

Health Services

Jennifer Vasquez – Director

Health Services 106-4700	FY 18/19 Adopted Budget	FY 19/20 CAO Recommended	Change
EXPENDITURES			
Salaries and Benefits	\$4,228,387	\$4,269,710	\$41,323
Services and Supplies	\$2,627,453	\$3,012,415	\$384,962
Other Charges	\$1,129,354	\$1,192,331	\$62,977
Fixed Assets	\$0	\$0	\$0
TOTAL EXPENDITURES	\$7,985,194	\$8,474,456	\$489,262
REVENUE			
Fed/State	\$0	\$0	\$0
Grant	\$1,393,525	\$1,218,197	(\$175,328)
Realignment	\$2,800,000	\$3,195,338	\$395,338
Fees/Misc	\$111,205	\$137,825	\$26,620
TOTAL REVENUE	\$4,304,730	\$4,551,360	\$246,630
FUND BALANCE	\$3,492,763	\$3,735,395	\$242,632
NET COUNTY COST	\$187,701	\$187,701	\$0

Program Description

Public Health is a Division of the Yuba County Health and Human Services Department. The Division supports the mission of Health and Human Services by promoting health and wellness in order to be a catalyst for building a healthy and thriving community. We achieve this through ongoing efforts to increase access to needed medical services, promote healthy lifestyle choices, and enhance the quality of life of individuals, families, and the community through education, prevention, and intervention services.

Accomplishments

FY 2018-2019

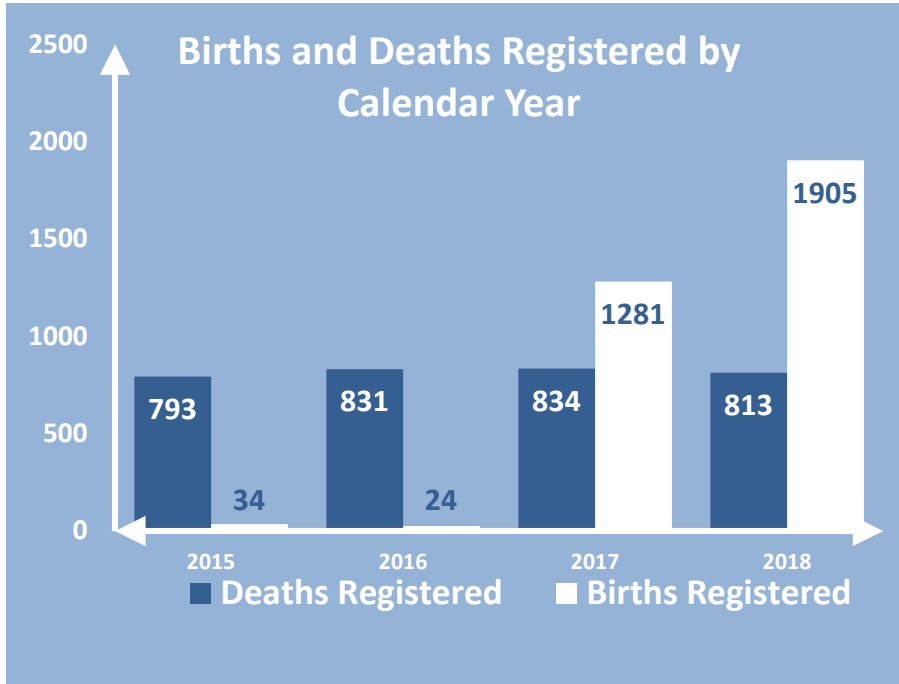
- Started the Public Health Division strategic planning process with an anticipated completion of August 31, 2019.
- Provided nursing aid and general support for the Camp Fire evacuation shelter operation at the Yuba/Sutter Fairgrounds and successfully contained a viral outbreak among shelter residents.
- Provided 578 doses of Narcan to community partners and individuals with 5 successful opioid overdose reversals reported.
- Completed a Community Oral Health Survey and needs assessment as part of our Local Oral Health Program.
- Registered 1,905 births for children born in Yuba County during the first full year of birth registration with Adventist+Rideout.
- Housed 85 families to date in FY 18/19 through the Housing Support Program.

Health Services

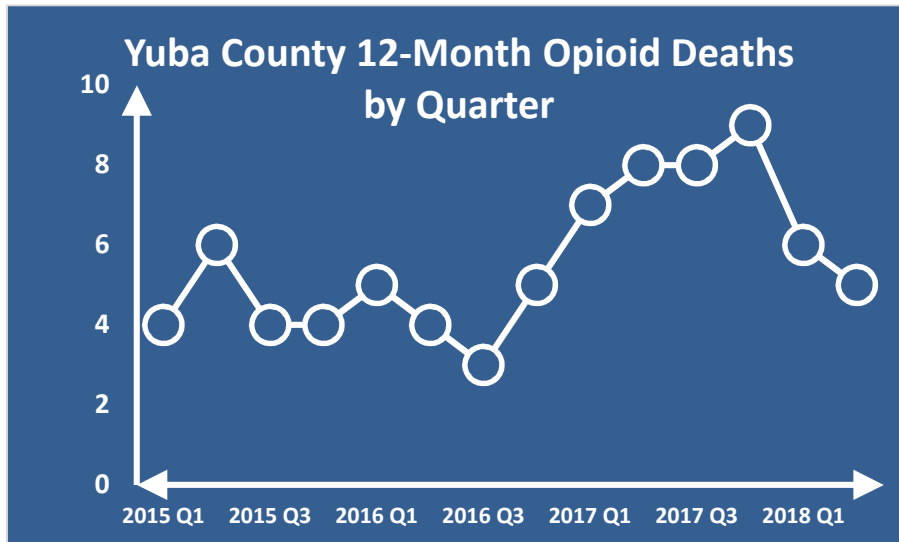
Jennifer Vasquez – Director

- Assisted an average of 58 families per month with Family Stabilization services.

Performance Measures FY 2018-2019



In May of 2017, the birthing center at Rideout+Adventist opened in Yuba County. Yuba County Public Health now registers all births occurring at the hospital.



The Yuba County Community Health Assessment prioritized substance abuse as an issue. Working with community and statewide partners the Department distributed Narcan and encouraged safe prescribing of opioids for the community. The reduction in deaths is a measure of the effectiveness of Narcan distribution and use.

Health Services

Jennifer Vasquez – Director

Goals and Objectives

FY 2019-2020

- Complete a market analysis to better understand how to reach the community.
- Have all nursing staff complete nursing skills training for disaster shelters.
- Complete Department Operations Center (DOC) and Emergency Operations Center (EOC) training for staff.
- Collaborate with Adventist+Rideout to implement a street nursing outreach program.
- Work collaboratively with community and faith-based organizations as well as other government agencies to build emergency, bridge, and permanent housing capacities.

Pending Issues/Policy Considerations

FY 2019-2020

- The Governor's proposed budget changes the ratio of realignment funding for health. This could reduce realignment funding and impact our ability to manage non grant funded public health programs.
- A statewide Commission on Homelessness and Supportive Housing has been created by the Governor's office, which will impact our housing programs and funding. The Department will be closely monitoring legislation and funding changes.
- Funding for the Child and Passenger Safety program has been amended and now limits the number of car seats that can be purchased. The program has been shifted to individual appointments and car seat checkups.
- The shortage of qualified nursing staff is causing us to re-evaluate programs where nurses have been traditionally used to determine if other classifications can perform the same functions with oversight.

Human Services

Jennifer Vasquez – Director

100-5200, 5300,5400	FY 18/19 Adopted Budget	FY 19/20 CAO Recommended	Change
EXPENDITURES			
Salaries and Benefits	\$23,505,651	\$24,670,497	\$1,164,846
Services and Supplies	\$12,575,897	\$14,065,306	\$1,489,409
Other Charges	\$22,613,422	\$23,534,808	\$921,386
Fixed Assets	\$0	\$0	\$0
TOTAL EXPENDITURES	\$58,694,970	\$62,270,611	\$3,575,641
REVENUE			
Fed/State	\$33,692,329	\$36,979,662	\$3,287,333
Grant	\$0	\$0	\$0
Realignment	\$22,740,034	\$22,407,891	(\$332,143)
Fees/Misc	\$84,218	\$266,001	\$181,783
TOTAL REVENUE	\$56,516,581	\$59,653,554	\$3,136,973
FUND BALANCE	\$2,058,389	\$2,497,057	\$438,668
NET COUNTY COST	\$120,000	\$120,000	\$0

Program Description

The Yuba County Health and Human Services Department administers Public Health, Human Services and Veteran’s programs to meet the needs of Yuba County citizens. There are a number of major Divisions within the Department including: Adult Services, Child Welfare Services, Public Assistance, Employment Services, Public Health,, Veterans Services, Special Investigations, and Administration and Finance. Our mission is to be a catalyst for building a healthy and thriving community.

Accomplishments

FY 2018-2019

Administration and Finance

Coordinated with various county departments and business partners on:

- Redesigning the Health & Human Services webpage.
- Implementing privacy and security training software to track and monitor HIPAA training requirements.
- Transitioning from paper bus vouchers to the new Sutter-Yuba Transit Connect Card.
- Transitioning all Yuba County Electronic Benefit Transaction customers to the new EBT vendor.
- Replacing the uninterrupted power supply at the Packard facility that reached end-of-life.
- Implementing a direct-bill process with the Information Technology Department that improves cost-containment and maximizes funding.
- Gathering, calculating, and reconciling department costs and hours associated with the emergency shelter operations performed by the Health & Human Services Department during the Camp Fire evacuation.

Human Services

Jennifer Vasquez – Director

Child and Adult Protective Services

- Reengineered In-Home Supportive Services (IHSS) business processes to improve efficiencies and service delivery.
- Through the supports and services provided through the IHSS program, over 800 dependent and elderly adults received services that allowed them to live safely in their own homes and avoid the need for out of home care.
- Adult Services IHSS fraud referral and investigation process, in collaboration with Special Investigations, collected approximately \$1,142.
- Adult Protective Services (APS) Social Workers investigated approximately 28 reports of abuse or neglect of elderly and dependent adults per month.
- Partnered with community stakeholders to finalize a Commercially Sexually Exploited Children and Youth (CSEC/Y) protocol, ensuring that at risk youth are identified and provided with the highest level of intervention, services, and supports.
- Implemented Review, Evaluate, and Direct (RED) team, a group decision making strategy to review, assess, and respond to allegations of child abuse and neglect. Additionally, Child Welfare Social Workers investigated approximately 31 reports of child abuse or neglect per month.
- Continued implementation of the Continuum of Care Reform (CCR) prioritizing the transition of children and youth from congregate care to home-based care with increased services and supports. Through the collaborative efforts of a multidisciplinary team, Child Welfare reduced the number of foster children and youth in congregate care from 13 in July 2018 to three as of February 2019.
- Continued to effectively implement Resource Family Approval (RFA) requirements, a child-centered and permanency based caregiver approval process. Child Welfare assessed 37 resource family applicants to be caregivers for foster children and youth. Twenty of these applicants were approved and nine remained in progress. As a result of the RFA process, timelines for finalization of adoptions have improved significantly with most adoptions being completed six months earlier.
- Continued implementation of Child and Family Teaming (CFT) with local service providers and stakeholders. The CFT process is strength-based, family driven and is facilitated by a neutral third party. The Child and Family Team includes a broad network of both formal and natural supports to support children and families while addressing needs. Over the last fiscal year, 229 Child and Family Team meetings were facilitated for a total of 180 children and families.
- In partnership with a community-based provider and Behavioral Health, began implementation of the Child and Adolescent Needs and Strengths (CANS) into the Child and Family Teaming (CFT) process for every child and youth in foster care. The CANS is a communication tool that assists the Child and Family Team (CFT) to assess the well-being of children and youth, identifies strengths and needs, informs support and care coordination, aids in case planning activities and informs decisions about placement.
- Completed the County Self-Assessment (CSA) and Peer Review process by engaging key stakeholders to review the full scope of Child Welfare services and outcomes within the county. The CSA highlighted strengths and areas for improvement and will guide the development of the System Improvement Plan (SIP) to continue to improve outcomes for children, youth, and families.
- Child Welfare made significant progress toward implementing onsite Parent and Child Interactive Therapy (PCIT) in the Child Welfare Visitation Center. PCIT is an evidence-based treatment for young children with behavioral problems conducted through coaching sessions and interactive instruction. The department constructed a two room setup with a one-way mirror that allows for observation of parent and child interaction.

Human Services

Jennifer Vasquez – Director

Employment Services

- Processed 1,182 CalWORKs applications.
- Partnered with 29 local employers to become Expanded Subsidized Employment worksites.
- Successfully assisted 55 Welfare to Work parents become employed through the Expanded Subsidized Employment program.
- Successfully trained all Employment Services staff and began full implementation of CalWORKs 2.0. CalWORKs 2.0 is a culture shift within the CalWORKs Program, applying a whole-family approach to administering the CalWORKs Program by focusing service delivery on a family's strengths and needs and setting realistic and meaningful goals. This has included conducting road tests and incorporating new tools and resources to simplify processes while enhancing existing CalWORKs components. This is helping to provide the balance needed to effectively address families' diverse needs and increase Federal Work Participation requirements.
- Successfully implemented Assembly Bill 480, known as the "Diaper Bill." This supportive service assists with monthly diaper costs for participating Welfare-to-Work parents with children under age three.

Public Assistance

- Developed and implemented a comprehensive quality assurance (QA) review process to ensure cases aligned with state and federal mandates and audit reviews. Ensured CalFresh households were unaffected by the federal shutdown by partnering with the California Department of Social Services and the CalACES automated system consortium in implementing the CalFresh Early Issuance of February 2019 and March 2019 benefits.
- Promoted and assisted customers with existing technology, including C4Yourself and C-IV mobile app, to allow for online applications, interactive case management such as proactive text messaging and remote document upload.
- Implemented Electronic Signatures for the CalFresh program. This allowed the entire application process to be completed over the telephone and helped increase enrollment simplification.
- Introduced and promoted customer use of voice biometrics/authentication in the Interactive Voice Response (IVR) Call Center. This eliminated the need for Personal Identification Numbers, passwords, and repetitive questions, which improved the rate of calls being pre-authenticated.
- Secured funding and participated in the Healthy CalFresh Initiative to pair nutrition education with CalFresh by supporting and promoting healthy eating habits with Rethink Your Drink and EatFresh.org events in the community.
- Provided direct support to affected Counties by operating the C-IV Disaster Line and activating the needed Skill Group of our Regional Call Center (RCC) agents in response to the Camp Fire.

Special Investigations

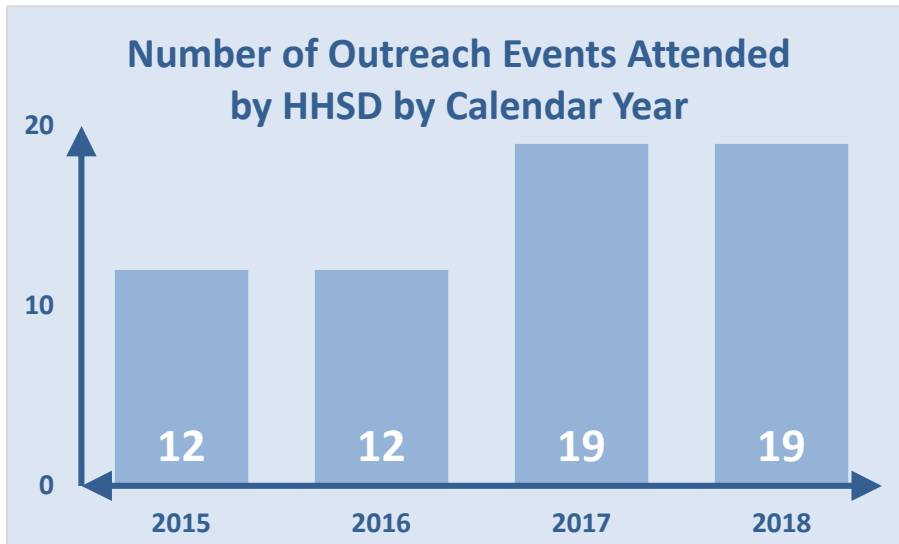
- Processed over 3,500 Early Welfare Fraud investigations and over 250 ongoing fraud referral investigations for CalWORKs and CalFresh programs including verifying customer information through federal/state automated systems, customer contact and home visits.
- Coordinated with local law enforcement and state agencies to present/share information about the welfare fraud processes and trends in an effort to increase awareness and support.
- Participated in training specific to assessing and responding to workplace emergencies and provided continuous relevant building security and workplace safety training to employees.
- Successfully activated and responded to eight Catapult Emergency Management System (EMS) notifications; three for actual emergencies and five for training and drill purposes, and responded to

Human Services

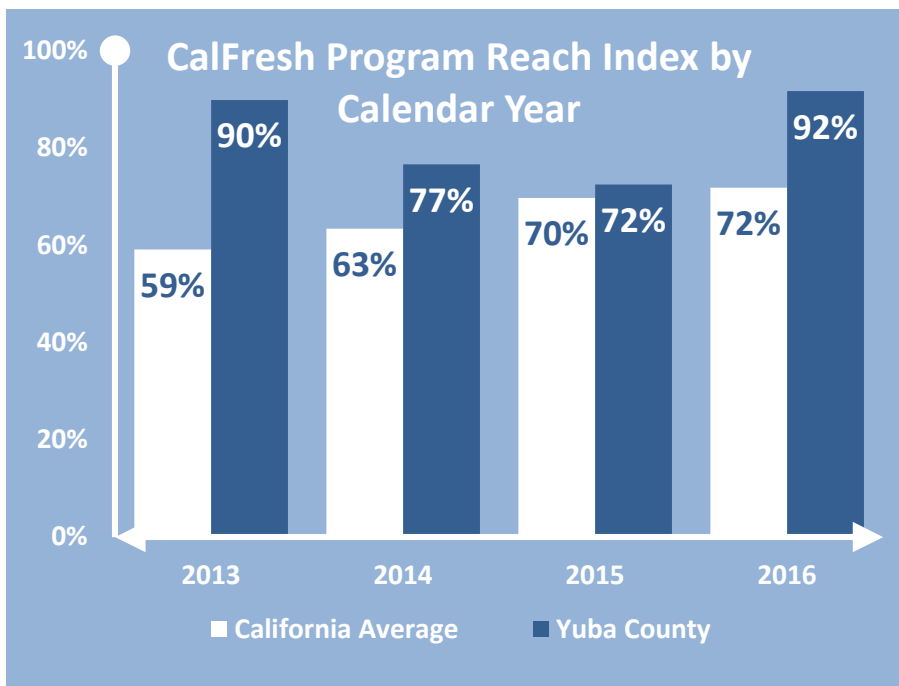
Jennifer Vasquez – Director

over 140 calls for assistance with property disturbances, irate individuals, suspicious activities and 911 calls at the Health and Human Services Department.

Performance Measures FY 2018-2019



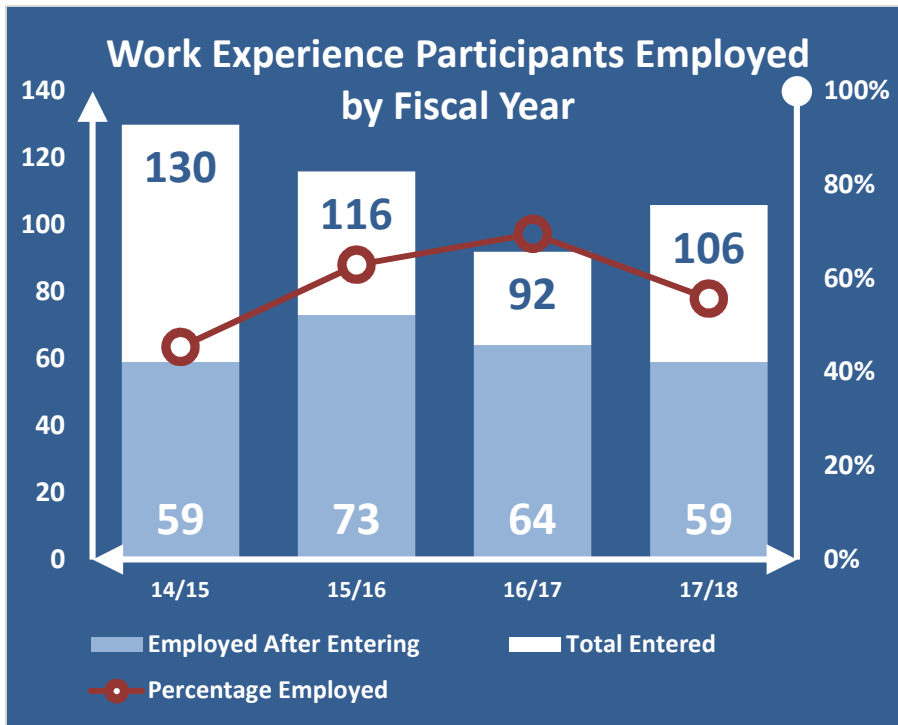
The mission of the Health and Human Services Department is to be a catalyst for building a healthy and thriving community. We believe we must have an active presence in the community to accomplish this. The number of events attended by HHSD has increased since 2015, and HHSD hosted a community event in 2018 at the office on Packard Ave.



The State of California estimates the number of CalFresh (formerly Food Stamps) households that could receive CalFresh in each county. Their goal is for 100% of all CalFresh eligible households to receive CalFresh in California. Yuba County has consistently surpassed the statewide average, and nearly reached 100% in 2016 (the most current data provided by California).

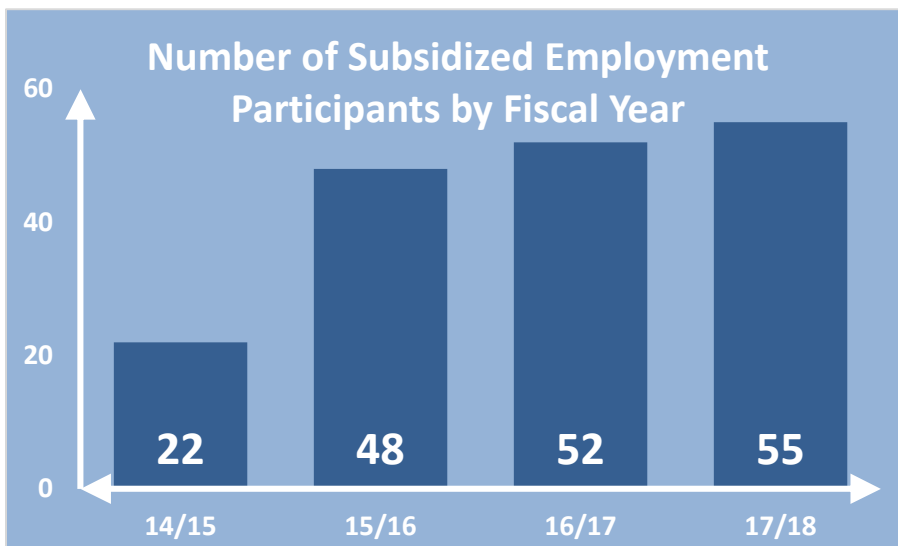
Human Services

Jennifer Vasquez – Director



Welfare to Work assists CalWORKs parents to remove barriers and acquire the skills needed to obtain gainful employment. The Work Experience program, accompanied with coaching from CalWORKs staff, allows participants to enhance their soft skills while receiving the hands-on training needed to reach their employment goals. During the last four years, 444 participants entered the Work Experience Program and

255 successfully achieved employment. On average 57% of Work Experience participants move on to become employed.

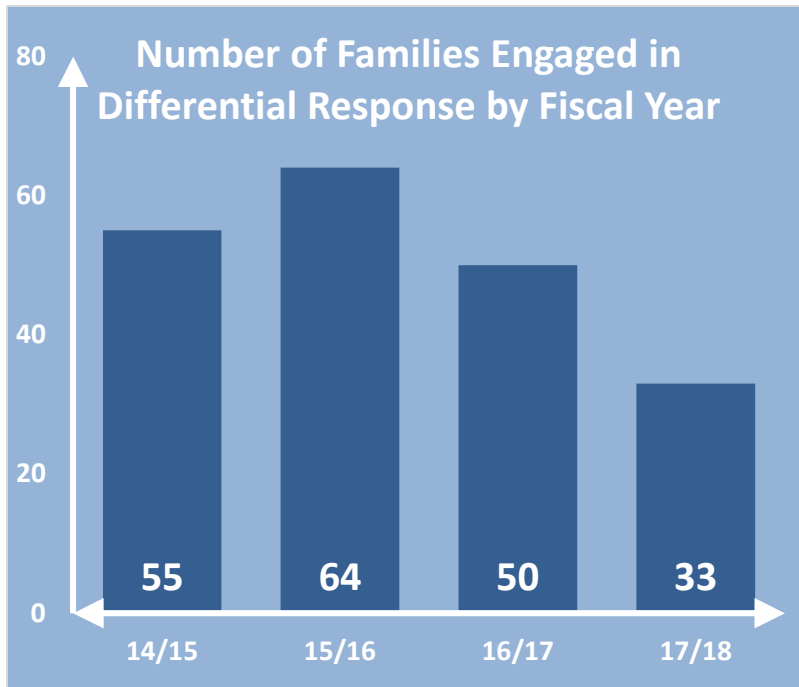


The Expanded Subsidized Employment program is designed to create a partnership between local businesses and the County. This program matches a viable participant's skills, experience, and interests with a compatible employer. One hundred percent of all Subsidized Employment participants have become employed

through this program. The success rate for this program is a direct result of our initial relationship with the employer who makes the hiring decision of a pre-screened candidate while the County provides wage reimbursement, along with collaborative support for both the participant and the employer.

Human Services

Jennifer Vasquez – Director



Differential Response (DR) is a prevention and early intervention based program designed to engage at risk-families and provide a broad array of community-based services and supports to prevent entry into the child welfare system. There has been a steady decline in family engagement in DR services over the past three years. In fiscal year 19/20, it is anticipated that both referral and family engagement rates will increase in partnership with a new provider specializing in community based family engagement services.

Goals and Objectives FY 2019-2020

Administration and Finance

Work with county departments and business partners on:

- Implementing debit and credit transactions in the main reception at the Packard facility.
- Expanding the use of the Learning Management System to train all Health & Human Services staff on a broader range of topics.
- Refreshing and upgrading the landscaping at the Packard facility resulting in a more consistent aesthetic environment and a year over year cost savings.
- Establishing a corporate account for the Sutter-Yuba Transit Connect Card and streamlining the Connect Card delivery process for Health & Human Services customers.
- Upgrading seating in the main reception at the Packard facility for the comfort and safety of Health & Human Services customers.
- Implementing technology improvements throughout the Department to increase the capacity of Health & Human Services staff to deliver services to the community.
- Improving access to evacuation shelters for persons with disabilities during emergency events.
- Acquiring new time study software which will increase efficiencies and accuracy throughout the Department.

Child and Adult Protective Services

- Continue to identify and implement streamlined business processes to assist Adult Services staff in providing excellent service delivery, including timely assessments and reassessments for residents eligible for IHSS in Yuba County.

Human Services

Jennifer Vasquez – Director

- Implement Electronic Visit Verification (EVV), a system that will collect information in an electronic format (online or telephone) and verify IHSS services are occurring. The EVV will verify type of service performed, individual receiving service, date of service, location of service delivery, individual providing the service, and time the service begins and ends.
- Develop and implement the Home Safe program in collaboration with Public Health. Home Safe is a three-year pilot program that provides short-term housing assistance to Adult Protective Services (APS) clients who are experiencing homelessness or are at risk of homelessness due to abuse or neglect.
- Continue to implement the Child and Adolescent Needs and Strengths (CANS) into the Child and Family Team (CFT) process with every child and youth in foster care. Provide ongoing training to staff to deepen their knowledge and proficiency in utilizing this communication tool to assess the well-being of children and youth, identify strengths and needs, inform support and care coordination, aid in case planning activities and inform decisions about placement.
- Continue implementation of a newly developed Differential Response (DR) program with a local community based organization. These enhanced prevention and early intervention services are designed to engage at risk families and provide a broad array of community-based services and supports to prevent entry into the Child Welfare system.
- Develop a new System Improvement Plan (SIP) based on the County Self-Assessment (CSA) process with a focus on improving placement stability for children and youth in foster care and reducing the recurrence of maltreatment. A desk reference handbook will be created to assist Child Welfare staff to integrate specific tasks and functions that meet State mandates and SIP goals into daily practice.
- Implement new Traverse software system to improve business processes, efficiencies, and access to critical information for field based staff.

Employment Services

- Continue fostering alliances and enhancing services with community partners, such as: Yuba College, Salvation Army, Behavioral Health, Children’s Home Society and Yuba County Office of Education to improve outcomes for CalWORKs families.
- Successfully implement the CalWORKs Home Visiting Initiative program in partnership with a local community-based organization. The goal of this program is to help families reach self-sufficiency by improving family engagement practices, supporting healthy development of young children living in poverty, and preparing parents for employment. This program will connect CalWORKs parents with necessary resources, while improving parenting skills and household structures, to ensure children have a safe and nurturing environment allowing them to grow and thrive.
- Continue to strengthen and embed the CalWORKs 2.0 approach in service delivery by creating and promoting a foundation that supports the County’s goals and priorities while re-engaging Welfare to Work parents with a goal-achievement model to build their executive functioning skills.
- Begin initial stages of Cal-OAR implementation and activities. Cal-OAR is a measurement system that will provide counties with clear, real-time data by defining CalWORKs program success through processes and outcomes. This will include identifying areas of strength and weakness during program implementation through a County Self-Assessment process and the development of a System Improvement Plan.

Public Assistance

- Work cooperatively with the California Department of Social Services in planning and implementing the Supplemental Security Income (SSI)/State Supplemental Payment (SSP) Cash-Out Reversal which is the largest single-action, customer-based change in the CalFresh Program throughout state

Human Services

Jennifer Vasquez – Director

history. The SSI/SSP Cash-Out Reversal will expand CalFresh eligibility to individuals on SSI/SSP and include implementation of two new programs: the Supplemental Nutrition Benefit (SNB) Program and the Transitional Nutrition Benefit (TNB) Program.

- Provide increased Medi-Cal Program services with the statewide Medi-Cal expansion of full-scope Medi-Cal coverage to eligible young adults aged 19 through 25 regardless of immigration status.
- Improve reception customer services by implementation of a Real-Time Management Dashboard which consists of dashboards to display information regarding average wait time, average visit time, number of each customer's waiting/started/completed, as well as a scrolling list of customers waiting to be seen with visit type and wait time.
- Continue to work cooperatively with all the California Counties in preparing and transitioning from the current automated eligibility computer systems (C-IV, CalWIN and Los Angeles) to one single statewide automated system (CalSAWS) scheduled for implementation in September 2021.
- Continue to monitor caseloads and make necessary service level adjustments to ensure high quality customer services.
- Continue to partner with and foster relationships with community-based organizations to increase awareness and participation in CalFresh and/or Medi-Cal/Healthcare programs within the community.

Special Investigations

- Implement a proactive approach to preventing welfare fraud and minimizing Cal-WORKS overpayments and CalFresh over-issuances caused by participants' failure to report income or failure to understand the Income Reporting Threshold (IRT). During home visits, Investigators will thoroughly review the IRT reporting responsibilities with customers, and provide and explain the written notice of their specific income threshold.
- Participate in enhanced in-house training focused on proper response and self-defense for the purpose of increasing the Special Investigators' overall safety and efficiency when faced with dangerous situations.

Pending Issues/Policy Considerations FY 2019-2020

Administration and Finance

- The Human Resources Department is conducting a compensation study of eight separate classifications utilized by the Health and Human Services Department. The findings will not be completed prior to the submission of the 2019-20 budget to the County Administrator's office. Therefore, all salary and budget figures are based upon current projections.

Child and Adult Protective Services

- The proposed State budget contains revisions to the county IHSS MOE that was established in 2017. The end result of these revisions is estimated to increase State costs for IHSS. Total funding for IHSS is projected to increase by 15.2% in the 2019-20 budget, and the average monthly caseload for 2019-20 is projected to increase by 4.5% statewide.
- The proposed State budget eliminates all Foster Parent Recruitment, Retention, and Support (FPRRS) funding. There has been an ongoing challenge to recruit and retain an adequate amount of local resource families (formerly foster parents) to meet the needs of children and youth in foster care. These funds have supported local efforts to recruit and retain Resource Family homes for

Human Services

Jennifer Vasquez – Director

foster children and youth, including specific activities such as outreach and recruitment events, providing caregiver and concrete supports to effectively transition children and youth from congregate care to home based settings, and conducting family finding and Child and Family Teaming efforts.

- The proposed State budget eliminates Resource Family Approval (RFA) administrative funding for child welfare agencies. RFA funds have supported local efforts to implement the Resource Family Approval process and recruit caregivers for children and youth in foster care.

Employment Services

- State projections indicate enrollment in the CalWORKs program will continue to slow. As a result, CalWORKs average monthly caseload is expected to decline by 8.9% and with the proposed one-time augmentation, CalWORKs allocations are expected to decrease by an estimated 4%.
- In an effort to end childhood deep poverty in the CalWORKs program, a 10% increase to CalWORKs grants was provided beginning April 1, 2019. This was the first of three increases to occur over the next three fiscal years to get children and families in the CalWORKs program to 50% of the Federal Poverty Level. The proposed State budget raises grant levels to 50% of the projected Federal Poverty Level, effective October 1, 2019. This increase to the grant level is particularly important locally to impact the ongoing issue of generational poverty in Yuba County.
- The County's allocation for CalFresh Program administration continues a downward trend and is projected to decrease again by approximately 5% in 2019-2020.

Public Assistance

- The California Department of Social Services has been successful in securing federal waivers for delayed implementation of CalFresh Able Bodied Adults without Dependents (ABAWD) time limits and tracking due to the low unemployment rates in many counties including Yuba County. In anticipation that the federal government may no longer provide waivers, counties must be prepared to implement ABAWD by developing training materials and resources for staff and customers.
- The state Department of Health Care Services (DHCS) plans to develop a new budget methodology for allocating Medi-Cal Program administration funds to counties.

CMSP

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Health - CMSP 101-4720	FY 18/19 Adopted Budget	FY 19/20 CAO Recommended	Change
EXPENDITURES			
Salaries and Benefits	\$0	\$0	\$0
Services and Supplies	\$0	\$0	\$0
Other Charges	\$0	\$0	\$0
Fixed Assets	\$0	\$0	\$0
TOTAL EXPENDITURES	\$0	\$0	\$0
REVENUE			
Fed/State	\$0	\$0	\$0
Grant	\$0	\$0	\$0
Realignment	\$0	\$0	\$0
Fees/Misc	\$0	\$0	\$0
TOTAL REVENUE	\$0	\$0	\$0
FUND BALANCE	\$0	\$0	\$0
NET COUNTY COST	\$0	\$0	\$0

Program Description

The County Medical Services Program (CMSP) Governing Board provides administration of the CMSP Program. Thirty-four primarily rural California counties participate in CMSP. The CMSP County Participation Fee is a County General Fund Maintenance of Effort (MOE) counties pay to offset costs associated with administration of the CMSP program. The CMSP County Participation Fee was set in 1991 Realignment legislation.

Accomplishments

FY 2018-2019

- Entered into an agreement with Ampla Health to assist in the referral process for a newly established CMSP Path to Health Pilot Project which focuses on improving access to preventive health care services.
- Implemented CMSP program enhancements of Primary Care Benefit (PCB). PCB provides primary care and specialty care services and prescription drug coverage with no copay to eligible CMSP individuals.

Goals and Objectives

FY 2019-2020

- Continue to partner with and foster relationships with community-based organizations to increase awareness and participation in CMSP programs throughout the community.

Veterans Services

Jennifer Vasquez – Director

BI - County Veterans 101-5800	FY 18/19 Adopted Budget	FY 19/20 CAO Recommended	Change
EXPENDITURES			
Salaries and Benefits	\$300,878	\$338,354	\$37,476
Services and Supplies	\$73,673	\$89,874	\$16,201
Other Charges	\$84,030	\$109,987	\$25,957
Fixed Assets	\$0	\$0	\$0
TOTAL EXPENDITURES	\$458,581	\$538,215	\$79,634
REVENUE			
Fed/State	\$166,759	\$147,535	(\$19,224)
Grant	\$0	\$0	\$0
Realignment	\$0	\$0	\$0
Fees/Misc	\$145,911	\$195,417	\$49,506
TOTAL REVENUE	\$312,670	\$342,952	\$30,282
FUND BALANCE	\$0	\$0	\$0
NET COUNTY COST	\$145,911	\$195,263	\$49,352

Program Description

The County Veterans Service Office (CVSO) assists the veterans community of Yuba and Sutter counties with obtaining federal, state, and local benefits to which they are entitled. Entitlement is based upon service in the armed forces of the United States. The veterans community consists of veterans, their dependents, and the survivors of deceased veterans.

Accomplishments

FY 2018-2019

- Generating over \$8.5 million in new and one-time benefits for Yuba-Sutter Veterans during Fiscal Year 2018/2019.
- Provided onsite services to 1,142 individuals including 132 homeless (or at-risk of homelessness) veterans during the annual Veterans Stand-Down at Riverfront Park in August 2018.
- Established a Yuba-Sutter Veterans Service Facebook site and utilized the social media platform to share information concerning local veteran events and highlight new U.S. Department of Veterans Affairs (VA) information.
- Established relationship with the VA Vet Centers to host Veteran Center counselors within our office. This allows local veterans access to mental health counseling locally and avoid traveling to Sacramento or Chico.

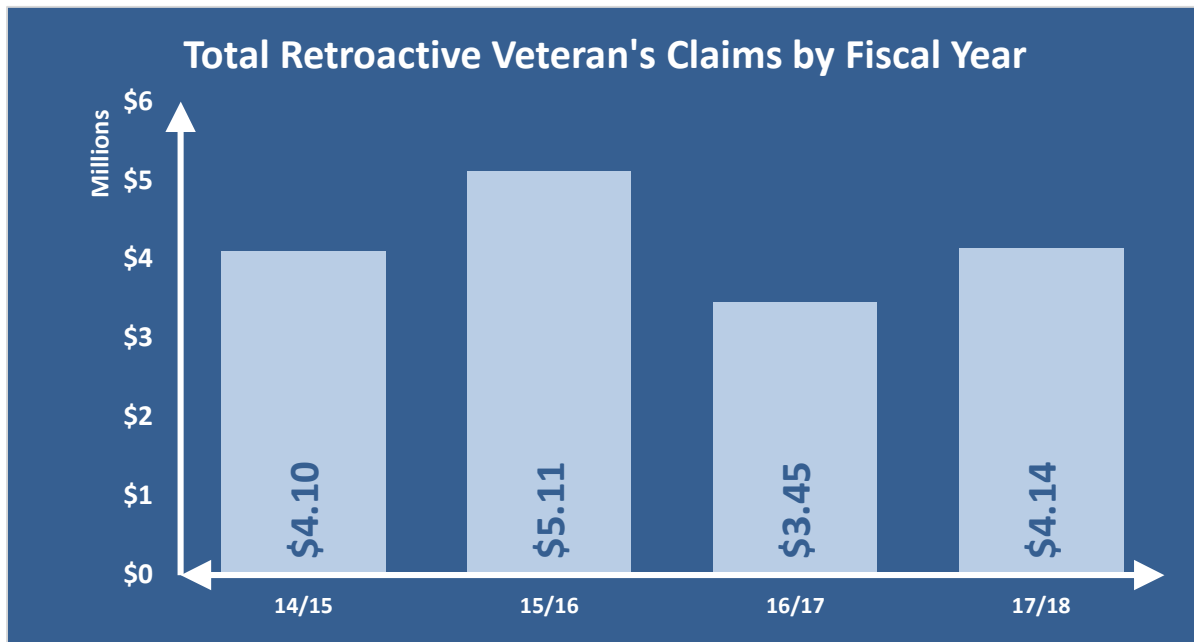
Veterans Services

Jennifer Vasquez – Director

Performance Measures

FY 2018-2019

Applications for Veteran Benefits may be denied several times before being approved. The County Veterans Service Office helps Yuba County veterans appeal these application denials, but it can take several years before an application is approved. If one of these applications is approved from the original date, the veteran will receive a retroactive payment of benefits. The Yuba County Veterans Service Office helped veterans receive a total of \$4.14 million in retroactive payments in fiscal year 17/18.



Goals and Objectives

FY 2019-2020

- Increase outreach to veterans and their family members by expanding the Veteran Service Satellite Office in the Yuba City VA Clinic from 2 to 5 days a week.
- Train and certify the new Veteran Representative on VA claim process. This new position will allow the veteran office to meet increased client workload and reduce the client wait time for appointments and during walk-in days. Access to trained claim representatives is critical to the success of the veteran's claim.
- Establish a partnership and agreement with the California Department of Veterans Affairs to host their North Valley Interagency Network Coordinators (LINC)s within our local office to provide enhanced outreach services, resources, and support for the veterans of Yuba/Sutter Counties and other Counties within the designated North Valley Outreach Region.

Veterans Services

Jennifer Vasquez – Director

Pending Issues/Policy Considerations

FY 2019-2020

- There is a current trend to reduce the number of active military personnel from all the branches of service. This trend will increase the demand for local VA services.
- Current VA projections indicate an increasing veteran population for Yuba and Sutter Counties for the next three years.
- The cost of doing business has steadily grown and workload demands are consistently increasing.
- State funding is distributed on a pro-rata basis. As such, an increase in claims filed does not always equate to an increased amount of funding by CalVet.
- Hiring a new Veteran Representative requires 6 to 9 months of on-the-job training and the attendance in State and National training sessions. During this training period the number of claims submitted by this office typically decreases.
- State funding is distributed based upon last year's claims. This means an increase or decrease in the number of claims results in funding changes in the following year.

Public Authority

Jennifer Vasquez – Director

Public Authority 109-0109	FY 18/19 Adopted Budget	FY 19/20 CAO Recommended	Change
EXPENDITURES			
Salaries and Benefits	\$0	\$0	\$0
Services and Supplies	\$528,399	\$563,241	\$34,842
Other Charges	\$65,412	\$20,636	(\$44,776)
Fixed Assets	\$0	\$0	\$0
TOTAL EXPENDITURES	\$593,811	\$583,877	(\$9,934)
REVENUE			
Fed/State	\$593,811	\$583,877	(\$9,934)
Grant	\$0	\$0	\$0
Realignment	\$0	\$0	\$0
Fees/Misc	\$0	\$0	\$0
TOTAL REVENUE	\$593,811	\$583,877	(\$9,934)
FUND BALANCE	\$0		\$0
NET COUNTY COST	\$0	\$0	\$0

Program Description

The Public Authority enhances the availability and quality of In-Home Supportive Services (IHSS) by providing consumers with access to care providers who meet their needs. An emphasis is placed upon supporting a positive and productive relationship between the consumer and IHSS provider. The Public Authority is a public entity, and the five-member Governing Body of the Public Authority is comprised of the Yuba County Board of Supervisors. The Public Authority advocates for IHSS service components at the local, state, and federal levels. The Public Authority's focus is on managing the IHSS provider registry and ensuring the quality of IHSS providers. IHSS providers and consumers have access to training and support via the Public Authority. All wage and benefits for IHSS providers are negotiated by the Public Authority.

Accomplishments

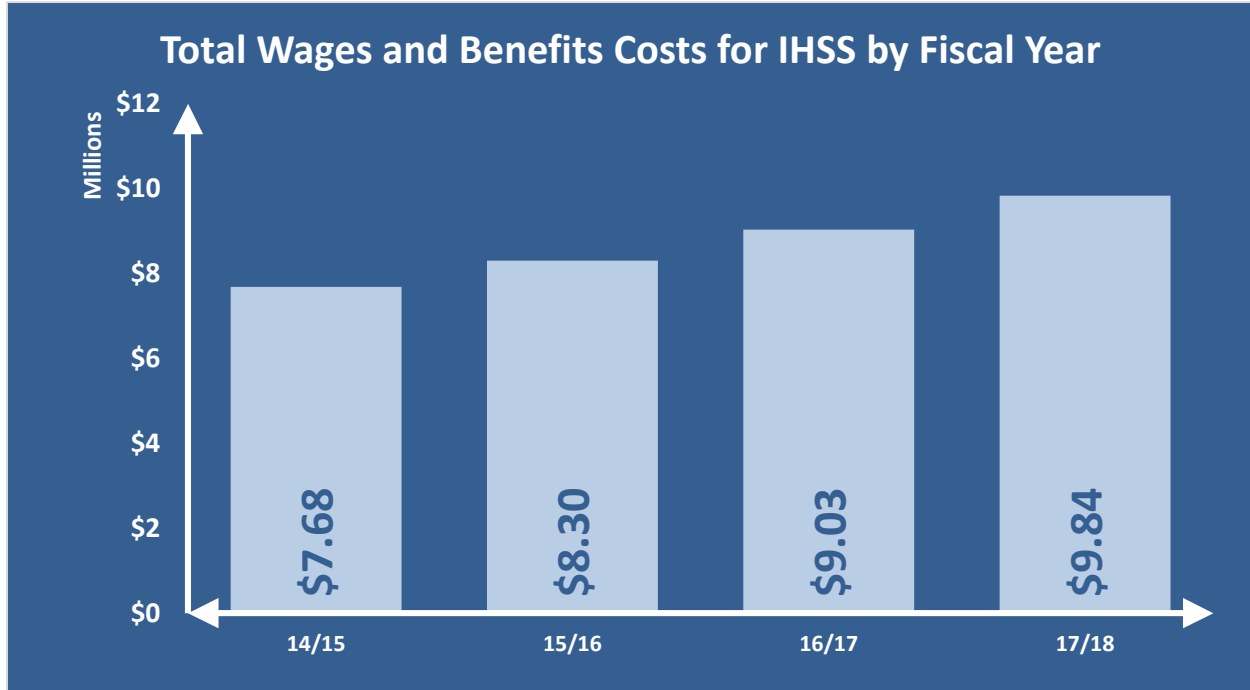
FY 2018-2019

- Maintained the Yuba County IHSS Provider Registry, which has approximately 650 active providers.
- Continued to maintain a referral system to provide consumers with information about potential IHSS providers.
- Continued to provide access to training and support for IHSS providers and consumers.
- Participated in collective bargaining to negotiate wages and benefits for IHSS providers.

Public Authority

Jennifer Vasquez – Director

Performance Measures FY 2018-2019



The cost of wages and benefits for In-Home Supportive Services (IHSS) providers has steadily risen over the past 4 fiscal years. These costs include wages paid to the provider for both regular and overtime hours, sick pay, travel pay, and employer taxes. This increase has been due in part to the year-over-year increase in the California State minimum wage.

Goals and Objectives FY 2019-2020

- Continue to maintain a referral system of providers for IHSS consumers.
- Evaluate the quality and accessibility of training for IHSS providers.
- Implement Electronic Visit Verification (EVV), a system that will collect information in an electronic format (online or telephone) and verify that In-Home Supportive Services (IHSS) are occurring. The EVV will verify type of service performed, individual receiving service, date of service, location of service delivery, individual providing the service, and time the service begins and ends.

HELP Program

Jennifer Vasquez – Director

HELP Program 233-5410	FY 18/19 Adopted Budget	FY 19/20 CAO Recommended	Change
EXPENDITURES			
Salaries and Benefits	\$0	\$0	\$0
Services and Supplies	\$19,168	\$44,720	\$25,552
Other Charges	\$83,044	\$103,964	\$20,920
Fixed Assets	\$0	\$0	\$0
TOTAL EXPENDITURES	\$102,212	\$148,684	\$46,472
REVENUE			
Fed/State	\$75,000	\$96,763	\$21,763
Grant	\$0	\$0	\$0
Realignment	\$0	\$0	\$0
Fees/Misc	\$0	\$0	\$0
TOTAL REVENUE	\$75,000	\$96,763	\$21,763
FUND BALANCE	\$27,212	\$36,921	\$9,709
NET COUNTY COST	\$0	\$15,000	\$15,000

Program Description

The Homeless Emergency Lodging Program (HELP) fund was created in 2016 to provide for revenue and expenditure appropriations specific to 14Forward, the county's temporary emergency shelter.

Accomplishments

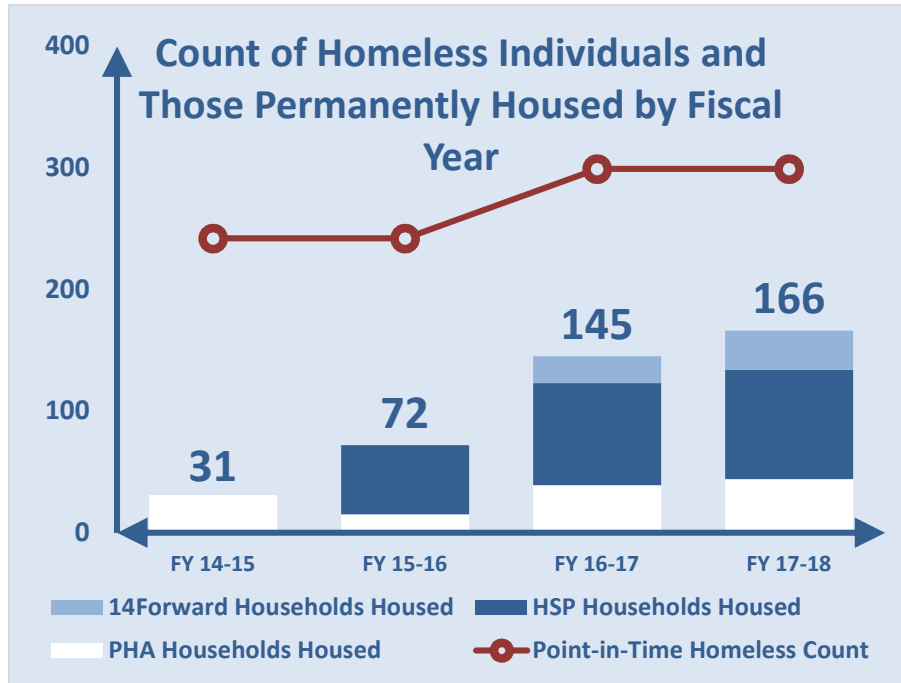
FY 2018-2019

- Fully implemented the Housing and Disability Income Advocacy Program which provided rapid rehousing, supplemental support, stabilized permanent housing and income for a total of five people.
- Partnered with Marysville Police Department, Yuba County Courts and Hands of Hope to implement Community Court, an alternative to traditional processes for homeless persons with minor infractions.
- Partnered with Yuba County Sheriff's Office to serve homeless citizens exiting detention to increase access and awareness of services available at the Life Building Center.
- Facilitated conversations with Adventist + Rideout to support a 24-hour shelter at the Life Building Center for homeless citizens seeking respite and/or exiting hospitalization.
- Partnered with Marysville Police Department and Yuba County Sheriff's Office to conduct Homeless Assessment Team Outreach on a consistent, weekly basis.
- Strengthened wrap-around services at the Life Building Center to include employment workshops, landlord/tenant workshops, healthy living classes, and individual therapy.

HELP Program

Jennifer Vasquez – Director

Performance Measures FY 2018-2019



Health and Human Services uses a point-in-time survey (conducted every other year) to determine the number of homeless individuals in Yuba County. Over 55% of these individuals obtained permanent housing through HHSD programs in fiscal year 17/18, a dramatic improvement over the 12% housed in FY 14/15. Initiatives like the Housing Support Program (HSP, implemented in FY 15/16) and 14Forward (implemented in FY 16/17) have greatly helped this effort.

Goals and Objectives FY 2019-2020

- Transfer operations of 14Forward to a Community Based Organization
- Design and implement a Regional Outreach and Enforcement Team through collaboration with other governmental and community-based agencies
- Partner with the Community Development Services Agency (CDSA) and Sutter-Yuba Behavioral Health to begin a new permanent supported housing project utilizing No Place Like Home funds
- Create and implement an incentive program for private landlords to house those exiting homelessness