

El Dorado County Health and Human Services Agency

Report to the Community, 2016



*Transforming Lives and
Improving Futures*





WE ARE HERE FOR YOU

The Health and Human Services Agency (HHSA) cares about your health and well-being. We join with the community and other agencies to protect, educate and assist residents so that everyone in El Dorado County can thrive.

Our divisions include:

Community Services

Mental Health

Public Health

Social Services

Administration

HHSA Vision:

Transforming lives and improving futures

HHSA Mission:

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.



Community Celebrates New County Animal Shelter

Residents got a chance to see the new El Dorado County Animal Shelter facility during a grand opening celebration event in spring 2015. The new shelter is located in Diamond Springs and serves residents on the west slope of the County. The facility features lots of space to house animals awaiting forever homes, meet and greet rooms, outdoor dog runs, a barn, and pasture area for livestock. The shelter project was a true labor of love for Animal Services staff and the community. The new facility wouldn't have been possible if not for the support of the El Dorado County Board of Supervisors, the generosity of the former non-profit People for Animal Welfare in El Dorado County (PAWED) and community donations. In addition to its Diamond Springs location, Animal Services also has a shelter facility that serves residents in South Lake Tahoe.



Public Health Nurses Help Heal and Educate Community

Public Health Nurses did more than give flu shots last year. They also were out in the community investigating and treating communicable diseases, and delivering medical case management to some of our most vulnerable residents. Our nurses provided home visits, nursing assessments and health education to new mothers of babies to make sure the babies were thriving. They also worked with agency partners to coordinate a community education workshop in Placerville and South Lake Tahoe to help healthcare providers, teachers, early childhood home visitors and others update their knowledge of perinatal substance abuse. Over 200 people attended the workshop.

Mental Health Creates More Transitional Housing

Two transitional housing units were opened in South Lake Tahoe in 2015, a first for the area. The T-houses provide a supportive living environment and services for mental health clients who need help transitioning to stable, independent living. Residents are pre-screened and must agree to live drug-free and actively work toward their goals. With the addition of the two T-houses in Tahoe, Mental Health staff now have more options to assist mental health clients. Four T-houses are currently in operation on the west slope of the County. Most T-houses can accommodate up to 6 people at a time.

LAST YEAR:

- More than **7,500** children received medical services through Public Health's Children's Health Services programs
- Our Public Health Nurses visited over **5,000** patients
- Our crisis workers in Mental Health completed over **1,200** crisis assessments, in addition to helping hundreds of people who called our 24-hour crisis hotline
- Animal Services responded to over **20,000** calls for assistance
- Over **1,500** residents received services through the Public Health Laboratory

The above data covers either FY 14/15 or calendar year 2015.



HHSA Helps People Get Jobs and Supports Small Businesses

One big job of HHSA is helping people find jobs. Research shows that jobs are one of the most critical ways to improve the health and wellbeing of families and communities. Over the past year, HHSA's two major employment programs ("Connections - One Stop" and "CalWORKs Employment Services") helped County residents get back to work so they could sustain themselves and their families. The programs provided training and work experience, assistance with job skills, and more. The staff in our Connections - One Stop job centers also reached out to local businesses to provide supportive services and connect people looking for work.



Foster Parenting Program Launches New Outreach Effort

Each year in El Dorado County, over 300 children are typically served in the Foster Care Program. Foster families open their hearts and homes to provide a temporary, safe place for children who may be victims of neglect, abuse or exploitation. This year, the Foster Parenting Program began a new outreach effort to find more foster families in El Dorado County, and was successful in establishing 13 additional licensed County Foster Homes.

HHSA Creates WellDorado.org Website with Comprehensive County Health Data

In 2015, HHSA created a new website with the goal of bringing El Dorado County health data, local resources and a wealth of other information to one place. The new website, www.WellDorado.org, includes over 90 indicators related to the health and demographics of El Dorado County, such as obesity, cancer and diabetes rates; information on public transportation; availability of healthy foods, etc. Residents can also share promising practices, and post announcements for community wellness events and trainings on the website. Finally, the new website will be an important tool to share information related to the El Dorado County Public Health Division's process of applying for accreditation through the national Public Health Accreditation Board.



LAST YEAR:

- Over **9,000** people were assisted in their job search efforts through our HHSA job centers and employment services
- More than **300** children were served through the Foster Care Program in El Dorado County
- Child Welfare Services screened and/or investigated over **2,000** reports of child neglect, abuse or exploitation
- Adult Protective Services investigated over **1,000** referrals regarding suspected elder abuse
- **8,802** days of care were provided by Senior Day Care for seniors with health and memory challenges (giving the seniors safe, enjoyable support and their caregivers a break)

The above data covers either FY 14/15 or calendar year 2015.

Many Older Adults Served Through HHSa Programs

El Dorado County has a large population of people aged 60 and older, and this population is growing. Many seniors are on fixed incomes and some suffer from isolation, poor nutrition, health issues and other challenges. In 2015, HHSa continued to serve this growing senior population, and looked at ways to reach more seniors who may have needs. Our Senior Shuttle and Senior Legal programs expanded services to more areas of the County.

We also partnered with local agencies to begin offering nutritious meals for seniors two days a week at the Cameron Park Community Center. In addition to the new Cameron Park site, the County provided lunchtime meals for seniors at seven other nutrition sites in the County. We also coordinated delivery of meals to homebound seniors and other vulnerable people. For older adults with Alzheimer's disease or other forms of dementia, the County offered affordable adult day care services at our Senior Day Care Centers in El Dorado Hills and Placerville. Senior Day Care ensures the person with dementia is cared for and engaged in meaningful activities, while allowing family caregivers to continue working at their places of employment.

CalWORKs Gets Funds to Assist Families Struggling with Homelessness and Housing

Recent data show that nearly 21% of El Dorado County residents have some kind of severe housing need (such as overcrowding, high housing costs, lack of a kitchen or plumbing) and nearly 55% are spending more than 30% of their monthly income on rent. Clearly, some families are struggling. To help with this problem in 2015, HHSa's CalWORKs Program successfully applied for and received a Housing Support Program grant from the State for approximately \$473,000. Since that time, several families, including many with small children, have been assisted. The goal is to support families in meeting immediate needs, and ultimately for them to become self-sufficient and find permanent housing they can afford.



LAST YEAR:

- Our staff helped over **12,000** residents successfully apply for Medi-Cal insurance
- Nearly **950** medically fragile people were served through the In-Home Supportive Services program, and as a result, were able to remain safely in their homes rather than go to a nursing home
- Over **30,000** residents received nutritious food through the Women, Infants and Children (WIC) Program
- Over **169,000** meals were served to vulnerable homebound seniors and through our nutrition sites via our Senior Nutrition Program
- The Public Housing Authority administered **374** vouchers, ensuring housing to low-income residents

The above data covers either FY 14/15 or calendar year 2015.

COMMUNITY SERVICES

PROGRAMS OVERVIEW & CONTACT INFORMATION



HOME ENERGY ASSISTANCE

No-cost weatherization, home repair services, and help with heating and cooling bills for income eligible residents.

(530) 621-6150 (West Slope)

(530) 573-3490 (South Lake Tahoe)

PUBLIC GUARDIAN

The Public Guardian is responsible for the care, supervision and financial management of people who are severely disabled and unable to manage their own affairs or make decisions for themselves due to their cognitive and/or mental impairment.

(530) 642-4800

SENIOR SERVICES

A variety of services are offered for seniors including activities and classes; nutritious lunches at meal sites and home-delivered meals to homebound individuals; legal consultations and community education seminars; long-term care resident advocacy; shuttle services and senior trips; senior day care services for those in need of care and supervision; information and assistance linking residents to community services; and support groups and respite care for family caregivers.

(530) 621-6369 (West Slope)

(800) 510-2020 (Toll-free)

EMPLOYMENT SERVICES

Our job centers help people search for a job and brush up on resume and interview skills. Paid on-the-job training and help with tuition may be available. We also help businesses find employees.

(530) 642-4850 (West Slope)

(530) 573-4330 (South Lake Tahoe)

PUBLIC HOUSING AUTHORITY

This program provides decent and safe rental housing for eligible low-income families, the elderly and people with disabilities.

(530) 621-6300

MENTAL HEALTH

PROGRAMS OVERVIEW & CONTACT INFORMATION



ALCOHOL AND DRUG PROGRAMS

Program staff provide alcohol and drug education, prevention, treatment and counseling services directly and through community contracted treatment providers. They also manage court programs, such as Teen Court and Dependency Drug Court.

(530) 621-6146 (West Slope)

(530) 573-7959 (South Lake Tahoe)

CRISIS SERVICES & HOTLINE

This service provides the public with 24/7 access to mental health crisis staff. Crisis staff receive calls through the crisis hotline and complete crisis assessments. Staff have also helped provide mental health support services during local emergencies.

(530) 622-3345 (West Slope)

(530) 544-2219 (South Lake Tahoe)

ADULT SERVICES

The Mental Health Division has outpatient clinics for adults who meet income and eligibility criteria. Services include screenings, evaluations, individual case management and family work. Mental Health also has Wellness Centers where clients and community members can attend support groups, learn life skills and more.

(530) 621-6290 (West Slope)

(530) 573-7970 (South Lake Tahoe)

CHILDREN'S SERVICES

The Mental Health Division offers mental health services for eligible children through contracted providers in the community. Services include screenings, evaluations, individual, group and family case management.

(530) 621-6290 (West Slope)

(530) 573-7970 (South Lake Tahoe)

MENTAL HEALTH SERVICES ACT (MHSA) PROGRAMS

El Dorado County receives state funding through the Mental Health Services Act to provide a broad spectrum of local mental health services, including prevention, early intervention, support services and training. Mental Health staff plan services based on input from the public, and provide funding via grants to community organizations for certain mental health activities.

(530) 621-6226

PUBLIC HEALTH

PROGRAMS OVERVIEW & CONTACT INFORMATION



ANIMAL SERVICES

Animal Services shelters and provides adoptions for stray animals. They protect people from injury and rabies by licensing dogs and investigating animal bites. They respond to reports of animal abuse and general complaints.

(530) 621-5795 (West Slope)

(530) 573-7925 (South Lake Tahoe)

COMMUNICABLE DISEASE CONTROL & EPIDEMIOLOGY

Public Health staff prevent, investigate and control disease outbreaks in the community, and monitor health data.

(530) 621-6100 (West Slope)

(530) 573-3155 (South Lake Tahoe)

EMERGENCY MEDICAL SERVICES (EMS) AGENCY

Oversees the emergency medical services system in the County; trains and certifies paramedics and EMTs.

(530) 621-6500 (West Slope)

(530) 573-7955 x6500 (South Lake Tahoe)

PUBLIC HEALTH LABORATORY

The Laboratory supports the work of the Public Health Division by conducting and analyzing various types of tests. Also conducts environmental and water tests.

(530) 621-6115

PUBLIC HEALTH NURSING

Public Health Nurses and support staff work to improve health outcomes for the community, with a special focus on pregnant women, young children, children with special medical needs and other vulnerable people. Much of their work is completed in partnership with other agencies, local hospitals, and schools. They also provide community and school required immunizations.

(530) 621-6108 (West Slope)

(530) 573-3155 (South Lake Tahoe)

PUBLIC HEALTH PREPAREDNESS & RESPONSE

Prepares the community to respond to public health threats by conducting community outreach and trainings; partners with law and fire, hospitals and other agencies on emergency drills and emergency responses.

(530) 621-7581

TOBACCO PREVENTION & HEALTH PROMOTIONS

Provides support for tobacco-free workplaces, schools and communities. Outreach staff provide health education activities and connect residents to resources.

(530) 621-6142

VITAL STATISTICS

Issues certificates for births and deaths in El Dorado County; also issues burial permits.

(530) 621-6121

WOMEN, INFANTS & CHILDREN

Provides nutrition education and healthy foods for women who are pregnant or recently gave birth, and children under age five.

(530) 621-6176 (West Slope)

(530) 573-3491 (South Lake Tahoe)

SOCIAL SERVICES

PROGRAMS OVERVIEW & CONTACT INFORMATION



ADULT PROTECTIVE SERVICES

Adult Protective Services is a State mandated program designed to protect elderly and dependent adults from abuse, neglect, fraud and exploitation. Staff respond to and investigate reports of elder abuse, and advocate for elder issues.

(530) 642-4800

CHILD WELFARE SERVICES

Social Workers and other staff work with families to protect children from abuse, neglect and exploitation. We respond to reports of child abuse and help families resolve health and safety concerns.

(530) 642-7100 (West Slope)

(530) 573-3201 (South Lake Tahoe)

FOSTER CARE & ADOPTION SERVICES

The Foster Care program may place a child with a foster family while working to reunite the child with his or her birth family. We train and support foster parents, license foster homes and provide supportive services to the children. Our Adoption Services program matches adoptable children with permanent families when the child is not able to be reunified with his or her birth family.

(530) 642-7100 (West Slope)

(530) 573-3201 (South Lake Tahoe)

GENERAL ASSISTANCE, CALFRESH & CALWORKS

These programs offer food benefits, cash aid, help with housing and utilities, work experience and job assistance and more. Staff help people get back on their feet and provide tools and support for them to become self-reliant.

(530) 642-7300 (West Slope)

(530) 573-3200 (South Lake Tahoe)

HEALTH COVERAGE

Staff can help with Medi-Cal, Medicare or Covered California health insurance applications.

(530) 642-7300 (West Slope)

(530) 573-3200 (South Lake Tahoe)

IN-HOME SUPPORTIVE SERVICES

This program helps arrange and pay for supportive services for elderly and disabled people so they can safely and independently remain in their homes.

(530) 642-4800

Volunteers Make a Big Difference in the Community and in HHSVA

Nearly 500 people volunteer each year in the El Dorado County Health and Human Services Agency (HHSVA). Without these volunteers, many HHSVA community programs and services would simply not be possible.



HHSVA volunteers are amazing! Animal Services volunteers give their time, love and energy to help animals in our County. Many other HHSVA programs also benefit from the contributions of our volunteers. Thank you!

Ways Volunteers Help in HHSVA

HHSVA has many volunteer opportunities and is grateful for the assistance of those community members who step forward each year. Below is a partial list of volunteer opportunities.

Animal Services

Volunteers who love animals help at our animal shelters with activities such as feeding, cleaning, exercise and socialization of the animals.

Foster Care

Volunteers fill an important need in our Foster Care program where they assist with supervised visits between children and their parents.

Long-Term Care Ombudsman Program

Volunteer advocates are trained and certified to serve persons living in nursing homes and assisted living facilities, family members and other interested parties to resolve care and residents' rights issues.

Mental Health

There are numerous ways volunteers help at our Mental Health clinics and in our Wellness Centers, including helping to prepare meals, assisting with support groups and outings, and more.

Senior Day Care

Volunteers provide a kind and friendly spirit to those with dementia at our Senior Day Care Centers by leading or co-leading activities such as exercises or crafts; they help serve meals, entertain guests, and more.

Senior Nutrition Program

These volunteers love seniors and serving food. They help deliver lunchtime meals to homebound seniors, serve meals at one of our eight community nutrition sites and assist in other ways.

Senior Shuttle

These on-the-go volunteers enjoy transporting older adults to places such as the grocery store or other locations using the County's Senior Shuttle passenger van.



HHSA is committed to providing professional and effective services for El Dorado County residents in a fiscally responsible way. Our agency includes an Administrative division and four service divisions: Mental Health, Public Health, Community Services and Social Services. The Administrative division oversees program contracts, facilities, and budget monitoring and support.

The Majority of HHSA Funding is from State and Federal Dollars

Approximately 75% of all funds in HHSA are from State and Federal dollars. Only 6.5% of our funding last year came from El Dorado County's Net County Costs. The rest came from fees, donations and other sources.

Many HHSA Activities are mandated by State, Federal or County Laws

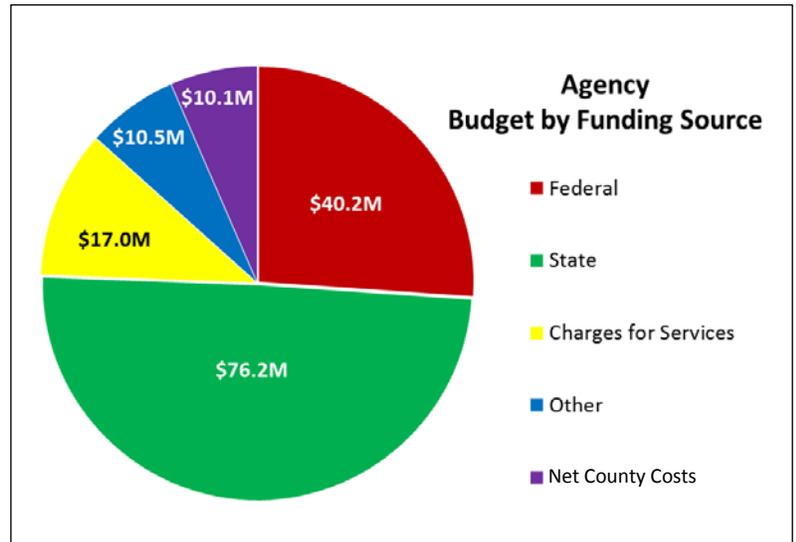
HHSA is required by law to implement many programs to protect the public or serve vulnerable people. For example, Animal Services licenses dogs, picks up strays and investigates dog bites because they are enforcing laws to prevent people and pets from being injured or getting diseases like rabies.

HHSA Values Fiscal Accountability

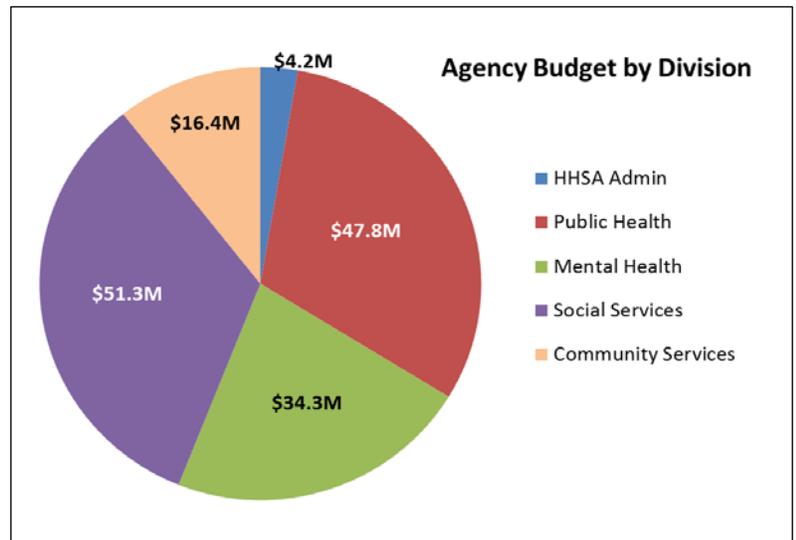
Our leadership team regularly monitors revenue, expenditures and programs to ensure we are effective and fiscally responsible. In 2015, we made several changes to improve efficiency and save money, while also maintaining existing service levels. These changes included privatizing the County's Psychiatric Health Facility.

Dollars Flow Back into the Community

Health and human service programs are an investment. Research shows that every dollar of public assistance invested in our community generates \$1.79 in local spending. Last fiscal year, \$21 million in CalFresh benefits flowed into El Dorado County communities and generated \$37.6 million in revenues for local businesses.



HHSA's operating budget in FY 14/15 was approximately \$154 million. Only 6.5% of our budget was funded by Net County Costs.



Each HHSA division in FY 14/15 had funding to provide specific programs and services. Approximately 3% of our budget was set aside for administrative costs.

New Funding to HHSA for FY 2015/16*

HHSA has received a number of new grants and/or funding allocations for FY 2015/16, including:

- \$69K from the California Department of Public Health to enhance our agency's response to infectious diseases, with a focus on the Ebola virus.
- \$55K from the California Department of Health Care Services for Medi-Cal outreach and enrollment to target populations. (This grant has been subcontracted to the El Dorado County Community Health Center to implement).
- \$96K from the California Department of Social Services to enhance foster parent recruitment, retention and support services.
- \$245K from the California Department of Social Services to implement the "Get Fresh" community nutrition education and obesity prevention program.
- \$293K from the California Department of Social Services to prevent and address the commercial sexual exploitation of children.
- \$317K from the Board of State and Community Corrections - Mentally Ill Offender Crime Reduction Grant in South Lake Tahoe.
- \$128K from the California Department of Social Services to conduct a Child and Family Services Review of cases.

*This is a partial list of grants and funding sources. Funding periods vary for each grant and can be for State fiscal year (July 1, 2015 - June 30, 2016), Federal fiscal year (October 1, 2015 - September 30, 2016) or calendar year.

Where We Are

It was only about four years ago that the El Dorado County Health and Human Services Agency was created. The agency was formed in late 2011 when two County departments were merged: Human Services (Social Services & Community Services) and Health Services (Public Health & Mental Health).

The goal in creating HHSA was to more comprehensively serve members of the community, as well as improve administrative and fiscal efficiencies. In many respects, HHSA has been successful in accomplishing these goals. The agency now has a strong foundation and is doing great things in the community.

Where We're Headed

As we look to the coming year, HHSA will continue to challenge itself to not only accomplish its mandated programs and services, but to also meet some of the greatest community needs. For example, local data and community needs assessments have shown that behavioral health and domestic violence continue to be two key areas of concern in the County.

The most current data available reveals the following: From 2011-2013, El Dorado County experienced 17.6 deaths due to drug use per 100,000 population, which is higher than the Healthy People 2020 target of 11.3 deaths per 100,000 population⁽¹⁾. In 2014, there were 9.8 domestic violence calls for assistance per 1,000 population in El Dorado County, which is higher than the state rate of 6.0 per 1,000⁽²⁾.

HHSA continues to address these areas of concern through multiple activities, including working with families in socially isolated communities to provide early identification of mental health issues, substance abuse and domestic violence problems. Education in the middle and high school populations will also be conducted on the dangers of substance abuse, coping strategies and conflict resolution. Individuals and families will be connected with resources and assistance using an innovative "community hub" model. This model has shown promising results in counties in which it has been implemented.

Plans to Get There

In the coming year, HHSA will also be engaged in activities outlined in two strategic plans: HHSA's Strategic Plan and the County of El Dorado's Strategic Plan. These plans will provide a foundation and framework for our work.

HHSA's ambitious Strategic Plan is comprehensive, with 19 targeted projects and over 100 objectives. The plan includes activities aimed at improving service integration, enhancing communication and outreach to the community, addressing transportation barriers for clients, and more. HHSA is also taking the lead on one of the key goals in the County's new strategic plan this year -- the "Healthy Communities" goal. The Healthy Communities goal compliments and expands upon HHSA's Strategic Plan, looking at ways to promote services that lead to self-sufficiency, improve access to services, and promote overall health of the community.

At HHSA, we recognize that in order to accomplish all of these activities, we must continue to partner with the community and other agencies. Collaboration has been, and will continue to be, a cornerstone of our work in 2016 and beyond.

Sources: (1) well.dorado.org; (2) kidsdata.org



El Dorado County Health & Human Services Agency (HHSA)

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(530) 642-7300

3368 Lake Tahoe Blvd., Suite 100
South Lake Tahoe, CA
(530) 573-3200

For More Information

For more information about HHSA's plans and activities for the coming year, as well as information about ongoing programs and services, please visit our website at www.edcgov.us/HHSA.