



MEMORANDUM

Kathy Gallagher, Director

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

Date: June 25, 2018

From: Kathy Gallagher, Director

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. Despite economic growth throughout the Bay Area, one in ten Contra Costa County residents live in poverty, including 13% of children¹. Each year, approximately one in four county residents receive help from EHSD² to put food on the table, find jobs, enroll their children in high quality child care, obtain and maintain health coverage, address and avoid family violence, and in many other life sustaining ways central to the county's safety net. Through robust partnerships with community based agencies, county departments, law enforcement, funders, businesses and policy makers, our services help make Contra Costa County a safer, healthier, and more equitable place to live for all residents.

Furthering innovative partnerships has become more essential than ever. Research on the social determinants of health and well-being³ has shed new light on the significant connections between poverty, employment, food security, social and community cohesion and health, creating a new urgency for integrating social services into traditional health and community settings. Potential structural changes being considered at the Federal level, including enforcing and expanding work requirements associated with public programs and reducing funding for prevention, also add urgency to identifying key partnerships.

Investments in social services and innovative partnerships have been modest in scale and often temporary. Successful partnerships in neighboring counties have often been made possible by targeted

¹ Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

² EHSD enrollment data

³ Social determinants have been defined as factors that contribute to a person's current state of health. These factors may be biological, socioeconomic, psychosocial, behavioral, or social in nature Source: U.S. Department of Health and Human Services, Healthy People 2020 Draft. 2009, U.S. Government Printing Office.

investments of general funds and foundation grants.⁴ EHSD's ability to fund and support innovative partnerships has been greatly reduced as county general funds have not kept pace with the cost of doing business. Despite these constraints, EHSD is prioritizing participation in, and supporting development of key partnerships. With the support of the Policy and Planning Division, the department is working to strengthen partnerships through strategic planning, research and evaluation, public policy tracking and analysis, resource development, and incubating innovative pilot programs. The following report highlights partnerships that are central to our efforts.

Elder Abuse Prevention Project

Under the leadership of EHSD's Adult Protective Services (APS), the Elder Abuse Prevention Project (EAPP) is an innovative partnership addressing elder abuse through a coordinated system of care. Elder abuse is 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 22%, to 130,432 individuals. Based on population projections from the Census, the percentage of seniors in Contra Costa County will continue to grow.

With the support of a \$957,742, two-year grant awarded from the Office of Emergency Services (Cal OES), EHSD established a robust partnership between APS, other county agencies, and several community partners. These partners include Family Justice Center, Senior Peer Counselors, Senior Legal Services, Meals on Wheels, and Ombudsman Services, STAND!, SEEDS, the District Attorney, and Behavioral Health.

This project leverages the existing capacity of multiple agencies to coordinate services through the Family Justice Centers for victims of domestic violence, child abuse, elder abuse, and human trafficking.



In operation since June 2017, EAPP has served 226 clients, 72% of whom were disabled. The most commonly provided services are advocacy (81% of clients), crisis intervention (66% of clients), and legal assistance (15% of clients). EAPP provides a platform to raise awareness in the community, helping all providers to better identify and respond to cases of elder abuse. Cal OES has extended this funding opportunity for the EAPP through December 31, 2019 with an additional award of \$620,884.

EAPP has established the following best practices for service delivery:

- A common data collection tool and database to ensure cases are handled in a more coordinated fashion.
- An elder abuse prevention website, CoCoElderJustice.org.
- A multi-disciplinary team (MDT) meeting to improve the quality of services and care for clients.
- A multi-disciplinary Financial Abuse Strike Team to investigate and solve complex cases of financial abuse.
- A quarterly Elder Death Review Team meeting.

⁴ Some examples of partnerships in neighboring counties include Sonoma's "Upstream Investments", Alameda County's "Nutrition Partnership", and San Francisco's "Civic Bridge."

As a result of these efforts, several benchmarks were reached:

- Restraining orders for victims of elder abuse have more than doubled.
- Enhanced outreach efforts increased APS reports by 9% (around 300 referrals per month) in FY 2016-2017. We anticipate an increase of 24% in APS reports for FY 2017-18.
- Increased identification of service delivery gaps and problem solving to diminish those gaps.
- Improved coordination of services, as evidenced by a decline in the number of repeated referrals of EAPP clients by partner agencies.

Safety and Healing: Family Justice Centers

Developed with the support of 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 (FJC) (Central County and West County) has more than 16 on-site partners (40 partners in total) providing services under one roof, including law enforcement agencies, community-based organizations, and county departments. Significantly, EHSD has increased the strength of its presence and partnership at the FJC in the last year. Workforce Services Bureau staff rotate on-site at the FJC, providing immediate access to benefits and support for clients. Both centers are community hubs for education and integrated services for victims of interpersonal violence. Plans are underway to open a FJC in East County in 2018.



In 2017, the Family Justice Centers served 2,442 families (with 2,010 children), a 30% increase from 2016. 81% of clients had a prior history with domestic violence, applied for a restraining order, had contact with children and family services, adult protective services, or law enforcement. 65% of clients served by the FJC earn less than \$2,000 per month. 42% are worried about their safety. The most common needs identified by clients are advocacy (“comprehensive services” (21%), family law/court assistance (15%), restraining orders (11%), mental health counseling (6%).

The Family Justice partnership has created efficiencies among public and private partners and helped identify service gaps and solutions. This partnership naturally gave rise to a domestic violence multidisciplinary team (MDT) and a human trafficking MDT, which meet monthly to discuss complex cases. New programs were launched this year, including a “Housing First” project teaming up domestic violence case management experts and housing assistance specialists to help victims find and retain housing, as well as a Restorative Justice project, testing alternative responses to domestic violence.



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 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 are 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.

“4” Our Families

In 2017, EHSD developed an integrated cross-bureau pilot program, including identifying service sites for the pilot and creating a robust evaluation plan. The initiative is designed to provide holistic services to EHSD clients, increasing access to targeted services and supports they need. The pilot program uses four “navigators” to engage clients with multiple unmet needs and connect them to both EHSD and community resources. Services will be provided in the Sand Creek EHSD office, the Delta Fair office in Antioch, the Bay Point SIT/Spark Point site, and FJC Richmond.



We plan to ultimately provide a new level of support with “wrap around services” for individuals and families. Leveraging the 211 database and other technology, centralized data sharing and co-located staff will provide increased access, a better and faster service delivery experience, and improve utilization rates of our comprehensive suite of services.