



FY 2018-19 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

Our Goals

Improve well-being and quality of life

Improve health and mental health

Increase economic potential and decrease poverty

Reduce abuse and neglect

FY 2018-19: Serving Our Community



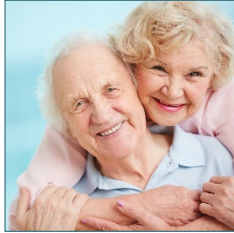
86,690

Provided Medi-Cal benefits to 86,690 county residents



34,608

Provided CalFresh benefits to 34,608 county residents



1,460

Served 1,460 adults through Adult Protective Services



190

190 children were in a "out-of-home" placement every month



1,827

1,827 individuals received employment support services



3127

Provided In-Home Supportive Services to 3127 seniors and dependent adults



33

Provided 33 children a permanent home through adoptions

Goals and Accomplishments

FY 2018-19 Goals

FY 2018-19 Accomplishments

Adult and Long Term Care

- ◆ Expedite IHSS Provider enrollments by creating a one-stop option and providing reduced cost Live Scan background checks.
 - ◆ Expand the capacity of the APS program to meet the increase in referrals of abuse and neglect.
 - ◆ Support the Santa Cruz Museum of Art and History (MAH) on its Isolation of Seniors exhibit, scheduled for 2019.
- One-Stop Enrollment reduced the enrollment process completion time from up to six weeks to one day. In addition, the purchase of the Live Scan machine reduced background check fees from \$70 to \$36 and scholarships are now available if needed.
 - APS expanded capacity by adding two additional Senior Social Workers. However, the program continues to experience increases in referrals of abuse and neglect.
 - HSD worked closely with the MAH as well as other stakeholders to plan the Senior Isolation exhibit, which opened on April 5, 2019 and runs through September 22, 2019.

Veterans Services

- ◆ In the coming year, the CVSO will seek to further increase its outreach activities into remote areas of the county in order to provide support and services to isolated veterans, including through the use of a new mobile benefit application process.
- CVSO increased its outreach efforts to veterans in remote areas of the county as well as homeless encampments. A Veterans Benefit Representative is now stationed in Watsonville full-time to increase South County access. The CVSO is also in the process of developing resources to support a mobile benefit application process to continue to expand access.

Employment and Benefits Services

- ◆ Partner with local jurisdictions and nonprofit providers to expand CalFresh Employment and Training services to participants experiencing homelessness in order to foster participants' self-sufficiency.
 - ◆ Participate in the development of Santa Cruz County's child care subsidy plan, as authorized by AB 300 to provide a comprehensive, coordinated and cost-effective system of child care and development services.
 - ◆ Launch Thrive by Three coordinated entry system for children prenatal-three years old, facilitating access into home visiting programs and high-quality infant and toddler care.
- EBSD expanded CFET services to approximately 75 individuals experiencing homelessness through a partnership with Downtown Streets Team to provide job readiness and work experience in the City of Santa Cruz, along the coast in North Santa Cruz County and in the San Lorenzo Valley.
 - HSD participated in the development of Santa Cruz County's Individualized Child Care Subsidy Pilot plan as authorized by AB300. The Pilot Plan was submitted to the Early Learning and Care Division on December 10, 2018 for approval.
 - The pilot coordinated entry system for CalWORKs families with young children, operated by Encompass' Families Together programs, served approximately 30 families. These families were assessed and linked to home visiting programs and other services.

Goals and Accomplishments

FY 2018-19 Goals

FY 2018-19 Accomplishments

Family and Children's Services

- ◆ Coordinate with the Counties of Monterey and San Benito to develop a regional approach to providing Therapeutic Foster Care.
 - ◆ Utilize enhanced methods and technologies, including a social marketing campaign, to increase the pool of resource families to care for foster children.
 - ◆ Utilize the Bringing Families Home program to decrease homelessness amongst child welfare families, increase the number of families that unify, and prevent foster care placement.
- The regional approach to Therapeutic Foster Care has been explored as well as others for addressing this need. The Health Services Agency continues to actively engage and seek input with Family and Children's Services and Probation as well as seek guidance from the State in planning for these services.
 - Child Welfare and Juvenile Probation partnered together to implement a social media marketing and recruitment strategy to increase the pool of resource families. These efforts led to 40 more people attending an initial orientation than the last fiscal year.
 - Bringing Families Home, a State-funded housing program, housed 10 child welfare families who were experiencing homelessness. These families have either successfully reunified with their children or have been able to keep their children safely with them.

Workforce Innovation and Opportunity Act Services

- ◆ Continue to implement WDB Strategic Goals including establishing a new industry sector partnership and developing a new career exploration workshop.
 - ◆ Implement Phase III of the Proposition 39 pre-apprenticeship grants which prepare 20-25 at risk youth, women, veterans, and other disadvantaged job seekers for employment in in green job skills.
 - ◆ Coordinate employment services across multiple funding sources in order to more effectively and efficiently utilize limited employment and training resources.
- WDB developed four projects with new industry partnerships, including two designed to increase careers in technology and two to promote career advancement in the hospitality and early childhood education sectors. WDB also expanded and enhanced its career exploration workshop which will now be a series of trainings.
 - The Proposition 39 pre-apprenticeship grants were implemented, and 10 job seekers graduated. Less eligible participants enrolled than anticipated, likely due to more available jobs in the community.
 - The WDB continued work on the Welfare to Work (WTW)/Workforce Innovation and Opportunity Act (WIOA) merger, including establishing an operational plan to increase co-enrollments, which will provide eligible customers with additional supports and services. Staff also held a Workforce Jamboree so that all staff working in employment training could meet and share information.

Relevant Legislation and Policy Changes

Permanency Services for Foster Youth

- ◆ AB 1006 clarifies specialized permanency services for foster youth as services to assist a child or nonminor dependent in achieving a permanent family, including at least one adult who will provide a permanent, parent-like relationship.

Placement Change Requirements

- ◆ Effective January 1, 2019, AB 2247 requires child welfare agencies to develop, implement, and document a placement preservation strategy to preserve the dependent foster youth's placement prior to making a placement change.

Gender Affirming Care for Minors and Non-Minor Dependents in Foster Care

- ◆ AB 2119 clarifies that minor and nonminor dependents in foster care have the right to receive physical health and mental health care that includes gender affirming medical and mental health care services, consistent with their gender identity, including the right to be involved in the development of their case plan.

Re-Entry of Eligible Non-minors to Extended Foster Care

- ◆ Effective January 1, 2019, AB 2337 allows youth, who are under the age of 21 and were in legal guardianship or adoption, to re-enter Extended Foster Care if their caregiver is no longer providing support.

Master Plan for Aging

- ◆ Governor Newsom signed Executive Order N-14-19 ordering that by October 1, 2020 a Master Plan for Aging be developed and issued to serve as a blueprint for state government, local government, private sector and philanthropy to implement strategies and partnerships that promote healthy aging and prepare the state for the coming demographic changes.

Cash Out Reversal

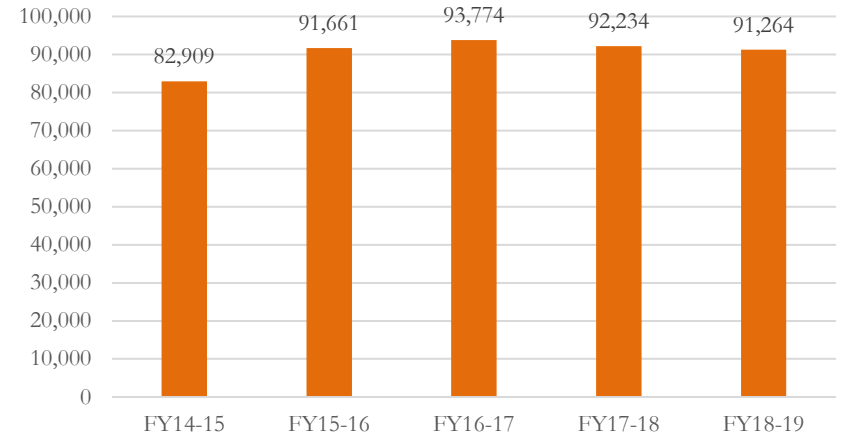
- ◆ AB1811 reversed the policy, known as “cash out” that had made recipients of Supplemental Security Income (SSI)/State Supplemental Payments (SSP) ineligible for CalFresh nutrition benefits. Due to this change, starting June 1, 2019, recipients of SSI/SSP may receive CalFresh benefits for the first time since 1974, assuming all eligibility criteria are met, with no impact to their SSI/SSP benefits.

Employment and Benefits Services Division

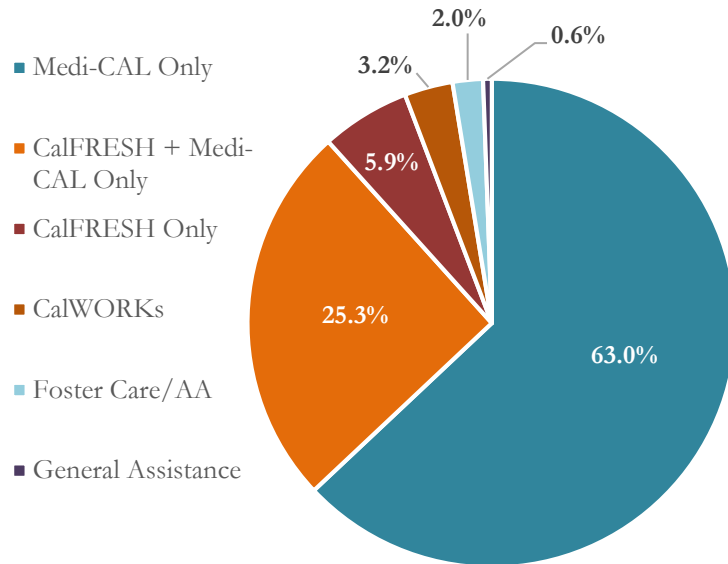
In FY 2018-19, the Employment & Benefits Services Division (EBS) provided public benefit assistance to 91,264 unique individuals representing almost 50,000 households served through:

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

Number of Unduplicated Individuals Receiving Benefits



Current Program Distribution for Benefit Recipients



Over the course of FY 2018-19, approximately one-third of all Santa Cruz County residents received benefits from one or more of HSD's public assistance programs

Employment and Benefits Services Division: CalFresh and Medi-Cal

CalFresh

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 2018-19, a monthly average of 23,615 persons received CalFresh food assistance. About 5,000 of these persons were disabled or 60 years of age or older. The number of seniors and disabled are expected to grow as individuals with Supplemental Security Income (SSI) will be eligible for CalFresh for the first time since 1974.

In FY 2018-19, the County issued \$3.1 million in CalFresh benefits every month, or more than \$37.3 million over the course of the year.

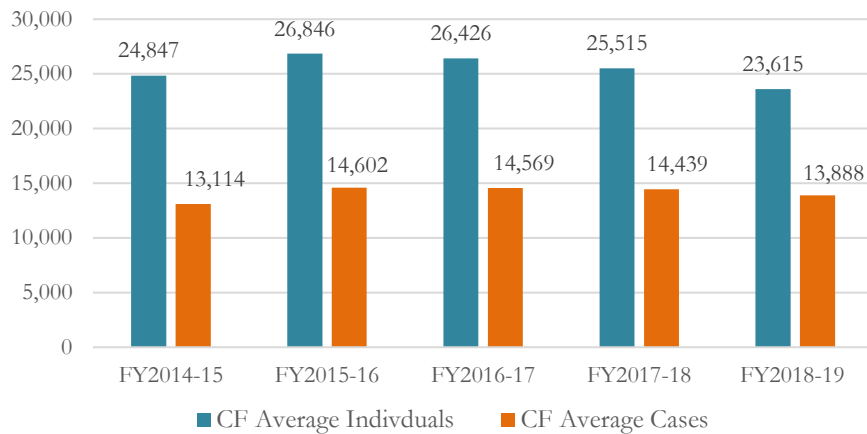
Medi-Cal

As a result of Health Care Reform, Medi-Cal became available for an expanded population. This program provides health coverage for low-income families and individuals. Currently, approximately 60% of Medi-Cal recipients are between 18-64 years of age.

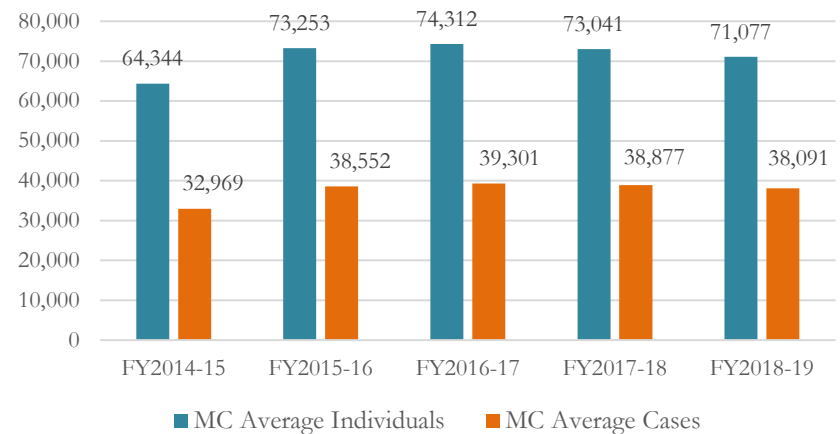
26% of County residents receive health coverage through Medi-Cal. In FY 2018-19, approximately 96% of persons receiving benefits through HSD received Medi-Cal.



Average Monthly Number of Households and Individuals Receiving CalFresh



Average Monthly Number of Households and Individuals Receiving Medi-Cal



Employment and Benefits Services Division: CalWORKs and 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:

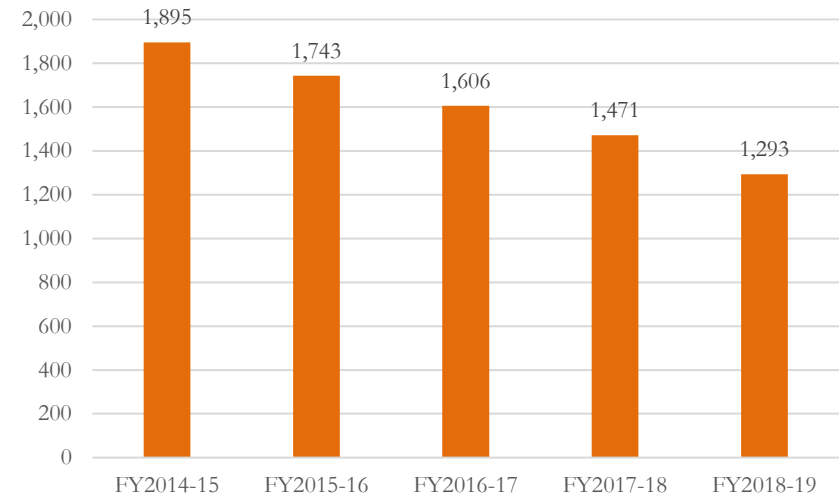
- ◆ Child care
- ◆ Substance use and mental health services
- ◆ Job training and educational assistance
- ◆ Transportation
- ◆ Subsidized employment



In FY 2018-19:

- ◆ An average of 1,293 households were assisted by CalWORKs monthly
- ◆ 1,377 individuals received employment support services through the Welfare-to-Work program
- ◆ 75% of persons assisted through the CalWORKs program were children under the age of 18
- ◆ 87% of CalWORKs households were headed by women

Number of Average Monthly CalWORKs Cases



General Assistance

General Assistance (GA) is a county-funded program providing cash assistance to indigent adults who are incapacitated, unemployed or homeless and do not qualify for other aid programs. Since GA payments are indexed to CalWORKs assistance payments, changes to CalWORKs grants impact GA payments. The GA caseloads are projected to increase slightly in FY 2019-20. Disabled clients are screened for Supplemental Security Income (SSI) eligibility. The County receives reimbursement from the Social Security Administration's Interim Assistance Program to help offset costs associated with persons who are approved for SSI.

- ◆ In FY 2018-19, the average monthly GA caseload was 214

In FY 2018-19, approximately \$8.2 million in CalWORKs cash aid benefits and \$1.9 million in child care benefits were disbursed, totaling more than \$10.1 million going into the Santa Cruz economy

Employment and Benefits Services Division: 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 and 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

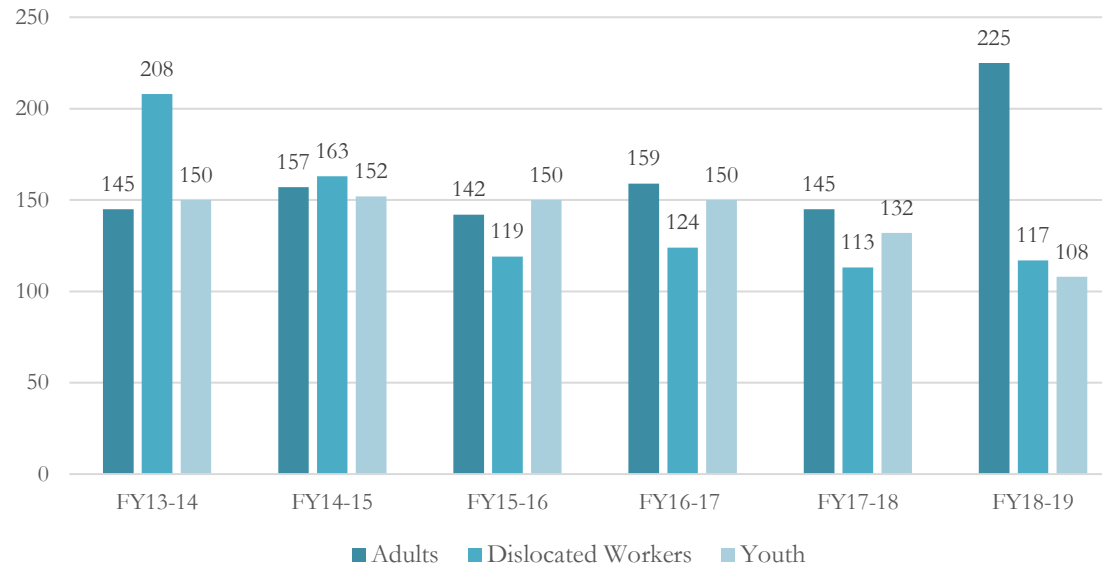
The Sueños Youth Employment Program provides disadvantaged youth in the Watsonville and Freedom areas with:

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

In FY 2018-19 (YTD), the Sueños program enrolled 108 youth.

- ◆ 59 participated in work experience with 29 different employers

WIOA Participants



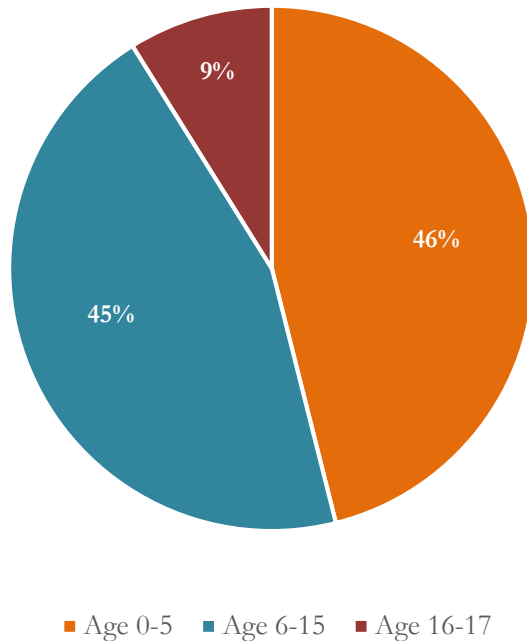
Family and Children's Services Division: Child Welfare Services

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 2018, 2,600 children were referred to FCS due to allegations of abuse or neglect. Most allegations are not found to be "substantiated" meaning there was evidence of abuse or neglect and many families are referred to prevention services and other family supports. Approximately 190 children had an allegation that was substantiated in 2018.

Percent of Children with Substantiations by Age



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:

- ◆ 92% of children who experienced maltreatment did not experience a second incident of substantiated maltreatment within 12 months
- ◆ 45% of all children who were in out-of-home care for 12-23 months were either reunified with their families, adopted, or attained legal guardianship, compared to the federal standard of 44%
- ◆ Approximately 50% of children in out-of-home care were placed with relatives or non-relative extended family members, compared to the Statewide average of 36%

Family and Children's Services Division: Foster Care

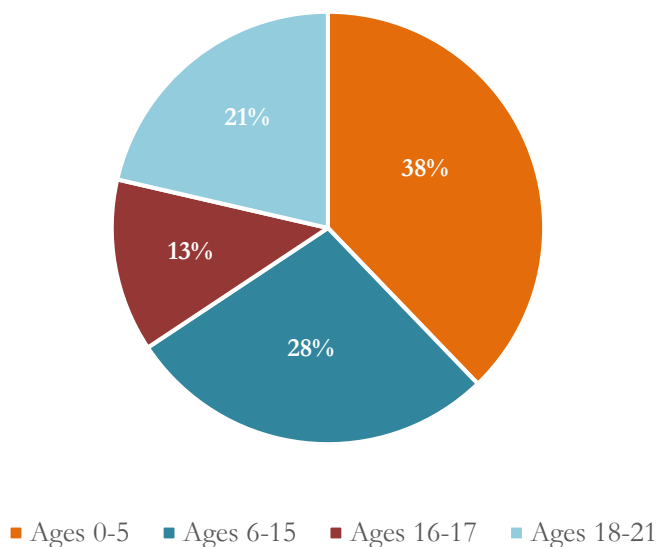
Foster care provides children who have been removed from their parents due to abuse or neglect with a temporary safe and nurturing home environment while their parents receive counseling and other services aimed at enabling them to be reunited with their children.

If parents cannot provide a safe environment, their 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.

In FY 2018-19:

- ◆ Monthly, an average of 194 children were in a “out-of-home” placement with a resource family.
- ◆ Approximately 73% of the children were placed with some or all of their siblings

Percentage of Children in Care, by Age



Forever Families Adoption Program

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

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

Adoptions & Adoption Assistance	FY 2018-19
Finalized adoptions	33
Average monthly adoption assistance cases	620



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

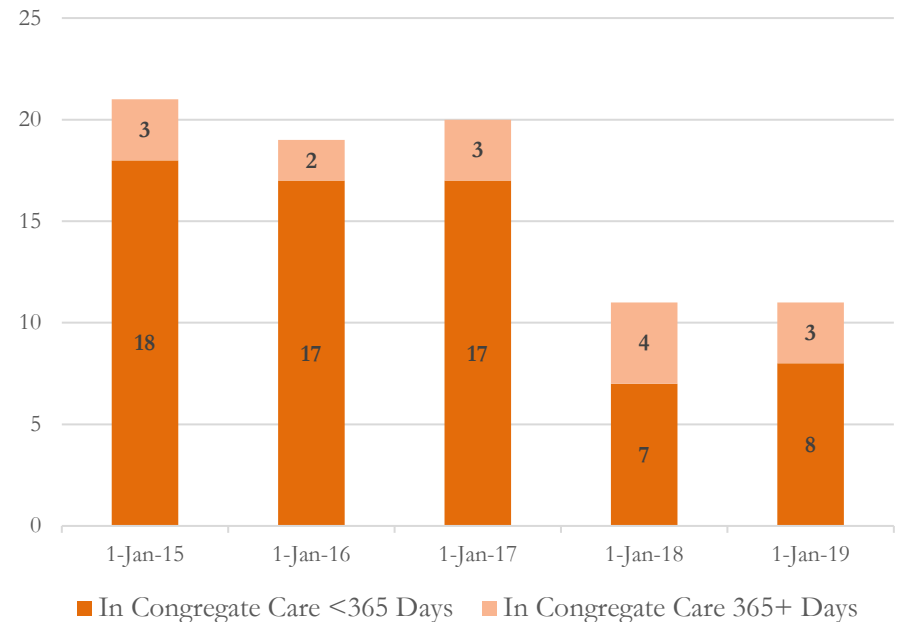
AB 403, known as **Continuum of Care Reform (CCR)** was passed in October 2015. CCR intends to improve outcomes for children and youth in foster care and on probation by:

- ◆ Using comprehensive initial child assessments;
- ◆ Increasing family and youth engagement in placement decision making and case planning;
- ◆ Increasing the use of home-based 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.

During FY 2018-19, the County worked closely with local group homes to support their conversion to Short Term Residential Treatment Programs (STRTP). A diligent effort was made to step down as many youth as possible from group homes to home-based family care.

The chart below shows the number of children in groups home on one day across the last five years. On January 1, 2015 there were 21 children opposed to 11 children on January 1, 2019. Three children had been in care more than a year and 8 children less than a year.

Number of Children in Congregate Care by Length of Time

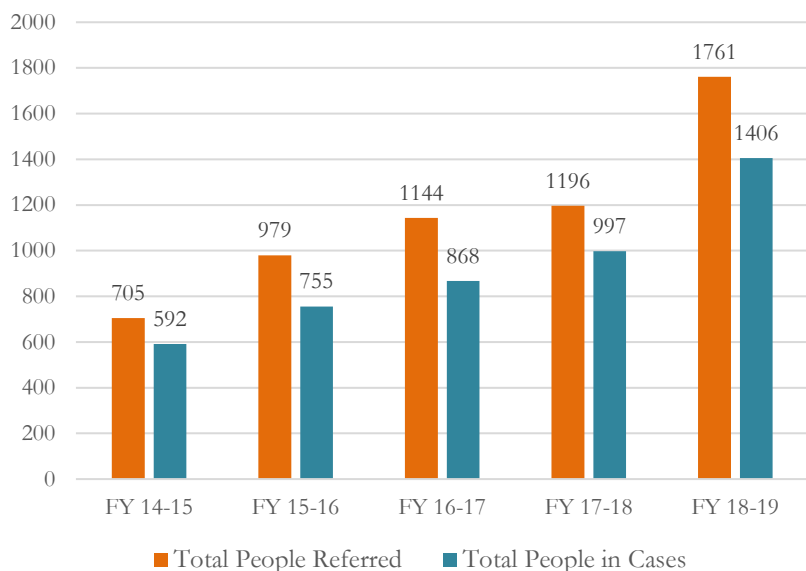


Adult & Long Term Care: Adult Protective Services

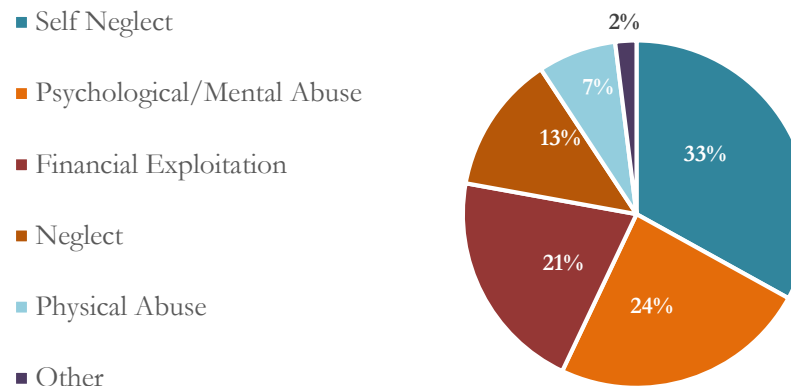
Adult Protective Services (APS) provides intervention services to protect elderly and dependent adults from abuse, neglect, or exploitation. In FY 2018-19:

- ◆ Approximately 75% of persons referred to APS were elders; the remaining were dependent adults
- ◆ Approximately 82% of APS reports received an in-person investigation
- ◆ Approximately 65% of all allegations of abuse that were either confirmed or inconclusive were abuse by others; the remaining cases were self-abuse including self-neglect and health hazards in the home

Number of People Referred and in Cases



Percentage of Confirmed and Inconclusive Allegations by Type



Abuse Prevalence

The top three types of abuse reported to APS in order are:

1. Self Neglect
2. Psychological/Mental Abuse
3. Financial Abuse

There is often more than one type of abuse reported for each individual victim. Self neglect and psychological abuse are often reported in conjunction with financial abuse. Financial abuse is often more impactful to the health and safety of an APS client and a more complex issue to resolve. Self neglect in concurrence with financial abuse indicates that an adult is unable to properly manage daily life. This often leads to financial mismanagement or exploitation. Psychological abuse in concurrence with financial abuse indicates the abuser is controlling and manipulating the victim to exploit their financial resources.

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).
- ◆ Referring vulnerable victims to the long-term care management unit (TLC) to stabilize management of daily living.

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

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

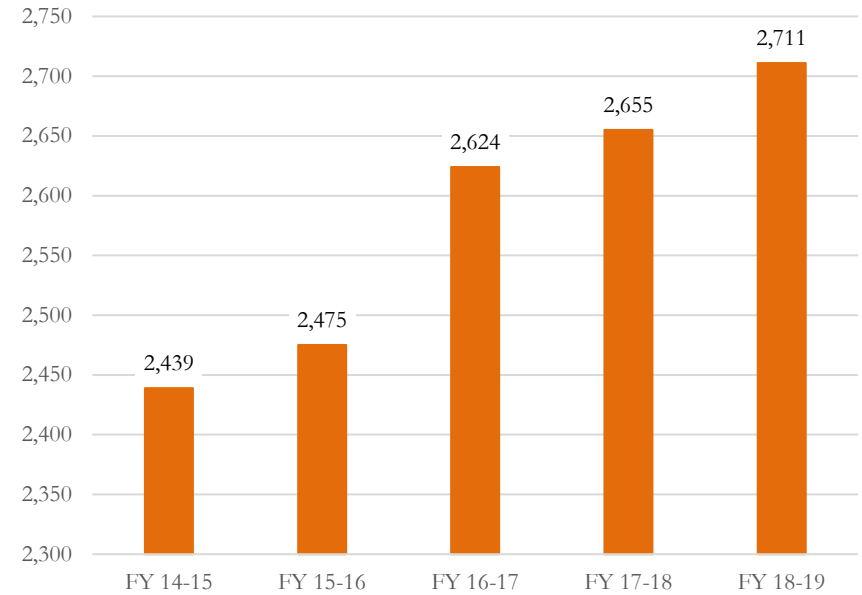


In FY 2018-19:

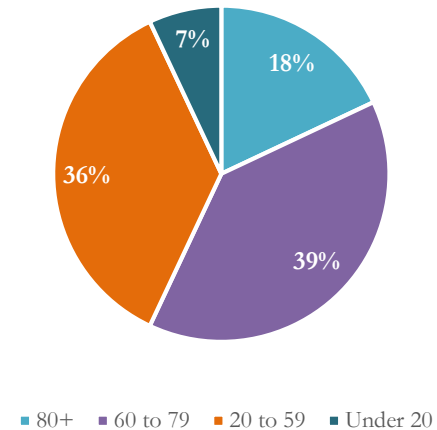
- ◆ Over 3000 seniors and disabled adults received services in the year and on average, 2711 were served each month.
- ◆ IHSS recipients were authorized to receive an average of 101 hours of assistance per month
- ◆ On average, there were 2,165 IHSS providers of in-home care each month.

IHSS Recipient: *“My overall experience with this program has been great. Everyone I’ve dealt with has gone above and beyond to assist me and are always very professional.”*

Monthly Average of Authorized Cases



IHSS Recipients by Age

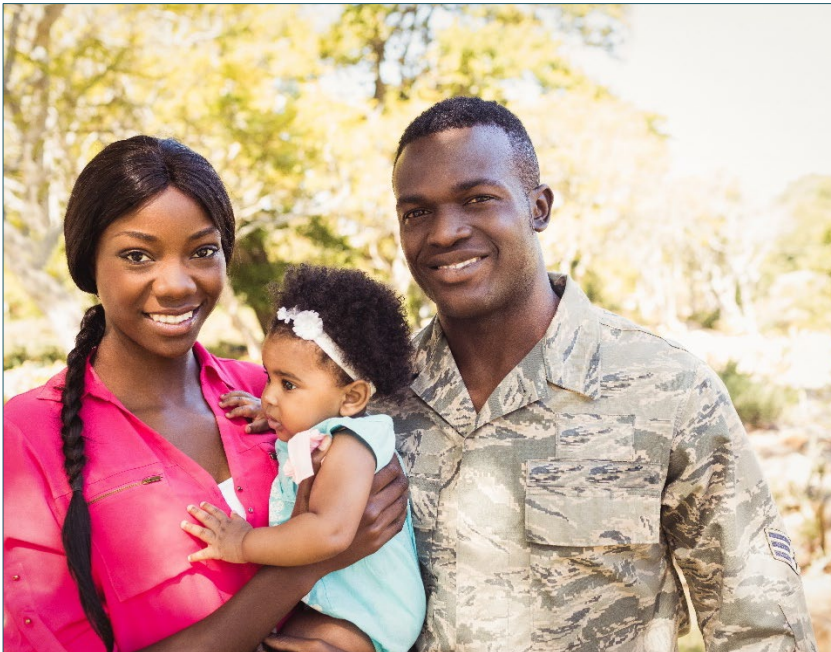


Adult & Long-Term Care: Veterans Services Office

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 2018-19, the VSO assisted approximately 2,600 Veterans with claims resulting in almost \$370,000 in new monthly benefits and more than \$3.1 million in retroactive and one-time benefits for County Veterans and their dependents.



Palo Alto Veterans Administration

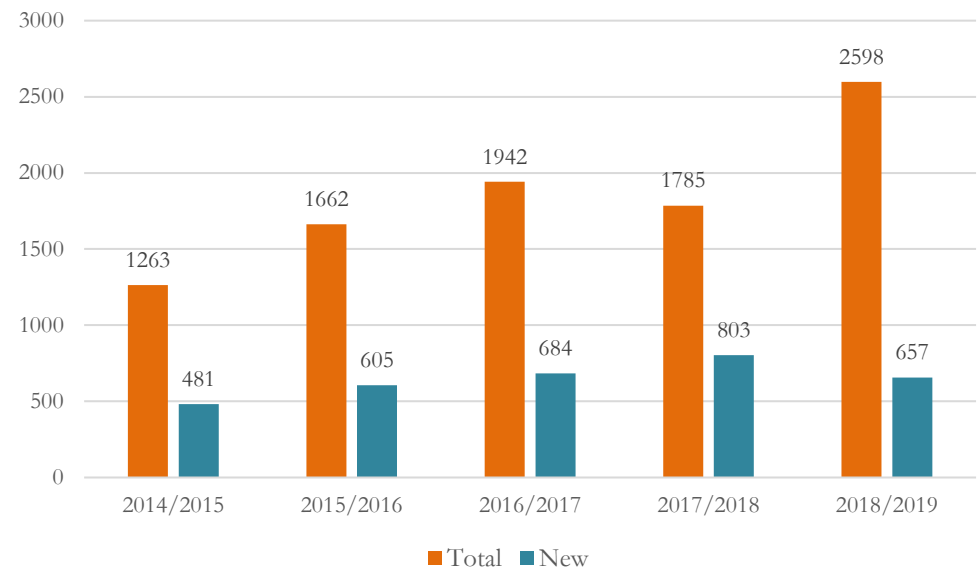
Medical Services: the VSO coordinates transportation to medical services for the County's most vulnerable Veterans through the Veterans Administration (VA).

- ◆ In FY 2018-19, the VSO arranged round trip transportation to the Palo Alto VA Medical Center for 74 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 use disorder rehabilitation programs within the Palo Alto VA Health Care System.

- ◆ In FY 2018-19, the VA Medical Outreach Team provided 259 medical outreach appointments at the Veterans Memorial Building

Number of Veterans Assisted



Operational Excellence

The Department is committed to and appreciative of a diverse workforce. HSD employs 507 people. To support this workforce and the greater community, the Department dedicates staff to ensure operational excellence.

The **Staff Development (SD)** unit provides trainings and workshops to staff in social service, eligibility, and employment. This ensures employees are able to:

- ◆ Successfully administer social service programs and implement State, Federal, and local regulations.
- ◆ Comply with fraud, civil rights, cultural competency, health, safety, and specific social service program regulations.
- ◆ Use best practices in social work, customer experience and leadership.

20,000 hours of classroom training provided

The **Quality Improvement** unit works directly with HSD's program staff, providing guidance and support towards system and process improvements. A variety of mandated and non-mandated reviews are conducted, and the results are analyzed to:

- ◆ Identify programmatic areas of strength, training needs, and **continuous process improvement**.

Organizational Development staff enhances employee engagement and expands the Department's ability to operationalize its vision, mission, and ensures HSD is able to:

- ◆ Implement effective strategies regarding leadership development, communications and integrating or "onboarding employees to new practices and policies.
- ◆ Provide professional development opportunities to develop leadership skills, knowledge-sharing, and guide employees in their professional growth.
- ◆ Serve approximately 40-50 employees annually through the HSD Mentoring Program.

2018 Mentee:

"This program helped me strengthen my personal and professional growth and inspired me to think more deeply about future career options. Taking part in this program has helped me improve workplace engagement and morale giving me the courage and reassurance I needed to succeed."



Community Partnerships

HSD staff provide services in partnership with a wide variety of public and private agencies and participate in a multitude of collaborative efforts to improve the well-being of the community. A few of the significant partnerships in FY 2018-19, included collaborative initiatives to address homelessness, better support families with young children, create awareness on senior isolation and make a collective impact.

Addressing Homelessness

Smart Path to Housing and Health is the coordinated entry system for people experiencing homelessness. Smart Path streamlines access to housing assistance through an assessment that prioritizes scarce housing assistance to the most vulnerable. In October 2018, HSD became the lead agency to Smart Path.

1,406 Smart Path Assessments were completed

HSD provided approximately 2.5 million dollars to contracted non-profit partners to support 167 individuals and families experiencing homelessness attain and retain housing.

Partnering for Impact

HSD strives to be an effective public steward of funding and collaborates with local partners to promote results in a variety of ways.

- Through CORE Investments, the Department continued to administer over 4 million dollars in County funding to community-based agencies to provide a comprehensive array of safety net services and supported the facilitation of a process to enhance the collective impact of local services.
- In partnership with Third Sector Capital Partners and the Stanford Center on Poverty and Inequality, HSD analyzed the impact of our Subsidized Employment programs. Preliminary findings are suggesting positive impacts. HSD is improving employment and earnings levels further by collaborating with and funding providers to implement service improvements, including paying for successful outcomes.

Supporting Young Children

Thrive by Three, is an initiative designed to improve the health of young children and their families. In collaboration with community partners, HSD hosted several learning collaboratives with home visiting program staff and County staff. Over twenty CalWorks families engaged in one or more intensive home visiting programs this past year.



Senior Isolation

HSD supported the Santa Cruz County Museum of Art and History to produce an exhibit to highlight the issue of senior isolation. This exhibit encourages attendees to make a difference in the lives of seniors.



FY 2019-21 Operational Plan Objectives

Community Impact

By June 2021, HSD, through CORE Investments, will develop an online menu of community and program-level results associated with the CORE conditions.



Food Security

By June 2020, HSD will have 65% of In Home Support Service (IHSS) providers and recipients who participate in the MENU program, reporting less food insecurity according to USDA assessment.



Food Access

By June 2021, HSD will increase by 50% the number of low-income seniors and disabled single adults enrolled in CalFresh.



Best Practices

By June 2021, HSD, through CORE Investments, will develop an online library of evidence-based programs/practices associated with the CORE Conditions.



Child Wellbeing

By June 2021, HSD will ensure 75% of children entering care will receive at least one Child and Family (CFT) meeting.



Thrive by Three

By June 2021, HSD will double the number of low income families with children 0-3 participating in home visiting services through the Thrive by Three Initiatives.



Impact Investment

By June 2021, HSD and HSA will provide 24 opportunities for tech assistance to support systemwide collaborations among local public, private, non-profit, and community partners.



Veterans Outreach

By June 2021, HSD will conduct 15% more outreach contacts with Veterans in order to connect them with their benefits and local resources.



FY 2019-21 Operational Plan Objectives

Career Preparation

By June 2021, HSD will ensure 70% of low income adults who are enrolled in both career preparation activities & CalWORKs employment services, will be employed 6 months after completing services.



Job Training

By June 2021, HSD will increase by 30% the number of CalFresh recipients in CalFresh Employment and Training (CFET) programs focused on unemployed youth and individuals experiencing homelessness.



Apprenticeships

By June 2021, HSD will secure funding to continue the Workforce Innovation and Opportunity Act (WIOA) Apprenticeship Readiness Program and 30% more job seekers will be enrolled.



Employee Ownership

By June 2021, HSD will avert closures and layoffs of 2 small businesses due to retirement through the transition of ownership to employees.



Homeless Assessments

By June 2021, HSD will collaborate with community partners to complete assessments (Smart Path) for at least 1,600 individuals experiencing homelessness.



Housing Assistance

By June 2021, HSD housing assistance programs will house 187 individuals/families experiencing homelessness.



Cultural Responsivity

By June 2021, HSD staff will increase understanding of its own cultural responsiveness to racial/ethnic equity, sexual orientation, and gender identity and expression (SOGIE).



Mentorship Program

By June 2021, HSD will report that 90% of employees who completed the department mentorship program as a mentee, have increased job satisfaction and development of leadership skills.



Contact the Human Services Department

Visit our website at www.santacruzhumanservices.org

Public Assistance Programs

Call the Benefits phone customer service center at 1-888-421-8080 or TTY 454-4763

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	18 W. Beach Street, Watsonville 2045 40 th Avenue, Capitola	763-8700 464-6286	TTY 464-4358 TTY 464-4358

Report Child Abuse
1-877-505-3299

Report Elder Abuse
1-866-580-4357

Dedicated to making a difference – Serving people in need in Santa Cruz County

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