



COUNTY OF SANTA CRUZ

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**HUMAN SERVICES DEPARTMENT**

*Dedicated To Making A Difference*

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To the Santa Cruz County Community:

As Director of the Human Services Department, I consider myself fortunate to live and work in a community that values collaboration and to have dedicated staff who are passionate about the work they do. The mission of our department is to support and strengthen individuals and families by assuring safety, promoting self-sufficiency, eliminating poverty and improving the quality of life in our community. Our department and staff provide the resources to help those we serve move beyond difficult times.

We are there for a parent who has lost a job, or for a family member facing a catastrophic illness; we are there for the homeless in search of affordable housing; we are there for children who are hungry and for children who are at risk of abuse; we are there for the disabled and the elderly in need of support or at risk of abuse; and we are there for the laid off workers of a local plant forced to shut down. We serve with compassion, we respect human dignity, and we value diversity.



In collaboration with our community partners, we develop innovative strategies to better serve our community. Working with non-profit agencies, schools, local businesses and other public agencies we offer resources for career advancement and employment training for job seekers; we coordinate services for children and families, we support systems of care for elderly and dependent adults; and we promote outreach strategies to improve access to health care and other services. As a department we are fortunate to have community partners who value collaboration and who understand that by pooling resources we can make a greater difference in the lives of those we serve. Together we provide a network of support to lift individuals and families out of poverty and build healthier communities.

My pledge to the residents of Santa Cruz County is that our staff will be unwavering in their commitment to provide quality services to all who seek assistance; and our department, in partnership with a caring community, will continue to work to end poverty, hunger and homelessness in our county.

Sincerely,

*Cecilia Espinola*

**Cecilia Espinola**, Director  
Human Services Department  
County of Santa Cruz

# Human Services Department

**“The test of our progress is not whether we add more to the abundance of those who have too much; it is whether we provide enough for those who have too little.”**

*- Franklin D. Roosevelt*

## Serving a Diverse Community

### Our Mission

**We strengthen our community** by protecting the vulnerable, promoting self-sufficiency, alleviating poverty, and improving the quality of life.

### We Value

- Excellent Service
- Compassion
- Integrity
- Partnerships
- Effective Practice

### We Are

Dedicated to making a difference.

# Improving the Quality of Life for Families and Individuals

## Who We Are

We enjoy watching the people we serve thrive and our communities grow stronger. Our jobs are meaningful and provide us with the opportunity to offer the highest quality service to the residents of Santa Cruz County. We strive to treat all people with respect, dignity and fairness.



**Human Services Department**

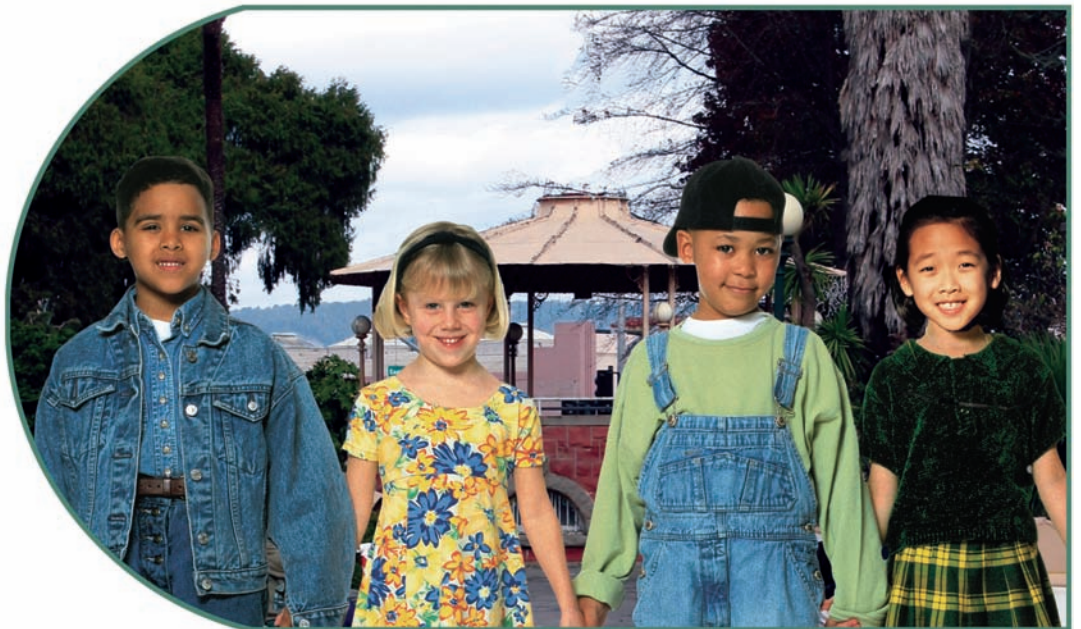
Our ethnically diverse staff can provide services in Spanish and American Sign Language. Contract translators are available to provide services in other languages.

**“Never doubt that a small group of committed people can change the world, indeed it is the only thing that ever has.”**

*- Margaret Mead*

# Family & Children's Services

## Protecting Children From Abuse and Neglect



*“Children are our most valuable natural resource.”*

*— Herbert Hoover*

## Child Welfare Services

The Human Services Department is required by State and Federal law to provide child welfare services to children who have been abused, neglected, or who are at risk of abuse or neglect. Child Welfare Services include emergency response, in-home family preservation services, family reunification services and permanent placement. The first priority of Family and Children's Services is always to maintain children safely in their own homes. If that is not possible, children are placed in foster or relative homes until they can safely be returned to their own homes or placed for adoption.

## Foster Care

Foster parents and relative caregivers are a very important source of support for children when they are not able to remain safely in their own homes. They share their lives with children in need and provide a nurturing stable home environment for children while their parents receive counseling, parenting education and other services to enable them to be reunited with their children.

## Supportive Adolescent Services

A team of specialists provides support to teens in foster placement (ages 14 through 18) as they begin the road to self-sufficiency and independence. Social Workers, Mental Health Clinicians, and Independent Living Skills Coordinators provide specialized services to achieve the following outcomes:

- High School Graduation
- College
- Employment
- Housing

## Adoptions

As a licensed Adoptions Agency, we place children in permanent homes. Services include placing children in adoptive homes when the Juvenile Court has terminated rights of parents who have been unsuccessful in reunifying with their children; recruiting and screening prospective adoptive parents; finalizing adoptions; and providing post adoption services, including the Adoption Assistance Program (AAP). We also provide services for children whose parents voluntarily relinquish their own parental rights.

## Help Wanted!

**Foster parents are one of our most valuable resources. If you can share your home with a child in need, please call 454-4375. Find out how YOU can make a difference in a child's life!**

**Foster Parents Are Special Parents**

# Adult & Long Term Care

## Protecting and Caring for the Disabled, the Frail, and the Elderly



*“The most important medicine is tender love and care.”*

*— Mother Teresa*

## **Adult Protective Services (APS)**

Adult Protective Services provides intervention services to protect elderly or dependent adults who may be victims of physical, emotional or financial abuse or neglect. Services provided include investigation, assessment, crisis intervention, arrangement of out-of-home care and referral for money management, conservatorship or other community resources.

## **In-Home Supportive Services Program (IHSS)**

The In-Home Supportive Services Program strives to support safe independent living for low-income frail elderly adults and disabled persons of all ages. The need for out of home care can often be prevented through provision of services that support daily living activities. IHSS may include meal preparation, housekeeping services, and personal care such as bathing and dressing. IHSS Social Workers conduct assessments and authorize payment for necessary services based on need for individuals who meet the income eligibility criteria for IHSS services.

**We assist older adults and people with disabilities to maximize self-sufficiency, safety and independence. We provide case work services and resource information that offer a choice of community services and care options.**

# Adult & Long Term Care (Continued)

## **In-Home Supportive Services Public Authority**

The In-Home Supportive Services (IHSS) Public Authority is a public agency whose mission is to improve the planning and delivery of In-Home Supportive Services for low income seniors and disabled individuals of all ages. The IHSS Public Authority provides access to a registry service that screens and matches home care providers to the unique service needs of the elderly, dependent adults, and disabled children who require assistance to enable them to remain safely in their own homes and prevent the need for out-of-home institutional care.

The goal of the Public Authority is to ensure that IHSS services support a positive and productive relationship between home care providers and the people they serve.

### **Services provided by the IHSS Public Authority include:**

- Orientations for new home care providers
- Ongoing education and training for all home care providers
- Information on how to obtain a home care provider
- Assistance in selecting a home care provider to best meet the service needs of people in need of IHSS services
- Conflict resolution between home care providers and those receiving services

For more information, visit <http://www.santacruzinhomework.org/>

## Veterans Services Program

The Veterans Services Program provides access to benefits accrued from military service from local, state and federal governments to veterans and their dependents. Services available to eligible veterans and their families through the Veterans Services Program include:

- Benefit Claims Assistance
- Telephone Claims Assistance
- Client Advocacy
- Notary Public Services
- Survivors Assistance
- Disability Compensation and Pensions
- Education and Training
- Vocational Rehabilitation and Employment
- Home Loan Guarantees
- Life Insurance
- Small Disadvantaged Business Utilization
- Survivor Benefits
- Burial Benefits
- Women Veterans Programs
- Health Care Benefits:
  - Substance Abuse Counseling
  - Post Traumatic Stress Disorder Counseling
  - Readjustment Counseling
- Transportation to V.A. health facilities
- In-Home Visitation for Elderly, Disabled, Incarcerated and Mobility Impaired Claimants

**The Veterans we serve receive over \$17.5 million annually in cash benefits, which they contribute to the local economy.**

# Benefit Services

## Helping Families and Individuals Become Self-sufficient



*“You are never strong enough that  
you don’t need help.”*

*— Cesar Chavez*

## Health Benefits

The Medi-Cal Program pays for medical, dental and prescription medicine for low income families, individuals and children. Clients may now apply for Medi-Cal by mail or by telephone. Once approved, representatives from the Central Coast Alliance for Health, the Medi-Cal managed care health plan, will provide Medi-Cal recipients with assistance in accessing health care from a local participating health care provider. Benefit Services also determines eligibility for immediate need services in emergency situations.

## Food & Nutrition Supportive Services

The Food Stamp Program provides nutritional support services to low-income people, including those moving from welfare to work. The additional food purchasing power helps prevent hunger, malnutrition, and related health problems. The amount of Food Stamps a family receives is based on household size and family income. The Food Stamp Employment and Training Program provides Food Stamp recipients who are homeless with opportunities that lead to paid employment and self-sufficiency.

## Temporary Assistance to Needy Families (TANF)

### Cash Aid Program - CalWORKS

The purpose of the CalWORKS cash aid program is to provide temporary financial assistance to economically disadvantaged families with dependent children. Benefits are based on household size and family income. CalWORKS cash aid recipients may also be eligible for Welfare-to-Work employment services.

## Santa Cruz County Health Care Outreach Coalition

Expands access to health care coverage for uninsured County residents

Promotes awareness of government funded health insurance programs

Conducts outreach to schools, community-based organizations, businesses, faith-based organizations, childcare providers, and the general community.

# Benefit Services

**Earned Income (EIC) and Child Tax Credits (CTC) move more people out of poverty than any other federal program, including welfare. Benefit Services staff conducts an annual outreach campaign to inform people about these tax credits and they also refer people to community-based organizations that provide income tax filing assistance including helping individuals file for these tax credits.**

## General Assistance Program

General Assistance is a County funded loan program for unemployed adults not entitled to unemployment or other benefits and for disabled adults not currently receiving other benefits. The majority of disabled adults receiving General Assistance have a Supplemental Security Income (SSI) application pending. Recipients who are not disabled are required to look for work in order to receive assistance.

## Healthy Families

The Benefit Services Division refers families to agencies that provide application assistance for the Healthy Families Program, a low cost health insurance plan for children. Healthy Families provides medical, dental and vision coverage to children of families with incomes above the level for no cost Medi-Cal and below 250% of the federal poverty level.

## Healthy Kids

The Benefit Services Division also refers families to agencies that provide application assistance for the Healthy Kids Program for uninsured Santa Cruz County children, birth through 18 years of age, who do not qualify for Medi-Cal or Healthy Families. The plan provides low cost medical, dental and vision coverage for families with incomes at or below 300% of the federal poverty level.

For more information about Healthy Families and Healthy Kids health insurance plans, families can also contact the Health Care Access Line at 454-2515 or 763-8568.

## Benefits Call Center

The Benefits Call Center provides information about Medi-Cal and the Food Stamp program to individuals interested in applying for benefits and provides services to Food Stamp and Medi-Cal recipients. General information about these programs is available 24 hours a day, 7 days a week through the Call Center's automated phone system.

The Call Center phone system offers a menu of choices in both English and Spanish to respond to callers' Medi-Cal or Food Stamp questions. By making selections from the phone system menu, callers can:

- Obtain information about Medi-Cal or Food Stamp programs
- Get information about office locations and phone numbers
- Obtain information about Medi-Cal eligibility

Individuals currently receiving Medi-Cal or Food Stamp benefits can use the Call Center's automated phone system to:

- Report address changes or changes in family members eligible for benefits
- Ask questions about benefits they are receiving

Eligibility workers are also available to provide assistance if the automated phone system does not meet the caller's needs.



**Contact the Call Center  
Toll Free  
(888) 421-8080**

**TTY for Hearing Impaired  
(831) 454-4763**

## Building Employment, Economic Prosperity, and Family Well-being



*“The journey of a thousand miles  
begins with a single step.”*

*— Chinese Proverb*

## Career Centers

Workforce Santa Cruz County Career Centers offer a wide range of services to individuals who are looking for work or seeking to increase their job skills for career advancement.

### Services Available to All County Residents:

- Job Search Seminars
- Computer Classes and Tutorials
- Free Resume Assistance
- Free Job Search Assistance
- Outplacement Services
- Internet-based Job Listings

### Career Center Locations

#### Full Service Career Center

18 W. Beach Street  
Watsonville, CA 95076  
(831) 763-8700

#### Mid County Satellite

2045 40<sup>th</sup> Avenue  
Capitola, CA 95010  
(831) 464-6286

### The Virtual Career Center

The Virtual Career Center provides on-line Career Center services for individuals seeking jobs and job training from any internet-linked computer.

Visit us and the Virtual Career Center at [www.workforcesc.com](http://www.workforcesc.com)

*“We connect job seekers to job opportunities ”*

### Resources Available

#### Internet Access

Post your resume on line,  
visit job boards nationwide  
and research companies.

Telephones, fax machines,  
laser printers and copiers  
for your job search.

#### Resource Library

Local newspapers, books,  
and videos for job search  
and career planning.

## Helping Families Achieve Self-Sufficiency

California Work Opportunity and Responsibility to Kids (CalWORKs) is California's name for the federal Temporary Assistance To Needy Families (TANF) program.

### CalWORKs Cash Aid

CalWORKs provides cash assistance to needy families with dependent children to help meet basic needs such as shelter, food, and clothing while they work to increase their job readiness skills and prepare to enter the labor force.

### CalWORKs Welfare-to-Work

CalWORKs Welfare-to-Work is an employment program serving eligible adult recipients of cash aid. The program helps CalWORKs participants find jobs and become self-sufficient. Services include:

- Personalized Employment Plan
- Work Experience
- Job Search Workshops
- Vocational Training
- College Work Study
- Adult Education
- Job Readiness Assistance
- Bi-Monthly Job Fairs

### Child Care Programs

CalWORKs Welfare-to-Work participants and those transitioning off cash aid can receive child care supportive services and assistance in paying for child care.

# Building Economic Prosperity Through Workforce Development

The Workforce Investment Board (WIB) of Santa Cruz County helps connect local job seekers with employment opportunities and employers with qualified job applicants. Working with members of the business and education communities, local government, and community members, the WIB provides resources to promote workforce development and help local employers remain competitive in the global economy.

## Labor Market Information

Our business partners receive information on local job market trends and emerging workforce issues. Employers also receive information to aid in identifying local workforce needs.

## Support For Local Job Seekers

The WIB manages employment services funded by the federal Workforce Investment Act (WIA). WIA programs provide services and support to local job seekers, including helping local workers who become unemployed due to plant closures. WIA funds also support on-the-job training opportunities and training scholarships to promote a more skilled workforce.

## Job Fairs

Bi-monthly job fairs are held at both Career Center locations. These events are provided at no cost to employers or job seekers. For information about job fair schedules go to [www.workforcescc.com](http://www.workforcescc.com).

Services can be accessed at the full service Workforce Santa Cruz Career Center in Watsonville, by appointment at the Capitola location, or through the Virtual Career Center at [www.workforcescc.com](http://www.workforcescc.com).

*“We connect job opportunities to job seekers.”*

## Workforce Santa Cruz County Partners

- Employment Development Department
- Cabrillo College
- Department of Rehabilitation
- Senior Employment Network
- Santa Cruz Adult School
- Watsonville/Aptos Adult School

# Creating a Network of Support to Enhance Service Delivery

## Our Community Partners

**Include** Schools, Non-profit Organizations, Family Resource Centers, other Public Agencies, and Local Employers.

**Serve** infants, children, teens, families, adults, seniors, and individuals with disabilities.

**Provide** an array of supportive services to enhance the services available at the Human Services Department, including:

- Employment and Training
- Housing
- Child Care
- Nutrition
- Parent Education
- Legal Services
- Transportation
- Drug and Alcohol Treatment
- Dental Care
- Case Management
- Information and Referral
- Advocacy
- Health Care
- Counseling Services
- After School Programs
- And Jobs!

**Together** we work to promote the health and well-being of the people we serve, promote individual independence and self-sufficiency, strengthen families, and create nurturing homes and safe communities.

*“Alone we can do so little, together we can do so much.”*

— **Helen Keller**

# Human Services Department Main Offices

## North County – Santa Cruz

Family & Children's Services	1400 Emeline Avenue	454-4222
Adult & Long Term Care	1400 Emeline Avenue	454-4101
Benefit Services	1020 Emeline Avenue	454-4165
Veterans Services	842 Front Street	458-7110
CalWORKs	1040 Emeline Avenue	454-4010
Career Center	2045 40 <sup>th</sup> Avenue, Capitola	464-5627

## South County – Watsonville

Family & Children's Services	12 W. Beach Street	763-8800
Adult & Long Term Care	12 W. Beach Street	763-8800
Benefit Services	119 W. Beach Street	763-8500
Veterans Services	215 E. Beach Street	763-4419
CalWORKs	18 W. Beach Street	763-8500
Career Center	18 W. Beach Street	763-8700



COUNTY OF SANTA CRUZ  
**HUMAN SERVICES DEPARTMENT**

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In partnership with the community, we provide services that support and protect adults, children, families and the elderly and promote personal responsibility and self-sufficiency.

**County of Santa Cruz**  
**Human Services Department**  
1000 Emeline Avenue  
Santa Cruz, CA 95060  
T: 831/454-4130 F: 831/454-4642