



FY 2019-20 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



FY 2019-20: Serving Our Community



85,973

Provided Medi-Cal benefits to 85,973 county residents



37,297

Provided CalFresh benefits to 37,297 county residents



1,656

Served 1,656 adults through Adult Protective Services



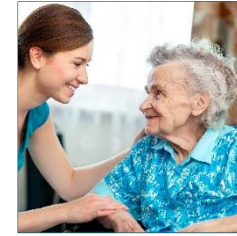
190

190 children were in an “out-of-home” placement every month



1,478

1,478 individuals received employment support services



3,282

Provided In-Home Supportive Services to 3,282 seniors and dependent adults



28

Provided 28 children a permanent home through adoptions



1,810

Assisted 1,810 Veterans in receiving benefit



\$37.4 Million

Provided \$37.4 Million in CalFresh benefits



\$10.1 Million

Provided \$10.1 million in temporary cash assistance to families in need



1,290

Served on average 1,290 families a month through CalWORKS



2,556

Responded to 2,556 allegations of abuse to children

Responding to COVID-19

In March 2020, California declared a state of emergency due to the COVID -19 pandemic. California law defines local government as the first level of response for meeting the disaster needs of people in its jurisdiction and the Human Service Department (HSD) plays a critical role in local emergency responses. In addition to continuing all operations, HSD ensures shelter is available, supports access to basic needs and provides specialized support to vulnerable groups such as seniors. The following three pages highlight accomplishments achieved by HSD and its partners in these functions from the beginning of the Shelter in Place (SIP) Order which required residents to remain at home.



Shelter



Basic Needs



Seniors



Staff

Responding to COVID-19: Shelter

HSD, in partnership with the County Administrative Office, Office of Emergency Services, Health Services Agency, other local jurisdictions, and community-based organizations, coordinated the County’s efforts to minimize risk of exposure to individuals experiencing homelessness. Since the Shelter in Place orders, HSD launched a new centralized referral process to triage placement of the most vulnerable people experiencing homelessness into shelter and opened 7 new shelters, which expanded the local capacity to serve an additional 300 people a night.

County Operated COVID-19 Shelters

County Operated COVID-19 Shelters	Average Sheltered	Peak Sheltered
2 new Congregate Shelters for adults without housing so they may safely shelter in place.	70 people a night	79 people a night
4 New Non-Congregate Shelters with Isolation and Quarantine Rooms that allow positive COVID, COVID exposed, or high-risk individuals without housing a safe place to shelter in place	173 people a night	178 people a night
1 New Shelter for Transition Age Youth that provides a space for unaccompanied and parenting youth, ages 18-24, experiencing homelessness to shelter in place	19 people a night	25 people a night

“I was really able to breathe for a second and sort out my priorities. I felt so cared [for] by your team genuinely for [the] first time in a long time. I thank you and I will never forget the feeling of safety I felt staying there.”

-Shelter Resident

Local Community Based Organizations (CBOs) also support people experiencing homelessness with services such as shelters, housing placement and housing retention support. These organizations quickly responded to the crisis to ensure residents could shelter in place safely.

- *Many provided critical leadership within the Emergency Operations Center*
- *Sixteen shelters provided spaces for residents to shelter in place 24 hours a day within public health guidelines*
- *Outreach workers offered supplies and provided linkages to services to help those unhoused to shelter in place safely*

Responding to COVID-19: Increased Demand for Support for Basic Needs

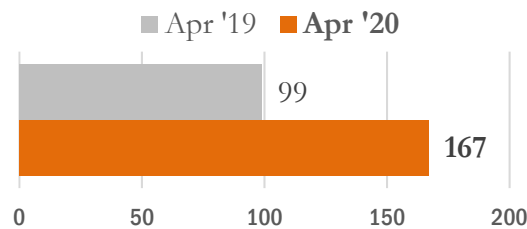
Due to the increase in demand HSD supported more people to access benefits. Two critical basic needs benefits are

- CalWORKS, which provides low income families with children cash aid and benefits to help pay for housing, food and other necessary expenses.
- CalFresh, which provides benefits for low-income residents with the aim of improving access to nutritious, affordable food.

HSD also assists residents to apply for unemployment insurance. The Workforce Development Board, a program within HSD, provided over 2,800 residents assistance applying for Unemployment Insurance through the Comprehensive Career Center from March through June.

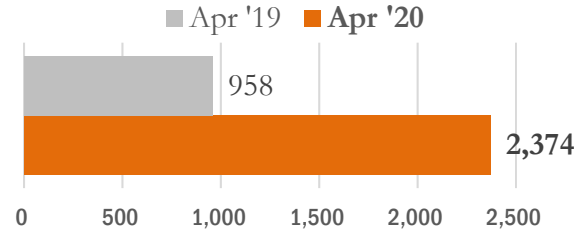
CalWORKS Applications Grew 69%

Comparison between April 2019 and April 2020



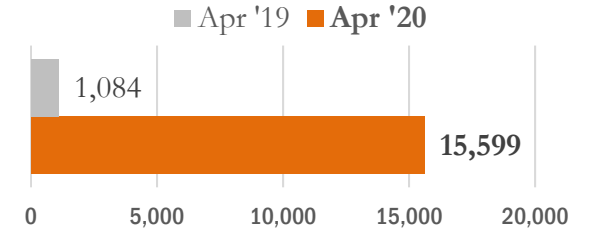
CalFresh Applications Grew 147%

Comparison between April 2019 and April 2020



Unemployment Applications Grew 1,339%

Comparison between April 2019 and April 2020



Community Based Organizations (CBOs) provide a variety of safety net services, and these were critical in the response to the pandemic. CBOs acted immediately and distributed food, provided financial assistance, and supported individuals to link to needed benefits and services. Nearly 80 percent of the emergency food providers reported they were serving individuals newly unemployed or suffering income loss due to COVID-19 (per a survey conducted in April 2020).

Responding to COVID 19: Wellbeing for Seniors

HSD provided additional support to seniors who are among the most vulnerable to the COVID-19 virus and are encouraged to distance themselves from others, resulting in social-isolation. HSD administered two key efforts to support seniors to thrive during the shelter in place orders:

HSD administered the **Great Plates Delivered** program which helps seniors and other adults at high risk from COVID-19 stay home and stay healthy by delivering three nutritious meals a day to their homes. The program also provided essential economic stimulus to local restaurants. From May to June:

- **585 seniors and at-risk adults** received meals
- Over **36,000 meals** were delivered

HSD Social Workers conducted wellness checks for vulnerable seniors involved in **Adult Protective Services (APS) and/or In-Home Supportive Services (IHSS) programs**. From April to June:

- **Over 3,600 wellness calls** made
- **75 care packages** delivered to at-risk seniors



Community Based Organizations (CBOs) provide an array of senior services and all local programs quickly shifted services that were supporting seniors in- person to services delivered via phone and online. The organizations collaboratively provided essential services including wellness calls; tele-health visits; meal and supply delivery and virtual group enrichment activities to keep seniors safe and well through the pandemic.

Responding to COVID: Staff Stepping Up

County and community-based agency staff stepped up in multiple ways to ensure residents were able to live safely and thrive during the Shelter in Place. In addition, new workers were hired by HSD to be Disaster Service Workers to provide services at shelters.



Meeting increased demand



Deployment to new roles



Working differently to ensure safety



Immediately planning, funding and helping each other to succeed

Examples include:

- ✓ Handled increase call volume and met greater needs of children and families.
- ✓ Developed and operated all emergency functions to provide the human service response to the emergency.
- ✓ Utilized protective gear when appropriate and ensured clients and co-workers followed public health guidelines.
- ✓ Created systems to access federal funding and made emergency agreements.

This job opportunity has given me not only an income to provide for my family but also a way to build new working relationships. Most importantly, I feel that I am of service to my community.

—Disaster Service Worker

FY 20-21 Relevant Legislation and Policy Changes

Family Resource Centers

- ◆ SB 436 codifies “family resource centers” in state statute, allowing the state’s Office of Child Abuse Prevention to create more opportunities to offer family-strengthening and child abuse services through centers in the state

Child and Family Team Meetings

- ◆ AB 1068 requires child and family team meetings for education-related issues for foster children, like whether a child should remain in their school of origin and how to create a transportation plan to remain in that school and participate in extracurricular activities. Child and family team meetings are designed to ensure that important individuals who are involved in a foster child’s life can contribute to certain decisions

Foster Bill of Rights Expansion

- ◆ AB 175 expands the state’s Foster Youth Bill of Rights to include recognition of sexual orientation and gender identity. In addition, AB 175 also includes the right of foster youth to access substance abuse services as well as the freedom to refuse medication or chemical substances not prescribed by a doctor without penalty

Continuum of Care Reform (CCR)

- ◆ AB 819 improved various aspects of CCR, which was a child welfare reform, including resource family home approval and intensive services foster care, among other issues. It also delays the date of final implementation of the revised CCR rate structure

Home Safe

- ◆ The Home Safe Program, created by Assembly Bill (AB) 1811 (Chapter 35, Statutes of 2018), is a grant intended to support the safety and housing stability of individuals involved in Adult Protective Services (APS) by providing housing-related assistance using evidence-based practices for homeless assistance and prevention. Santa Cruz County successfully applied for the grant and received over \$750,000 for two fiscal years 19-20 & 20-21

Income and Resource Changes to CalWORKs

- ◆ With the passage of Senate Bill 80, effective June 1st, 2020, the CalWORKs recipient resource limits increased to \$10,000 and the maximum allowed vehicle equity values increased to \$25,000. The Disability based and earned income disregards increased to \$500. The CalWORKs income reporting threshold (IRT), which is the amount an individual’s income may increase before they are required to report the change, was also simplified for better alignment with the CalFresh income reporting threshold

Young Adult Expansion for Medi-Cal

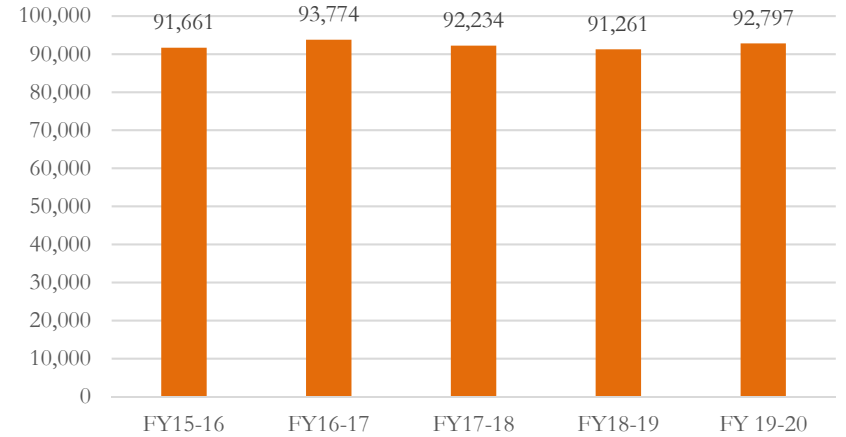
- ◆ Beginning January 1, 2020, a new law in California gave full scope Medi-Cal to young adults under the age of 26 regardless of immigration status. All other Medi-Cal eligibility rules, including income limits, still apply. This initiative, called the Young Adult Expansion, is modeled after Senate Bill 75, which provided full scope Medi-Cal to all eligible children under the age 19 regardless of immigration status

Employment and Benefits Services Division: Access to Public Benefits

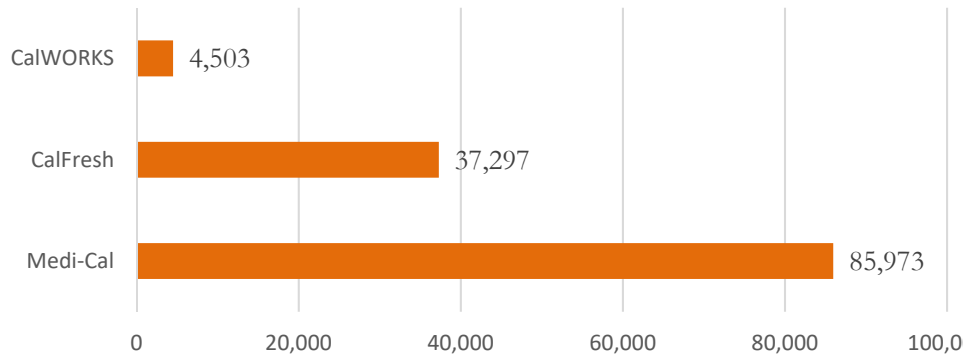
In FY 2019-20, the Employment & Benefits Services Division (EBS) provided public benefit assistance to 92,797 unique individuals representing over 52,000 households served through:

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

Number of Unduplicated Individuals Receiving Benefits



Number of Unduplicated Individuals Receiving Benefits by Program



Over the course of FY 2019-20, 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: Food and Medical Care

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.

Of the 25,201 persons per month, on average, who received CalFresh, 5,059 of these persons were disabled or 60 years of age or older. The number of seniors and disabled grew as individuals with Supplemental Security Income (SSI) became eligible for the first time since 1974.

Medi-Cal

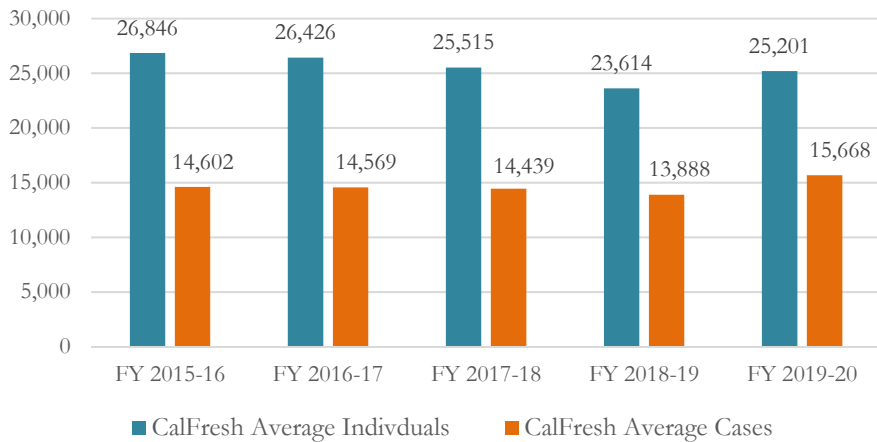
As a result of Health Care Reform, Medi-Cal became available for an expanded population. This program provides health coverage for low-income families and individuals.

- ◆ 30% of County residents receive health coverage through Medi-Cal
- ◆ Approximately 93% of persons receiving benefits through HSD received Medi-Cal

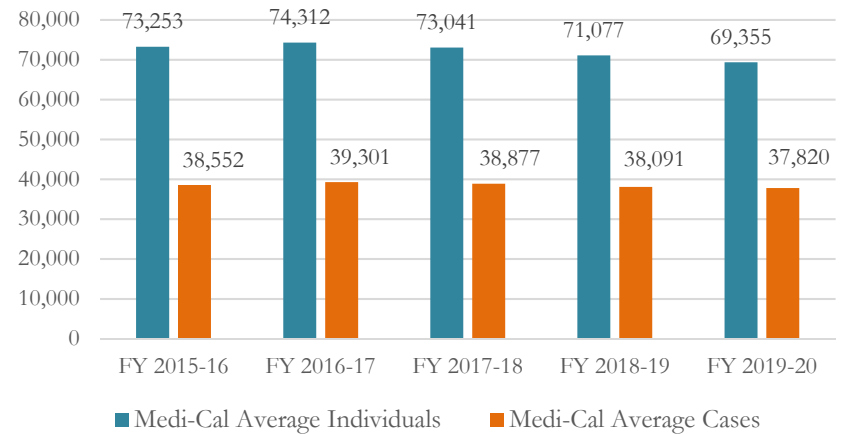


The County issued \$3.1 million in CalFresh benefits every month
On average households received \$211 each month in benefits

Average Monthly Number of Households and Individuals Receiving CalFresh



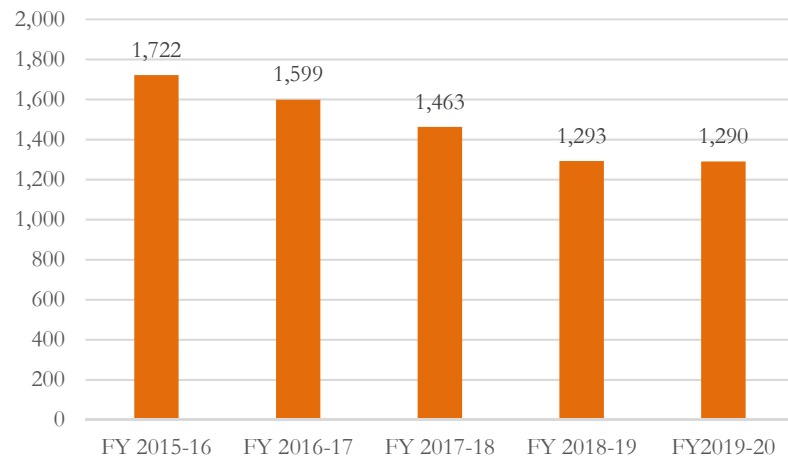
Average Monthly Number of Households and Individuals Receiving Medi-Cal



Employment and Benefits Services Division: Income and Employment Services

The **California Work Opportunity and Responsibility to Kids (CalWORKs)** program offers temporary cash assistance to parents and their children living in extreme poverty. Parents who are eligible and able participate in education, training or work activities.

Number of Average Monthly CalWORKs Households



- ◆ 74% of persons assisted through the CalWORKs program were children under the age of 18
- ◆ 87% of CalWORKs households were headed by women

Welfare to Work, or CalWORKs Employment Services provide services to help underemployed and unemployed parents learn new work skills and obtain work, so they can support their families. 1,478 individuals received employment support services through this program. CalWORKs Employment Services that assist families include:

- ◆ Childcare
- ◆ Substance use and mental health services
- ◆ Job training and educational assistance
- ◆ Transportation
- ◆ Subsidized employment
- ◆ Housing

Approximately \$10.1 million in CalWORKs cash aid benefits and \$1.77 million in childcare benefits were disbursed, totaling more than \$11.8 million going into the Santa Cruz economy. On average households received \$681 a month in aid.

General Assistance (GA) is a county-funded program providing cash assistance to adults who have no other form of income support and do not qualify for other aid programs. The GA caseloads increased slightly in FY 2019-20; the average monthly GA caseload was 226. On average individuals received \$250 a month in benefits.

Employment and Benefits Services Division: Workforce Support

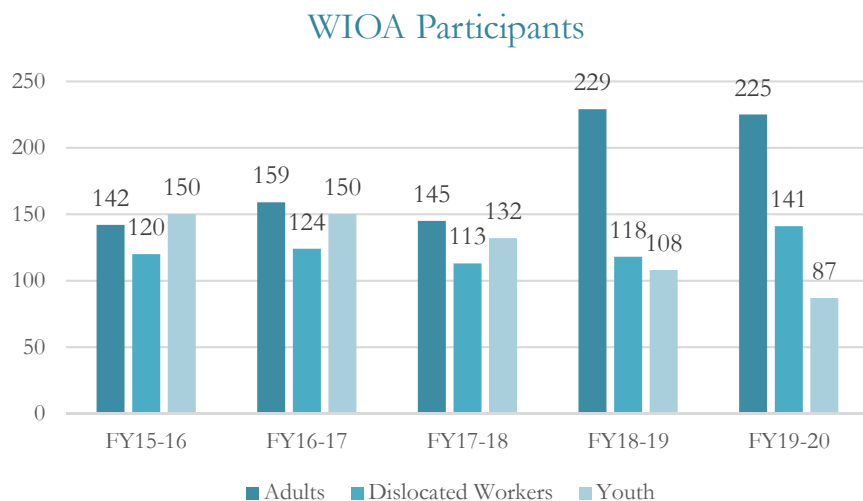
The **Workforce Development Board (WDB)** connects local job seekers with employers who are seeking qualified job applicants. The WDB collaborates with members of the business and education communities, local government, and community members, to respond to the needs of local employers and County residents 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, and 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, and leadership services. The Sueños program enrolled 83 youth and 33 participated in work experience with 18 different employers.



Helping Launch a Dream Career

When Uri graduated from high school his dream career was to work in healthcare as a medical assistant. Through his work with Sueños and Goodwill Central Coast, he is now closer to that dream. Through Sueños, Uri was able to gain experience in the medical field through a work experience placement at a local surgery center. After this experience, Uri knew he needed more training and he worked with Goodwill to get that training at the Center for Employment Training. Despite delays because of COVID-19, he graduated from the Medical Clerk Training program in June 2020 and is now job hunting with the help of his case manager and training provider.

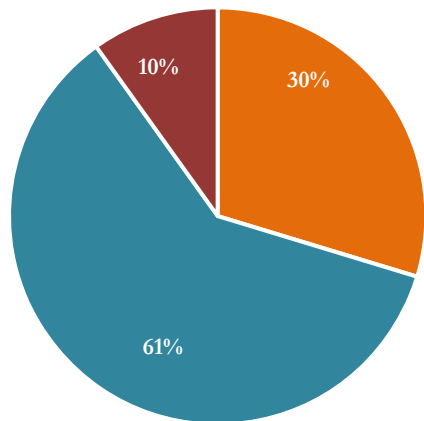
Family and Children's Services Division: Ensuring Child Safety

Child Protection Response and Investigation

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. FCS social workers work with families to assess safety and risk and to keep children in their home whenever safe to do so. Social workers develop safety plans with families and their support networks and refer them to community resources to keep children safe at home. FCS investigated referrals of abuse or neglect on behalf of 1,432 children.



Percent of Children with Investigations by Age



■ Age 0-5 ■ Age 6-15 ■ Age 16-17

**Percentages do not add to 100% due to rounding*

When Social Workers determine the referred incident demonstrates evidence of abuse and neglect it is deemed “substantiated”.

- ◆ 90% of children who experienced maltreatment did not experience a second incident of substantiated maltreatment within 12 months
- ◆ Monthly, on average 58 children received services to ensure their safety and wellbeing while living with their parents
- ◆ Nearly half of youth and children, 61 out of 124, who were not initially removed from their parents, were able to safely remain home with FCS supports.



Family and Children’s Services Division: Promoting Permanency

Permanency

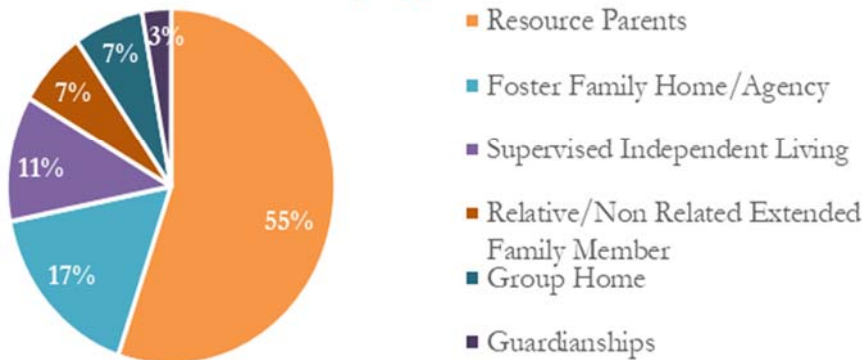
FCS’ primary goal when working with families is to safely stabilize them and/or reunite children with their parents. Parents receive services to make behavioral changes to ensure the child’s safety and wellbeing.

- ◆ 55 youth and children in “out-of-home” placements were reunified with their parents.
- ◆ 48% 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%.

At times it is determined that children cannot remain safely in their home.

- ◆ Monthly, on average 192 children and transitional age youth were in a “out-of-home” placement.
- ◆ Approximately 37% of children were placed with relatives or friends.

Percent of Children in Out of Home Placements by Type of Placement



Forever Families

Adoption services are provided to children who are unable to reunify with their parents.

Adoptions & Adoption Assistance	FY 2019-20
Finalized adoptions	28

Engagement

A key strategy for FCS to ensure permanency is to strengthen family, youth & community engagement. This past year FCS has:

- Provided Child and Family Team meetings to determine how best to address the child’s needs and achieve positive outcomes. These meetings include key people in a child’s life.
- Partnered with community-based organizations to increase their capacity to better engage fathers.
- Conducted an assessment on the overall Child Welfare System and garnered extensive community input.

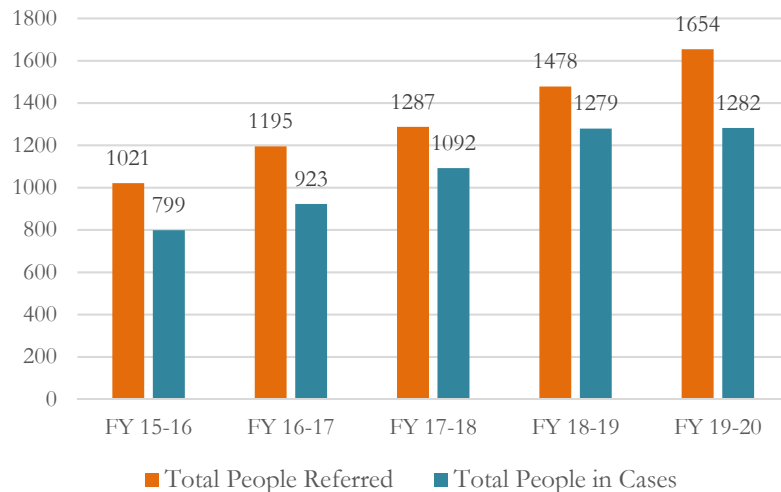


Adult & Long-Term Care: Ensuring Adult Safety

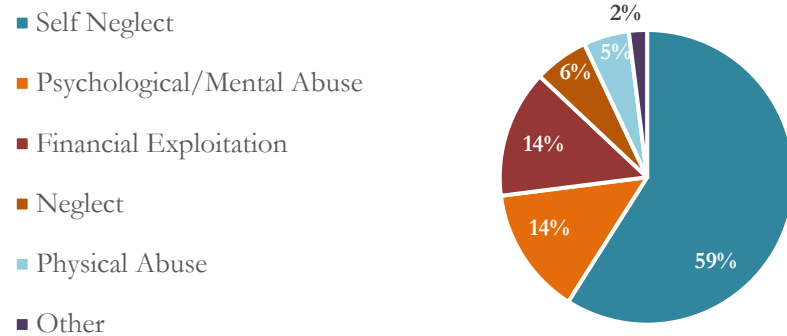
Adult Protective Services (APS) provides intervention services to protect elderly and dependent adults from abuse, neglect, or exploitation.

- ◆ 74% of persons referred to APS were elders; the remaining were dependent adults.
- ◆ 81% of APS reports received became an APS Case.
- ◆ 67% 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 with 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. When longer term case management is needed, APS refers to the Transforming Lives with Care unit (TLC) which is an extension of APS services.

“Things are so much different. I have hope again. I find myself making plans for things to do next year. That never used to happen.”

— TLC Client

Adult & Long-Term Care: Supporting Seniors to Live at Home

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:

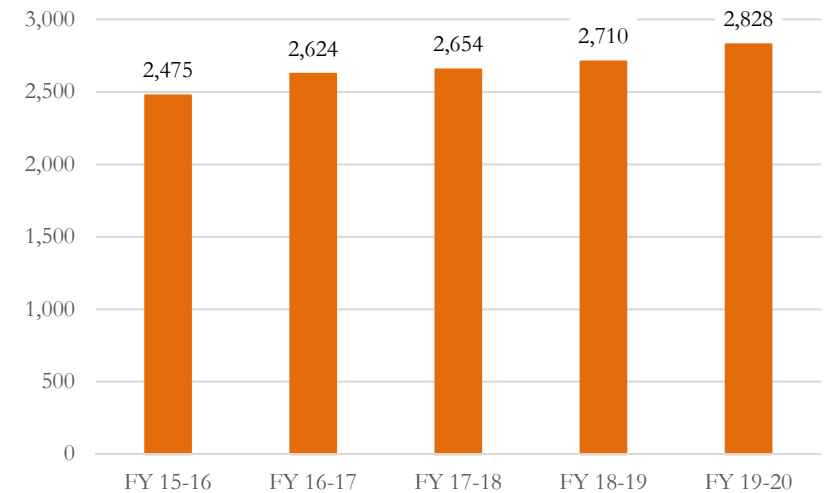
- ◆ Basic housekeeping
- ◆ Meal preparation and clean-up
- ◆ Personal care



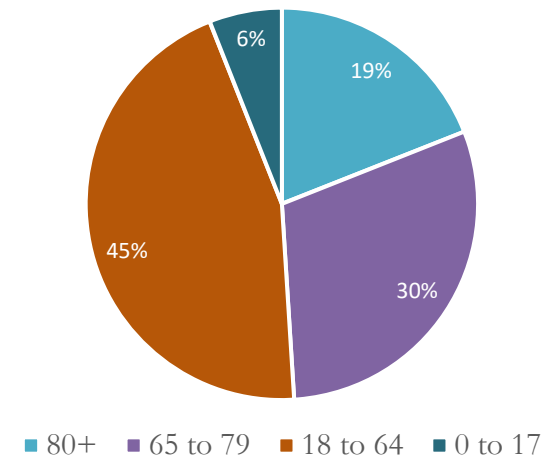
- ◆ Over 3,200 seniors and disabled adults received services in the fiscal year and on average, 2,828 were served each month.
- ◆ IHSS recipients were authorized to receive an average of 100 hours of assistance per month.
- ◆ On average, there were 2,183 IHSS providers of in-home care each month.

“I am so grateful for the necessary services I receive from IHSS.”

Monthly Average of Authorized Cases



IHSS Recipients by Age



Veterans Service Office: Serving Those that Served

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 2019-20, the VSO assisted 1,810 Veterans with claims resulting in almost \$360,000 in new monthly benefits and more than \$3.6 million in retroactive and one-time benefits for County Veterans and their dependents.

Medical Care Access is provided by the VSO who coordinates transportation to medical services for the County's most vulnerable Veterans through the Veterans Administration (VA).

- ◆ The VSO arranged round trip transportation to the Palo Alto VA Medical Center for 78 Veterans.

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. In FY 2019-20, the VA Medical Outreach Team provided 158 medical outreach appointments.

Number of Veterans Assisted



Administration: Promoting 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.

Staff Development (SD) and **Organizational Development** provide trainings, onboarding, coaching, and workshops to staff in social services, eligibility, and employment. This ensures employees:

- ◆ Successfully administer social service programs and implement State, Federal, and local regulations.
- ◆ Use best practices in social work, customer experience and leadership.
- ◆ Access professional development opportunities to develop leadership and management skills, such as Mentoring.

“Discussions about professional development within the county inspired me to apply for and accept a different position in another division. I am not sure if I would have had the confidence to do so without the modeling, knowledge, and encouragement that I received from my mentor.”

– Mentee

The **Planning and Evaluation Division**

- ◆ **Quality Improvement** supports Division staff in collecting information on quality and identifying needed improvements. The unit conducts on-going case reviews of cases involved in Family and Children Services, In-Home Supportive Services and public benefits. Highlights this past year included:
 - Conducting Customer Experience Surveys with individuals receiving public benefits and In-Home Supportive Services.
 - Creating and promoted materials on best practice.
- ◆ The **Centralized Contracts Unit** in collaboration with HSD’s divisions, administers HSD’s contracts, purchase orders (POs), and memorandum of understandings (MOUs) with the ultimate objective of supporting HSD’s work with the community. The unit support most HSD contracts, which represent 19% of the budget.
 - The unit ensured results-based contracts, enhanced the practices regarding procurement and contract performance review.
- ◆ **Business Analytics Unit** works in collaboration with divisions and programs to develop data solutions and conduct evaluations to meet business needs. Key products produced or enhanced this past year include:
 - Automated reports for In Home Supportive Services, Home Safe, Housing Referrals, annual data reporting and others.

Administrative Services: Supporting Operational Excellence

The department ensures fiscal health, program integrity and that employees have technology and facility support.

Fiscal Services provides ongoing fiscal management for the agency including budget development and oversight of an approximate \$140 million dollar budget, generates prompt and accurate payments to clients, prepares claims for Federal and State reimbursement and oversees budgetary status of agency programs.

- ◆ Administered \$120 million of client benefits paid directly by the State.
- ◆ Ensured access to \$95 million in Federal and State grants, managed by the County, that provide direct services to the clients.

Program Integrity and Appeals is comprised of the following primary functions:

- ◆ **Integrated Earnings Verification System Unit (IEVS)** is responsible for analyzing reports about unreported or under reported earned income, duplicate aid and Social Security Administration enrollment.
- ◆ **The Special Investigation Unit** is responsible for detection, investigation and prosecution of welfare fraud.
 - ◆ \$200,000 of fraud was referred for restitution in FY 2019-20
- ◆ **The Fair Hearings Unit** is responsible for client appeals.
- ◆ **Information Security** is responsible for client privacy.

Information Technology provides technical leadership, services and support that ensures effective and efficient service delivery. The unit is responsible for planning, managing and supporting all the agency information systems in coordination with county, State, and external systems and providers.

The **Automated Client Systems** team is responsible for application support including infrastructure and security for major case management systems, user management and oversees and provides support as the Help Desk for over sixty applications.

“Thank you so much for your conscientiousness and caring. And also for how pleasant you are when dealing with the frustrations of others on the phone.”

–Automated Client Systems customer

The **Facilities Team** manages the daily operations of five county facilities in Santa Cruz and three leased buildings in South County. The team addresses on-going building maintenance, project management of facility upgrades, ergonomic evaluations and developing policies and procedures to ensure the health and safety of both clients and staff.

Administration: Community Partnerships

HSD administrative staff work with a variety of Community Based Organizations to conduct needed services and participate in a multitude of collaborative efforts to improve the well-being of the community.

Addressing Homelessness

HSD supports community housing needs through several initiatives including administering **Smart Path to Housing and Health** and providing housing assistance to HSD clients. Smart Path is the coordinated entry system for people experiencing homelessness in Santa Cruz. Smart Path streamlines access to housing assistance through an assessment that prioritizes scarce housing assistance to the most vulnerable.

1,479 Smart Path Assessments were completed
149 individuals were housed through a
Smart Path Program

HSD supported almost 250 adults at-risk of or experiencing homelessness through programs provided by staff as well as contracted partners.

Examples of accomplishments:

- ◆ Helped families to maintain, find, and pay for housing.
 - 55 CalWORKS families were housed
- ◆ Prevented homelessness by helping 72 at-risk seniors maintain their housing or find and pay for 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 **Collective of Results and Evidence (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.

Thrive by Three, is an initiative sponsored by the County Board of Supervisors in partnership with HSD, Health Services Agency, First 5 Santa Cruz County and other community partners to implement a local system of supports to promote the wellbeing of young children age 0 to 3. Over the past year HSD supported:

- ◆ Issuing \$170k in childcare loans to help improve or enhance childcare facilities.
- ◆ Administration of funding to First 5 Santa Cruz who promoted best practices for babies and toddlers in health care settings and scholarships for childcare providers.







FY 2019-21 Operational Plan Objectives

The operational plan is a concrete, two-year plan that details the departments steps in achieving the County’s vision. Below are the department’s objectives in the County’s focus areas. The chart includes the progress of each objective towards meeting its goal in percentage form, since the operational objective period is half over, 50% would mark halfway completion of a goal. A number above 100% indicates the objective has passed its goal before the objective period has ended.

Status symbols:  On Target  Objective was impacted by COVID-19



Comprehensive Health & Safety

Objective	Description	Progress	Status
<u>Food Security</u>	By June 2020, 65% of In Home Support Service (IHSS) providers and recipients who participate in the MENU program, will have less food insecurity according to USDA food insecurity assessment	100%	
<u>Food Access</u>	By June 2021, 50% more low income seniors and disabled single adults will access CalFresh	101%	
<u>Child Wellbeing</u>	By June 2021, 75% of children entering out of home care will receive an initial Child-Family Team (CFT, an interdisciplinary child-centered meeting, to support a child’s placement stability and wellbeing) meeting within 60 days of their removal	50%	
<u>Thrive by Three</u>	By June 2021, double the number of families with children 0-3 served by Thrive By Three home visiting programs	26% ¹	

¹ In April 2020, due to COVID/shelter in place, in-home services were provided via telehealth.



Attainable Housing

Objective	Description	Progress	Status
<u>Homeless Assessments</u>	By June 2021, at least 1,600 individuals experiencing homelessness will complete an assessment or re-assessment (Smart Path) to effectively prioritize and connect them to available housing assistance.	71%	
<u>Housing Assistance</u>	By June 2021, housing assistance programs will house 187 individuals/families experiencing homelessness.	48%	



Dynamic Economy

Objective	Description	Progress	Status
<u>Job Training</u>	By June 2021, 30% more CalFresh recipients will be participating in CalFresh Employment and Training programs with a focus on unemployed youth and individuals experiencing homelessness.	90%	
<u>Career Preparation</u>	By June 2021, 70% of low-income adults who are enrolled in both Workforce Investment Opportunity Act (WIOA) career preparation activities and CalWORKs employment services, will be employed six months after completing services.	89% ²	
<u>Veterans Outreach</u>	By June 2021, 15% more outreach events and contacts will be conducted with vulnerable Veterans in order to connect them with their benefits and local resources.	60%	
<u>Employee Ownership</u>	By June 2021, 2 small businesses will avert closures and layoffs due to retirement through the transition of ownership to employees.	0% ³	
<u>Apprenticeships</u>	By June 2021, Funding will be secured to continue the Workforce Innovation and Opportunity Act (WIOA) Apprenticeship Readiness Program and 30% more job seekers will be enrolled.	192% ⁴	






² This progress is a measure of adults employed 6 months post exit.

³ WDB is working with two businesses currently. WDB is hopeful they will see them through this process in June or July 2020.

⁴ Although job seekers were enrolled their classes have been canceled due to COVID-19.



Operational Excellence

Objective	Description	Progress	Status
<u>Community Impact</u>	By June 2021, Human Services, through CORE Investments, will develop an online menu of community- and program-level results associated with the CORE conditions.	60%	
<u>Impact Investment</u>	By June 2021, Human Services and Health Services will provide 24 opportunities for technical assistance to support systemwide collaborations among local public, private, non-profit, and community partners.	50%	
<u>Best Practices</u>	By June 2021, Human Services, through CORE Investments, will develop an online library of evidence-based programs/practices associated with the CORE Conditions.	40%	
<u>Culturally Responsive</u>	By June 2021, Staff will increase understanding of its own cultural responsiveness to racial/ethnic equity, sexual orientation, and gender identity and expression (SOGIE).	30% ⁵	
<u>Mentorship</u>	By June 2021, 90% of employees who completed the HSD mentorship program as a mentee, will report that the experience increased their job satisfaction, knowledge of and preparation for promotional opportunities, and development of leadership skills.	30% ⁶	

⁵ Trainings have been delayed because of COVID-19 response and will resume in Fiscal Year 2020-2021.

⁶ Due to impacts of COVID-19 and adjusting to telework, Mentorships were postponed for 2020.

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 18 W. Beach Street, Watsonville	454-7276 763-8868	
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

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