



EMPLOYMENT & HUMAN SERVICES

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Director

Employment & Human Services partners with the community to deliver quality services to ensure access to resources that support, protect, and empower individuals and families to achieve self-sufficiency.

To: Family and Human Services Committee
Supervisor John Gioia, Chairperson
Supervisor Candace Andersen, Member

From: Kathy Gallagher, EHSD Director

Date: April 24, 2017

Subject: FHS Referral #110 – Innovative Community Partnerships

RECOMMENDATION:

ACCEPT the attached report on the Employment and Human Services Department’s (EHSD) innovative community partnerships.

Overview:

EHSD’s mission is to partner with the community to deliver quality services to ensure access to resources that support, protect, and empower individuals and families. Each year as many as 25% of the County’s residents receive help from EHSD with putting food on the table, finding jobs, enrolling their children in high quality child care, obtaining and maintaining health coverage, addressing and avoiding family violence, and in many other life sustaining ways central to the County’s safety net. Yet poverty, unemployment, abuse and neglect remain high. Addressing these complex, persistent problems requires robust partnerships with community based agencies, county departments, law enforcement, funders, businesses and policy makers.

The department’s ability to fund and support innovative partnerships and projects that strengthens the County’s safety net has been greatly reduced as County general funds decreased through the recession. Despite these significant revenue constraints, EHSD is prioritizing participation in and supporting the development of key innovative partnerships. With the support of the Policy and Planning Division, the department is working to strengthen partnerships through strategic planning, public policy tracking and analysis, and resource development. The following report highlights three examples among many that are central to EHSD’s efforts. Also included is a description of an emerging approach to develop a stronger infrastructure to support partnerships in the future through resource development.

Partnership Highlights:

EHSD participates in, funds or supports numerous public/private partnerships. The following highlights three key innovative efforts.

Elder Abuse Prevention

Under the leadership of EHSD's Adult Protective Services Bureau (APS), an innovative partnership – "Elder Abuse Prevention Project" (EAPP) is underway to create a coordinated system of care to address elder abuse countywide, an underreported and often invisible issue. Elderly are the fastest growing segment of the County's population; from 2000 to 2010, the population of seniors 65 and older increased from 107,272 to 130,432 or 21.5%. Based on long term data, the percentage of seniors in CCC will continue to grow.

With the support of a \$400,000 grant from the Office of Emergency Services, this robust partnership consists of community agencies (Family Justice Center, Senior Peer Counselors, Senior Legal Services, Meals on Wheels, and Ombudsman Services) and county departments (Adult Protective Services, District Attorney, Behavioral Health). The program builds on the existing capacity of multiple agencies to coordinate identification and services for victims of domestic violence, sexual assault, stalking, and human trafficking. The program's design takes into account the 2,000 – 3,000 annual APS caseload, and focuses on the areas where direct service is most required: financial abuse, case management, and counseling. This focus will increase justice for, and safety of, senior residents.

The EAPP also allows the County to put in place a common data collection tool to ensure that these cases are handled in a more coordinated fashion. Finally, the EAPP provides a platform to raise awareness in the community, helping all providers to better identify and respond to cases of elder abuse.

Whole Person Care: Community Connect

EHSD is collaborating as a key partner with Contra Costa Health Services (HSD) and a range of community agencies in a \$200 million, 5-year Whole Person Care pilot funded through California's Section 1115 Medicaid waiver (Medi-Cal 2020). Contra Costa County is one of 18 pilot locations in the state, with California being the only state in the country implementing a pilot of this nature.

Under HSD's leadership and oversight, multi-disciplinary teams will apply a "whole person" approach to caring for high-risk members of our community who are also frequent users of emergency and other medical services. Participants will be provided with medical, behavioral health, social services, housing support, public benefits, eligibility and enrollment services, and integrated care coordination. This initiative provides an opportunity for EHSD to contribute its expertise to the emerging care model that recognizes the importance of "social determinants of health" on a person's overall wellbeing.

The backbone of this partnership is an administrative and technology infrastructure that enables providers and case managers access to shared data, working together on coordinated case management and streamlining the identification of social needs and prioritization of service needs. EHSD and HSD are finalizing details of EHSD's participation (roles, financing) in the next month. This partnership provides a concrete opportunity for HSD and EHSD to collaborate on a new, more robust level and work together to systematically meet patients' needs and reduce barriers to care.

Safety and Healing: Family Justice Centers

Developed by the Contra Costa Alliance to End Abuse (formerly Zero Tolerance for Domestic Violence Initiative), the Family Justice Centers embody an innovative public/private partnership. Each Family Justice Center (Central County and West County) has 16+ on-site partners providing services under one roof, including law enforcement agencies, community based organizations and county departments. Both Centers are community hubs for education and integrated services for victims of interpersonal violence.

In 2016, the Family Justice Center added six new partner agencies to their sites in Central (Concord) and West (Richmond) County to provide services. Additionally, the Family Justice Centers launched several new programs including a "Lawyers for Family Justice" program (provided free legal services for 387 clients in family law, restraining orders, immigration, and housing law) and the Community Fellowship program (a 10-month program designed to equip survivors of interpersonal violence with leadership skills to empower their long-term success.

This year, CCC Alliance to End Abuse led the planning and implementation of a robust governance structure and fund development approach to support long term sustainability of the Centers. Plans for the development of a FJC are underway in East County.

In addition, the CCC Alliance to End Abuse in collaboration with the Family Justice Centers, launched two multidisciplinary teams this year with a focus on high risk and complex domestic violence and human trafficking cases. Both multidisciplinary teams include multiple agencies (law enforcement, District Attorney's office, service providers, and culturally responsive agencies) with a focus on helping survivors meet their personal and family goals. Agencies have reported increased collaboration, access to services for survivors, and relationships built across systems.

Strengthening the Safety Net through Resource Development

Given the department's significant revenue constraints, EHSD initiated a project to identify opportunities to increase the amount of private and public funding that supports EHSD programming and safety net services in Contra Costa. The Glen Price Group (GPG) is assisting with this project with financial support from the Contra Costa Funders Group.

The initial phase of this project includes:

- Determining the infrastructure and internal capacity necessary for EHSD to successfully identify, apply for, and obtain public and private grant funds;
- Researching best practices for public agencies to support collaborative grant proposals developed and submitted by public agencies in partnership with community based partners and/or developed and submitted by community partners, to jointly strengthen safety net services.

Informed by recommendations from this first phase, EHSD plans to put in place a realistic approach to increasing and leveraging resources that support innovative partnerships moving forward.