

Safe & Healthy County

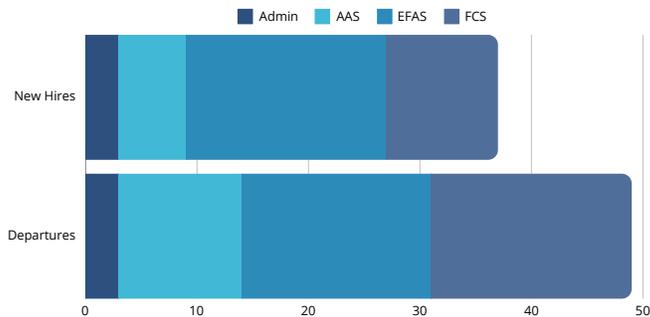
January 2025

2024 Year in Review



Administrative Services

Staffing:



- Streamlined department hiring process
 - Online interviews
 - Centralized reference checks
 - Timeline tracking
- All DSS lobbies with the exception of Veterans Services are open Fridays effective 1/31/25

Procedures Released:

- DSS Travel Procedure 25-01
- DSS Accident, Incident, Injury Reporting Procedure 24-05
- FCS Civil Rights: Interpreter Services and Auxiliary Aids Procedure 04-02

Department Training:

- Trained 36 new hires with DSS Onboarding 1/2 day session
- Trained 294 staff on DSS Civil Rights (*State requirement*)
- 11 managers participating in Management Roundtable
- 6 DSS staff completed Leadership Academy in 2024 with a total of 65 to date
- Graduated 2 Eligibility Specialist Training classes

DSS Facilities:

- Vacated 4 storage units saving \$1,995/month
- Facilitated 2 large scale moves
 - Veterans Services
 - Avila Center consolidation
- Implemented an inventory and ordering system for office furniture reducing the need for new purchases

Mendocino County Department of Social Services Monthly Data

Since June 2024, our new 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>



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Special Projects Team

Housing Coordination Unit:

- Facilitated 12 board meetings of the Mendocino County Homeless Services Continuum of Care (MCCoC)
- Hosted 3 Notice of Funding Availability or Request for Proposals to procure for renewal and new funding sources
 - Continuum of Care (CoC) program 2024 annual competition
 - 2024 Continuum of Care (CoC) Builds Competition
 - Homeless Housing Assistance
 - Prevention Program Round 5 Competition
- Managed 11 Federal and State revenue contracts
- Provided administrative oversight and facilitation of 33 service contracts to a wide range of homeless service providers countywide
- Conducted a successful 2024 Point in Time County in collaboration with tribal entities countywide
- Submitted all U.S. Department of Housing and Urban Development (HUD) annual reports by federally established deadlines with 0 errors

Outreach and Navigation Unit:

- Facilitated 4 Community Outreach Partner meetings, with participation from over 30 community-based organizations
- Trained 23 community partners as CalFresh Advocates
- Provided oversight and monitoring of 18 contracts with service providers for CalFresh outreach
- Provided direct service support to over 200 households in need of navigation and assistance with CalFresh, Medi-Cal, and CalWORKs
- Screened 487 incarcerated individuals for Medi-Cal enrollment and eligibility, and provided application assistance to those in need who were due for release from jail within 90 days
- Conducted a monthly outreach event in Covelo for community members in need of application assistance and benefit navigation
- Conducted a weekly outreach event at the Vision Family Resource Center in Ukiah for families in need of application assistance and benefit navigation
- Provided housing problem solving assistance to 293 households with children who were experiencing homelessness or at-risk of homelessness
- Facilitated direct assistance to 153 families with children in order to resolve their homelessness or prevent eviction

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Safe & Healthy County

January 2025

2024 Year in Review



Special Projects Team Continued

Collaborative Initiatives Unit:

- Facilitated the Mendocino CalAIM Collaborative with over 14 community-based organizations in attendance
 - Provided housing to 66 adults and 34 children through Project Homekey - Live Oak Apartments
 - Since the inception of the Project Homekey - Live Oak Apartments, 110 adults and 62 children have successfully graduated to stable housing
 - Accepted 152 referrals from Law Enforcement agencies through the Heads Up Project, and in partnership with the Behavioral Health and Recovery Services department, successfully contacted and resolved 103 referrals
 - Successfully engaged in a contract with Partnership HealthPlan for CalAIM services including Community Supports for households experiencing or recovering from homelessness
 - Supervised a Street Outreach team that engaged with 124 unduplicated persons experiencing homelessness
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Family & Children's Services

- Investigated 834 reports of suspected child abuse
 - This is an increase of 41 investigations from 2023
- In collaboration with the Special Projects Team, connected 44 child welfare families experiencing or at risk of homelessness to housing support through the Bringing Families Home program
- Restructured FCS administrative units to increase efficiency
 - Began focused effort to update and develop effective procedures
- Ukiah Family Center Update
 - Reorganization of the space to better support families accessing services
 - Cross-training of staff increasing efficiency and service delivery
- Awarded \$407,267 Flexible Family Support Funding to be used for respite care, foster youth enrichment activities, costs associated with facilitating placement with relative or nonrelative extended family members, and other similar activities
- 9 birth parents graduated from Family Dependency Drug Court (FDCC)

Social Worker Training and Development

In response to feedback from our FCS Social Workers, the department is launching a monthly training series beginning in January 2025. The first topic of training is Time Study Coding which ensures we are capturing accurate reimbursement rates.

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Adult & Aging Services

- In-Home Supportive Services received recognition from the State of California Department of Social Services (CDSS) for achieving over 94% compliance for reassessment timeliness in fiscal year 2023-2024
- In-Home Supportive Services achieved an overall compliance rate of 95.65% for applications processed within 90 days for fiscal year 2023-2024
- In Home Supportive Services averaged 2,200 continuing cases and received an average of 92 monthly applications
 - This is a caseload growth of more than 26% over the last 10 years
- Assisted 14 General Assistance recipients in obtaining Social Security benefits, recouping \$11,815 in General Assistance funds
- The Public Authority assisted more than 800 new IHSS provider applicants through the enrollment process and provided more than 1,000 provider registry referrals to consumers
- The Public Guardian oversaw the health and wellbeing of 15 conserved individuals who are substantially unable to provide for their own basic needs, (food, clothing, and shelter) or manage their own finances due to major neurocognitive disorders
- Responded to 1,592 Reports of suspected elder or dependent adult abuse or self-neglect
- Completed 969 Investigations of elder or dependent adult abuse or self-neglect
- Assisted 14 elderly individuals who were at risk of homelessness with direct financial assistance through the APS Home Safe Program, allowing them to remain in their homes
- Implemented an Online Reporting functionality for Adult Protective Services reporting
 - <https://mendocino.leapsportal.net/LEAPSIntake/NewPublicIntakeReport.aspx>

KNOW ABUSE

REPORT ABUSE



Mendocino County Adult Protective Services

24-hour Hotline: 1-877-327-1799

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Employment & Family Assistance Services

- Reduced sanction rate from 32% to 30% with January 2025 reported at 20%
 - A sanction is a reduction in an individual's CalWORKs cash assistance due to failure to comply with a Welfare to Work program requirement without good cause and when engagement efforts have failed. *California Department of Social Services*
- A State management review of CalFresh held every two years resulted in 7 program access findings down from 15 in 2022
- 1,283 CalWORKs applications were process with an overall timeliness rate of 92.1%
 - State standard is 90%
- 6,224 Medi-Cal applications were processed and 20,405 renewals were completed
- 3,789 CalFresh applications were processed and 3,730 recertification's were processed
- CalFresh expediated applications were processed with an overall timeliness rate of 91.5%
 - State standard is 90%



Special Investigations Unit 2024 Qtr 4

Welfare fraud referrals may be received from the public, through the State of California welfare fraud hotline, other County agencies, and internal sources.



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.

Referrals received	125
Closed investigations	118
Time of IEVS processing	72%

Since beginning to report in 2024 Qtr 2, the timeliness rate for IEVS processing has increased from 55% to 72%.