



# The Epic Story of Outreach

*By the Little County that Could*

**CALAVERAS!**

# The beginning...

- West Point outreach office opened February 2006.
- Mark Twain St Joseph's Hospital offered Eligibility Outreach space in 3 clinics



# Getting Started

- Outstation Supervisor selected
- Outstation Workers
  - Selected based on their community connections
  - Most were Eligibility Worker IIIs
- Six rural community Outstations opened within two years



# Services at the Outreach Stations

All services that are available in the main office are available in the Outreach Stations.



# Services at the Outreach Stations

- Employment Services Workers can make appointments with clients to be seen at the outstation in their community.
- Veteran's Services Officer can make appointments to see clients at the outstations.
- Family Support Officers can make appointments to see clients at the outstations.

# Calaveras County



Weather Conditions

Small Towns

Very Rural

Poor Roads

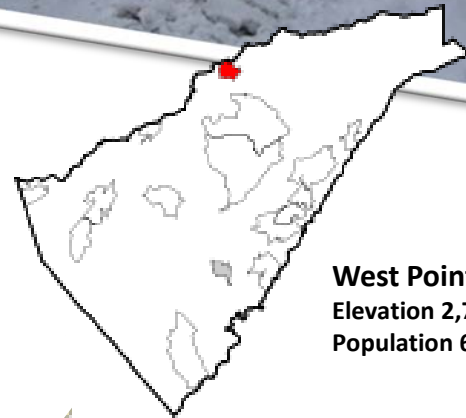
No Transportation

# West Point

- 25 miles from the main office in San Andreas
- Co-located with Blue Mountain Community Service Center



# West Point



**West Point**  
Elevation 2,769 feet  
Population 674

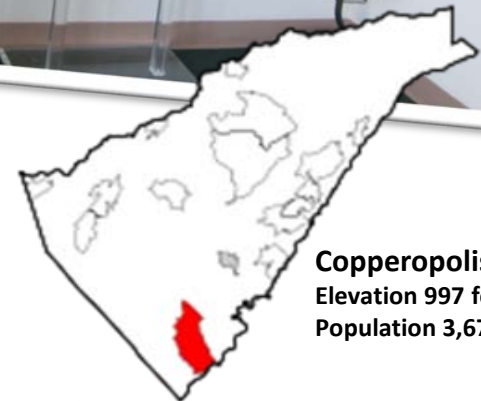


# Copperopolis

- 22 miles from the main office in San Andreas
- Co-located with the Mark Twain Medical Clinic in Copperopolis



# Copperopolis



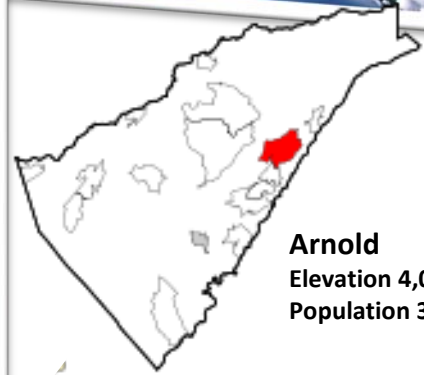
**Copperopolis**  
Elevation 997 feet  
Population 3,671

# Arnold

- 32 miles from the main office in San Andreas
  - Snow between November-April
- Co-located in the Mark Twain Medical Clinic in Arnold



# Arnold



**Arnold**  
Elevation 4,000 Feet  
Population 3,843

# Valley Springs

- 10 miles from the main office in San Andreas
  - Largest population spread across wide rural area
  - Largest Spanish speaking population
- Co-located in the Methodist Church Office



**Valley Springs**  
Elevation 669 feet  
Population 3,553

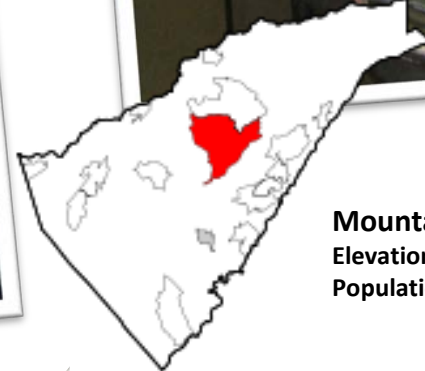


# Mountain Ranch

- 10 miles from the main office in San Andreas
- Co-located with Mountain Ranch Youth Alliance



# Mountain Ranch



**Mountain Ranch**  
Elevation 2,136 feet  
Population 1,628

# Angels Camp

- 13 miles from the main office in San Andreas.
- Co-located with Sierra Hope



**Angels Camp**  
Elevation 1,378  
Population 3,836



# Other Outreach Services

- “On Call” for Mark Twain St Joseph’s Hospital and Calaveras County Behavioral Health
- San Andreas Senior Center outreach table



# ***We think we can, we think we can***

- September 2010 Federal OCS Grant Award Notice
- Calaveras Works & Human Services Agency  
Approach:
  - Design, develop and deploy a new system of recipient focused social services and public benefits enrollment coordination and outreach to underserved recipients.
- Partners:
  - The Resource Connection
  - Amador Tuolumne Community Action Agency (A-TCAA)



# We took the show on the road!

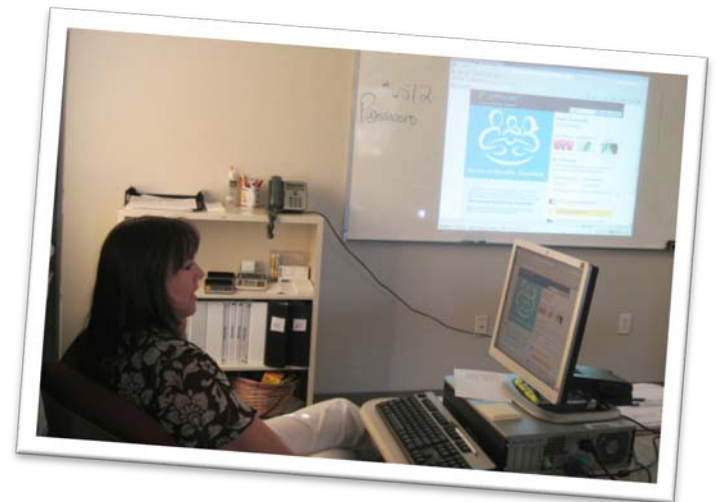
Cal Fresh presentations to agencies including:

- The Resource Connection
- Hospice
- Job Connection
- Public Health
- Head Start
- Murphys Senior Center
- San Andreas Library Staff



# Presentations

- Geared toward specific audience needs
- CWHSA services included
  - Cash aid, Medi-Cal, CMSP and General Assistance.
- Cal Fresh Resource Waiver introduced
- C-4 Yourself access demonstrations
- Community resource information:
  - The Resource Connection
  - Info Net
- Veteran's Services



# “Unusual Places” for Outreach

- Churches
- Beauty Salons
- Bars
- Grocery Stores
- Post Offices
- Veteran’s Survey to determine
  - unmet needs
  - desired service improvements

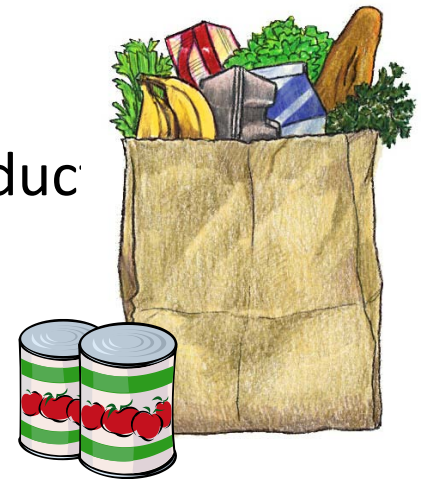


# “Unusual Places” for Outreach



# Book Marks, School Flyers and Labels Oh My!

- Outreach Information
  - 6,000 outreach flyers through school districts
  - Book Mark
    - Produce Distribution sites and other events
  - The Resource Connection Labels
    - placed on selected distributed food produc



# School Flyer, Book Marks and Magnets

## Need Assistance? Don't know where to go?

We are here to assist you! We offer many programs and services including:

- CalFresh (formerly known as Food Stamps)
- CalWORKs (Cash Aid to families with dependent children)
- Medi-Cal and CMSP (County Medical Services Program)
- General Assistance



**Calaveras Works and Human Services Agency**  
509 East St Charles Street  
San Andreas, CA 95249  
754-6448



We have six full service Outstations located in:

West Point	293-2333
Copperopolis	768-7540
Arnold	768-7588
Mt. Ranch	754-4509
Angels Camp	736-0179
Valley Springs	768-7513

Please call for an appointment, locations and hours of operation.

You may also apply on line at: [www.c4yourself.com](http://www.c4yourself.com)

**Other Programs and Agencies located in our main office in San Andreas:**

Child Supportive Services, Adult Protective Services, In-Home Supportive Services, and Public Guardian	754-6452
Veteran's Services	754-6624
ATCAA Weatherization	754-6546
Family Support	866-901-3212

Your link to local community services: [www.infonettc.org](http://www.infonettc.org)

[www.calaveras.ca.us/cc/Departments/CalWorks.aspx](http://www.calaveras.ca.us/cc/Departments/CalWorks.aspx)



Do not go where  
the path may  
lead,  
go instead  
where there is no  
path and leave a  
trail.

Ralph Waldo Emerson

To find out more about our services:



**Calaveras Works and Human Services Agency**  
**Calaveras County Veteran's Services**  
509 East St. Charles Street  
San Andreas, CA 95249

(209) 754-6448

Outreach offices located in Angels Camp, Arnold, Copperopolis, Mountain Ranch and West Point - call for dates and times.

Apply online at:

[www.C4Yourself.com](http://www.C4Yourself.com)

**The Resource Connection**  
Empowering Families  
Preserving Communities  
Inspiring Lives

**The Resource Connection - Food Bank**

- WIC
- Food Bank
- Santa's Express

206 George Reed Drive  
San Andreas, CA 95249

(209) 754-1257

[www.theresourceconnection.net](http://www.theresourceconnection.net)

For more information on community resources:

**INFONETtC.org**  
Link to local community services



It is one of the most beautiful compensations in life, that no man can sincerely try to help another without helping himself.

Ralph Waldo Emerson

### Calaveras County Community Resources

**Calaveras Works & Human Services**  
**Calaveras Veteran's Services**  
(209) 754-6448

**The Resource Connection**  
Santa's Express  
Food Bank

Offices located in San Andreas, Angels Camp, Arnold, Copperopolis, Mountain Ranch and West Point - Call for more information.

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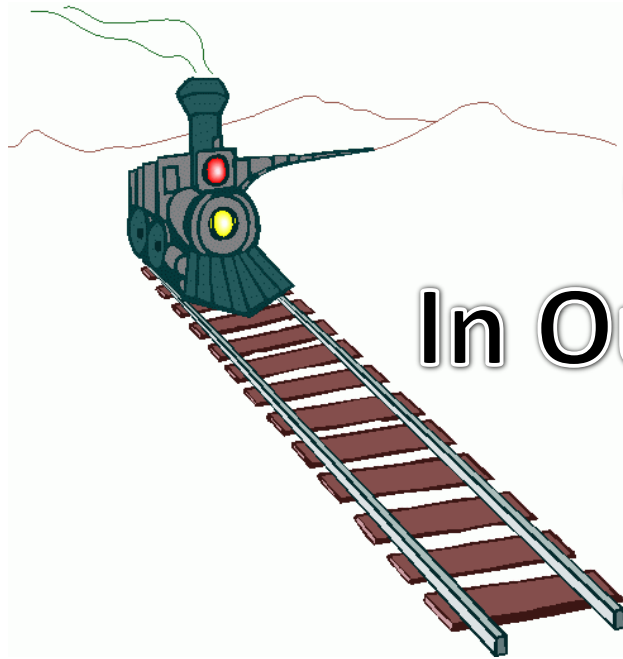
**INFONETtC.org**  
Link to local community services







# The Resource Connection



## Client Outreach In Our Rural Community

# Client Profile Survey

- Client Profile Surveys – 151 surveys completed
- Sites were chosen randomly throughout the community
- Clients were chosen randomly at the Food Bank
- Surveys were completed by staff with client
- Clients received a gift for their time
- This survey enabled us to put together a client profile

# Health Fair



**As a partner, we are always looking for creative venues to share resources with the community.**

# High School Energy Bag Program



# Children's Fair



Partners with WIC

# Lessons Learned

Outreach and  
information  
shared  
*and gathered*  
at the local  
grocery store



# Veteran's Collaborative



Gathering Resources from a local Community Collaborative

# Resource Sites

- Pantries – 14 pantries in our community
- Mobile Pantries – 4 mobile pantries in remote areas of our community
- Community Events
- Program Sites – WIC remote sites, Head Start sites
- Local High School – through our Energy Bag program



# A-TCAA

## ■ INFONET

- Redesigned 2-1-1 platform to be user friendly
- Updated resources available across three counties
- Directs the user to resources and services available in the user's home county

**INFONETtc.org**  
*Your* link to local community services



# Outcomes

- Calaveras County increase in participation: one of the State's highest increase per capita.
- C-4 Yourself online applications increased despite limited broadband & internet access.
- Relationships with partner agencies remain effective as measured by continued participation in outreach, referral, enrollments and program utilization.

# “It Takes a Village!”

- Enthusiasm of all Calaveras Works and Human Services supporting
  - Outstation Workers
  - Main Office Staff
  - Clerical Staff



# “It Takes a Village!”

## Community Partners

- The Resource Connection
- A-TCAA
- Schools
- Senior Centers
- First 5 Calaveras
- Community members
- Latino Outreach Partnership
- Calaveras County Behavioral Health Services
- California State University, Sacramento Evaluation Services



**We knew we could!**

**CWHSA**

**ATCAA**



**The Resource Connection**