

Solano County Health and Social Services

Annual Report FY 2012 / 13



Public Health

Employment and Eligibility Services

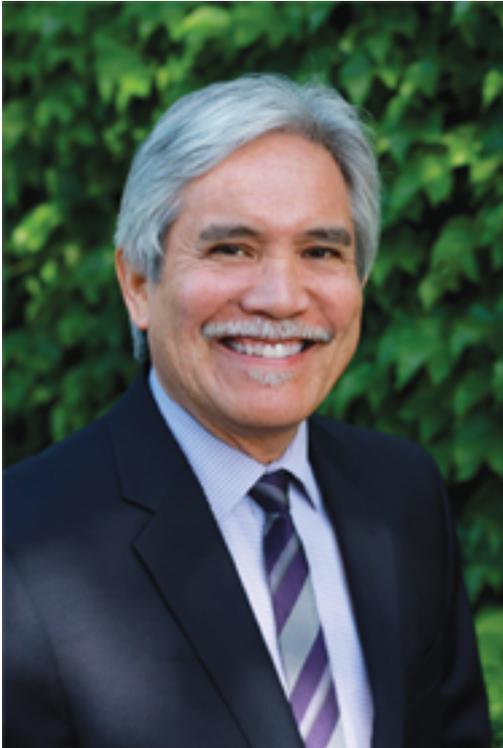
Behavioral Health

C.A.R.E.S.



Promote cost-effective services, which safeguard the physical, emotional, and social well being of the people of Solano County.

“ In order to adequately support the community facing upcoming challenges to recover from the Great Recession, the Department will focus on policy development, quality assurance, and resource allocation to increase our capacity to provide direct services through a strong network of collaborative partnerships.”



Over the last 12 years, the Solano County Health and Social Services Department has gained stability and resilience providing needed services during uncertain times. As a community, we are just now emerging from the Great Recession and, barely taking a breath, we now face new challenges as the Affordable Care Act requires us all to change our habits, seek more healthcare and pay for health insurance coverage.

Given this Department's track record of providing effective services in a timely and cost efficient manner, we are ready to support all clients to have a medical home and be well.

Standing as one, we Health and Social Services employees are committed to providing services and to re-invest into our community. We cherish the opportunity to positively impact residents and co-workers by delivering quality customer service.

In order to move forward toward this goal, the Department will focus on quality assurance and maximize efficiency in resource allocation. Managers will increase accountability through clearly defined client outcomes and encourage employees to recommend and participate in implementing changes to improve service delivery and to reduce barriers to services.

Last, but not least, we will learn from each other by increasing our use of evidence-based practices to further the quality of our services.

Pulling together as one team we can make a Healthy Solano reality.

Patrick O. Duterte

Director, Solano County Health and Social Services

Solano County Health and Social Services

Our Mission

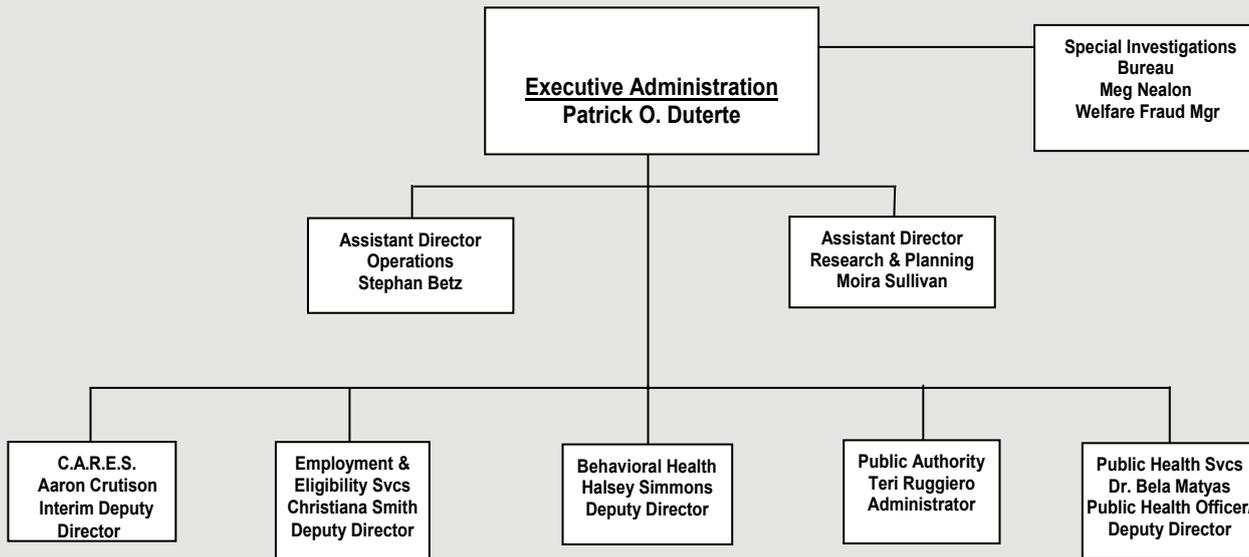
The Department seeks to improve services to the community and is committed to:

Working closely with clients, finding out what clients need, and providing quality services and benefits.

Ensuring that all clients are treated with respect.

Making services accessible for clients. Encouraging Solano County residents to adopt healthier lifestyles.

Our Organization



Public Health

THE MISSION

To optimize the health of the community through individual and population-based services which promote health and safety through prevention and treatment of disease and injury.

THE FACTS

Provided nutrition education and food vouchers to 10,824 pregnant, postpartum women and children on average each month.
 Investigated and resolved 3,700 infectious disease reports.
 Provided safe routes to schools training to 12,300 students at 34 schools.
 Provided 3,500 home health visits to high-risk families, a 17% increase.
 Provided adult mental health services in the Integrated Care Clinics to 3,800 clients, a 50% increase from the prior year, and provided 1,000 urgent / crisis appointments to clients.
 Increased the number of Partnership Health Plan primary care clients to 13,000, a 15% increase.

THE RESULTS

- > Open Access Program reduced emergency no-show rates by 70%.
- > Added the first Solano Myocardial Infarction Receiving Center.
- > Public Health Lab services increased safe water testing by 50%.
- > Further integrated mental health services into primary care.
- > Incorporated Marin County in regional Public Health Lab.
- > Collaborated with hospitals and Partnership Health Plan to design policy guidelines for the exchange of patient information.
- > Increased breastfeeding rates from 15.9% in 2011 to 20.7% in 2012 and to 38% in 2013 - a 140% increase over two years.
- > Expanded primary care, adult mental health, and dental services to North County Region at the William J. . Carroll Government Center.



Dr. Bela Matyas
 Deputy Director, Public Health
 Solano Public Health Officer



Nancy Calvo
 Health Services Administrator



Jayleen Richards
 Health Services Administrator



Lynn Bramwell
 Health Services Administrator



Family Health Services Provides Same Day Care in Medical Clinics

Family Health Services medical services clinics introduced Same Day Care July 1, 2012. The program was an immediate success and reduced no-show rates for emergency visits to zero and for primary care by 23%. Family Health Services is continuing the project and exploring opportunities to expand to other clinics.

Solano County Nurse Family Partnership Making A Difference

Solano County Nurse Family Partnership (NFP) continues to see positive change for clients. In its second year of operation, NFP has served 156 women and 97 babies. Nearly all babies were born healthy, including being born at optimum birth weight after full term pregnancies.

Family Health Services Partners with Touro University of California

Solano Public Health secured a partnership with Touro University of California in 2012 to provide primary care services in the Family Health Services clinics. This partnership allows for an academic faculty team of clinicians to join with Solano County's community health clinics to better serve the community. In addition to Touro expanding the capacity of the clinics to provide primary care, the clinics also serve as a teaching environment to prepare Touro students to meet the health care and education demands for the future.



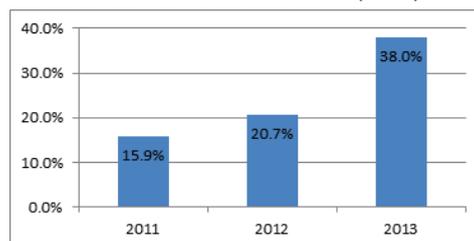
Touro University Dean Michael Clearfield introduces the new Medical Teaching Center on the County Campus in Vallejo.



Mothers initiated and sustained breastfeeding. Nurse Family Partnership worked closely with Child Welfare Services to prevent foster care placements. NFP proudly reports that none of the high risk babies had to be placed into foster care. In fact, NFP was recognized by federal reviewers as a model program and received requests from other programs to train them in best practices. That way, Solano can spread the word on how to Promote Healthy Tomorrows.

Solano County Breastfeeding Peer Counselors support babies with a health start in life

In Fiscal Year 2012-13, Nutrition Services continued to implement the Breastfeeding Peer Counselor program. In its third year of operation, the program has seen its exclusive breastfeeding rates more than double, from one in six (15.9%) in 2010 to one in five (20.7%) in 2011 and further to one in three (38%) in 2012. The program supports new moms in efforts to exclusively breastfeed their babies and provides infants with a healthy start in life.



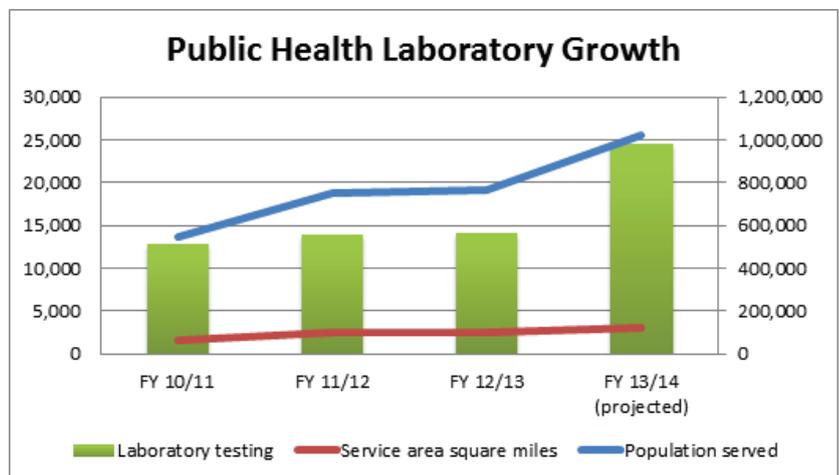


Solano County Partners with Food Bank of Contra Costa and Solano to Provide Free Produce to Families on County Campuses

Nothing gets us going like the sight, smell and taste of fresh produce! With that recipe for success, Public Health, Employment and Eligibility Services partnered with the Food Bank of Contra Costa and Solano to bring the new Community Produce Program to the County Campuses at Tuolumne Street, Vallejo and Beck Street, Fairfield (the Vacaville campus already has a food outlet). The Community Produce Program started delivering twice a month to distribute 18 pounds of fresh produce per household from a produce truck. In the first two months of operation, the program distributed produce to 700 families. Nutrition education, cooking demonstrations and tastings are part of the program and sweeten clients' waiting times.

Napa-Solano County Public Health Lab Expands in 2012 and 2013

A Joint Powers Agreement approved in July 2012 formally added Yolo County to the service area of the Public Health Laboratory, assuring an additional \$150,000 in revenue. The expansion increased the laboratory specimen testing by 1,200, the population served by 220,000 and service area square miles by 1,015. This success story generated interest from Marin County for a similar agreement to begin in 2013 that will nearly double laboratory testing in FY 2013-14. In June 2013, the Board of Supervisors approved the partnership to make the State-of-the-Art lab located in Fairfield the center of this regional partnership.



It's fashionable being a mom! First 5 Solano and Public Health held a fashion show in 2012 to show the community how fashionable it is to be a mom. The event was celebrated by 16 moms and their babies:





Are you tech savvy?
Got some free time this summer?
Then get involved in the community and make a difference!

We need: high school & college student volunteers in July and August 2013!

Gift cards provided to participants!



For more info, contact Felicia at (707) 784-8901 or fflores-workman@solanocounty.com

Solano County Tobacco Prevention and Education Program
www.tobaccofreesolano.org



April 2013

Youth techies help promote non-smoking campaign

Youth will be earning money this summer by working on a social media campaign to end smoking in Solano County. Several businesses and public agencies have already signed on to the campaign and stand ready to partner with our youth to make the smoking cessation media campaign a success!

How to Build a Walking Bus

In 2012, Health Promotion & Community Wellness conducted more than 55 safety assemblies, Bike Rodeos, and Walk & Roll events increasing awareness about safely riding and walking to and from school, reaching more than 12,811 students in 34 elementary schools. Here you can see how to build a walking bus:

Preparing for an Emergency: a multi-agency effort

More than 300 volunteer victims participated in Solano County's 2013 earthquake emergency exercise, with partners Red Cross, Salvation Army, US Airforce, US Navy detachment, Medic Ambulance, City of Vallejo Fire Department, City of Vacaville and Fairfield Police Departments, and CalStar, using Solano Town Center as the assembly point. Participating hospitals were Sutter Solano Medical Center, Kaiser Permanente Vacaville and Vallejo, NorthBay Medical Center, and VacaValley Hospital as well as SolTrans, the Fairfield - Suisun Transit system, Travis AFB, and Vacaville CERT.



THE MISSION

Behavioral Health

To provide mental health services and supports that are person-centered, safe, effective, efficient, timely and equitable, supported by friends and community.

THE FACTS

Provided mental health services to 5,065 seriously mentally ill adults and seriously emotionally disturbed children.
 Provided crisis services to 1,506 consumers.
 Authorized Substance Abuse Services for 586 new adult clients.
 Served a monthly average of 121 clients in substance abuse treatment.
 Maintained a 60 days waiting period for Substance Abuse treatment.
 Served 802 children birth to age five with mental health prevention services under the Partnership for Early Access for Kids.



Halsey Simmons
Deputy Director,
Behavioral Health

THE RESULTS

- > Expanded merger of Substance Abuse and Mental Health Services to include primary care clinics to build a continuum of care.
- > Completed implementation of the Center For Positive Change in partnership with the Probation Department.
- > Achieved a Drug Court graduation rate three times that of its drop-out rate.
- > Went live with the first phase of Electronic Health Records to increase patients' access to their medical reports and improve services.
- > Opened Crisis Stabilization Unit for adults and children to prevent needless hospitalizations and incarcerations of mental health consumers.



Glenda Lingenfelter
Mental Health Administrator



Andy Williamson
Substance Abuse Administrator

"I've had somebody care so faithfully about me, I got everything I needed. It opened my mind a little more to what my heart really wanted, which is to find me without the use of drugs. My life is awesome today, I know I'm worth it. WRAP offered me a second chance at a first class life. I now have things that I work for instead of robbing people."

21 year old mother in the Women's Reentry Achievement Program - WRAP

Crisis stabilization services help consumers to stay at home without hospitalization

A 23-hour Crisis Stabilization Center opened in November of 2013, offering services to individuals experiencing an acute psychiatric crisis. This facility was planned extensively with key stakeholders and marks a significant improvement in the tools available to help individuals experiencing mental health crises. Anywhere between 5 and 11 clients are seen on a given day by a qualified staff consisting of a psychiatric medical director, trained counselors, and registered psychiatric nurses. Services include crisis stabilization, medication, and when needed, referral to a higher level of care in a psychiatric hospital. When clients leave the crisis stabilization unit they receive an appointment with their County primary care clinic to ensure medications are available to them. In that manner, consumers can stay at home with their loved ones instead of being subjected to needless hospitalizations.

Case management services now available for high need clients

In May 2013, a new level of intensive case management services started that helps consumers to remain stable in the community and stay with their family members. Clients now achieve their goal of minimizing disruptive events in their lives as they work toward recovery and increased functioning. Approximately 220 individuals receive these services through teams located in each city. This innovation was developed through extensive planning with consumers themselves. In addition, new intensive treatment is now available for substance abuse clients. The services eliminate waiting times for parents involved with the Child Welfare System. \$162,000 in services is now available every year for parents who want to enter treatment so that their children can remain in their homes.

Women's Reentry Achievement Program chosen to be studied as national model

After the Board of Supervisors made re-entry a priority assignment to Health and Social Services in 2010, the Second Chance Act Women's Achievement Program used evidence based practices to reduce recidivism rates among Solano women from 48% to 19%, with a cost avoidance of 82%. So far, WRAP has served 212 women. 57 women completed the program and 52 graduated from completion into an alumni program where they can mentor the next generation of women.

Signature at Fairfield thrives already in its first year

Solano's first Mental Health Services Act (MHSA) housing project, Signature at Fairfield, is providing a safe home to 92 families and individuals living in two-bedroom apartments. Consumers receive onsite case management services and enjoy support seeking employment to become self sufficient.



Board of Supervisors Chair Linda Seifert (third from the right) and Fairfield Mayor Harry Price join consumers to open Signature at Fairfield

Developed in partnership with the City of Fairfield and the National Community Renaissance Corporation, this apartment complex provides an opportunity for change and growth to our clients.

THE MISSION

To contribute to Solano County residents' well-being by providing safety net public assistance and employment services that promote self-reliance through access to health care, food and cash assistance.

THE FACTS

Provided safety net services to 80,611 County residents, or 19.5% of the County population, up from 60,523, or 14.7% in 2006. Supported County's economy with \$9.2 million in cash assistance for low income families and individuals, generating at least \$13.5 million in local economic activity every month.

Provided cash aid to nearly over 6,000 families and about 900 individuals per month.

Provided food assistance to over 20,000 families per month, or over 43,000 individuals.

Provided medical coverage for over 27,000 families per month, or nearly 80,000 individuals.

THE RESULTS

- > Expanded implementation of self service kiosks to include the North County William J Carroll Government Center.
- > Increased the portion of clients utilizing self service for faster access to 16% of the client population, up from 11% last year.
- > Received the "Freshy Award" for the highest proportion (88.9%) of CalFresh clients among medium sized counties in California.
- > Achieved a 98.7% accuracy rate and a 97% timely processing rate for CalFresh applications.
- > Investigated over 3,170 cases, resulting in an \$8 m cost avoidance and a \$2 m future cost recovery for Solano County residents.

Employment and Eligibility Services



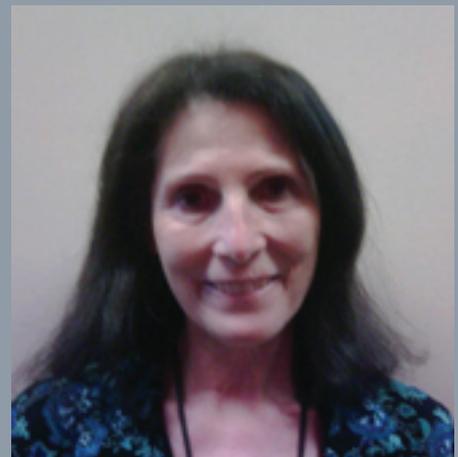
Christiana Smith
Deputy Director, Social Programs



Meg Nealon
Welfare Fraud Investigations
Manager



Giv Nassiri
Employment and
Eligibility Administrator



Donna Greco
Employment and
Eligibility Administrator



Employees receive Freshy Award for exceptional outreach to clients

In February 2013, Solano County received an award for serving the highest proportion (88.9%) of eligible CalFresh recipients among medium sized counties in California in 2011, reflecting staff's focus on serving families in Solano County who are struggling to put food on the table. Staff made an extraordinary effort to reach out to clients and ensure that they knew whether they were eligible for CalFresh services so that Food Security was maintained for them and their families.



Success in imaging a sizeable portion of files expedites services

Employment and Eligibility Services staff succeeded in imaging a sizeable portion of paper case files using a new online system. Documents are imaged at the point of entry at reception windows and self services kiosks, then electronically routed to a worker. This expedites services and reduces referral times for other services, allowing flexibility to shift work to more offices in times of peak in demand with an average of nearly 48,000 documents each month.

Families receiving needed food in an expedient manner because employees care about them

During an audit in August 2012, the California Department of Social Services commended Solano County for meeting state performance measures in processing applications timely. In January 2013 the timeliness rate in processing emergency food applications was 97%: 860 out of 887 Expedited Services applications were processed timely; however, employees in Employment and Eligibility Services are making every effort to ensure that no applicant has to wait longer than 3 days to receive emergency food assistance, because they know that every hour counts when it comes to food security. According to a 2002 UNICEF report, malnourished children are prone to catching infectious diseases and experience impaired performance in schools, while undernourished babies suffer from brain growth and developmental delays. Staff were excited to combine CalFresh services with on-campus food delivery for families:



In addition, the high rate of timeliness in providing emergency food service is due to employees using daily reports that prioritize expedited cases for each supervisor and monitor their unit's timely completion.

Program integrity efforts continue to be a priority, saving dollars

The Special Investigations Bureau continues to focus on program integrity. Staff investigated over 3,170 cases resulting in cost avoidances of \$5.6 million to the CalWORKs program, \$2.4 million to the CalFresh program and \$54,645 to the General Assistance program. The Overpayment Recovery Unit computed over \$2 million in overpayment and overissuances of benefits, which clients will repay to the County. The Accounting Unit consolidated multiple databases into a centralized repository so that all payment recoveries can now be tracked throughout multiple programs that include collection, investigation and appeal hearings, helping staff to achieve greater efficiencies.



Employees in the welfare-to-work program are dedicated to helping clients succeed in gainful employment

It is all about work!

In recognition that higher unemployment rates correlate to higher child abuse, elder abuse and crime rates, staff in Employment and Eligibility Services made a significant effort this year to increase the work participation rates of their clients despite a persistent Great Recession and a bleak employment prospect for job applicants. In a bad job market where college graduates and skilled workers remain unemployed, staff were able to improve work participation rates from 19.7% in 2012 to 22.7% in 2013, as indicated by a state selected sample of Solano County Welfare-To-Work cases.

Despite a change in State regulations that precludes more parents from participation in Welfare-to-Work activities and puts up barriers to work participation both for clients and staff, Welfare-to-Work staff supported clients through motivational interviewing to succeed in job placements.

However, managers know that the 22.7% participation rate needs to improve further, because the federal requirement is a participation rate of 50% or above. If the federal government proceeds with sanctions based on low work participation rates, Solano County will be at risk of incurring heavy penalties to be paid from County General Fund.

To improve Solano County's work participation rate, managers changed the work process by forming specialized Welfare-to-Work caseloads. While the work participation rate is improving, managers are also looking into best practices of a few California counties that have achieved rates of more than 50%. Some of them have dedicated Quality Assurance employees to measure and improve work participation in real time, an idea worth considering.

Applications for Food and Nutrition Services, Cash Aid, and Medical Services are going

Employment and Eligibility Services expanded the scope of self-service to include an online application called "My Benefits CalWIN". This application can be accessed on mobile devices and personal computers (see picture below).

Residents can now submit their periodic reports and annual renewals electronically. From July 2012 through December 2012 online applications in all programs totaled 3,239 or 16% out of the total number of 20,331 applications. Compared to last year's 11%, this constitutes an increase of almost 150%. The trend continues to grow.

It must be noted that online applications take nearly as long as face to face applications to process and hence do not constitute significant staff time savings. However, online applications provide convenience for Solano County residents and also reduce office traffic.



C.A.R.E.S.

THE MISSION

Child and Adult Resources and Services (C.A.R.E.S.) prevent, identify, and respond to allegations of child and elder abuse and neglect. Families and individuals receive services so that they remain safely in their homes or in alternative life settings.

THE FACTS

Provided services to 443 foster children up from 404 children last year. Received 325 emergency services referrals per month, down from 387 referrals last year.

Provided In Home Support Services to 3,000 recipients and completed enrollments of 4,000 in-home care providers.

Investigated 113 reports of adult abuse and neglect each month to ensure the wellbeing and safety of Solano's frail and elderly.

Provided Public Guardian Services to 221 clients each month to ensure that persons are protected who cannot legally represent themselves.



Aaron Crutison
Interim Deputy Director,
Social Programs

THE RESULTS

- > Submitted updated Systems Improvement Plan to California State Legislature in close collaboration with the Probation Department.
- > Increased family placement efforts resulting in 144 children staying with their families who would otherwise be placed into foster care.
- > Maintained adequate services for the frail and elderly using new technologies while absorbing a 26% staff reduction.
- > Launched an online payroll and time reporting system for In Home Supportive Services Providers that increases accountability.
- > Partnered with Welfare Fraud Investigation Bureau to start recovery of \$3.1 million in aid overpayments.



Debbie Powell
Interim Social Services
Administrator



Karl Porter
Interim Social Services
Administrator

Solano County community carries Annual Foster Care Picnic

Each year, children in out of home care look forward to attending the annual foster care picnic in Solano County. This family event is held during summer in a park in Fairfield, where all foster families meet to celebrate having ended a good school year. Since 2011, due to budget constraints, Solano County Child Welfare Services has not been able to host the picnic. However, the community stepped in to literally save the day for the last two years. Partners such as the Solano Children and Youth Support Network, all of the foster parents, the Solano Community College and Kinship Education, and many more community based organizations coordinated, organized, and paid for the event. Food, music and fun games are on the program for all children. The Deputy Director and the Administrator cook and serve food as a gesture to say "thank you" to all participants. Partners also donate back packs and school supplies for the next school year. In 2013, the Foster Care Picnic will be held on Thursday, August 2, 2013 at Laurel Creek Park in Fairfield, from 11:00 am – 2:00 PM. Child Welfare Services thanks all our partners for making a difference in our children's lives.



We help clients help themselves

A 30 year old monolingual Spanish speaking mother of three children, age 5, 3, and 2, came to the attention of Child Welfare Services due to general neglect allegations involving a dirty house infested with roaches. The mother was depressed, angry and unable to parent the children. The children appeared fearful, dirty and stressed. However, the mother was interested in receiving support services to help her family and herself. Staff from the Intensive Family Maintenance program provided that ongoing support to the family that allowed the mother to address her immediate health issues and get better. While the mother was hospitalized, staff found a friend to care for the children in their own home and secured child care assistance. Staff worked out a payment plan to meet the children's basic needs and set up appointments for medical and dental services. The children visited mom in the hospital, and the mother used therapy, translation services, supportive housing, transportation, child care and access to psychiatric services to stabilize the family. Now, the family is functioning well.



Staff supporting families in to maintain their strengths

Since March 2012, the Intensive Family Maintenance program staff is providing services to families focusing on increasing the family's support system and reducing the likelihood of the family entering the system. Social workers make an extraordinary effort to meet with families two to four times each month and work closely with them to assist them in connecting with their community and local resources which can continue to provide support after the case with child welfare is closed. Staff identify risks to the families and help them to avoid those before they become a problem. This helps each family to improve functioning and build a support system rather than interact with the Juvenile Court. The families are that much better off.