

2026 Department of Social Services Goals *Stabilize, Perform, and Sustain for the Future*

1. Stability: Stabilize, Strengthen, and Sustain
 2. Performance: From Crisis Management to Performance Management
 3. People, People First and Systems That Work
 4. Resources: Grow What Works
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2025 Administration Accomplishments

Staffing:

- 42 New Hires
 - 5 were rehires
 - 1 was Extra Help
 - 4 were transfers from another department
- 71 Separations
 - 14 retirements
 - 41 resignations
 - 9 failed probation
 - 2 dismissals
 - 3 transfers to another department
 - 2 ended Extra Help assignment
- 116 Merits processed
- 9,106 Timecards processed

Procedures Released:

- 9 Department
- 9 Family & Children's Services
- 16 Adult & Aging Services
- 1 Employment & Family Assistance Services

Department Training:

- 38 new hires attended DSS Onboarding
- 306 staff attended DSS Civil Rights (*State requirement*)
- 84 staff attended De-Escalation
- 305 staff attended Annual Time Study
- Held 3 DSS Step Up: Supervisor Training Sessions
- 5 DSS staff completed Leadership Academy

Welfare Program Civil Rights

- 17 Complaints received
- 2 Complaints met threshold to investigate

Mendocino County Department of Social Services Monthly Data

The MCDSS Data Dashboard is reporting on multiple data points for Family & Children's Services, Adult & Aging Services, and Employment & Family Assistance Services.

You will find this report at

<https://www.mendocinocounty.gov/departments/social-services>



Adult & Aging Services

2026 Unit Goals

- Veterans Services will expand access to care by partnering with the U.S. Department of Veterans Affairs to implement the ATLAS telehealth system at the Fort Bragg Veterans Building.
- Housing and Disability Advocacy Program (HDAP) will increase housing stability for program participants by housing at least 25 individuals while maintaining support for those already enrolled.
- Adult Protective Services (APS) will consistently deliver housing stabilization, homelessness prevention and protective interventions through the Home Safe Program that support safety and independence for aging and dependent adults. The goal is to serve 20 individuals.
- IHSS will complete and update procedures that reflect current program requirements, support quality service, and improve compliance rates.

2025 Accomplishments

- IHSS averaged **2,450 continuing cases** and processed **925 applications**. Caseloads increased an average of 200. In Home Supportive Services achieved an overall **compliance rate of 90.98%** for applications processed within 90 days for fiscal year 24-25.
- IHSS increased the monthly compliance rate for Community First Choice Option (CFCO) cases. Compliance rate increased, from 91.7% to 99.10% within 5 months of FY 25-26.
- **Adult Protective Services (APS) Responded to 1,623 referrals**, within mandated timeframes, maintaining an average compliance rate of 94.69%
- APS Provided **15 Home Safe Interventions** focusing on housing stabilization and retention for Elderly and Dependent Adults in the community.
- Adult Services Integrated Program Support (ASIPS) Represented the department in 19 state and local level hearings for both the General Assistant (GA) and IHSS programs.
- ASIPS Updated or developed and released **14 procedures** across the Adult and Aging Services Division.
- Administrative Support Unit Processed 2,065 Payroll Summaries for internal and external entities.
- Admin Responded to 803 Provider Inquiries and Issued 307 Timesheet Requests.
- IHSS Quality Assurance, Program Integrity, & Public Authority (QA/PI/PA) Program met IHSS compliance requirements by completing over **200 case reviews**, conducting **79 fraud investigations**, and **enrolling more than 900 IHSS providers**, resulting in significant growth of the Provider Registry and improved access to in-home care services.
- **Veterans Services filed 927 benefit claims**, securing nearly **\$3.6 million** in federal benefits for local veterans, and hosted a Veterans Stand Down event to connect veterans with critical community services.
- The Bridge Unit Housing Disability and Advocacy Program (HDAP) **housed 22 individuals** experiencing homelessness, including 13 newly enrolled participants, through targeted case management and housing navigation services.

Employment & Family Assistance Services

2026 Unit Goals

- Provide training to eligibility staff for the successful implementation of new CalFresh Able-Bodied Adults With Dependents (ABAWD) rules.
- Increase partnership with community partner organizations to minimize the loss of Medi-Cal coverage related to HR1 changes.
- Increase capacity for first contact resolution practices to reduce the delay in benefit issuance to our customers.

2025 Accomplishments

- **Increased timeliness** in **Medi-Cal** application processing from 63.61% to **93.83%** exceeding the State target of 90%. *Timeliness for Medi-Cal applications is defined by completing the determination within 45 days of the application date.*
- Measured a **91.95% First Activity Attendance rate for Welfare-to-Work**, compared to the 80.8% Statewide average. *Statewide average for the most recent published data (2025 Quarter 1).*
- Processed **1,033 CalWORKs applications** with a **94.99% timeliness** (within 45 days) rate.
- Processed **6,777 CalFresh applications** with a **94.03% timeliness** (within 30 days) rate.
- Supported Welfare-to-Work participants gain employable skills by providing **251 Student Training and Education Program** payments, an **increase of 31%** over 2024.
- Provided continuing support for:
 - 791 CalWORKs cases
 - 647 Welfare-to-Work cases
 - 10,555 CalFresh cases
 - 20,391 Medi-Cal cases

CalWORKs direct cash assistance to families totaled
\$8,500,000
Medi-Cal applications processed
6,284
CalFresh supplemental nutrition benefits issued
\$38,260,000



Family & Children's Services

2026 Goals

In 2026, the Family & Children's Services (FCS) focus will be on modernizing child welfare operations, strengthening practice, and using data to drive better outcomes for children and families.

- Implement CARES, the new child welfare case management system, to improve data integrity, documentation quality, and coordination across service areas.
- Streamline internal processes by aligning workflows with CARES, reducing paper-based practices, and eliminating duplicative work.
- Improve efficiency and quality assurance by leveraging system data to strengthen oversight, consistency, and accountability.
- Advance data-driven decision making at all levels to support supervision, resource allocation, and continuous improvement.
- Strengthen service delivery by aligning practice with evidence-informed, trauma-responsive, and equity-centered approaches.

2025 Accomplishments

- **Investigated 641 reports of suspected abuse or neglect**, prioritizing child safety while engaging families with care and respect.
- Provided **in-home support to 85 children**, allowing them to safely remain with their biological parents or primary caretakers while addressing risk factors, strengthening parenting skills, and building family support systems.
- **Parents of 46 children participated in voluntary services**, demonstrating strong engagement and collaboration.
- **27 children were successfully reunited** with their birth parents, supporting permanency and family healing.
- Restructured service units to better align with state requirements and improve consistency of services.
- Balanced caseloads by position level, supporting staff capacity and quality practice.
- CFSR Measure P5 – **Placement Stability (2025): 2.4%, well below the federal goal of <4.1%**, meaning children remained in stable homes, avoided school disruptions, and maintained community connections.
- Recognizing the role of housing stability in child safety, we partnered with the Special Projects Team to connect **71 child welfare families** experiencing or at risk of homelessness to housing support through the **Bringing Families Home program**.



*2025 Raising of the Children's
Memorial Flag*



Special Projects Team

2026 Unit Goals

In 2026, all programs within the Special Projects Team will focus on a common theme of supporting the households we serve in their efforts to move ***from Surviving to Thriving***.

- Conduct successful 2026 Sheltered Point-in-Time (PIT) and Housing Inventory Counts (HIC) on January 27, 2026
- Facilitate the development of the Continuum of Care's (CoC) new and updated 5-Year Strategic Plan for Addressing Homelessness in Mendocino County.
- Host 3 Request for Proposals (RFP) to procure for Homeless Housing, Assistance, and Prevention (HHAP) Program Rounds 5 and 6 funding for emergency shelter services and homeless service systems support services.
- Establish a Lived Experience Advisory Board to advise the Mendocino County Homeless Services CoC.
- Facilitate 4 Community Outreach Partners meetings and 2 CalFresh Advocate Trainings.
- Provide application assistance to residents at Project Homekey's Live Oak Apartments.
- Implement Housing Tenancy and Sustaining Services, a Community Support Service, through our contract with Partnership HealthPlan for CalAIM Services at Project HomeKey, Live Oak Apartments.
- Work with our Homeless Street Outreach Team to innovate our approach through a shift in focus from street-level homelessness to supporting recently housed individuals in a path to long-lasting stability.

2025 Accomplishments

- Facilitated 12 Board Meetings of the Mendocino County Homeless Services CoC.
- Hosted a series of 5 Stakeholder Engagement Sessions with People Experiencing Homelessness, local Tribal Governments, Entities, and Members, and Service Providers and General Stakeholders.
- Managed 8 Federal and State revenue contracts.
- Provided administrative oversight and facilitation of 27 service contracts to a wide range of homeless service and housing support providers.
- Conducted a successful **2025 Point-in-Time Count in collaboration with Tribal Entities** countywide.
- Successfully submitted all U.S. Department of Housing and Urban Development (HUD) annual reports by federally established deadlines with 0 errors.
- Facilitated 4 Community Outreach Partners meetings, with participation from 26 community-based organizations.
- Trained 60 community partners as CalFresh Advocates.
- Provided oversight and monitoring of 14 contracts with service providers for CalFresh outreach.
- Provided direct service support to Mendocino County residents need of navigation and assistance with CalFresh, Medi-Cal, and CalWORKs.

Special Projects Team *Continued*

2025 Accomplishments

- Provided **housing problem solving** assistance to **310 households with children** who were experiencing homelessness or at-risk of homelessness.
- Facilitated **direct assistance to 158 families with children** in order to resolve their homelessness or prevent eviction.
- Screened **1,108 incarcerated individuals for Medi-Cal** enrollment and eligibility, and provided application assistance to inmates individuals who were uninsured.
- Conducted a monthly outreach event in Covelo to community members in need of application assistance and benefit navigation.
- Conducted a weekly outreach event at the Vision Family Resource Center in Ukiah to families in need of application assistance and benefit navigation.
- Facilitated the Mendocino CalAIM Collaborative with over 14 community-based organizations in attendance through September.
- **Provided housing to 113 households**, including 61 adults and 37 children through Project Homekey – Live Oak Apartments – in 2025. During 2025, 9 new households moved out of homelessness and into Live Oak Apartments, including 9 adults and 10 children.
- Accepted **89 referrals from law enforcement agencies through Heads Up Project**, and in partnership with Behavioral Health Department, successfully contacted and **resolved 64%** of referrals.
- Successfully engaged in a contract with Partnership HealthPlan for CalAIM services for Enhanced Care Management for households experiencing or recovering from homelessness.
- Provided **Housing Navigation and Tenancy Services through CalAIM** Community Supports for **259 households with children**.
- Supervised a **Street Outreach team that engaged 139 unduplicated persons** experiencing homelessness.



project homekey
MENDOCINO COUNTY



2025 Special Projects Team



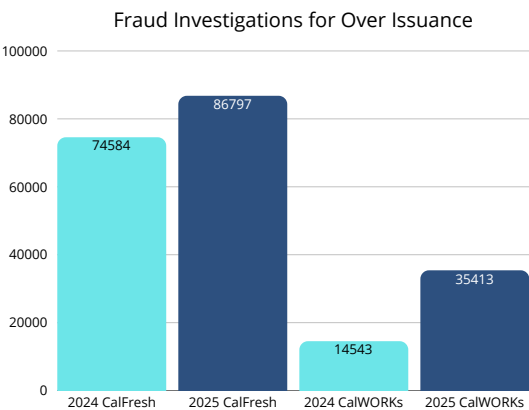
Special Investigations Unit

Welfare fraud referrals may be received from the public, through the State of California welfare fraud hotline, other County agencies, and internal sources. This unit is actively staffed with an Acting Chief Welfare Fraud Investigator, 1 Welfare Fraud Investigator, 1 Eligibility Specialist Supervisor, and 3 Eligibility Specialists. There is 1 vacancy in this unit and 1 position on leave.

2026 Unit Goals

- Reduce average number of days a case is open
- Increase early fraud investigations prior to issuances
 - Examples may include inaccurate dependent reporting, absent parent in home, and unreported income
- Increase quality control of active cases

2025 Accomplishments

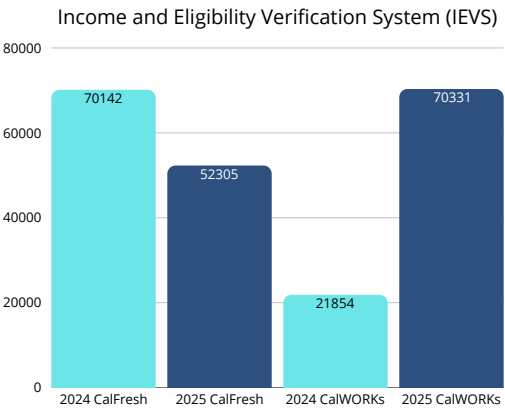


Administrative Errors

2025 administrative errors totaled \$3,621.

2025 CalWORKs administrative errors totaled \$21,194.

This data was previously tracked elsewhere and will have comparative data in the 2026 report.



After an investigation has determined that fraud is identified, the client is sent a repayment plan. If that repayment plan is not met, the case is submitted for collections.

	2024	2025
Referrals received	125	441
Closed investigations	118	485
Time of IEVS processing	72%	97.25%



The Income and Eligibility Verification System (IEVS) matches an applicant or recipient's data with State welfare files, wages, unemployment and disability benefit files, income information from the Internal Revenue Services, and/or Franchise Tax Board and the Social Security Administration. Eligibility Examiners review the matches within 45 days.

Purchasing, Contracts, and Vendor Relations (PCV) Unit

2026 Unit Goals

- Enhance procurement, contracting, and vendor management systems to improve efficiency, accuracy, and compliance; streamline processes through paperless workflows and standardized tools; strengthen vendor relationships; and support departments in developing clear scopes of work, performance measures, and reporting expectations.
- Strengthen fiscal coordination and funding alignment by improving collaboration, communication, and shared accountability between Fiscal, Program, and the PCV Unit to ensure compliant, timely, and accurate budgeting, procurement, contracting, and claiming practices that maximize available federal, state funding, and prevent operational delays.

2025 Accomplishments

- Designed and fully implemented a centralized Purchasing, Contracts, and Vendor Relations Unit for Social Services, establishing standardized procurement, contracting, and compliance processes (including RFPs, MOUs, invoicing, and vendor oversight). This initiative strengthened coordination between Fiscal and Program teams, improved budget accuracy and alignment, and enhanced cross-departmental collaboration through effective internal and external stakeholder engagement.
- Led the alignment and modernization of procurement operations to ensure full compliance with federal, state, and county regulations (including 2 CFR 200), developing and implementing standardized protocols for procurement, contracting, RFPs, invoicing, and data management. These improvements reduced contract errors, corrected legacy compliance issues, improved audit readiness, streamlined timelines, and ensured consistent alignment with budget allocations.