeman

NOES: None

ABSTAIN: None

ABSENT: Keith, Anderson-Ochoa

5. Motion to Adjourn: The Commission meeting adjourned at 10:32am (Moreno/Gray)

AYES: Smith, Keith, Gray, Clark, Kagno, Brook, Moreno, Hitzeman

NOES: None

ABSTAIN: None

ABSENT: Keith, Anderson-Ochoa

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COUNTY OF SANTA CRUZ HUMAN SERVICES DEPARTMENT

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RANDY MORRIS, DIRECTOR

HUMAN SERVICES ADVISORY GROUP BYLAWS

1. MISSION, VISION AND VALUES STATEMENT

- A. Mission: To advise and assist the Human Services Department (HSD) on providing the best services, care and resources to protect the vulnerable, promote self-sufficiency, alleviate poverty and improve the quality of life of all county residents.
- B. Vision: We envision a thriving Santa Cruz County where all community members in need of services provided by HSD receive assistance in an equitable, respectful, transparent, engaging, culturally appropriate, and empowering manner.
- C. Values: Our core value is that all people are entitled to safe housing, food security, health care coverage, employment opportunities, protection from abuse, and to be treated with dignity and respect.

2. PURPOSE

As set forth in Santa Cruz County Code [Section 2.38](#), the Human Services Advisory Group (HSAG) shall exercise the following responsibilities in its purpose, to act as an open portal for community members to identify human services related needs, and to advise and support the department in providing the highest quality of effective and efficient human services for the benefit of the residents of Santa Cruz County:

- A. Become informed on Human Services Department programs and operations and provide insights, counsel and support to the department on:
 - i. Current efforts and initiatives affecting the socioeconomic needs of the poor which cross departmental, divisional, and interest group lines;
 - ii. Long-term planning regarding meeting the socioeconomic needs of low income, disabled, disadvantaged, and at-risk people in Santa Cruz County;
 - iii. Strategic positions that bolster local, state and federal policy and funding priorities that affect the socioeconomic needs of low income, disabled, disadvantaged, and at-risk people; and
 - iv. Best practices in the operation of the agency's programs.

- B. At the request of the department director or their designee, develop and facilitate forums for strategic public engagement between HSD and community members affected by county human services programs and policies, on the department's current initiatives, long-term plans and strategic positions as determined by the department director.

3. MEMBERSHIP

- A. In accordance with [County Code Section 2.38.080](#), HSAG members shall be a resident of, or employed in, Santa Cruz County.
- B. The HSAG will consist of no less than five (5) appointed individuals fitting all membership criteria. No maximum number of members will be specified and will be left to the discretion of the HSD director, in partnership with the HSAG.
- C. In accordance with [County Code Section 2.38.080](#) (D), the HSD director will strive to ensure the community is provided an opportunity to request selection to the HSAG in order to establish and maintain diverse representation of HSAG membership:
 - i. When initially establishing HSAG membership, the HSD director will offer each of the calendar year 2024 Human Services Commissioners the first right of opportunity to join the HSAG as a member.
 - ii. After initial establishment, when reviewing new requests to become an HSAG member, the HSD director will consider a wide range of diversity criteria for maximizing diverse representation in its membership, including but not limited to race, ethnicity or national origin, disability status or medical condition, marital status, sexual orientation, age, veteran status, gender, gender identity, and geographic or professional representation, as disclosed in the request for membership selection.
 - iii. Once established the HSD director or their designee(s) will share open HSAG membership opportunities widely, including with existing HSAG members, so as to reach as many interested members of the public as possible, inviting interested parties to both request HSAG membership and to also share selection opportunity information widely.
 - iv. When applications are received, the HSD director may seek references from entities or individuals noted in the application, and feedback from members of an HSAG subcommittee related to membership requests, in a manner that is consistent across all requests for membership.
 - v. Persons meeting the minimum qualifications for service on the HSAG shall, as much as possible, be representative of the diverse skills, backgrounds, interests, and demographics of persons residing in the county.

- D. Any person seeking to serve on the HSAG may make a request for membership selection to the HSD director. Requests for membership must be submitted either electronically or in paper format as a written request, and should include the requestor's name, current contact information, confirmation of eligibility of living in or working in Santa Cruz County, optional demographic information to assist in equity among the HSAG, reason for interest in membership and any related background or experience the requestor holds related to social services or to serving on the HSAG. The HSD director shall maintain a copy of all such requests for selection to the HSAG.
- i. Optional demographic information may include home address or zip code for the area of the county in which the requestor resides, as well as race, ethnicity or national origin, disability status or medical condition, marital status, sexual orientation, age, veteran status, gender, and gender identity.
- E. HSAG members cannot commit the HSAG to any policy or course of action. However, nothing in these bylaws shall be construed as limiting or preventing HSAG members from expressing their views publicly as individuals on topics or issues discussed at or presented during HSAG meetings. Any expressions should include a disclaimer that the member is speaking in their individual capacity and not as a representative of the HSAG.
- F. To remain in good standing as a member of the HSAG, members shall:
- i. Attend a minimum, annually, of 75% of the HSAG's regularly scheduled meetings, and *ad hoc* and/or subcommittee meetings, either in-person or virtually:
 - i. For the purposes of measuring minimum attendance, meeting tardiness and meeting absences will both be considered toward a 75% attendance rate,
 - ii. Treat everyone they interact with in their role as an HSAG member, with dignity, respect and thoughtful consideration,
 - iii. Follow all additional criteria for conduct as noted in these bylaws.

4. TERMS OF MEMBERSHIP

- A. In accordance with [County Code Section 2.38.100 \(D\)](#), HSAG members are intended to serve for a term for the life of the group. However, the HSD director may remove any HSAG member at any time, should the member be out of compliance with the provisions noted in the bylaws as stated herein.
- B. HSAG *ad hoc* and/or subcommittee group members shall serve for the life of the *ad hoc* or subcommittee purpose.

5. SUBCOMMITTEES

- A. Subcommittees and/or *ad hoc* committees of the HSAG may be established and dismissed by the HSD director or their designee to accomplish work on a specific project of the department.
- B. Subcommittees and/or *ad hoc* committees will report to the HSD director or their designee for the duration of the committee's term.

6. MEETINGS

- A. A minimum of six (6) regular meetings of the HSAG will be held per year at locations throughout the county as determined by the Human Services director or their designee and in consultation with HSAG members, in advance of each regularly scheduled meeting.
- B. In addition to the 6 regularly scheduled meetings, the HSD director or their designee may call for additional meetings with HSAG members or *ad hoc* and/or subcommittee members to discuss emerging topics or to plan for public engagement.
- C. Each HSAG meeting may be held in a hybrid format so that members may participate virtually as well as by attending in person.
- D. No meeting of the HSAG will be held in a facility or any location that excludes any person, or persons, on the basis of race, religion, color, creed, national origin, ancestry, physical or mental disability, medical condition (including cancer-related and genetic characteristics), marital status, sexual orientation, age (over 18), veteran status, gender, gender identity or pregnancy. In accordance with [County Code Section 2.38.130](#) (C), all meetings shall be held at locations which are accessible to the public and which are functional for, usable, and accessible to persons with disabilities.
- E. The HSD director or their designee may cancel a scheduled meeting if less than three (3) HSAG members have confirmed that they will be present for the scheduled HSAG meeting in question.
- F. In lieu of parliamentary procedures for Brown Act governed meetings, HSAG meetings shall be conducted in a manner such that all HSAG members:
 - i. Have the opportunity to share their ideas, counsel and questions on each agenda topic, with other HSAG members, the director and/or their designee;
 - ii. Are respectful toward each other, and toward any members of the public they may engage with;
 - iii. Have an opportunity to suggest future agenda topics.

- G. All HSAG meetings shall be facilitated by the HSD director or their designee(s).
- H. Regularly scheduled HSAG meetings are not held publicly. The public may be invited to specific meetings or public engagement opportunities as determined in advance by the HSD director or their designee and the HSAG:
 - i. There is no set number of meetings or public engagement opportunities. Planning for potential public engagement will be a standing item on each regularly scheduled HSAG meeting, so that the group may discuss why, when and where to potentially engage with members of the public through public engagement efforts.
 - ii. During HSAG meetings or events that involve public engagement, guests will not be required to register their name or fulfill any other obligation as a condition to attend an HSAG meeting or public engagement event but may volunteer such information for inclusion in any HSAG meeting minutes being kept, or for the sole purpose of contact for information related to HSAG or HSD related activities.

7. NOTICING OF MEETINGS

- A. A full year's schedule of known upcoming meetings along with the standing agenda will be posted on the HSAG website at the start of each calendar year, when possible.
- B. A link to the previously set meeting invitation, along with any additional meeting information or materials will be sent electronically to each HSAG member at least 3 days prior to each scheduled meeting. Members will be prompted to reply within 48 hours to confirm attendance at the regularly scheduled meeting so that attendance can be tracked.
- C. While regularly scheduled HSAG meetings will not be held publicly, the public may access the HSAG meeting schedule, standing agenda and minutes by independently accessing them on the HSAG website, or by requesting materials be sent to them electronically, as available.

8. AGENDAS

- A. All regularly scheduled meetings of the HSAG will include a standing agenda with the following items incorporated:
 - i. Welcome and introductions
 - ii. Director's Report
 - iii. Advisory topics of interest for round table discussion
 - iv. Potential public engagement opportunities
- B. In addition to standing agenda items, the HSD director or their designee will

share specific, planned Director's Report, Advisory and Public Engagement topics with HSAG members at least three (3) days in advance of scheduled meetings.

- i. The HSD director may add to or change specific Director's Report, Advisory and Public Engagement topics as planned, if the need to seek advice or counsel on differing, pressing topics of interest arise after planned topics are shared with HSAG members.
- C. HSAG members who wish to add specific Advisory or Public Engagement topics to an upcoming HSAG meeting agenda may submit those topics to the HSD director or their designee at least five (5) days in advance of the meeting.

9. MINUTES

- A. In accordance with [County Code Section 2.38.160](#) (C), HSAG meeting minutes shall be prepared and maintained by the HSD director, or their designee.
- B. HSAG meeting minutes shall contain notes describing the major considerations discussed as they relate to reporting requirements for memorializing meeting dates, times and locations; meeting attendance, work done to achieve HSAG goals and accomplishments; and the setting of future HSAG goals.
- C. Once finalized, HSAG meeting minutes shall be published and made available on the HSAG public-facing website.

10. REPORTS

- A. In accordance with [County Code Section 2.38.170](#) (C), the HSAG will issue a report to the HSD director according to a schedule set by the Board of Supervisors, highlighting the activities, accomplishments and future goals of the group relating to:
 - i. Role(s) of the HSAG;
 - ii. HSAG meeting dates, times and locations;
 - iii. HSAG meeting attendance;
 - iv. HSAG goals set, and accomplishments met during the reporting period, including a summary of activities, special projects and workshops or seminars that HSAG members have participated in, when applicable; and
 - v. HSAG future goals.
- B. In accordance with [County Code Section 2.38.170](#) (E), the HSAG will submit an attendance report to the Board of Supervisors at the end of each calendar year.

11. PUBLIC RECORDS

In accordance with [County Code Section 2.38.260 \(D\)](#), the HSAG agendas and minutes shall be maintained as accessible to the public, pursuant to the California Public Records Act.

12. PUBLIC PARTICIPATION

- A. Public participation will be accomplished through specific HSAG public engagement opportunities as determined at regularly scheduled HSAG meetings, and through direct communications between HSAG members and members of the public, in collaboration with the HSD director or their designee.
 - i. Regularly scheduled HSAG meetings are not held publicly unless the HSD director or their designee and the HSAG determined in advance that public participation will be included in a specific regularly scheduled meeting.
 - ii. If public participation will be included in any HSAG meetings as determined in advance, a public comment period may be incorporated at the beginning of the select HSAG meeting, or on each agenda item designed to give feedback and suggestions to the HSD director and/or their designee.

13. APPROVAL OF BYLAWS

These Bylaws, and any subsequent amendments thereto, shall be approved by the Board of Supervisors pursuant to the [Santa Cruz County Code Section 2.38.140](#), prior to implementation.

14. AMENDMENTS TO BYLAWS

Amendments to these Bylaws may be recommended to the Board of Supervisors by the Human Services Department director, in consultation with HSAG members.

Approved as to Form

By: _____
County Counsel Date

HUMAN SERVICES ADVISORY GROUP BYLAWS PROPERTIES

Original Version Author	Human Services Commission Ad Hoc Committee (Stoney Brook, Denise Hitzeman, Serg Kagno)
Draft Date	March 11, 2024
Board Approval (date/link)	TBD
Revision #1 Author	
Purpose of Revision	
Draft Date	
Board Approval (date/link)	
Revision #2 Author	
Purpose of Revision	
Draft Date	
Board Approval (date/link)	

DRAFT



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RANDY MORRIS, DIRECTOR

PUBLIC FORUMS EITHER HOSTED BY THE HUMAN SERVICES DEPARTMENT OR THAT THE HUMAN SERVICES DEPARTMENT PARTICIPATES IN

HSD convenes three recurring Brown Act meetings, open to public	In Home Supportive Services Advisory Committee
	Housing for Health Partnership Continuum of Care
	Santa Cruz County Workforce Development Board
HSD's leadership also participates in twelve additional recurring meetings in which the public is invited to attend and given opportunity to make comments	First 5 Commission (self-sufficiency and child welfare)
	Childhood Advisory Council (self-sufficiency and child welfare)
	Commission on Justice & Gender (cross-divisional)
	Senior Roundtable (Older Adults services)
	Cradle to Career (self-sufficiency / employment opportunities)
	Youth Action Network Committee (child welfare)
	Broad-based Accountability, Support, Treatment & Alternatives (BASTA) (child welfare)
	Juvenile Justice Coordinated Council (child welfare)
	Foster Youth Services Coordinating Program (child welfare)
	Child, Youth, and Family Well-being Cabinet (child welfare)
	Children's Network (child welfare)
	Youth Action Network (child welfare)



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POTENTIAL HUMAN SERVICES PUBLIC ENGAGEMENT OPPORTUNITIES

The following topics for outreach support would involve working in a volunteer capacity on specific outreach and engagement related tasks, reporting to a specific Human Services Department staff. If Commissioners are interested in possible engagement opportunities, please reach out to Adam Spickler at Adam.Spickler@santacruzcountyca.gov for more information and follow up.

Service Area	Topic	Timeframe
Adults Services	Assistance promoting range of adults' services to potentially eligible community members	Summer 2024
	Help promoting Elder Abuse Awareness Month	June 2024
	Assisting with public engagement on survey results and next steps for the Master Plan on Aging	Fall 2024
Benefits Services	Help promoting CalFresh Awareness Month	May 2024
Family & Children's Services	Assistance promoting the Children's Memorial Flag Raising event on April 26, 2024	April 2024
	Ongoing monthly attendance at the monthly Comprehensive Prevention Plan meetings	Ongoing
	Help with resource family recruitment outreach	Fall 2024
Workforce Development	Help promoting new workforce services for unemployed & dislocated workers / the public	Ongoing
	Connecting with foster youth service providers to help promote specific workforce opportunities and services	Ongoing
	Assistance promoting Job Fairs to the public	Ongoing