Health and Human Services Overview 2023

Presented to the Board of Supervisors on January 31, 2023

Mission Statement

With integrity and respect, we provide effective, efficient, collaborative services that strengthen, empower and protect individuals, families and communities, thereby enhancing their quality of life.

Vision Statement

Transforming lives and improving futures

Organizational Chart

```
                        Department Head
                        Oliva Byron-Cooper
                           (Interim)

                    Chief Assistant
                       Director
                        Vacant
```

| Admin & Fiscal Kimberly McAdams | Behavioral Health Nicole Ebrahimi-Nuyken | Community Services Patty Moley | Public Health Olivia Byron-Cooper | Protective Services Leslie Griffith | Self-Sufficiency Patty Moley |

What we do:

➤ Public Health

➤ Behavioral Health

➤ Community Services

➤ Self-Sufficiency

➤ Protective Services

➤ Administration & Fiscal

Public Health

- Public Health Accreditation

- Epidemiology/Health Information

- Health Promotion programs:
  - Nutrition Education
  - Oral Health
  - Tobacco Use Prevention
  - Women, Infants & Children (WIC)

- Vital Statistics

Public Health

- Public Health Nursing Programs:
  - California Children's Services
  - Childhood Lead Poisoning Prevention
  - Child Health & Disability Prevention
  - Health Care Program for Children in Foster Care
  - Immunizations
  - Maternal Child & Adolescent Health
  - Communicable Disease

Public Health Service and Performance Indicators

- National Public Health Performance Standards (NPHPS) provide a framework to assess capacity and performance of public health systems.

- NPHPS along with public health accreditation help identify areas for system improvement, strengthen partnerships and ensure that a strong system is in place for providing the ten essential public health services

Ten Essential Public Health Services

Public Health Service and Performance Indicators

Indicators will also be built around our Community Health Improvement Plan which brings the community together to work on the following selected health issues:

- Obesity/Overweight

- Child Health

- Mental Health/Substance Use Disorder

Behavioral Health

- Mental Health Treatment Services

- Mental Health Services Act (MHSA) Programs

- Psychiatric Emergency Services

- Psychiatric Health Facility

- Substance Use Treatment Services

- Public Guardian

- Caldor/Mosquito Fire Recovery

Behavioral Health Service and Performance Indicators

Mental Health and Substance Use Disorder Services' performance is monitored by the Department of Health Care Services annually.

The following Performance Indicators are examples of indicators reviewed for Mental Health Treatment Services:

- Timelines to first service (psychiatric, urgent)

- Follow-up after inpatient discharge

- Psychiatric inpatient readmission rates

The following are examples of Performance Indicators reviewed for Substance Use Disorder Services:
- Access Call Center volume

- Timeliness measures (non-urgent/urgent services)

- Follow-Up after residential discharge

- Withdrawal Management readmission rates

Behavioral Health Service and Performance Indicators

Mental Health and Substance Use Disorder Service report to the Department of Health Care Services on Network Adequacy.

The following are examples of Network Adequacy Performance Indicators for Mental Health Treatment and Substance Use Disorder Services:

- Time or Distance Standards
- Capacity measures (provider, treatment, language)

Community Services

- Administrative Entity for the Continuum of Care

- Animal Services

- Area Agency on Aging (AAA)
  - Ten specific programs to support 60 and older

- Community Action Agency

- Community Corrections Collaboration

- Housing and Homelessness Grants Management

- Low Income Home Energy Assistance Program (LIHEAP)

- Public Housing Authority

- Veteran Services

Self-Sufficiency

- CalFresh Eligibility

- CalWORKs Eligibility

- County Medical Services Program Eligibility

- Employment Services

- General Assistance

- Medi-Cal Eligibility

Self-Sufficiency Service and Performance Indicators

Examples of performance indicators for Self-Sufficiency include:

- Participant engagement measures
- Measures of our service delivery
- Measures of educational attainment
- Program exits and reentries
- Measures around the number of participants that gained employment

Protective Services

- Child Welfare Services

- Adult Protective Services

- Elder and Dependent Adult Abuse Project (EDAAP)

- In Home Support Services (IHSS)

- IHSS Public Authority

Child Welfare Service and Performance Indicators

Child Welfare Services has both federal and state outcome measures. AB636 was designed to improve outcomes for children in the child welfare system while holding county and state agencies accountable for the outcomes achieved.

Goals of AB 636:
- Protect children from abuse and neglect
- Have children safely maintained in their own homes whenever possible and appropriate
- Provide children permanency and stability in their living situations
- Preserve the continuity of family relationships and connections for children
- Enhance families' capacity to provide for their children's needs
- Ensure children receive appropriate services to meet their educational needs
- Ensure children receive adequate services to meet physical and mental health needs
- Prepare youth emancipating from foster care to transition into adulthood

Examples of performance indicators include: The number of children who are in foster care, the rate of recurrence of maltreatment of children in foster care, the number of placements of a foster child, length of time to reunification with birth parents and the rate of adoption.

Adult Protective Services Service and Performance Indicators

- Reviews/submits monthly statistical data to CDSS (i.e.: # referrals received, # open/closed cases, staffing, # and type of allegations, client demographics, perpetrator data and investigative findings

- Monitors for compliance with State mandates (i.e.: response times, confidentiality, mandated reporting, etc.) to ensure that the not only HHSA, but the community is aware of and engaged with APS services and supports
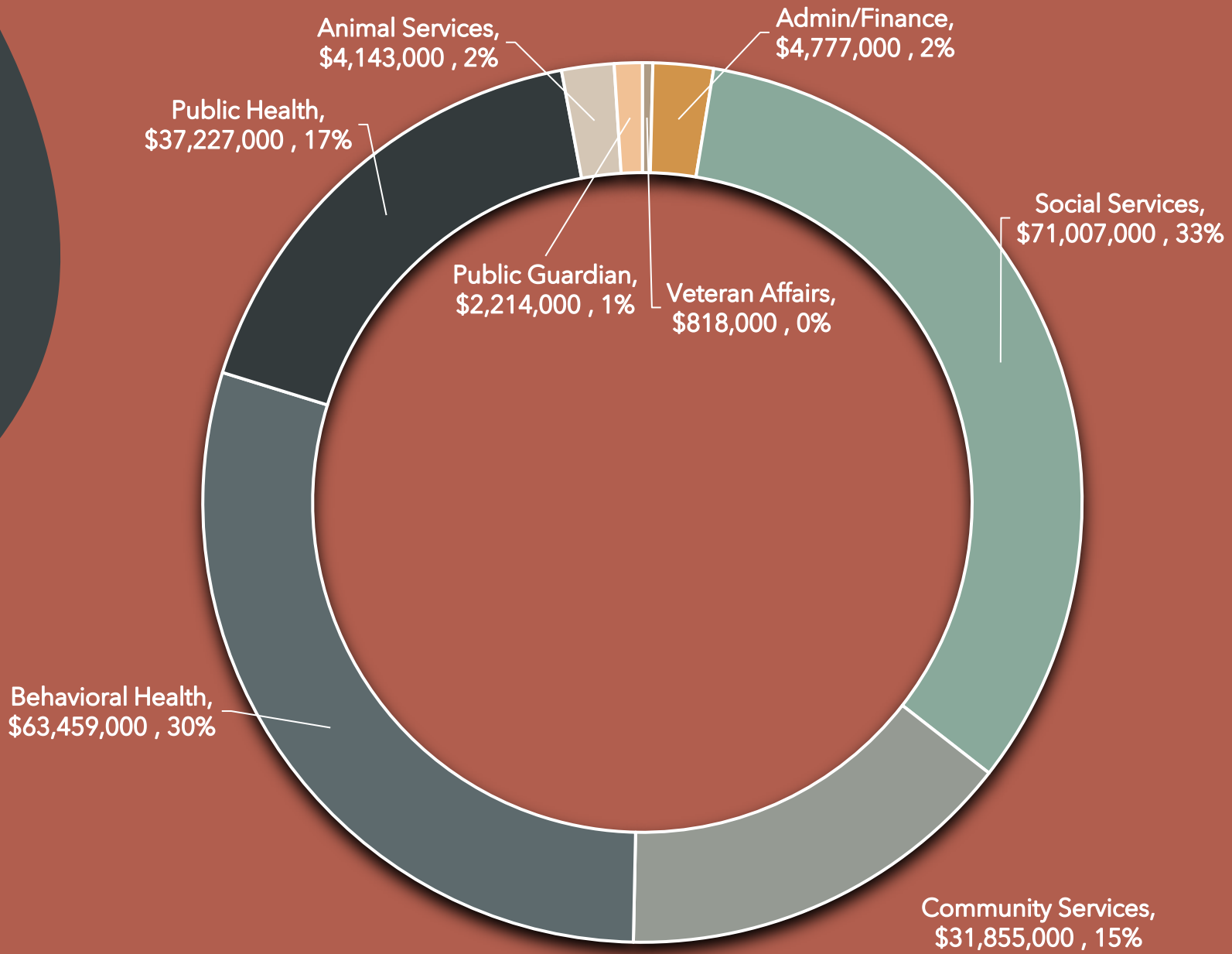
In-Home Supportive Services (IHSS) & IHSS Public Authority
Service and Performance Indicators

- Internal IHSS QAQI Staff monitor monthly benchmarks distributed by CDSS for all counties (i.e.: % Applications processed within 90 days, pending applications > 90 days, monthly reassessment compliance rate and monthly CFCO compliance rate

- QAQI staff conducts monthly desk review and other QAQI measures to ensure a high-quality administration of the IHSS Program in EDC

- CDSS also conducts annual site reviews for each county statewide

- IHSS Public Authority provides monthly statistical data to the IHSS Advisory Committee and an annual report to the EDC Board of Supervisors
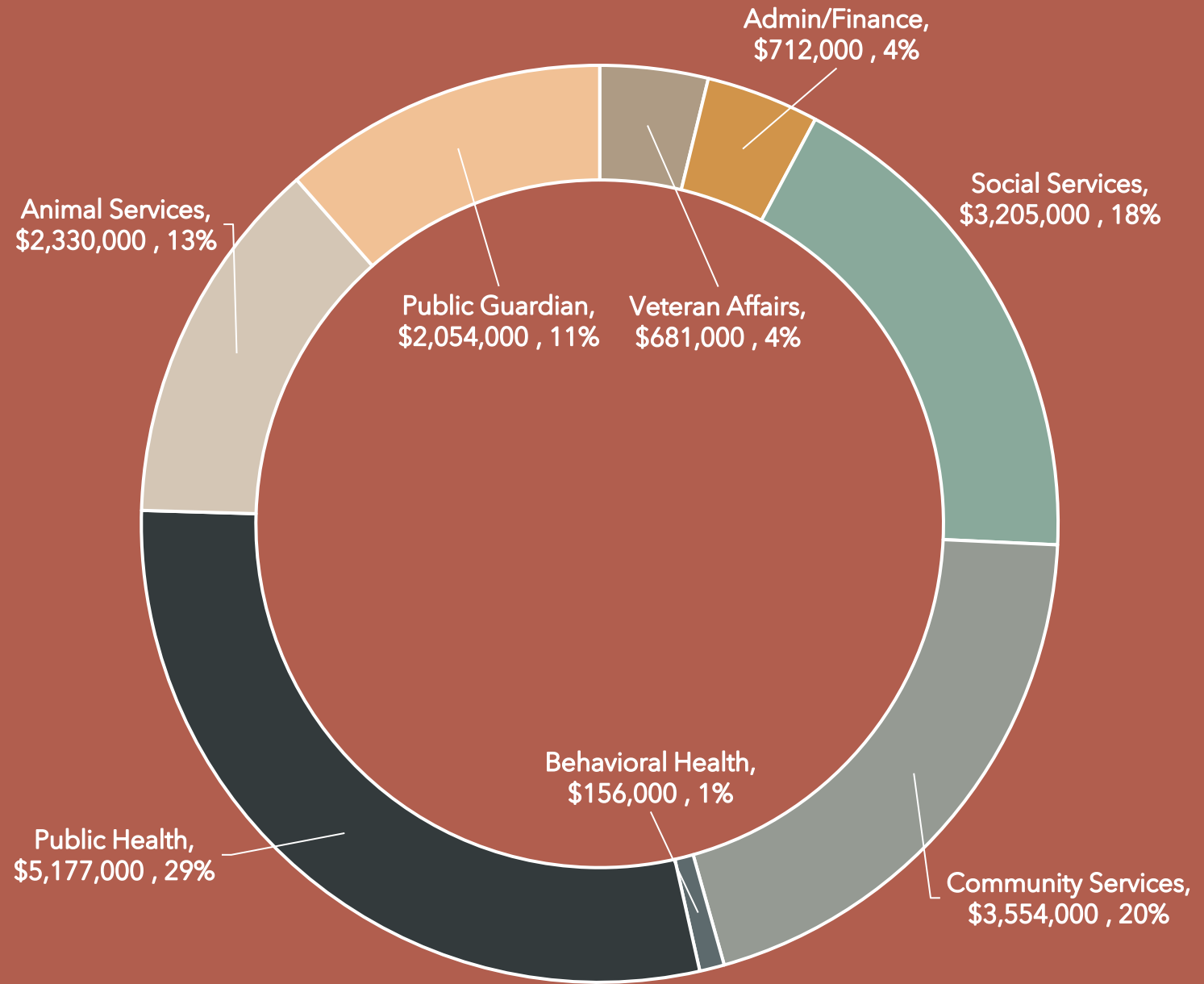
Administration & Fiscal

- Accounts Payable/Receivable

- Audits/Reporting

- Budget/Fiscal Analysis

- Contracts

- Facilities

- Medi-Cal Billing

- Staff Development

- Payroll

- Personnel

- Policies and Procedures

- Public Information

- Purchasing

- Safety

Total Operating Appropriations $215.5M

Based upon FY 2022-23 Budget

Animal Services, $4,143,000 , 2%

Admin/Finance, $4,777,000 , 2%

Public Health, $37,227,000 , 17%

Social Services, $71,007,000 , 33%

Public Guardian, $2,214,000 , 1%

Veteran Affairs, $818,000 , 0%

Behavioral Health, $63,459,000 , 30%

Community Services, $31,855,000 , 15%

County General Fund Support of $17.9M (8% of Total Appropriations)

Based upon FY 2022-23 Budget

Admin/Finance, $712,000 , 4%

Social Services, $3,205,000 , 18%

Animal Services, $2,330,000 , 13%

Public Guardian, $2,054,000 , 11%

Veteran Affairs, $681,000 , 4%

Behavioral Health, $156,000 , 1%

Public Health, $5,177,000 , 29%

Community Services, $3,554,000 , 20%

Revenue Sources

- Federal - $63.9M

- State - $58.6M

- Realignment - $64.6M

- General Fund $17.8M

- Other Sources $10.4M

Based upon FY 2022-23 Budget

Other, $10,495,000 , 5%

Federal, $63,959,000 , 30%

General Fund, $17,869,000 , 8%

Realignment, $64,602,000 , 30%

State, $58,576,000 , 27%
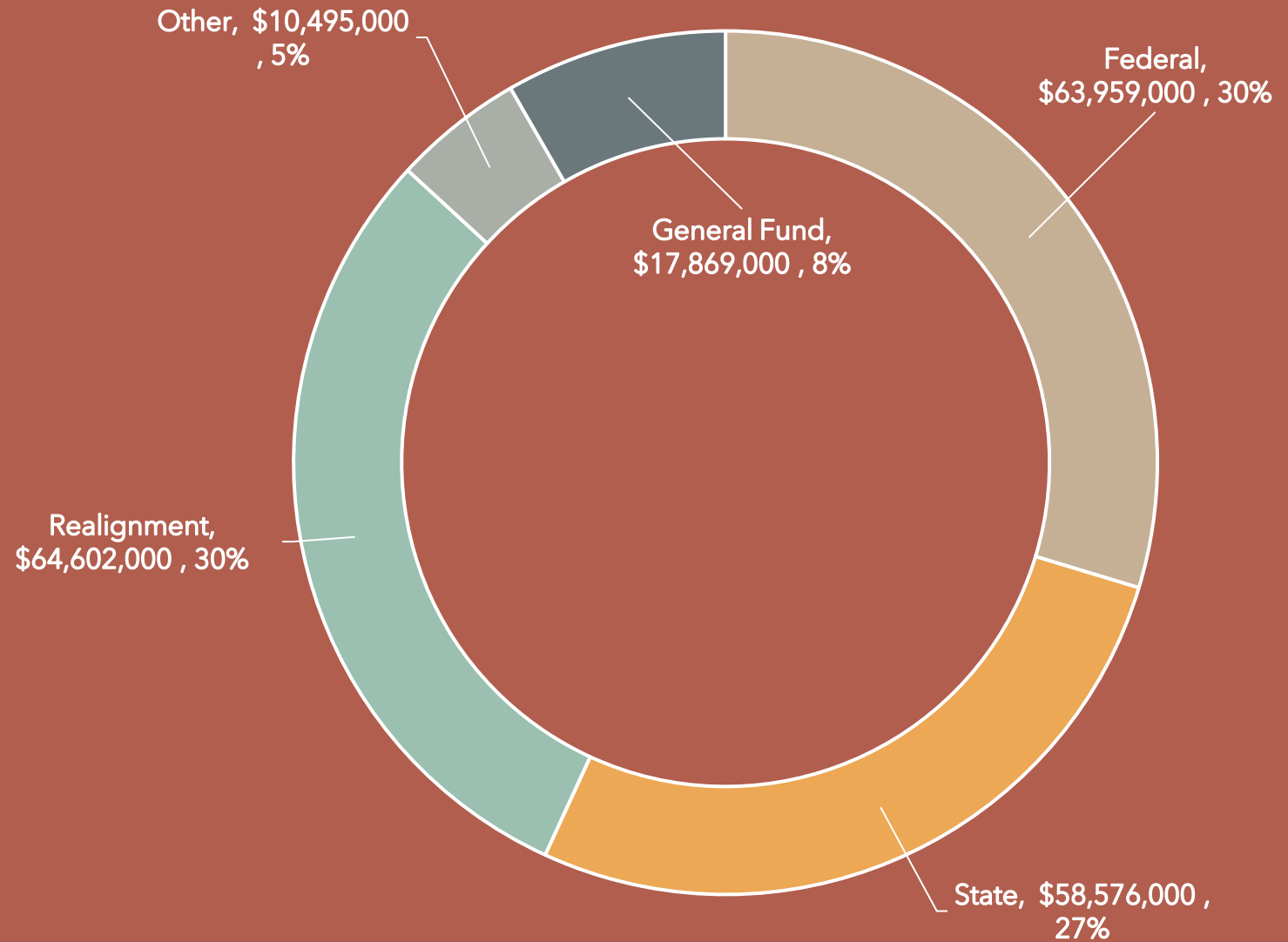
Role in the Strategic Plan

- Economic Development
  - Many of our programs support individuals seeking employment by supporting the development of a variety of skills and subsidizing education, childcare and transportation.

Role in the Strategic Plan

Good Governance

- HHSA works to develop strong relationships with our partners to leverage resources and increase service delivery capacity.

- Brought on staff to maximize our ability to supplement budget with grant funds.

- Support continuing education to ensure an excellent work force.

Role in the Strategic Plan

Healthy Communities

- Achieving healthy communities is a driving factor behind HHSA service delivery. Each program plays a role in improving the lives of our residents.

Upcoming Policy and Programmatic Changes

- Medi-Cal – Ending the Public Health Emergency – Impacts to Eligibility Services

- CalAIM

- CalWORKs Outcome and Accountability Review (Cal-OAR)

- CARE Court

- Managed Care Plan Changes

- AB135 APS Expansion

- CWS Community Wide Prevention Planning

- Home Safe and Bringing Family's Home Implementation

- Disaster Planning

- Restructuring