



EMPLOYMENT &  
HUMAN SERVICES

MEMORANDUM

Kathy Gallagher, Director

40 Douglas Drive, Martinez, CA 94553 • (925) 313-1500 • Fax (925) 313-1575 • [www.ehsc.org](http://www.ehsc.org)

**To:** Family and Human Services Committee  
Supervisor Federal D. Glover, District V, Chair  
Supervisor Candace Andersen, Vice Chair

**From:** Kathy Gallagher, EHSD Director

**Date:** November 9, 2015

**Subject:** FHS Referral #110 -- Innovative Community Partnerships

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**RECOMMENDATION**

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ACCEPT the attached report on the Employment & Human Services Department's innovative community partnerships.

**Innovative Partnership #1: *HousingWorks!***

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Contra Costa's *HousingWORKS!* Program is our version of the CalWORKs Housing Support program. It is a partnership between the County's Employment & Human Services Department, Health Services Department and Shelter Inc. to permanently house homeless CalWORKs families.

**More Information about the CalWORKs Housing Support Program & *HousingWORKS!*:**

- The CalWORKs Housing Support Program (HSP) was created by the California State Legislature and the Governor as part of the 2014-15 budget, and assists homeless CalWORKs families by helping them obtain and keep permanent housing.
- In FY 2014/15 it was funded at \$20 million which was put out to competitive bid open to all counties.
- Contra Costa County EHSD and CCHS collaborated on a proposal and was one of twenty counties awarded funding (42 applied). We received \$1 million.
- *HousingWorks!* uses the rapid rehousing model, an evidence-based and nationally recognized practice. The United States Department of Housing and Urban Development and the United States Interagency Council on Homelessness have both identified rapid rehousing as a best practice that is more cost-effective than the traditional homeless shelter models.

- Shelter Inc. provides all of the services for families in the program. Staff from Shelter Inc., EHSD and CCHS, meet each month to ensure coordination and outstanding services. These services include: help finding and securing permanent housing, landlord negotiation, credit repair, legal services, emergency housing, financial literacy, utility and rental deposit assistance, moving costs, and time-limited rental subsidies. All of these services are paired with intensive case management and expectations of participant accountability.
- Last year more than 250 homeless CalWORKs families were referred into the program; 100 were housed.
- Currently there are more than 70 families with a roof over their heads because of this program. However many homeless CalWORKs families remain homeless and our goal is to house 100 this year.
- EHSD's reapplication for funds requested \$1.8 million this year and we received \$1.4 million.
- The partnership between two county departments and a strong nonprofit is helping the county's poorest families lead healthier, more productive lives.

### **Partnership #2: Rebuilding the Family Service Centers -- SIT & SparkPoint**

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Established in 1994, the Contra Costa County Service Integration Program co-located county and nonprofit agency service providers and community residents in neighborhood-based centers to provide accessible, coordinated social services tailored to meet the specific needs and goals of low-income families, while also engaging families in resident-driven efforts to revitalize their communities. The success of this program's Service Integration Team (SIT) model stemmed from the synergistic relationship between its two key program components: (1) integrated case management services and (2) neighborhood-building activities.

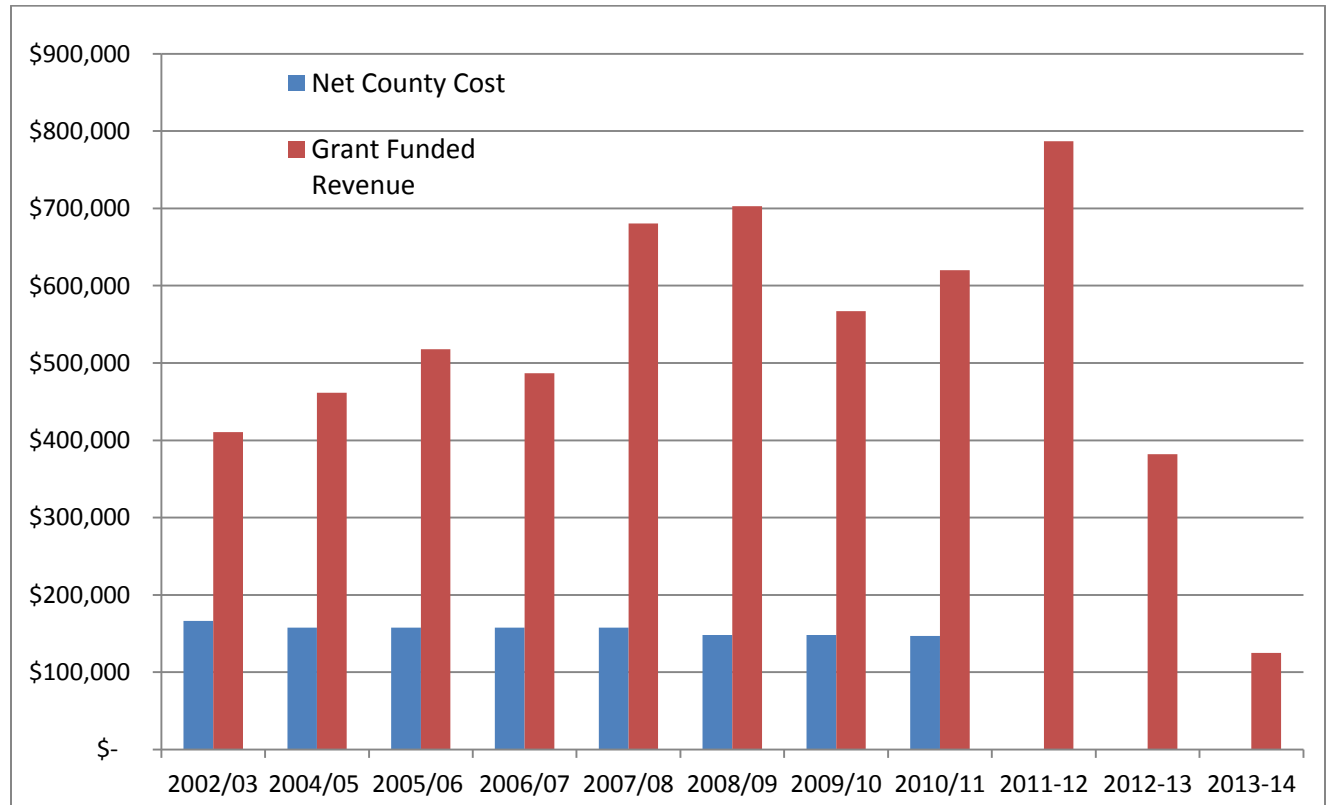
The Service Integration Program/SparkPoint was a leader in creating public/private strategies that improved outcomes for low-income children, youth and families. Following are Service Integration innovations from years past, which provide a roadmap to further ways to improve outcomes for County departments:

- ✱ Developing new paradigms of inter-agency collaboration and creating necessary tools to support this work, including cross-agency information-sharing protocols, an integrated case management system and an effective family conferencing model.
- ✱ Redefining County-community partnerships to help fundamentally shift the way in which our public agencies work with residents of low-income communities.
- ✱ Launching new initiatives and strategies, such as free tax preparation services (Volunteer Income Tax Assistance), community career centers, employment-focused service delivery, County--Schools projects, the African American Supporting Fathers Involvement Program, SparkPoint and even a little league in North Richmond.

Due to the effectiveness of this model, the Service Integration Program has received local, state and national awards and has been the subject of articles and research studies.

The Service Integration Program has been successful in leveraging its positive outcomes to raise money for new innovative programs that benefit Contra Costa’s most impoverished families. The chart below contrasts SIT’s private revenue with net county cost from 2002/03 to 2013/14.

**SIT Revenue 2002– 2014  
NCC VS Non County**



**Current Status & Plan**

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Through the recession, the Service Integration Program lost its public health nurses, mental health counselors, probation officers and nonprofit partners. North Richmond’s SIT is currently staffed with CalWORKs, CalFresh and Med-Cal workers as well as several MSW interns. In Bay Point, SIT transitioned into a SparkPoint Center, with nonprofit staff from several agencies working with EHSD staff to help people reach economic stability and self-sufficiency.

Each of these sites needs to be assessed for what’s needed and then staffed to meet the needs. One of EHSD’s three strategic initiatives has a goal to do just this. Staff from each of the department’s bureaus has formed a workgroup to assess and rebuild the existing centers and to survey the county for opportunities for further partnerships. These might build on existing collaboratives like the First 5

Centers or the Family Justice Centers. EHSD is committed to dramatically enhancing its partnerships to better serve county residents.

## **Conclusion**

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The two innovative partnerships highlighted in this report are but two examples of many. EHSD has partnerships that span nonprofit, faith, business, philanthropy and other governmental agencies. For example our Community Services Bureau works closely with the Health Department on the Nurse Family Partnership. This collaboration gives children from families in the Nurse Family Partnership access to better health care and then a seamless transition into Head Start so their parents can go to work. We believe partnerships like this are vital to building a vibrant, healthy and thriving Contra Costa County with opportunities for everyone.