



COUNTY OF ORANGE CALIFORNIA

Social Services Agency

*Our Community, Our Commitment*



FISCAL YEAR 2019 - 2020

# ANNUAL REPORT

# MISSION VISION VALUES

**Mission:** To deliver quality services that are accessible and responsive to the community, encourage personal responsibility, strengthen individuals, preserve families and protect vulnerable adults and children.

**Vision:** Orange County residents will enjoy a safe and supportive environment that promotes stability and self-reliance.

**Values:** Respect  
Compassion  
Fairness  
Courtesy  
Diversity  
Creativity  
Initiative  
Efficiency  
Integrity  
Teamwork  
Thoroughness



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ANDREW DO  
Supervisor, 1st District



MICHELLE STEEL  
Supervisor, 2nd District



DONALD P. WAGNER  
Supervisor, 3rd District



DOUG CHAFFEE  
Supervisor, 4th District



LISA A. BARTLETT  
Supervisor, 5th District

ORANGE COUNTY

# BOARD OF SUPERVISORS

**Under the leadership and guidance of the Orange County Board of Supervisors, the**

County of Orange Social Services Agency (SSA) administers Federal, State and County

social services programs that protect children and adults from abuse or neglect, enable

the frail and disabled to remain in their homes, move eligible families from dependency

to self-sufficiency and provide public assistance benefits for eligible recipients.





**On behalf of the County of Orange Social Services Agency (SSA),** I am pleased to present the Agency's Fiscal Year 2019-2020 Annual Report. This year's work has felt extraordinarily meaningful in ways that truly matter, more than ever before.

The role SSA plays in the community is critically important in assisting the more than one in four Orange County individuals we serve to work towards self-sufficiency and ensure that our most vulnerable children, older adults and disabled populations are protected from abuse and neglect. This report reflects the hard work and commitment of SSA's dedicated staff in service and support of the community. It highlights the integrated and collaborative efforts we share with our generous faith- and community-based partners, combined with the crucial support and guidance provided by the Orange County Board of Supervisors.

In this past fiscal year, the COVID-19 pandemic and subsequent California stay-at-home orders have brought about profound and unparalleled impacts to Orange County residents. During such an unprecedented time, SSA actively supported the County's response, with deployments at the Emergency Operations Center (EOC) and its Policy Group, while our Emergency Management team activated the critical EOC Mass Care and Shelter Branch to coordinate essential connections with schools, cities, food banks and elder residential care sites.

At SSA, our Agency Departmental Operations Center was activated to quickly pivot essential safety net operations during a time when our offices were closed to the public. SSA staff continued to hold fast to our mission, responding with great resolve and resiliency, expanding and enhancing public assistance benefits, services and support to the community with compassion and collaboration. Staff ensured individuals and families had access to food, public health insurance, cash aid and protective services and support. During a time of uncertainty, SSA has worked diligently to offer a beacon of hope to those who have needed us most.

Through it all, SSA and its partners have responded to the increased needs of our clients with urgency, flexibility and innovation. As we evolve from working in "crisis mode" to ensuring continued responsive and accessible services, SSA will continue to achieve our operational mandates to the best of our ability while ensuring the health and safety of our staff, clients and the community as a whole.

Looking forward, SSA is working to develop breakthrough ideas that creatively address how we might further enhance and integrate services across our program offerings, aligning with other County departments and collaboratives to allow for a more holistic and impactful client experience.

As you read through this Fiscal Year 2019-2020 Annual Report, you will see how our Agency accomplishments and initiatives tie back to this year's theme — ***One SSA: fulfilling the needs of the community through our commitment to service.*** We continue to live this charge for the greater good of our community and thank our partners for their enduring and valuable support.

**Debra J. Baetz**

Director, County of Orange Social Services Agency

**The County of Orange Social Services Agency (SSA) is the largest county department,** serving over one in four residents in the County. SSA operates under the policy direction of the Orange County Board of Supervisors and the California Departments of Social Services and Health Care Services. The funding for our programs derives from Federal, State and County sources. Our employees make a positive impact in our community by helping to improve the lives of our most vulnerable children, families, adults and seniors.

**SSA earned the following merit awards in FY 2019-2020:**

- Orange County Business Council's Turning Red Tape Into Red Carpet Awards



- Public-Private Partnership Award - Families and Communities Together (FaCT) specialized programs and services

- California Department of Social Services – Human Trafficking Awareness Month Awards

**SSA Honorees:**

- Nicole Strattman – Children and Family Services Division, for her work with SSA's Commercially Sexually Exploited Children (CSEC) Program
- Juan Reynoso -- Family Self-Sufficiency & Adult Services Division, Nominated by California Department of Social Services' Refugee Programs Bureau for his dedication and support of the Trafficking and Crime Victims Assistance Program

## SSA by the Numbers



**SSA Employees:  
4,301**



**SSA Office Locations:  
19**



**FY 2019-2020  
(comprises Federal, State  
and County funds):  
\$934.5 million**



# AGENCY ORGANIZATIONAL CHART



# ASSISTANCE PROGRAMS

## Division Overview

Assistance Programs (AP) staff help vulnerable adults, children and families in need apply for, receive and maintain health care, food and cash benefits to facilitate stability, self-sufficiency and independent living. Specific programs offered include:

- CalFresh nutritional food program
- Medi-Cal public health insurance
- General Relief (GR) cash assistance program
- Cash Assistance Program for Immigrants (CAPI)

### In FY 2019-2020:

- SSA provided Medi-Cal services to:
  - Two in five Orange County children,
  - One in six Orange County seniors, and
  - One in five Orange County adults.
- SSA provided CalFresh services to over 214,000 persons, which represented a four percent increase over FY 2018-2019.
- SSA provided General Relief services to over 4,300 individuals, which represented a twenty-three percent increase over the previous fiscal year.

# CHILDREN & FAMILY SERVICES

## Division Overview

Our Children & Family Services (CFS) staff work to protect children through the prevention or remedy of conditions which may result in abuse and/or neglect. CFS seeks to partner with families to ensure their children live in safe, nurturing and permanent homes.

### In FY 2019-2020:

- CFS received over 54,000 calls of suspected child abuse and responded to over 10,700 child abuse reports. While these numbers can be alarming, the good news is that the community is watching out for our children and reporting concerns if they have them.
  - We have been successful at diverting 94% of these children from formal involvement with the dependency system and are fortunate to have a robust system for prevention. Through programs like SSA's Families and Communities Together (FaCT) Family Resource Center platform, combined with the strength and support of community partners, we have created more opportunities for families in crisis and those at-risk to access needed services in order to prevent child abuse and neglect.
- SSA supported and cared for an average daily population of 73 foster youth residing at the Orangewood Children and Family Center, SSA's temporary shelter, while working to transition youth to more permanent, family-based settings.
- SSA delivered focused, coordinated and customized wraparound services to nearly 6,900 youth, an increase of six percent over the previous fiscal year. Wraparound services are provided to children with complex mental health, behavioral and/or emotional needs who may be at risk of being placed in residential treatment or juvenile correctional facilities.



# FAMILY SELF-SUFFICIENCY & ADULT SERVICES

## Division Overview

Family Self-Sufficiency staff help eligible families move from dependency to self-sufficiency by providing benefits and supportive services through:

- California Work Opportunity and Responsibility to Kids (CalWORKs)
- Refugee Social Services
- Foster Care Eligibility



Staff in Adult Services strive to support the safety and well-being of vulnerable adults (elderly/ disabled adults and children) through the delivery of adult abuse prevention services, intervention and protective services and support to ensure program recipients can remain safely at home.

Adult Services comprises:

- Adult Protective Services
- In-Home Supportive Services

### In FY 2019-2020:

- SSA dispositioned approximately 11,000 CalWORKs applications, representing a three percent increase in families seeking aid over the same period compared to the previous fiscal year.
- SSA supported over 34,000 In-Home Supportive Services clients, representing a twenty-six percent increase over FY 2018-2019.
- SSA investigated nearly 15,000 elder and dependent adult abuse reports, representing a four percent increase over the previous fiscal year.

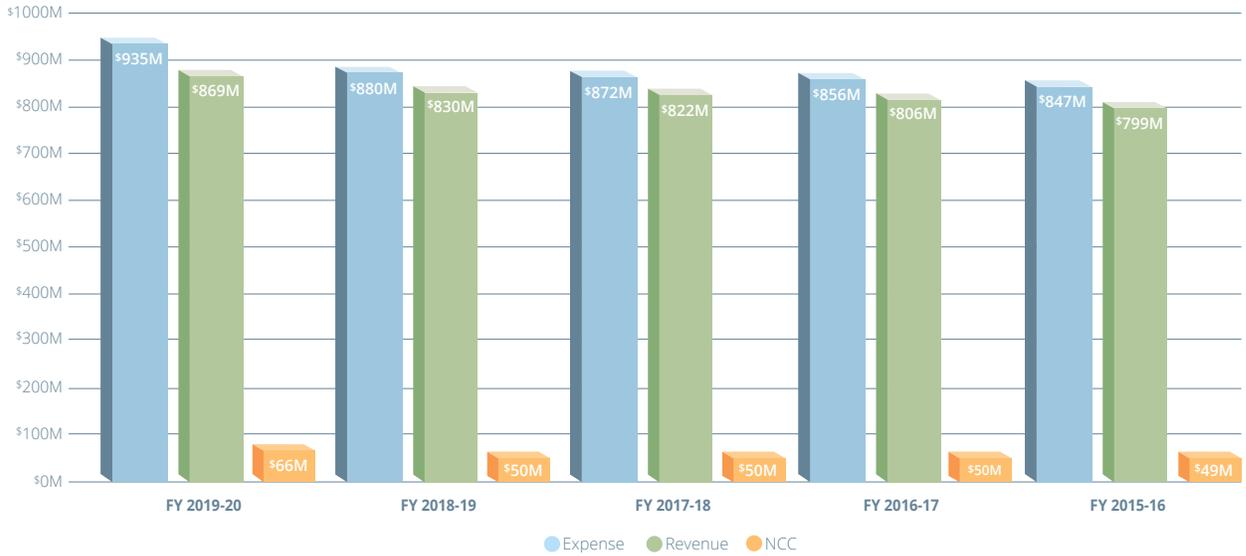
# ADMINISTRATIVE SERVICES

## Division Overview

Staff within Administrative Services support the Agency by implementing, enabling and coordinating vital resources and critical supports to County of Orange SSA programs and staff through:

- Financial Services
- Accounting
- Research Services
- Contracts and Procurement Services
- Information Technology
- Training and Career Development
- Program Integrity
- Centralized Operations
- Facilities and Emergency Management Services
- Quality Support, including Litigation Coordination, Public Inquiries Coordination, Custodian of Records Services and Quality Assurance
- Community and Government Relations
- Resource and Recruitment Coordination
- Human Resources
- CalSAWS
- Systems Support

These functions are necessary for our Agency to operate effectively and efficiently as well as allow us to provide the best possible services to our community.

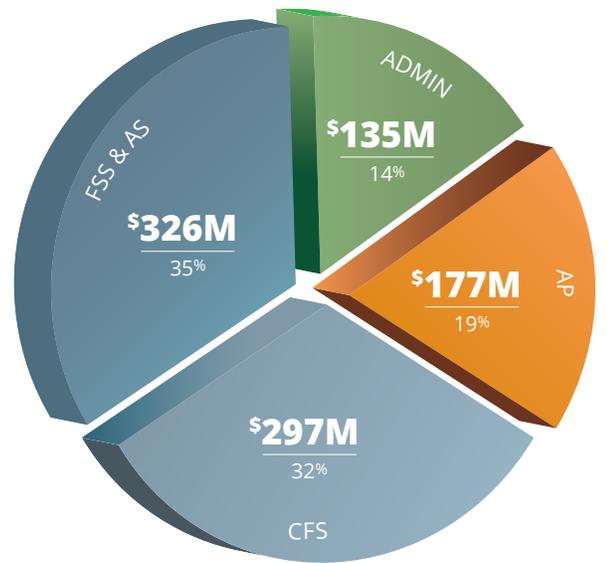


**REVENUES, EXPENDITURES & NET COUNTY COST**

In FY 2019-2020, SSA’s revenue was claimed primarily with Federal and State social services programs of \$869 million (94 percent) and utilization of Net County Cost at \$65.5 million (7 percent) for a total of \$934.5 million dollars expended. The adopted FY 2020-2021 budget is \$1.007 billion, funded by \$941 million (93 percent) from Federal and State sources and \$66 million (7 percent) from Net County Cost.

**SSA FY 2019-2020 EXPENDITURES BY DIVISION**

SSA comprises four divisions: Administrative Services, Family Self-Sufficiency & Adult Services, Assistance Programs and Children & Family Services. These divisions administer Federal, State and County social services programs to residents of Orange County. The adjacent pie chart shows how the budget is allocated among each division.



The COVID-19 pandemic introduced unprecedented challenges that impacted Orange County residents in a number of ways. Not only has the crisis laid risk to the health and well-being of all individuals, it has resulted in widespread unemployment and an overall economic downturn—impacts of which are still unknown. As Orange County, and the world, works to recover and rebuild, SSA has re-tooled the ways it provides critical safety net programs to address the increased demand for benefits. With the closure of our offices on March 17, 2020, and waiver of in-person visits for some of our programs, SSA reimagined various ways to maintain connections with our vulnerable clients to ensure their overall health and well-being, help assess any immediate unmet needs and address those needs with linkages to county and community-based services, as well as coordinated deliveries of essential food, supplies and equipment.



**SSA Client Welfare/Outreach Calls:**

- CalWORKs / CFS mutual clients: 22,000 cumulative welfare calls made
- Adult Protective Services: nearly 8,700 cumulative calls made
- In-Home Supportive Services (IHSS): approximately 65,500 calls made by 150 SSA staff volunteers

**IHSS Hotline:**

- Approximately 2,100 calls made to the hotline by elderly and disabled adult clients to request help for crucial needs
- Nearly 225 deliveries of groceries, gift cards, durable equipment and hygiene products made

From April to June 30, 2020, approximately 2,100 calls were made to the hotline by elderly and disabled adult clients to request help for crucial needs.



SSA's response to COVID-19 has also included the enhancement and expansion of alternate access points to ensure the delivery of public safety net programs and services are safer, more accessible and more responsive for all.

On March 16, 2020, SSA mobilized its Department Operations Center (DOC) to focus on (1), the Agency's emergency response to slow the spread of illness among our 4,000+ staff and the community; and (2), modifying SSA's operational processes to meet program mandates and provide responsive, accessible services to a growing population in need of critical benefits. The DOC worked to develop alternate access points to apply for new benefits as well as check on existing cases. These touchpoints include the SSA Call Center and our online portal, [www.mybenefitscalwin.org](http://www.mybenefitscalwin.org).

SSA efforts entailed an immediate shifting of staff to meet increased call center volumes. The Agency moved approximately 84 in-office eligibility professionals into remote call agent positions, bringing total call center staff to 264 employees, a more than 45% increase. Additional call agent licenses and equipment were acquired to enable staff to provide services remotely, while the Agency was simultaneously transitioning approximately 1,800 of its workforce into telework positions. Call agent augmentation enabled the SSA Call Center to extend daily service hours and add Saturday hours for increased public accessibility. In addition, CalWORKs and General Relief benefits were added to SSA Call Center coverage to maximize support to the community.

SSA implemented an innovative drive-through benefits issuance solution for clients to safely pick-up new or replacement Electronic Benefit Transfer (EBT) and Medi-Cal Benefit Identification Cards (BIC) cards. From March-June 2020, over 10,000 customers were served through this offering.

The following timeline graphic illustrates key activities implemented during COVID-19 to ensure the continuity and enhancement of services. These efforts are ongoing; future operational adjustments will be assessed and determined as appropriate.

SSA also mobilized numerous staff volunteers to conduct critical outreach calls, connecting with vulnerable clients receiving adult protective services (APS), In-Home Supportive Services (IHSS) and at-risk children and families receiving CalWORKs services, to ensure their immediate and essential needs were being met.

Through late June, SSA adjusted lobby configurations for physical distancing, added enhanced cleaning protocols and provided appropriate personal protective equipment (PPE) and supplies for staff. In addition, SSA instituted a new triage system to reduce in-office lobby traffic when some of our offices re-opened with limited functionality. Triage teams conducted health screenings and encouraged clients to use alternative access points (phone/online) safely from home to reduce exposure. This process ensured that critical services continued to be available to the community without interruption and helped reduce monthly in-office lobby traffic by 60%.

**PUBLIC ASSISTANCE BENEFITS:**



**SSA Call Center Volumes**

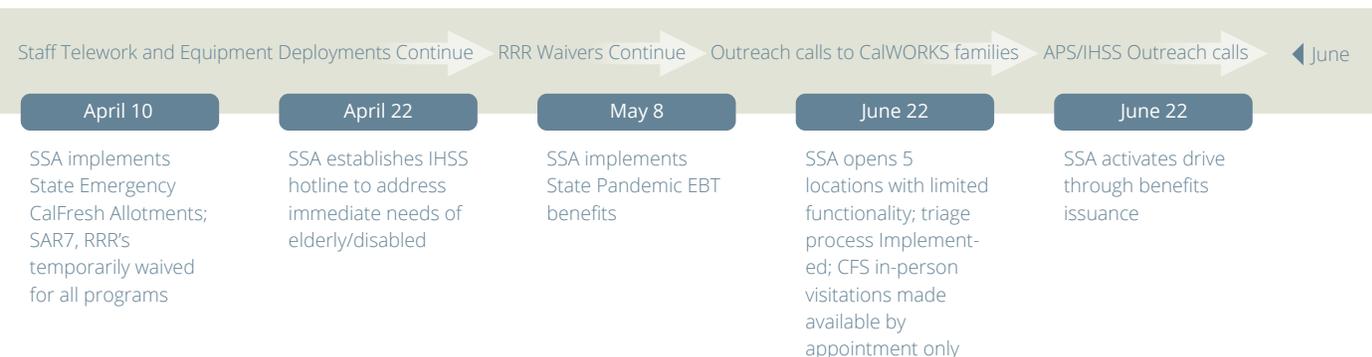
	June 2019	June 2020	Difference	% Change
Total Calls*	49,005	76,873	27,868	56.87%

\*Total calls received for CalFresh, Medi-Cal, CalWORKs and General Relief.



**Total Applications Received, March – June 2019 versus March – June 2020**

	2019	2020	% Change
Medi-Cal	38,418	44,238	15.15%
CalFresh	39,254	57,113	45.50%
CalWORKs	5,602	8,386	49.70%



While COVID-19 required significant attention and resources to adjust business processes, the Agency was still invested in continuing the momentum on key projects and initiatives.

## FY 2019-20 ACCOMPLISHMENTS

- During Fiscal Year (FY) 2019-2020, SSA delivered multiple tools and resources to 9,408 clients through the promotion of CalWORKs 2.0, a statewide effort focused on providing enhanced client service delivery and tangible goal setting. Program tools help clients create individual goals, provide clear direction and acknowledge personal successes on the pathway to self-sufficiency.
- SSA worked with Housing Support Program (HSP) providers to provide 130 households with temporary and permanent housing and ensured that CalWORKs and Welfare-to-Work families were able to receive vital assistance for various housing insecurities, helping them to build a stable future.



- SSA created and adopted multiple approaches to meet the service needs of Adult Protective Services (APS) clients during a time of great instability and global health concerns caused by the COVID-19 pandemic. Between March–June 2020, APS conducted 8,672 outreach calls to current and former clients to ensure that the needs of this vulnerable population continued to be met. In-person investigations resumed in June 22, 2020.
- In-Home Supportive Service (IHSS) assessments of elderly and disabled clients were completed during home visits at the initial intake assessment and annual reassessments. In Fiscal Year 2019-20, SSA successfully maintained an average 90% Reassessment Compliance rate against a target compliance rate of 80%.
- In FY 2019-2020, SSA successfully maintained a 99% compliance rate for IHSS applications processed within 90 days. The statewide average is 91.8%.
- During FY 2019-2020, providers and recipients in the IHSS and Waiver Personal Care Services (WPCS) programs were federally required to enroll in Electronic Visit Verification (EVV), due to the elimination of paper timesheet recording. To facilitate enrollment, 55 SSA staff led 26 community workshops in multiple languages, educating participants on how to create an email, navigate electronic devices and access the new timesheet website. As a result, the workshops served 316 IHSS recipients and providers and increased the EVV adoption rate to 83.3%.

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In FY 2019-2020, SSA successfully maintained an average 90% Reassessment Compliance rate against a target compliance rate of 80%.



- The CalWORKs Home Visiting Program (HVP) grew exponentially since initial implementation in April 2019. In FY 2019-2020, SSA staff referred over 500 families for services, of which 198 families and 227 children were enrolled and received home visits. In addition, 158 children received developmental screenings and over 148 families received a joint visit between the home visitors and the Orange County Department of Education - HVP Early Learning Liaison. Approximately \$90,000 in supplies were provided to families to help with their care, health and safety.
- In collaboration with Financial Coordination Services, SSA's Family Self-Sufficiency & Adult Services Division issued one-time emergency payments totaling over \$5.5 million to 13,555 CalWORKs families to assist them with purchasing necessary equipment to help their children succeed in distance learning during the COVID-19 pandemic.
- SSA adapted all employee trainings from in-person modalities to an online virtual format in order to meet State, County and Agency directives during the pandemic. SSA's Training and Career Development (TCD) staff developed and integrated its training curriculum into an online format within a two-week period, ensured materials were available and maintained learning continuity to meet the needs of the Agency and serve its essential workers.
- In October 2019, the County of Orange acquired and implemented a new Learning Management System (LMS) called Eureka, which offers SSA access to on-demand courses for talent management, learning and organizational development. In Eureka's first 60 days, the Agency demonstrated exceptional buy-in and engagement as over 60% of staff accessed the system by completing an introductory course. With this level of participation, SSA exceeded County compliance goals.

- Effective March 13, 2020, SSA expanded accessibility to the General Relief (GR) program at various regional office locations throughout the county. The Aliso Viejo Regional Center (AVRC), Cypress Regional Center (CRC), Garden Grove Regional Center (GGRC) and Santa Ana Regional Center (SARC) began accepting GR applications and providing ongoing services to GR clients. The GR program was previously administered solely by the Anaheim Regional Center (ARC) and Central Regional Office (CRO). This program expansion successfully met the goal of removing accessibility barriers for our clients, while supporting the Agency's mission.
- Effective January 1, 2020, Orange County beneficiaries, aged 19 through 25, transitioned from restricted to full scope Medi-Cal benefits in compliance with a new state policy called the Young Adult Expansion. This change in status included all young adults who met eligibility requirements, regardless of immigration status. While much of the work was automated, SSA was able to assist with the transition of nearly 500 cases and a total of 4,960 impacted individuals went from solely having limited emergency health care coverage to having comprehensive access to benefits such as medical, dental, mental health, family planning, vision care, alcohol/drug treatment, hospitalization and more.

SSA's Family Self-Sufficiency & Adult Services Division issued one-time emergency payments totaling over \$5.5 million to 13,555 CalWORKs families to assist them with purchasing necessary equipment to help their children succeed in distance learning during the COVID-19 pandemic.



- Due to SSA's ongoing CalFresh collaboration with community partners such as Second Harvest Food Bank of Orange County, the University of California, Irvine and California State University, Fullerton, in FY 2019-2020, over 195 students were assisted at various outreach events. These events generated awareness for potential CalFresh benefit eligibility and also addressed individual needs, such as providing resources for child care and health benefits. Of the 195 students applicants, 140 were approved for CalFresh benefits on the same day of the events.
- During FY 2019-2020, SSA's Emergency Management team trained over 100 SSA staff who volunteered to respond and work in a disaster shelter, in preparation to address the physical and emotional needs of displaced persons in times of crisis. This number represented a 400% increase in volunteers over FY 2018-2019.

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Operation Santa Claus and Senior Santa & Friends distributed 41,064 toys to Orange County children in need, as well as 2,300 gifts and essential items to our most vulnerable adults across the county.





- In November 2019 and January 2020, designated SSA management and line staff were proactively trained to develop and operate a Department Operations Center (DOC) to efficiently manage communications and resources for our Agency during a disaster. Due to the training received, SSA was able to effectively implement the Agency DOC in March 2020 in response to COVID-19. DOC staff were able to swiftly coordinate strategic actions and provide timely communications, supporting the needs of our clients while assessing operational readiness across the county.
- As the mass care lead for the County of Orange, SSA's Emergency Management responded to the County Emergency Operations Center (EOC) to manage the COVID-19 mass care response and coordinate on behalf of the County of Orange. SSA's responsibilities included, but were not limited to, the following:
  - Coordinating SSA volunteer staff to support the County EOC during activation
  - Assisting the SSA DOC in coordinating community donations such as Personal Protective Equipment (PPE) to support client needs
  - Leading the Orange County Adult Facility Taskforce to ensure the health and safety of vulnerable individuals residing in congregate care
- In FY 2019-20, SSA's Holiday donation programs, Operation Santa Claus and Senior Santa & Friends distributed 41,064 toys to needy children in Orange County, as well as 2,300 gifts and essential items to our most vulnerable adults across the county. The summer online donation drive specifically raised over \$3,200, which was a 100% increase in donations received compared to the number of items received in the previous year.

- On January 31, 2020, the Children and Family Services Division re-organized its Adoption Program, to streamline workflow, maximize agency resources, provide quality case management and expedite the adoptive process for children and youth awaiting permanency who were victims of abuse and/or neglect and unable to be reunified with their parents.
  - In the initial five months (February – June 2020) of implementation, 76 adoptions were finalized, despite Juvenile Court closures due to COVID-19. This program continues to work diligently to provide quality case management services to children and caregivers, while providing timely permanency to dependent children and youth.



www.oc4kids.com. The new website features a revitalized “digital front door” for visitors interested in fostering, adopting or helping in other ways.

- Our Children & Family Services Resource Family Recruitment, Development and Support (RFRDS) program announced the launch of a newly redesigned website, [www.oc4kids.com](http://www.oc4kids.com). The new website features a revitalized “digital front door” for visitors interested in fostering, adopting or helping in other ways. In addition, the site features improved navigation which enables visitors to quickly and efficiently access essential information. It also includes details about the Resource Family Approval process, as well as valuable information about Agency and community resources.
- In August 2019, the US Department of Housing and Urban Development announced funding for a new initiative designed to improve housing security and prevent homelessness for existing and former foster youth ages 18 to 24 years. The initiative, known as Foster Youth to Independence, required strong collaboration between SSA, the Santa Ana Housing Authority and Orange County United Way. Of only 12 communities across the country who received these housing vouchers, Orange County received the largest allocation of funding among all awarded counties. The partnership identified former foster youth for housing vouchers to secure fully furnished apartments and financial support to cover move-in expenses. By March 2020, 25 Orange County youth were placed in apartments within 90 days of receiving their vouchers.
- In October 2019, SSA worked collectively with the other 57 California counties to develop inclusive and consistent data element reporting criteria for the National Abuse Maltreatment Reporting System (NAMRS), which was provided to the Federal government for the first time, on behalf of California. NAMRS is the first comprehensive, national reporting system for adult protective services (APS) programs. It collects quantitative and qualitative data on APS practices and policies, and the outcomes of investigations into the maltreatment of older adults and adults with disabilities.



**FY 2020-2021 INITIATIVES**

- SSA will continue to maintain focus on business strategies that best serve the Orange County community under pandemic or crisis conditions by remaining committed to protecting and supporting the health and safety of our employees, encouraging personal responsibility and continuing to encourage customers to access online and telephonic services.



- SSA will update all Agency locations to operate with full functionality under pandemic conditions, while maintaining our commitment to protecting and supporting the health and safety of our employees and customers. In FY 2020-2021, all SSA locations will be outfitted with protective safeguards for clients and staff including, but not limited to:
  - Touchless sinks and water fountains
  - Automatic hand sanitizer devices
  - Installed plexi-glass partitions
  - Automatic lobby doors
- SSA's Training and Career Development will develop and implement a three- to five-year plan for modernizing training and professional skills development that aligns with and incorporates industry and organizational best practices. The plan will leverage technology and deliver instructional products and experiences, both digital and physical, for optimized learning.
- SSA is redesigning our Call Center processes to provide an enhanced customer experience, including improved wait times during spikes in call volumes, timeliness in processing and a higher quality of service to the community.

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SSA's Training and Career Development will develop and implement a three- to five-year plan for modernizing training and professional skills development that aligns with and incorporates industry and organizational best practices.



- SSA will implement a new lobby design with technology enhancements for more efficient lobby flow, an improved customer experience and consistency in lobby flow processes, for all SSA regional office locations.
- SSA is exploring the implementation of text message reminders in FY 2020-2021 to CalFresh and CalWORKs recipients to communicate more effectively with clients, to reduce and prevent benefit discontinuances and reapplications. The text messages will also provide CalFresh recipients the ability to submit required documentation online to ensure benefits continue without interruption.
- The County of Orange Social Services Agency has established a contract with three transportation providers to provide year-round transportation services for foster youth who are under the supervision of the Juvenile Dependency Court and placed in out-of-home care. Youth will be transported to and/or from their school of origin and other destinations as needed. These services are essential to ensure children's continued attendance at school and other activities, provide normalcy and promote stability in the child's life.

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SSA is exploring the implementation of text message reminders in FY 2020-2021 to CalFresh and CalWORKs recipients to communicate more effectively with clients, to reduce and prevent benefit discontinuances and reapplications.





- In FY 2020-2021, SSA will implement an Inter-Agency Leadership Team Memorandum of Understanding to support Orange County's System of Care Coordination to serve foster youth.
  - The multiple agency partnership, including child welfare, probation, behavioral health, education and regional center, is charged with building upon the Continuum of Care Reform (CCR) efforts to develop a coordinated, timely and trauma-informed System of Care for foster youth.
  - The goal of this initiative is to alleviate the challenges families encounter when navigating these systems and prevent gaps that can result in placement instability and/or exacerbate the trauma experienced by the child.
  - The Substance Use Disorder (SUD) Subcommittee comprises representatives from CFS, the Health Care Agency, the Orange County Department of Education, the Orange County Juvenile Court, Juvenile Dependency, attorneys, community-based SUD treatment providers and national experts, and is exploring a more intentional way of connecting youth and parents to needed SUD services.

- Trust Based Relational Intervention (TBRI) is an attachment-based, trauma-informed care intervention designed for parents and caregivers, to support children suffering from the effects of early trauma, abuse and/or neglect. TBRI aims to equip caregivers with both an understanding of child development and the skills to help guide children back to their natural developmental trajectory. In collaboration with our Faith in Motion partners, and with the intention to build the capacity of certified TBRI practitioners within Orange County, ten SSA employees have been selected to participate in a TBRI Practitioner training series. Once certified, SSA's TBRI practitioners will be equipped to educate and support social work staff, parents and resource families of children who are victims of abuse and/or neglect. This unique opportunity strengthens our efforts to reunify families, and helps support children who require out-of-home care. TBRI will aid in maintaining children in a safe environment that is the least restrictive family setting, while promoting normal childhood experiences to meet a child's individual needs.
- The OC Board of Supervisors approved SSA funding for the CFS Housing Navigator Program and multi-year funding for the Transitional Housing Program. This funding will provide services in order to:
  - Identify and assist with housing services
  - Assist to secure and maintain housing
  - Improve coordination of services and linkages to community resources within the child welfare system and Continuum of Care
  - Provide engagement in outreach and targeting to serve those with the most needs
  - Provide housing case management services, including emergency supports
  - Prevent homelessness

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Continuing its work to assist providers and recipients in the In-Home Supportive Services and Waiver Personal Care Services programs enroll in Electronic Visit Verification (EVV), SSA is committed to obtaining an EVV adoption rate over 90 percent in FY 2020-2021.

- Senior Santa & Friends, in partnership with Adult Protective Services and In-Home Supportive Services social workers, will provide much needed home and personal care essentials to meet the needs of our at-risk community. The program will continue to accept donations from community organizations and community members and will continue to maintain a warehouse of items to provide for ongoing and emergent needs of elderly and disabled clientele.
- Continuing its work to assist providers and recipients in the In-Home Supportive Services and Waiver Personal Care Services programs enroll in Electronic Visit Verification (EVV), SSA is committed to obtaining an EVV adoption rate of over 90 percent in FY 2020-2021.
- SSA will continue participating in efforts to migrate from the CalWIN public benefit administration system, used in Orange County and seventeen other counties in California, to the new single public benefit eligibility system, California Statewide Automated Welfare System. Full implementation of this new, federally mandated system will occur by the end of 2023, providing a uniform benefit assistance system for all 58 California counties that will enhance efficiency and customer service.

ADDITIONAL RESOURCES



The data for this report encompasses SSA programs throughout FY 2019-2020 from July 1, 2019 through June 30, 2020. Monthly averages are for the month of June 2020. Below are links to resources that include our Interactive Maps, which represent client counts by program; Client Profile Fact Sheets with detailed figures for children, adults and seniors by program; and the SSA Location Finder.

Client Count Interactive Map

[FY 2019-20 Client Count Interactive Map](#)

Client Profile Fact Sheets

[Children](#)

[Adults](#)

[Seniors](#)

Social Services Agency Locations

[Find Your Local Office](#)

The County Of Orange Social Services Agency

[ssa.ocgov.com](http://ssa.ocgov.com)



## **County of Orange Social Services Agency**

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