

# Health Services

Jennifer Vasquez – Director

106-4700	FY 20/21 Adopted Budget	FY 21/22 CAO Recommended	Change
<b>EXPENDITURES</b>			
Salaries and Benefits	\$4,056,906	\$4,678,800	\$621,894
Services and Supplies	\$2,661,599	\$2,119,688	(\$541,911)
Other Charges	\$809,257	\$1,204,539	\$395,282
Fixed Assets			\$0
<b>TOTAL EXPENDITURES</b>	<b>\$7,527,762</b>	<b>\$8,003,027</b>	<b>\$475,265</b>
<b>REVENUE</b>			
Fed/State			\$0
Grant	\$1,962,056	\$1,805,478	(\$156,578)
Realignment	\$2,500,000	\$2,700,000	\$200,000
Fees/Misc	\$285,176	\$20,400	(\$264,776)
<b>TOTAL REVENUE</b>	<b>\$4,747,232</b>	<b>\$4,525,878</b>	<b>(\$221,354)</b>
<b>FUND BALANCE</b>	<b>\$2,592,829</b>	<b>\$3,289,448</b>	<b>\$696,619</b>
<b>NET COUNTY COST</b>	<b>\$187,701</b>	<b>\$187,701</b>	<b>\$0</b>

## 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 2020-2021

- Applied for and received the Epidemiology and Laboratory Capacity (ELC) Enhancing Detection grant and the ELC Enhancing Detection Expansion grant to fund operations in the Department Operations Center (DOC).
- Using existing and temporary staff, created and continued to operate a long term Department Operations Center to respond to the COVID-19 Pandemic, shifting staff to accommodate surges in case numbers throughout the year. Trained and educated 40 rotating staff to conduct investigation and contact tracing duties, allowing us to reach those infected or exposed to the virus to provide empathetic direction and quarantine or isolation instructions. Additional staff were trained in data management, outreach, and outbreak management duties.

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- Staff contacted over 7,000 cases and 15,000 close contacts to contain the spread of COVID-19 in Yuba County. This number is constantly increasing as we continue to investigate new cases.
- Created a school liaison position, who works specifically with school administration to manage school outbreaks and provides information to help navigate the ever-changing guidance for school operations. Worked with 36 schools to address 156 positive cases and 480 close contacts. This program has expanded to assist local businesses with outbreak management.
- Taught seven classes for 132 teachers and administrative staff on the basics of COVID-19 transmission and outbreak investigation.
- Assisted four congregate living facilities, residential facilities, and nursing homes in the management of COVID-19 outbreaks. Provided Personal Protective Equipment and testing materials to assist in the management of the outbreaks. Routinely communicated with staff and management at each facility to assist with the prevention of future outbreaks.
- We provided 1,200 bottles of hand sanitizer, 1,800 boxes of surgical masks, 100 cloth masks, 10 boxes of child sized masks and 19,000 alcohol wipes for cleaning in our facilities. We also held a “12 days of give-a-ways” event to encourage residents to mask and test, where we provided 1,500 small incentives.
- Through our logistics section, we provided 29,000 masks, 2,100 surgical gowns, 1,336 face shields and goggles, and 15,420 disposable gloves for use by first responders and emergency services workers. We also provided 8,454 testing swabs and 2,460 viral transport kits. In addition, we elevated requests to the region for thousands of pieces of personal protective equipment including over 1,030,530 N-95 masks for our medical providers.
- Created an outreach team specifically to educate the public and businesses on ways to prevent and mitigate COVID-19. To date, posted 32 TikTok and 34 YouTube videos, 7 Instagram and 60 Facebook posts, providing information, encouraging social distancing, wearing of facial coverings and promoting vaccinations. These social media efforts had over 14,000 interactions, to date. Placed testing, vaccine availability, and guidance from CDPH and CDC in the Appeal Democrat and the Territorial Dispatch as well as providing targeted information through flyers placed in strategic locations in the community. Contracted with UNIVISION to provide targeted outreach to our Spanish-speaking residents and coordinated Spanish-speaking radio interviews with community leaders. Set up a photo booth with the assistance of our public information officers at our mass vaccination clinic sites and have taken over 2,000 themed photos of persons being vaccinated, providing them to the persons vaccinated as a reminder and memory of the event.
- Worked with partners at Yuba-Sutter Transit to provide free bus rides for residents to attend our vaccine clinics.
- In cooperation with the County’s Information Technology Department, created and updated, 5 days a week, a forward facing COVID-19 dashboard to keep the public abreast of community information and statistics. Hired an epidemiologist to analyze trends in COVID-19 cases among populations and employment sectors. The epidemiologist also analyzes COVID cases and vaccine utilization to allow targeted outreach and interventions to underserved populations.
- Utilized existing staff and volunteers from the State of California to provide multiple mass vaccination clinics in conjunction with Sutter County. Together we have jointly vaccinated 50,000 residents, including 17,000 Yuba County residents at this time. In addition, held small Yuba County special population vaccine clinics for homeless individuals, foothills residents, Olivehurst-Linda

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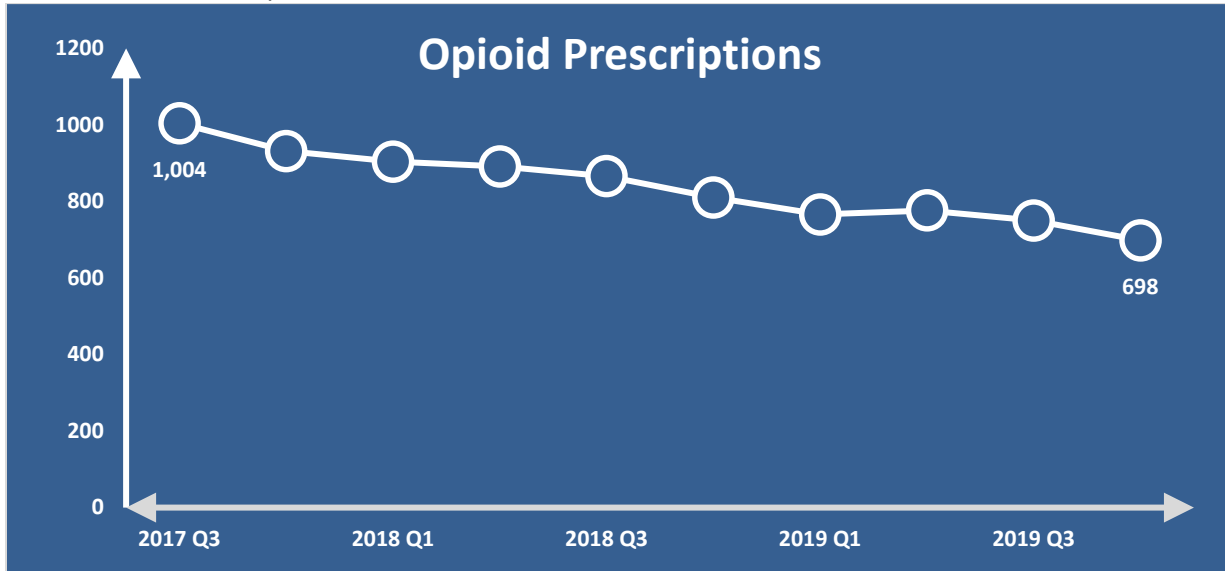
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residents, and county staff. Partnering with Bi-County Ambulance for Paramedic vaccinators, we provided 115 vaccines in Olivehurst, 141 vaccines at the Alcouffe Center and 85 vaccines at Habitat for Humanity. The Health Officer and vaccination team worked with local providers to allocate vaccine to local pharmacies and Federally Qualified Health Clinics, increasing the number of available sites to obtain a vaccine and increasing the number of residents vaccinated.

- The Health Officer held daily and weekly calls with all of the stakeholders in the community to keep them apprised of current science and guidance regarding the pandemic. She worked with schools, congregate living facilities, detention centers, health care providers, local clinics, and pharmacies to provide guidance and meet the concerns of the stakeholder community. She held multiple radio and newspaper interviews to update the public on the current situation with the pandemic. She was featured in social media posts to the public to update them and provide current information and guidance. The Health Officer interfaced daily with the DOC operations staff to provide guidance and answer questions on case investigation and contact tracing. The Health Officer provided written protocols for staff to respond to the changing guidance on the pandemic response and on vaccine administration.

## Performance Measures FY 2020-2021

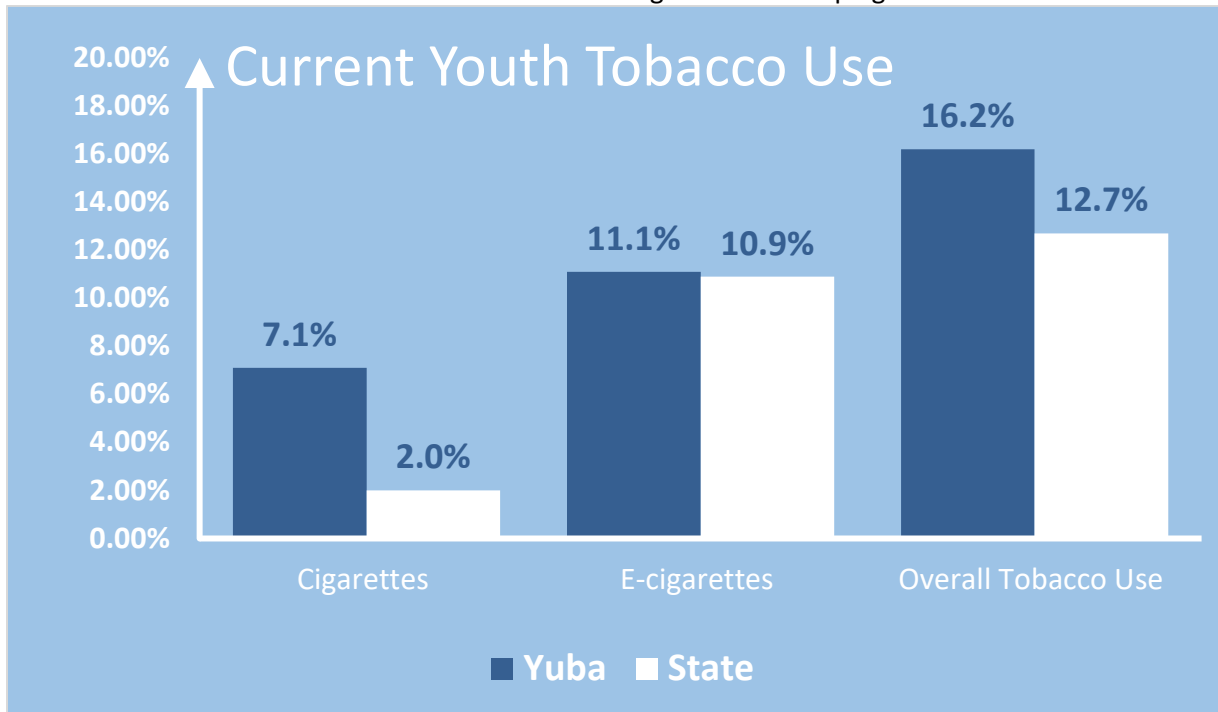
The number of opioid prescriptions issued continues to go down in Yuba County. This reduces the opportunity for illegal product to reach the streets and affects our substance abuse rates. Substance abuse was one of the priorities in our 2018 Health Assessment.



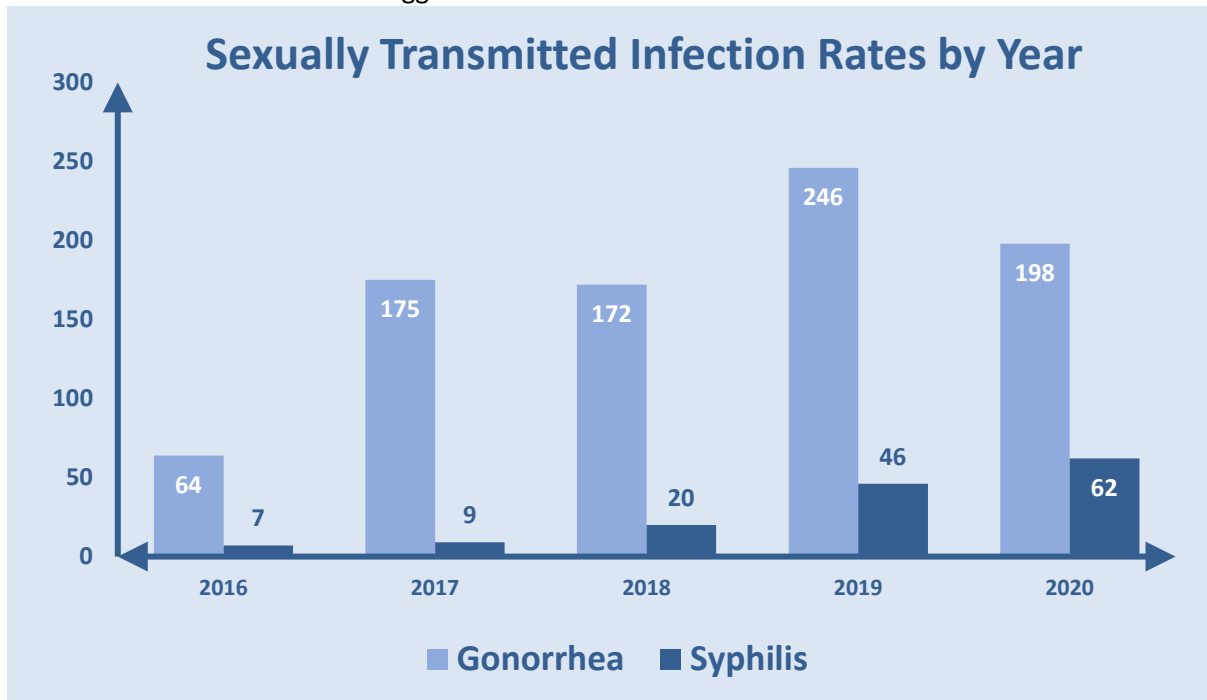
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Youth tobacco use in Yuba County continues to be higher than the State average. We are especially concerned with the increase in the use of electronic cigarettes and vaping.



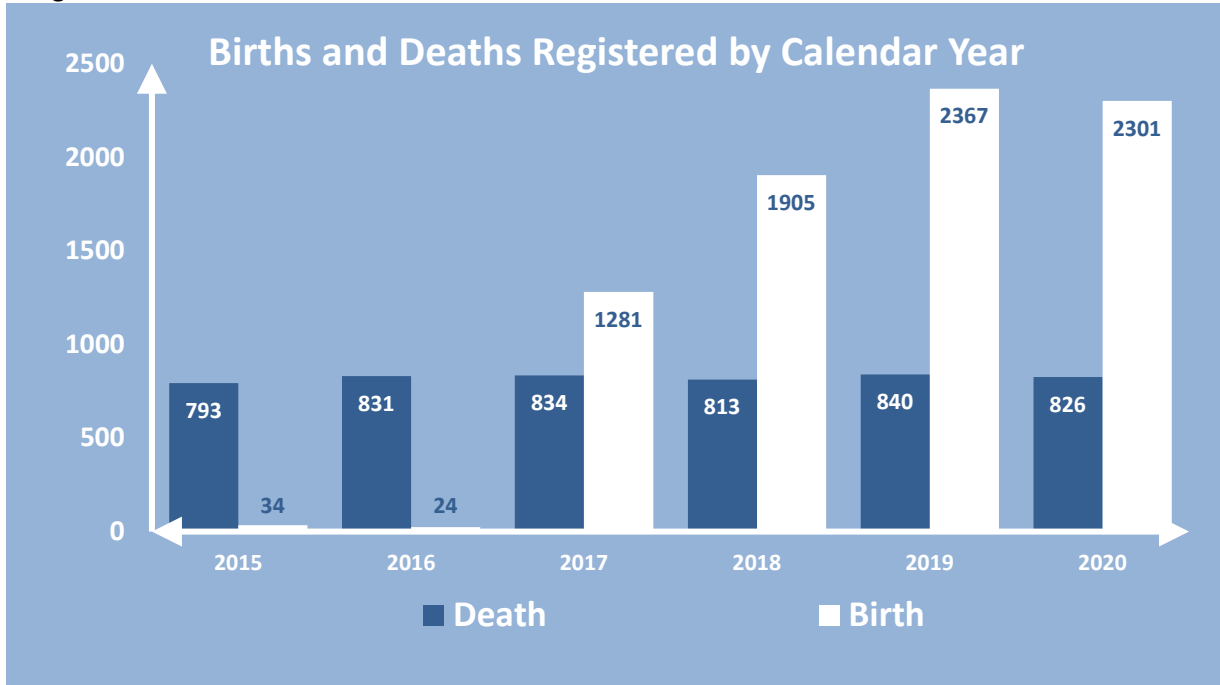
Most sexually transmitted infections continue to rise in the State and in the County. Using grant funds from CDPH, we will hire staff to investigate cases and contacts more thoroughly to stem the rising numbers. Anecdotal evidence suggests statewide lockdowns of services affected STI transmission.



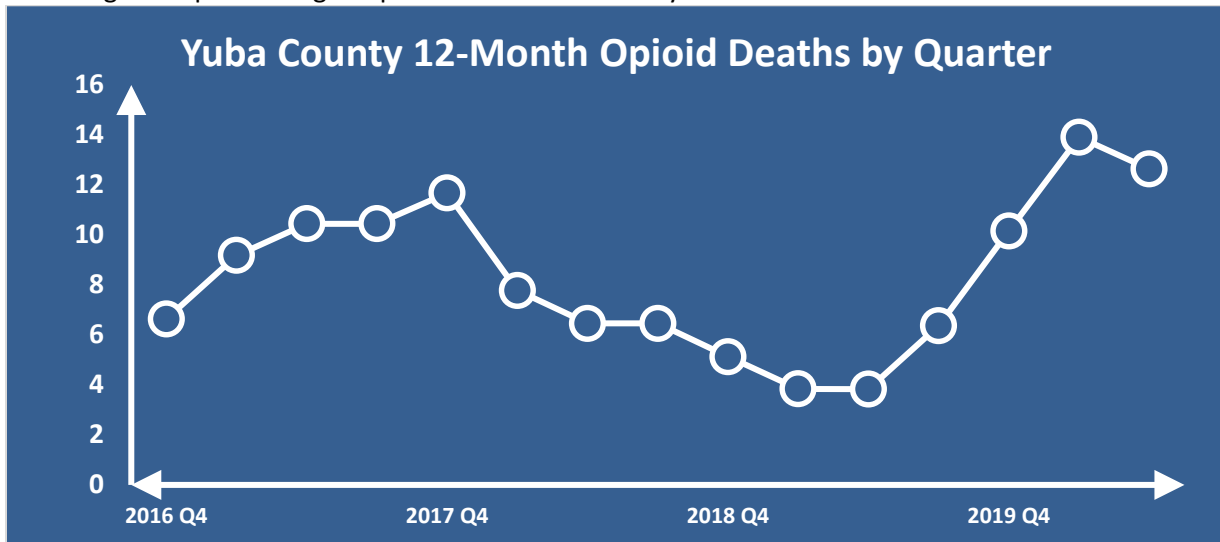
# Health Services

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Yuba County Public Health registers all births occurring at Rideout+Adventist Hospital. Yuba County saw a slight decrease in the number of deaths and births in 2020.



Public Health continues to work with community and statewide partners to distributed Narcan and encourage safe prescribing of opioids for the community.



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## Goals and Objectives

### FY 2021-2022

- Utilize newly formed and implemented processes created to address COVID in the investigations of contacts for communicable disease to slow the spread of sexually transmitted infections (STI). Specifically, reduce congenital syphilis cases to less than 2 per year.
- Reduce the number of days to close primary syphilis cases to less than 30 to ensure timely investigation to reduce the spread of the STI.
- Stand down the Department Operations Center and transition COVID case investigation and contact tracing into routine Communicable Disease investigation processes.
- Transition COVID vaccination efforts to local providers and eliminate the need for mass vaccination clinics. Transition staff back to community based prevention and intervention services.
- Implement annual blood borne pathogen training for staff.
- Reinvigorate our strategic plan and start the process of moving towards Public Health Accreditation.

## Pending Issues/Policy Considerations

### FY 2021-2022

- The “California Can’t Wait Coalition” is submitting a legislative proposal to create a stable funding level for Public Health Departments.
- AB 240 proposes a one-time investment of \$3.5 million to conduct an assessment of current and future needs of Public Health. Public Health workforce needs assessment is critical to ensure that, post-COVID-19, we continue to have a robust workforce to restart on public health programs/initiatives that have been delayed during the COVID-19 response.
- The epidemic of congenital syphilis and overall high rates of Sexually Transmitted Infections (STIs) continue to be concerning. As such, we continue to aggressively review how to best link patients for timely care and treatment, including consideration of a pilot project to provide STIs treatment at Yuba County Public Health Clinic for those patients without an established primary care provider.
- COVID-19 led many community residents to delay necessary medical and preventative care. This upcoming year will need to see a substantial focus on re-emphasizing the need for age-appropriate cancer screening, timely evaluation for chronic diseases prevention and overall wellness maintenance through healthful habits of balanced diet, exercise, and tobacco cessation.
- To ensure continued close collaboration between Public Health and local healthcare partners, the Health Officer will continue with scheduled check-in meetings with them. In addition, early in 2022, the plan is to initiate a “brown-bag” monthly presentation of key public health topics such as tuberculosis, syphilis, etc.
- In July 2021, a new RFP will be due to the State’s Department of Healthcare Services (DHCS) to start the planning process for a transition from a regional Medi-Cal Managed Care model to potentially a County Operated Healthcare Services (COHS) model. This transition will not occur until 2024, but planning and discussion between DHCS, local medical providers, and the County will need to started immediately. The ultimate goal for any new Medi-Cal system is improve healthcare outcomes and delivery for the thousands of Yuba County’s residents who are Medi-Cal recipients. Other north state counties are also considering a similar transition. There is an initiative to transition along with 10 other rural counties to a new Medi-Cal managed care provider.

# Human Services

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100-5200, 5300,5400	FY 20/21 Adopted Budget	FY 21/22 CAO Recommended	Change
<b>EXPENDITURES</b>			
Salaries and Benefits	\$24,916,461	\$25,180,538	\$264,077
Services and Supplies	\$15,771,819	\$14,171,474	(\$1,600,345)
Other Charges	\$24,974,823	\$27,865,178	\$2,890,355
Fixed Assets	\$1,470,000	\$0	(\$1,470,000)
<b>TOTAL EXPENDITURES</b>	<b>\$67,133,103</b>	<b>\$67,217,190</b>	<b>\$84,087</b>
<b>REVENUE</b>			
Fed/State	\$38,211,077	\$38,440,814	\$229,737
Grant	\$0	\$0	\$0
Realignment	\$23,948,560	\$257,000	(\$23,691,560)
Fees/Misc	\$3,125,798	\$26,506,519	\$23,380,721
<b>TOTAL REVENUE</b>	<b>\$65,285,435</b>	<b>\$65,204,333</b>	<b>(\$81,102)</b>
<b>FUND BALANCE</b>	<b>\$1,727,668</b>	<b>\$1,892,857</b>	<b>\$165,189</b>
<b>NET COUNTY COST</b>	<b>\$120,000</b>	<b>\$120,000</b>	<b>\$0</b>

## Program Description

The Yuba County Health and Human Services Department administers Public Health, Human Services, and Veterans programs to meet the needs of Yuba County residents. There are a number of major Divisions within the Department including: Child and Adult Protective 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 2020-2021

#### Administration and Finance

- Collaborated with the Auditor-Controller Department to support the countywide financial business process re-engineering effort.
- Upgraded the existing HVAC system at the Health & Human Services Packard building.
- Migrated from paper faxes to electronic faxes, reducing paper use and improving document security.
- Provided additional phones and laptops to Health & Human Services staff to maintain the capacity to deliver services to the community during the COVID-19 pandemic. In total, 262 remote computers were purchased, configured, and deployed to Health & Human Services employees to ensure services were delivered throughout the pandemic.
- Expanded the department office space to provide additional storage and conference rooms.

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- Extended the depth of existing countertops in main reception to improve safety and promote social distancing.
- Added critical benefit issuance services to backup generator circuits allowing for improved business continuity during power outages.
- Initiated a rebranding effort for Health & Human Services, including a unifying logo and cohesive communication templates.
- Installed an intercom at main reception allowing for continuity of reception services during COVID-19 surges.
- Performed necessary roofing maintenance at the Packard building.
- Increased the number of fleet vehicles available to staff conducting fieldwork.
- Implemented improved data collection and visualization for HR processes, providing insights into efficiencies and allowing for better data-informed decision making.
- Coordinated over 2,000 hours of training for Health & Human Services employees.

## Child and Adult Protective Services

- YCHHSD received a certificate of Achievement from the CA Department of Social Services. The In-Home Supportive Services (IHSS) program achieved a compliance rate of 96.3% in completing timely reassessments, which far exceeds the 80% compliance rate requirement set by the state for the IHSS program.
- Implemented 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 services, and time the service begins and ends. Yuba County adoption rate for transferring to this electronic system is at 93.7% with a state mandate to be at 100% participation by January 2023.
- Provided IHSS supports and services to over 1,000 recipients annually, which allows dependent and elderly to live safely in their own homes and avoid the need for out of home care.
- Investigate an average of 40 reports of abuse or neglect of elderly and dependent adults annually.
- Received an average of over 100 referrals of child abuse or neglect monthly. Of those, an average of over 40 reports required some form of CPS investigative contact.
- Implemented Traverse, an electronic document management system, to improve business processes, efficiencies, and access to critical information for field-based staff.
- Created the Family Urgent Response System (FURS) Mobile Response System Interim Plan, which was mandated by the state as of March 2021. FURS is a coordinated statewide, regional, and county-level system designed to provide collaborative and timely state-level phone-based response and county-level in-home, in-person mobile response during situations of instability, to preserve the relationship of the caregiver and the child or youth.
- Collaborated with Ardent Family Services to assist Yuba County with court ordered visitation for our dependent children and their families. There was a tremendous need to expand services at an additional location in order to mitigate the risk of COVID transmission. The collaboration resulted in Ardent Family Services providing approximately 415 family visits.



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- Created a Secondary Trauma group for staff to share concerns and personal endeavors as linked to job related functions through activities, open dialogue, and education.
  - Areas addressed included
    - Compassion fatigue
    - How secondary trauma affects coworkers in the workplace
    - Plans for coping and fluctuations of energy needed
    - Adapting to a changing work environment
  - Various surveys were used to monitor the effectiveness of the program including the use of coping skills and support systems provided in the workplace.
- Developed an Internal Training Program for new Social Workers entering the Child Welfare Services (CWS) workforce. This robust program provides an intensive training regimen that provides internal staff with a detailed outline on case management and investigative skills. The program's success led to the expansion of the training program to include Senior Social Workers. This refresher training enhances classroom training in partnership with already established field experience.

## Employment Services

- Processed 1,272 CalWORKs applications.
- Assisted at least 40 CalWORKs families monthly with subsidized childcare for the purpose of supporting working parents and parents performing welfare-to-work activities.
- Implemented an electronic interview and signature application process for the CalWORKs program. This provided an alternative to in-person interactions to mitigate the risk of COVID transmission and keep CalWORKs families healthy and safe.
- Partnered with 31 local employers at Expanded Subsidized Employment work sites. Successfully assisted 25 Welfare to Work parents with becoming employed through the Expanded Subsidized Employment program.
- Successfully assisted 22 Welfare to Work parents with becoming employed through the Work Experience program.
- Ongoing alliance and partnership with local non-profit Youth 4 Change, for favorable administration and outcomes of the CalWORKs Home Visiting Program (HVP). The focus of the Home Visiting 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 connects CalWORKs parents with necessary resources, while improving parenting skills and household structures, to ensure children have a safe and nurturing environment allowing them to thrive and grow.
- Promoted and ensured eligible CalWORKs families were in receipt of the Golden State Grant program. This one-time payment provided much-needed financial relief for low income families in California.
- Participated in a California Department of Social Services CalWORKs Program audit with impressive results of zero case findings or errors and only one observation for process improvement. The purpose of the audit was to assess the CalWORKs eligibility determinations, redeterminations, and terminations of benefits made by the County and to ensure implementation of recent CalWORKs policy changes.
- Reduced the overall percentage of Welfare to Work sanctioned participants by 57% with the purpose of alleviating stress and economic strain for CalWORKs families.

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- Planned, organized, and completed a substantial accumulation of CalWORKs redeterminations after the state’s COVID relief waiver for CalWORKs ended. The California Department of Social Services Department implemented a temporary waiver on requiring redeterminations for the CalWORKs program. After the waiver ended, the backlog of former redeterminations, as well as current redeterminations, had to be processed.

## Public Assistance

- Processed an average of 751 CalFresh and Medi-Cal applications monthly to determine customer eligibility to nutrition and healthcare benefits.
- Processed an average of 353 CalFresh annual recertifications monthly to determine continued customer eligibility to nutritional benefits.
- Maintained an average of 20,000 CalFresh and Medi-Cal cases monthly.
- Handled an average of 3,346 calls per month through the call center, while offering first contact resolution on CalFresh and Medi-Cal case inquiries.
- Successfully reviewed, interpreted, and implemented ever changing CalFresh and Medi-Cal program guidance from the California Department of Social Services (CDSS) and Department of Healthcare Services (DHCS) within tight timeframes to ensure customers received access to nutrition and healthcare benefits during the COVID-19 Pandemic.
- Collaborated with the California Statewide Automated Welfare System (CalSAWS) team to leverage new cloud based technology such as the Amazon Web Services (AWS) AppStream application and Amazon Connect call control panel to successfully continue uninterrupted public assistance eligibility determinations and call center operations during disasters, emergencies, and when county systems are not accessible.
- Satisfactorily implemented the following new programs and/or processes:
  - Extended Post-Partum Care program to improve access to Medi-Cal services for an additional 12 months to women with a diagnosed condition related to pregnancy.
  - Prevented and/or reinstated the discontinuance of Medi-Cal benefits for individuals and families during the COVID-19 Pandemic.
  - Temporary expansion of CalFresh eligibility for college students.
  - Senate Bill 104 (Chapter 67, Statutes of 2019) to increase the income disregard of all countable income above 100 percent up to 138 percent of the Federal Poverty Level (FPL) for aged, blind, and disabled individuals. This includes Medicare Part B disregard changes which allow for part B premiums to be deducted regardless of who pays the premium.
- Developed and implemented a comprehensive quality assurance review process to ensure public assistance benefit determinations aligned with state and federal mandates and audit reviews.
- Successfully trained 11 new Eligibility Technicians on public assistance programs and transitioned the Eligibility Induction training to a virtual format.
- Developed and presented 18 trainings for public assistance staff throughout the department, which focused on refresher training on complicated program topics, training on new program regulations and system functionality.
- Successfully issued CalFresh benefit replacements for households that experienced food loss during the North Complex Fire and PG&E power outages.

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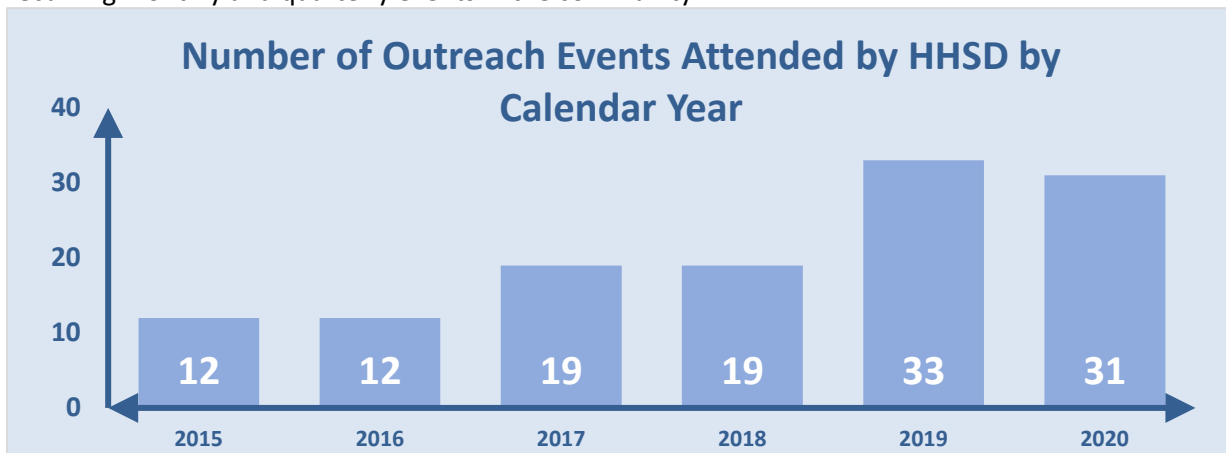
## Special Investigations Unit

- The Chief Investigator and the YCHHSD Appeals Specialist attended a 3-hour state training that focused on ADH (Administrative Disqualification Hearings). SIU fulfilled its goal, as the entire division completed its training in March 2021. The training covered the ADH process from beginner’s level to intermediate, providing the latest guidance and processes. This training will allow the Special Investigation Unit another tool in enforcing sanctions against recipients who commit welfare fraud.
- SIU received new portable devices and accessories. This equipment will help with business needs and assist with logging and researching information pertinent to Welfare Fraud investigations and the security of HHSD. SIU will be able to access multiple databases during their field operation investigations, allowing the investigators to spend more time in the field and support a proactive approach for investigation purposes.
- SIU provided Home Visit Safety Awareness training for HHSD staff. The goal of the training is to identify signs and symptoms of mental illness, and teach effective communications strategies associated with individuals who suffer from mental illness and or violent individuals.
- In conjunction with the HHSD Executive Team and Human Resources, SIU created a Reference Check system on new applicants seeking employment with HHSD. SIU completed approximately 75 reference checks. This process is proving to be successful and yielding high quality new hires for the Department.
- Conducted training for the Yuba County Sheriff’s Office jail staff and local commercial vendors on steps to prevent Electronic Benefit Transfer (EBT) trafficking of CalFresh Benefits. Trainings included documenting the release of an EBT card from an inmate’s property while the inmate was still incarcerated to assisting local vendors with identifying possible fraudulent activities when multiple EBT cards are used to make food or other cash purchases.

## Performance Measures

### FY 2020-2021

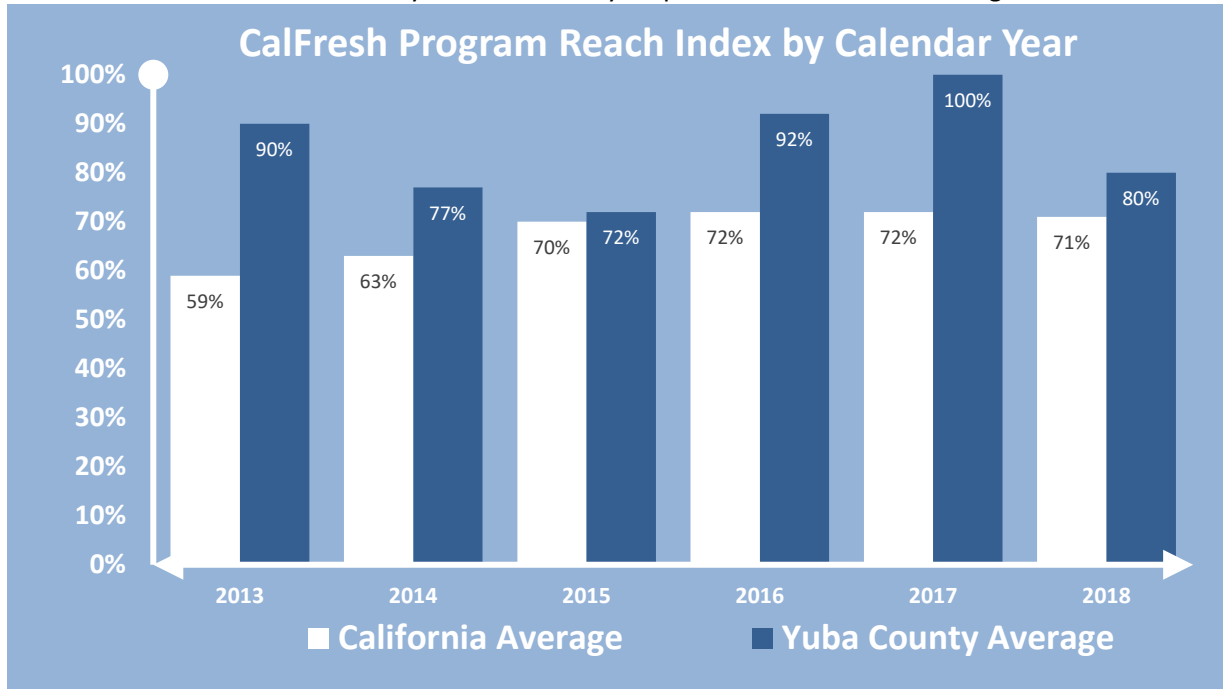
The mission of the Health and Human Services Department is to be a catalyst for building a healthy and thriving community. We believe we must have an active presence in the community to accomplish this. The number of events attended by HHSD has increased since 2015, and in 2019 HHSD began attending recurring monthly and quarterly events in the community.



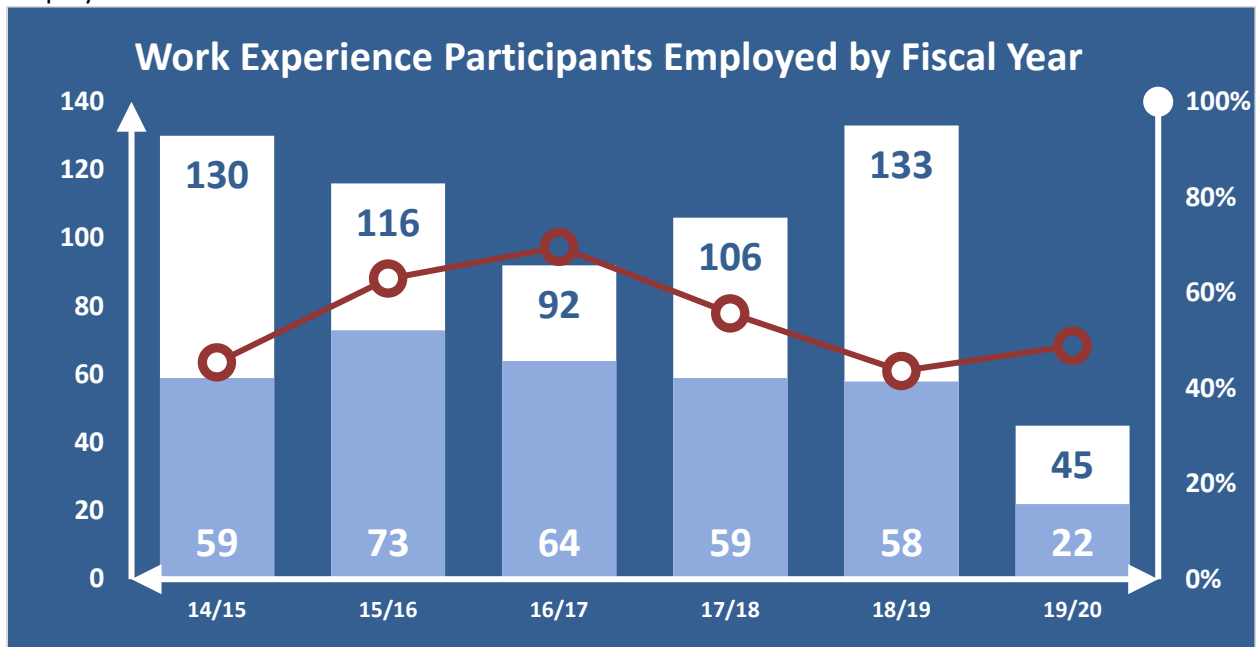
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The State of California estimates the number of CalFresh (formerly Food Stamps) households that could receive CalFresh in each county. Their goal is for 100% of all CalFresh eligible households to receive CalFresh in California. Yuba County has consistently surpassed the statewide average.



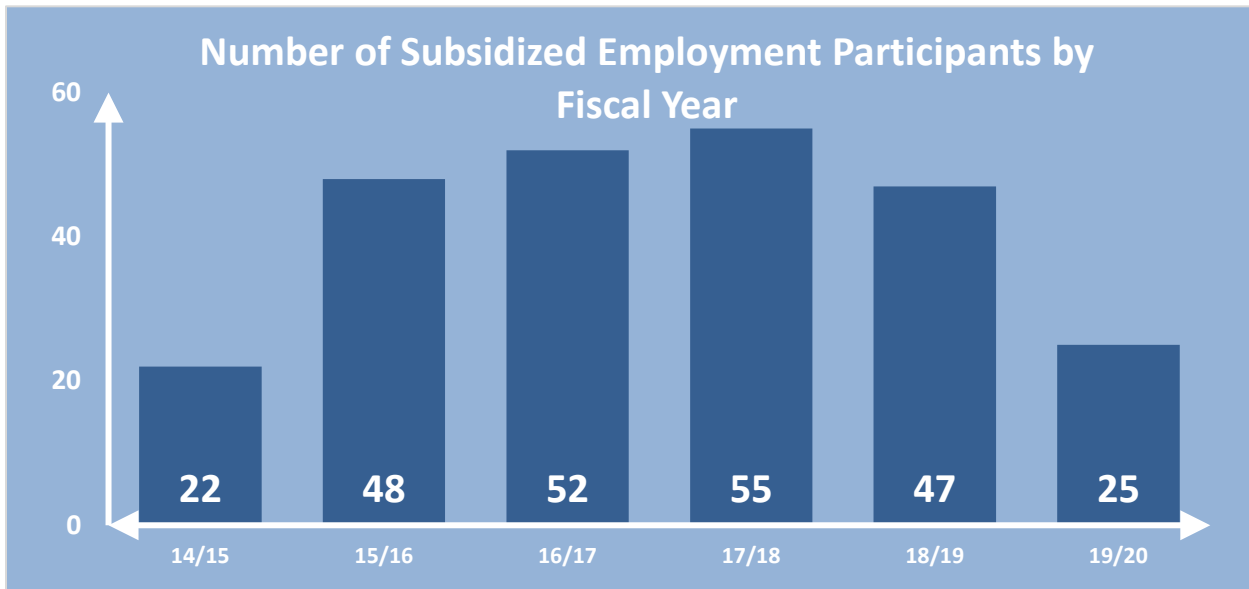
Welfare to Work assists CalWORKs parents to remove barriers and acquire the skills needed to obtain gainful employment. The Work Experience program, accompanied with coaching from CalWORKs staff, allows participants to enhance their soft skills while receiving the hands-on training needed to reach their employment goals. In fiscal year 19/20, 49% of Work Experience participants moved on to become employed.



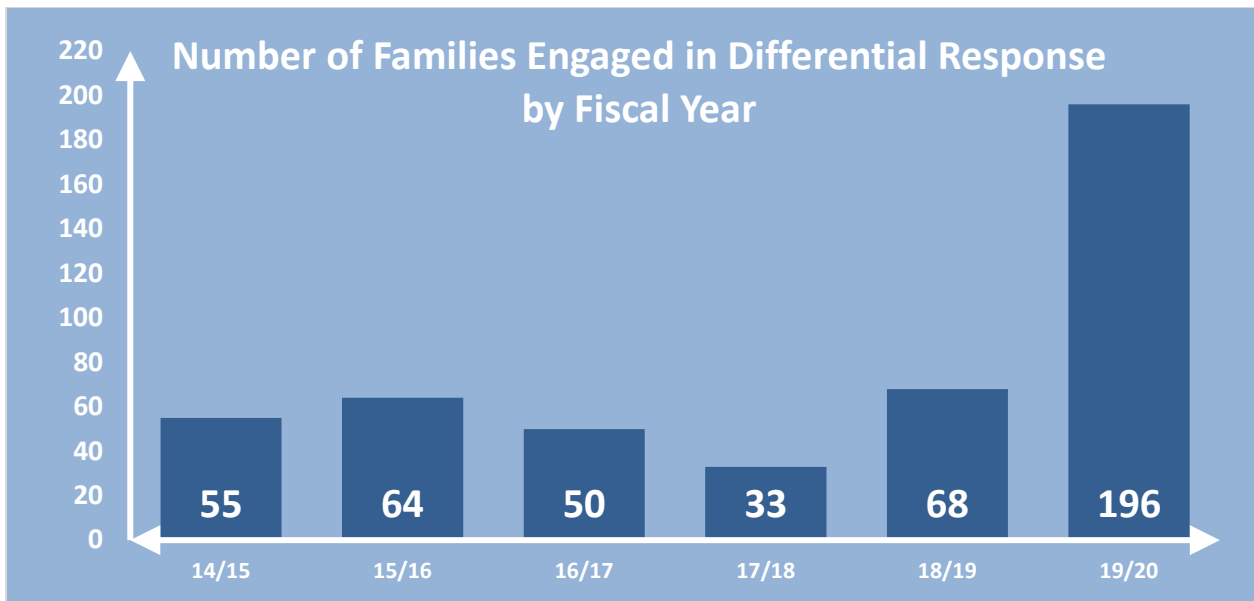
# Human Services

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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. 100% of all Subsidized Employment participants became 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.



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. In fiscal year 19/20 we saw a significant increase in services. 196 families were engaged due to our partnership with a provider that specializes in community-based family engagement services.



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## Goals and Objectives FY 2021-2022

### Administration and Finance

- Enhance the use of the Learning Management System to manage both online and instructor led trainings for all Health & Human Services staff.
- Pilot a digital signage solution in the main breakroom for Health & Human Services employees to further the effectiveness of department messaging and increase interdivisional collaboration.
- Continue to collaborate with the Auditor’s Department to support a new countywide financial system.
- Work with Change and Innovation Agency (CIA) to design new customer service processes in reception, including the use of real-time management dashboards displaying customer wait time, visit time, and number of customers waiting.
- Partner with the Treasurer’s Department to implement debit and credit transactions in the main reception.
- Upgrade the seating in the main reception at the Packard facility for the comfort and safety of Health & Human Services customers.
- Improve contracting data collection and visualization processes to create efficiencies and provide visibility into the contracting workflow.
- Implement a video storage solution to archive camera footage for longer periods.

### Child and Adult Protective Services

- Execute a tri-county agreement with Youth for Change to provide mobile response services for the Family Urgent Response System (FURS). The tri-county project will consist of Yuba County, Sutter County and Butte County HHSD agencies. The purpose of this collaboration is to preserve the relationship of the caregiver and the child or youth by providing developmentally appropriate relationship conflict management and resolution skills, stabilizing the living situation, mitigating the distress of the caregiver or child or youth, connecting the caregiver and child or youth to the existing array of local services, and promoting a healthy and healing environment for children, youth, and families. This agreement will fulfill the following components:
  - Live phone response and acceptance of calls from the statewide hotline via a 3-way conference call (statewide hotline, caregiver/youth, and responder).
  - Respond in-person, preferably within one hour (but not to exceed three hours in extenuating circumstances), to urgent needs of caregivers and/or youth.
  - Provide in-person, same-day response (within 24 hours) for non-urgent situations.
  - Assess the situation and determine when and how a mobile response and stabilization team will respond based on the critical needs of the caregiver and/or youth.
  - Deliver a report back to the assigned social worker or probation officer (if applicable) within the next business day, but no more than 48 hours after the call is received.
  - Provide immediate response and follow-up for up to 72 hours after the call is received.

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- Well-trained staff who have the skills necessary to provide trauma-informed support to children, youth, and caregivers. Per statute, the mobile response system must consist of individuals with specialized training in trauma of children or youth and the foster care system.
- Implement NorthStar-IS to help streamline applications and reassessments for the IHSS program. NorthStar-IS Inc. is an electronic document management system. NorthStar-IS will provide a comprehensive solution for paperless case initiation, assignment, and in-home assessment of IHSS clients. The solution utilizes CMIPS data (daily download) for case identification and initiation of the assessment process, and workflows that allow for load balancing case assignments, re-assignments, and intra-agency referrals. This will allow County In-Home Supportive Services employees to fill out, sign, and submit forms into a Document Management System. Staff will have the ability to manage the case intake process, quality assurance reviews, and supervisor case reviews. This system will also move cases to a paperless format, which will save time and money for staff, clients, and YCHHSD.
- Collaborate with an outside agency to provide court ordered supervised visitation between dependent children and their parents, siblings, and other relatives.
- Partner with The Yuba-Sutter Foodbank for their Homebound Food Delivery program. The program will provide nutritional support for up to 200 Yuba County In-Home Supportive Service and/or Adult Protective Service clients aged 65 and older. Our clients will receive two (2) pre-made meals weekly prepared by local restaurants and/or catering services, and a box of groceries consisting of shelf stable food, fresh produce (fruits and vegetables), dairy items, frozen meat, and bread delivered to their door.
- Work with the Yuba County Office of Education to provide Commercially Sexually Exploited Youth Prevention and Education Services. Yuba County Office of Ed will provide a continuum of prevention and intervention trainings to Yuba County school districts, local government agencies, and agencies that work with youth. These trainings will provide knowledge for various agencies to identify and respond to youth being labor and sex trafficked.

## Employment Services

- Implement Senate Bill 1232. This Bill allows Welfare to Work (WTW) participants enrolled in publicly funded postsecondary education maximum flexibility and support of their educational pathway. This flexibility includes advanced ancillary payments for books and college supplies, additional study time to meet WTW hourly requirements, and also ends initial WTW requirements to participate in a job search activity.
- Ensure Cal-Learn case management standards utilize the most up-to-date service delivery approach to include utilizing a model supported by evidence for positive outcomes of pregnant and parenting teens. This concept will align with current research and innovative practices to help Cal-Learn families obtain skills critical to achieving resilience and stability.
- Continue affiliation and partnerships for support and collaboration of improving and expanding services with community partners, such as Youth for Change, The Salvation Army, Behavioral Health, Children's Home Society, Yuba College, and Yuba County Office of Education with the objective of empowering and strengthening CalWORKs families.

# Human Services

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*Jennifer Vasquez – Director*

- Resume the California CalWORKs Outcomes and Accountability Review (Cal-OAR) activities beginning with a County Self-Assessment. Cal-OAR had a one-year pause due to the COVID-19 Pandemic. Cal-OAR is a local data-driven program management system that facilitates continuous improvement of county CalWORKs programs by collecting, analyzing, and disseminating outcomes and best practices. As required by Welfare and Institutions Code (WIC) 11523, Cal-OAR consists of three core components: performance indicators, a county CalWORKs self-assessment (Cal-CSA), and a CalWORKs system improvement plan (Cal-SIP).
- Continued advocacy and support of the CalWORKs 2.0 philosophy. This framework to our service delivery creates and promotes a foundation that upholds the County's goals and priorities while engaging Welfare to Work parents with a goal-achievement model to build their executive functioning skills and core capabilities.
- Full implementation of the extension of the CalWORKs Time Limit from 48 months to 60 months for eligible CalWORKs parents.

## Outreach

- Launch the Rebranding Implementation Plan for the Health and Human Services Department encompassing employees and our community partners.
- Develop and implement a plan to unify and expand the social media presence of all divisions under one umbrella, Health & Human Services Department.
- Evaluate the current departmental committees such as the Interdivisional Relations Committee and recommend changes to improve the functionality, growth of the committee, and staff development to promote community partnerships and internal relationships.
- Enhance the outreach committee's presence in the community in an organized, unified, and professional manner, incorporating multiple modes of delivering the Health and Human Services message.
- Identify and create opportunities for Health and Human Services employees to participate in community projects and/or volunteer opportunities with the goal of improving a specific part of Yuba County or a population in need.
- Enhance and improve relationships with community partners through intentional, small networking opportunities where managers with a strong community partner relationship invite another manager/supervisor to investigate opportunities for collaboration.

## Public Assistance

- Work cooperatively with all California Counties and the technical assistance teams in transitioning from the current automated eligibility computer systems (C-IV, CalWIN, and Los Angeles) to a single statewide-automated system called CalSAWS. Implementation is scheduled for September 2021. The transition involves staff attendance in functional design sessions, participation in multiple committees and workgroups, system data clean-up, and system testing.
- Completion of the business process redesign of our service delivery model by partnering with Change and Innovation Agency. The redesign process involves staff at all levels throughout the department to assess current processes, participate in redesign sessions, and assist with implementation and planning readiness. The redesigned business processes are expected to streamline the public assistance application process, increase staff production capacity, improve accuracy and timeliness, and improve customer services by resolving customer requests and inquiries during the first interaction.



# Human Services

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*Jennifer Vasquez – Director*

- Implement Assembly Bill 79 to increase dual enrollment between CalFresh and Medi-Cal by training staff who process Medi-Cal applications and renewals to simultaneously perform CalFresh eligibility screenings and determinations.
- 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.
- Fully promote and educate staff and customers on self-service on-line applications such as c4yourself.com and the c4yourself mobile application to increase public access to public assistance programs and enhance communication with customers.
- Fully implement the state’s Elderly Simplified Application Project (ESAP) Demonstration Project, which involves waiving the periodic reporting requirement (SAR 7) for households where all members are either elderly (age 60 or older) or disabled with no earned income. The demonstration project authority is effective for a five-year period from October 1, 2021, to September 30, 2026.

## Special Investigations Unit

- SIU will continue to Implement a 3-part training seminar for staff safety that focuses on office safety awareness, home visit safety awareness and interacting with mentally ill clients. The goal is to identify signs and symptoms of mental illness and teach effective communication strategies associated with individuals who suffer from mental illness and/or violent individuals. This will be an annual goal moving forward, as we look to address new hire needs for training purposes.
- Partner with an outside vendor to provide active shooter simulation training. The purpose of the training will help staff to familiarize themselves with creating a personal action plan and utilizing safe room techniques in partnership with Catapult EMS.
- SIU will continue to focus on training for investigators in order to support the enforcement efforts with regard to Welfare Fraud. Investigators will receive advanced interview/interrogation training. SIU investigators will attend 40 hours of training in Cognitive Interview & Statement Analysis.
  - Cognitive Interviewing includes principles of memory retrieval and memory enhancement techniques. Statement Analysis covers methods for collecting an uncontaminated statement, using the statement to guide the follow-up interview by locating areas of the where information is missing, areas that lack commitment and things that are sensitive to the subject. A by-product of the analysis is to help focus the investigation and the detection of deception.
- SIU will complete multiple trainings in order to ensure perishable skills are above the minimum standards established by CA POST. These trainings will include legal updates, firearms training, Taser training, baton training, use of force, and verbal judo, which is designed to de-escalate potentially dangerous situations. SIU will make it a goal to double the minimum standards set by CA POST. These perishable skills are critical as the primary focus of these trainings centers around the Use of Force and Police Powers of Arrest.
- The Chief Investigator will attend the UC Davis Leadership Development Program. This course will provide the participant with a deepened understanding of leadership philosophies, knowledge, skills, and abilities in addition to exploring their leadership role in the community.

# Human Services

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Jennifer Vasquez – Director

## Pending Issues/Policy Considerations FY 2021-2022

### Administration and Finance

- The Human Resources Department is scheduled to conduct negotiations with the YCEA labor union this year. The outcomes of these negotiations may have financial impacts on the Health & Human Services budget. Budget adjustments are expected at FY 21-22 mid-year.
- Funding during the pandemic has been erratic, rapidly changing, and has often required very quick responses. Much of the funding is also one-time only. This approach creates challenges when developing sustainable programs. Much of the funding must be directed toward specific COVID related issues.

### Child and Adult Protective Services

- The California Department of Social Services is conducting an investigation of all out-of-state facilities for potential violations of licensing regulations. All facilities, including those out-of-state, are required to be licensed, meet program standards and comply with all California regulations in the same manner as facilities located in-state.

It is possible, based on this review, that multiple out-of-state facilities will be decertified. Counties will be required to find alternative placements for children/youth. As the trend continues, the majority of housing options for children needing Short Term Residential Treatment Options that focus on Behavioral Health Services continues to diminish.

### Employment Services

- The CalWORKs caseload was initially projected by the state to grow significantly due to the COVID-19 Pandemic's impact to the economy. Although the CalWORKs caseloads increased, they did not increase significantly as expected likely due to expanded and extended unemployment insurance benefits and stimulus payments. The funding allocation for administering the CalWORKs Program is expected to be adjusted according to the revised caseload projections.
- There is uncertainty about further federal relief, the duration of the public health emergency, and its impact to the low-income population and CalWORKs caseloads across the state.

### Public Assistance

- The California Department of Social Services (CDSS) secured 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. The current waiver is in place through June 30, 2021. In anticipation that the federal government may no longer provide waivers, counties must prepare to implement ABAWD by developing training materials and resources for staff and customers.
- The Semi-Annual Reporting reminder notice required by federal Supplemental Nutritional Assistance Benefits (SNAP) regulations for CalFresh continues to be waived for California through April 2025.

# Human Services

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*Jennifer Vasquez – Director*

- The Department of Health Care Services (DHCS) proposes to implement the California Advancing and Innovating Medi-Cal (CalAIM) initiative on January 1, 2022. This an expansive initiative that will identify and manage member risk and need through whole person care approaches, address social determinants of health, reduce complexity and increase flexibility to move Medi-Cal into a more seamless and consistent system, and utilize value-based initiatives, payment reform, and system modernization to both drive delivery system transformation and improve quality outcomes.

# CMSP

Jennifer Vasquez – Director

101-4720	FY 20/21 Adopted Budget	FY 21/22 CAO Recommended	Change
<b>EXPENDITURES</b>			
Salaries and Benefits			\$0
Services and Supplies			\$0
Other Charges	\$0	\$0	\$0
Fixed Assets			\$0
<b>TOTAL EXPENDITURES</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>REVENUE</b>			
Fed/State			\$0
Grant			\$0
Realignment			\$0
Fees/Misc			\$0
<b>TOTAL REVENUE</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>FUND BALANCE</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>NET COUNTY COST</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

## 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. The CMSP County Participation Fee was waived in FY 20/21 and is anticipated to be waived in FY 21/22.

## Accomplishments

### FY 2020-2021

- Successfully reviewed, interpreted, and implemented CMSP program guidance from the CMSP Governing Board to extend the delay of discontinuances and negative actions during the COVID-19 public health emergency.
- Awarded and leveraged a COVID-19 Emergency Response Grant (CERG) to shelter and support homeless individuals who were at high risk or positive COVID-19. Overall, 28 individuals were quarantined and 50 were isolated.
- Awarded and implemented the Local Indigent Care Needs (LICN) Grant to promote timely delivery of necessary medical, behavioral health and support services to locally identified target populations. Assisted these target populations with linking them to community resources and providing them support to improve overall health outcomes.

*Jennifer Vasquez – Director*

## Goals and Objectives

### FY 2021-2022

- Continue to collaborate with and foster relationships with community-based organizations to increase awareness and participation in CMSP programs such as Path to Health and Connect to Care.

## Pending Issues/Policy Considerations

### FY 2021-2022

- With implementation of the Affordable Care Act (ACA), county costs and responsibilities for indigent health care have decreased as more individuals gained access to health care coverage through the expansion of the Medi-Cal Program. The counties' indigent health care savings are redirected to pay for CalWORKs state General Fund assistance costs, thereby freeing up the state's General Fund that can be used to pay for the state's Medi-Cal expansion costs.
- The CMSP Planning and Benefits Committee is actively researching expanding coverage areas to include:
  - Mental health services for mild to moderate diagnoses, with a goal to strive towards parity and think forward towards prevention
  - Substance abuse (opioid and methamphetamine) treatment services
  - Limited scope chiropractic services as a pain-management approach
  - Optometry and eye appliances

# Veterans Services

Jennifer Vasquez – Director

<b>BI - County Veterans 101-5800</b>	<b>FY 20/21 Adopted Budget</b>	<b>FY 21/22 CAO Recommended</b>	<b>Change</b>
<b>EXPENDITURES</b>			
Salaries and Benefits	\$437,812	\$465,699	\$27,887
Services and Supplies	\$115,726	\$124,231	\$8,505
Other Charges	\$45,024	\$49,277	\$4,253
Fixed Assets			\$0
<b>TOTAL EXPENDITURES</b>	<b>\$598,562</b>	<b>\$639,207</b>	<b>\$40,645</b>
<b>REVENUE</b>			
Fed/State	\$154,869	\$175,000	\$20,131
Grant			\$0
Realignment			\$0
Fees/Misc	\$236,923	\$247,180	\$10,257
<b>TOTAL REVENUE</b>	<b>\$391,792</b>	<b>\$422,180</b>	<b>\$30,388</b>
<b>FUND BALANCE</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>NET COUNTY COST</b>	<b>\$206,770</b>	<b>\$217,027</b>	<b>\$10,257</b>

## Program Description

The County Veterans Service Office (CVSO) assists the veteran 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 veteran community consists of veterans, their dependents, and the survivors of deceased veterans. The Department of Veteran Affairs estimates the veteran population is just under 12K veterans for Yuba/Sutter area. The total amount of benefit payments our veterans are receiving is over \$77.5M annually.

The Yuba County Veteran Service Office just completed its 75<sup>th</sup> year of service to our local veterans. The office was first established in July 1945 and has provided continued services ever since.

## Accomplishments

### FY 2020-2021

- Projecting to generate \$3.7 million in new and one-time benefits for Yuba-Sutter Veterans during Fiscal Year 2020/2021.
- Provided claim assistance to 2,641 individuals (projected).
- Adapted office processes and claim submission to meet COVID restrictions with little or no interruption to client services. This adaptation includes phone interviews, remote electronic

# Veterans Services

Jennifer Vasquez – Director

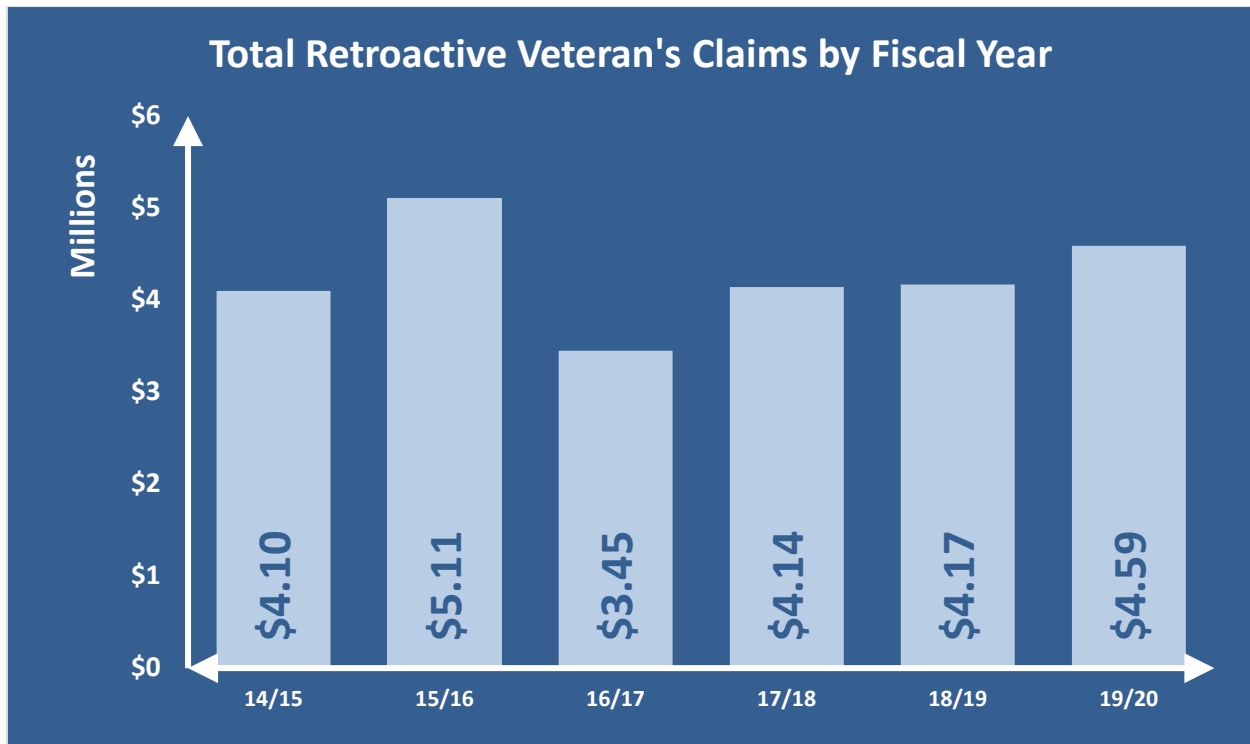
signatures, and electronic submission of claim forms and supporting documents into the VA claim system.

- Successful completion of State and National accreditation by the new supervisor in Veteran Services Office. The accredited supervisor now has the training and knowledge to file VA claims. Access to trained claim representatives is critical to the success of the veteran’s claim.
- Recognized as the 5<sup>th</sup> highest area (Yuba and Sutter Counties) within CA for veterans receiving VA benefits (per capita), reaching a 36.2% rate; statewide average is 27.8%. The veteran claim assistance provided by the Yuba/Sutter Veteran Services Office to our local veterans is a major contributor to the number of veterans receiving VA benefits.

## Performance Measures

### FY 2020-2021

Applications for Veteran Benefits may be denied several times before being approved. The County Veterans Service Office helps Yuba/Sutter County veterans appeal these application denials, but it can take several years before an application is approved. If one of these applications is approved, the veteran will receive a retroactive payment of benefits from the original date of claim. The Yuba County Veterans Service Office helped veterans receive a total of \$4.59 million in retroactive payments in fiscal year 19/20.



# Veterans Services

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Jennifer Vasquez – Director

## Goals and Objectives

### FY 2021-2022

- Host VA Veteran Center counselors onsite at our office. This allows local veterans access to mental health counseling locally and avoid traveling to Sacramento or Chico.
- The use of Prop 63 funds made it possible for the Veteran Office to upgrade equipment in their conference room. This upgraded equipment will allow virtual counseling sessions with the VA Vet Centers counselors for mental health treatment. Additionally, this equipment will allow the office to establish a local location for veterans, who don't have access to technical equipment or internet, to conduct virtual hearings with the VA Appeal Board in Washington DC.
- 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. Due to COVID restrictions, the VA clinic in Yuba City discontinued all services that are not health care related. With the lifting of COVID restrictions, services will resume. Please note that any expansion of services is contingent on the approval/authorization by VA health care site management. The Veteran Service Office stands ready to meet the needs of our veterans at this location with expanded service hours.
- Utilize Prop 63 Mental Health Services Act (MHSA) one-time funds to support or enhance mental health services for veterans in the community.

## Pending Issues/Policy Considerations

### FY 2021-2022

- Current VA projections indicate an increasing veteran population for Yuba and Sutter Counties for at least the next two years.
- The cost of doing business has steadily grown, and workload demands are consistently increasing.
- 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. In addition, 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. Total state funding for the County Veteran Service Office program is determined by the Governor's Budget and Legislative processes, and is capped by limits established in the California Military and Veteran code. As of this year, this funding has never reached the limits as established in CA Code. Full funding of this program statewide could reduce the funding impact on Yuba/Sutter Counties. Requests for full funding have been a continuing priority by the California Association of County Veteran Service Offices (CACVSO).
- The new Supervisor in the Veteran Services Office obtained the mandated training and accreditation needed to become a qualified representative.



# Public Authority

Jennifer Vasquez – Director

	FY 20/21 Adopted Budget	FY 21/22 CAO Recommended	Change
<b>109-0109</b>			
<b>EXPENDITURES</b>			
Salaries and Benefits			\$0
Services and Supplies	\$503,394	\$560,743	\$57,349
Other Charges	\$17,199	\$18,165	\$966
Fixed Assets			\$0
<b>TOTAL EXPENDITURES</b>	<b>\$520,593</b>	<b>\$578,908</b>	<b>\$58,315</b>
<b>REVENUE</b>			
Fed/State	\$437,235	\$486,270	\$49,035
Grant			\$0
Realignment			\$0
Fees/Misc	\$83,358	\$92,638	\$9,280
<b>TOTAL REVENUE</b>	<b>\$520,593</b>	<b>\$578,908</b>	<b>\$58,315</b>
<b>FUND BALANCE</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>NET COUNTY COST</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

## Program Description

The Public Authority enhances the availability and quality of In-Home Supportive Services (IHSS) by providing consumers with access to care providers that 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 wages and benefits for IHSS providers are negotiated by the Public Authority.

## Accomplishments

### FY 2020-2021

- Maintained the Yuba County IHSS Provider Registry, which has approximately 650 active providers.
- Utilized a referral system to provide IHSS consumers with information about potential IHSS providers.
- Offered access to training and support for IHSS providers and consumers.
- Improved the IHSS orientation process, streamlining it for both IHSS provider applicants and IHSS Public Authority staff. This was achieved by implementing the Registration Enrollment

# Public Authority

Jennifer Vasquez – Director

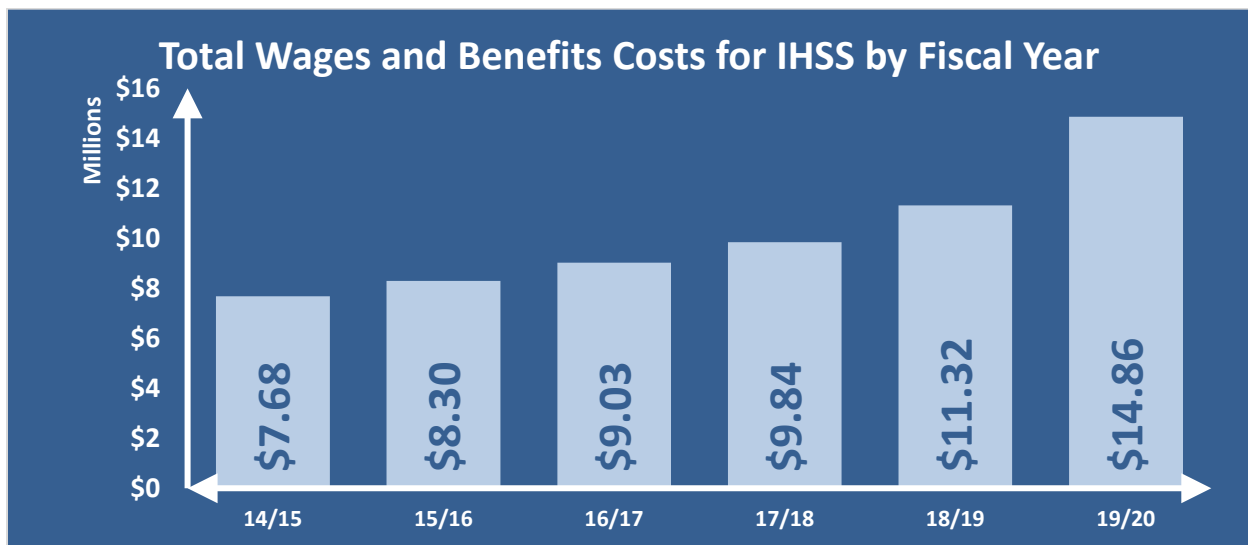
Video Appointment (REVA) program.

- Implemented the Electronic Visit Verification (EVV) system that collects information in an electronic format (on-line or telephone) and verifies in-home supportive services (IHSS) are occurring. In addition, the EVV system verifies the type of service performed, individual receiving service, date of service, location of service delivery, individual providing the services, and service duration.
- Implemented the NEXUS program, which is a comprehensive, robust feature-rich Registry System that makes Consumer-Provider matches quickly and accurately

## Performance Measures

### FY 2020-2021

The cost of wages and benefits for In Home Supportive Services (IHSS) providers has steadily risen over the past 6 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 2021-2022

- By utilizing the already implemented Electronic Visit Verification (EVV), the goal will be to have 100% participation of all providers and recipients enrolled in the program. The state is mandating that all counties have all participants enrolled by 2023.
- Revamping of the Orientation process, streamlining it for both the IHSS Provider applicants and the IHSS Public Authority staff.

# Public Authority

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*Jennifer Vasquez – Director*

## **Pending Issues/Policy Considerations FY 2021-2022**

- A current contract for wages and benefits is in place. However, current negotiations conducted by other county entities show that IHSS unions are now negotiating for county paid life insurance policies for providers.
- Current COVID paid sick leave benefit for IHSS providers was slated to end on March 31, 2021. Pending legislation will extend and enhance COVID supplemental paid sick leave for providers. COVID supplemental paid sick leave can be used for a variety of COVID related issues. This legislation will provide up to two weeks or 80 hours of COVID supplemental paid sick leave for IHSS providers, and authorizes the provider to determine how many hours to use. The provisions of the legislation are retroactive to January 1, 2021. The legislation requires retroactive payment for COVID supplemental paid sick leave. The legislation sunsets the provisions on September 30, 2021.

# Housing and Stabilization Programs

Jennifer Vasquez – Director

	FY 20/21 Adopted Budget	FY 21/22 CAO Recommended	Change
<b>234-5420</b>			
<b>EXPENDITURES</b>			
Salaries and Benefits			\$0
Services and Supplies	\$472,374	\$293,569	(\$178,805)
Other Charges	\$341,139	\$479,320	\$138,181
Fixed Assets			\$0
<b>TOTAL EXPENDITURES</b>	<b>\$813,513</b>	<b>\$772,889</b>	<b>(\$40,624)</b>
<b>REVENUE</b>			
Fed/State	\$628,914	\$595,001	(\$33,913)
Grant		\$0	\$0
Realignment			\$0
Fees/Misc			\$0
<b>TOTAL REVENUE</b>	<b>\$628,914</b>	<b>\$595,001</b>	<b>(\$33,913)</b>
<b>FUND BALANCE</b>	<b>\$173,799</b>	<b>\$177,888</b>	<b>\$4,089</b>
<b>NET COUNTY COST</b>	<b>\$10,800</b>	<b>\$0</b>	<b>(\$10,800)</b>

## Program Description

The Housing and Stabilization (HAS) fund was implemented in 2019 to capture the full scope of homeless services being offered through the county. HAS incorporates the Homeless Emergency Lodging Program (HELP) fund, which was created in 2016 to provide revenue and expenditure appropriations specific to 14Forward, the county’s temporary emergency shelter. Throughout the last year, this fund has supported activities such as intensive case management, interim shelter, navigation for housing and healthcare, rapid rehousing, and disability income advocacy. Many services were also added or expanded to address needs related to the COVID pandemic.

## Accomplishments

### FY 2020-2021

- Provided daily outreach, education, and meals to more than 146 unsheltered Yuba County residents, reducing their need to congregate during COVID-19 and effectively decreasing the number of positive cases in this population.
- Established Project Roomkey, a non-congregate shelter program using trailers and motel rooms, for Yuba County homeless individuals who are in need of quarantine or isolation during the pandemic. This program allowed 28 COVID-positive individuals to safely quarantine and 50 high-risk individuals to isolate, reducing the spread of Coronavirus amongst the homeless population.
- Implemented remote case management systems to maintain ongoing case work to continue providing quality service to our clients.

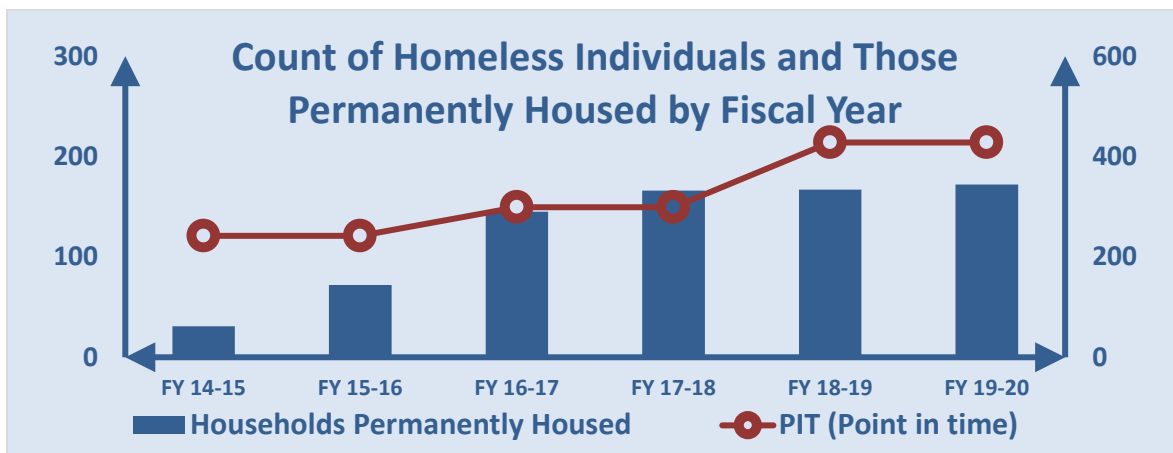
# Housing and Stabilization Programs

Jennifer Vasquez – Director

- Installed 5 new shelter units at 14Forward, utilizing Homeless Emergency Aid Program (HEAP) funding, increasing temporary shelter capacity to 50 people
- Worked collaboratively with Sutter Yuba Behavioral Health, Adventist Health and Rideout, and local law enforcement agencies to implement the regional Homeless Engagement And Resolution Team (HEART), which uses proven engagement techniques to provide outreach and services to those living outdoors in encampments. This outreach team activated in September 2020, and has connected 47 people to shelters and 25 people to substance use treatment.
- As a result of new grant funding, implemented new programs, expanding capacity to serve those experiencing homelessness. New programs include:
  - Whole Person Care
  - Bringing Families Home
  - Home Safe
  - Medi-Cal Navigator’s Project
  - Homeless Emergency Aid Program (HEAP)
  - Homeless Housing And Prevention (HHAP)
  - Community Medical Services Program (CMSP), Local Indigent Care Needs (LICN)
  - Project Roomkey
- Formalized new partnerships with local agencies to increase the County’s capacity to provide wrap-around services to the homeless population. Wrap-around services take a strength-based needs driven approach, which assists families in achieving positive goals and outcomes.

## Performance Measures FY 2019-2020

Health and Human Services has implemented several new programs over the past 6 years to support homeless residents in obtaining permanent housing. Permanent housing outcomes nearly doubled each year between fiscal years 14/15 and 16/17. In the last 3 years, we have assisted an average of 168 households each year in exiting homelessness. Initiatives like the Housing Support Program (HSP, implemented in FY 15/16) and 14Forward (implemented in FY 16/17) have greatly helped this effort. In Fiscal Year 19/20, the team housed 172 households. This is only slightly higher than the prior year due to modified service delivery because of the division’s COVID-19 response.



\*PIT is conducted every other year for unsheltered populations

# Housing and Stabilization Programs

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*Jennifer Vasquez – Director*

## Goals and Objectives

### FY 2021-2022

- Begin collaborating with CDSA and a community partner to develop a permanent facility for sheltering homeless residents
- Increase the number of households entering permanent housing from County programs, as compared to FY 20/21
- Work with Habitat for Humanity to implement a mobile home permanent housing project for people exiting Project RoomKey
- Conduct quality assessment and quality improvement activities to streamline service delivery as outlined in our Strategic Plan

## Pending Issues/Policy Considerations

### FY 2021-2022

- There is concern regarding the long-term availability of grant funds to ensure sustainability of new programs. The Health and Human Services Department is aware grant funds can be discontinued, leaving funding gaps for rendering services. This risk is calculated when applying for new funding sources and developing program components, in order to minimize future impact on the clients we serve.