



# 2019

# Annual Report

*Making a difference through people,  
service, and performance*



Department of Employment and  
Benefit Services  
Social Services Agency  
County of Santa Clara

# A Message from the Director



As the cost of living increases and housing unaffordability stretches bank accounts to their limit, more households find themselves needing help with basic necessities. Safety Net programs are critical in providing these essentials.

The Department of Employment and Benefit Services (DEBS) administers critical Safety Net programs including Medi-Cal, CalFresh, CalWORKs, and General Assistance and offers comprehensive employment services.

The two complementary halves of our service delivery ensure that clients' basic needs are met, while simultaneously preparing clients to become employed and reach their goal of economic self-sufficiency.

This past fiscal year, we served almost 400,000 residents of Santa Clara County who received assistance from one or more of our programs. Always striving to fulfill our Department's vision of "Making a Difference Through People, Service, and Performance," we marked several notable achievements this year, including successful outreach to Supplemental Security Income/State Supplementary Payment recipients who became eligible for CalFresh benefits for the first time in over forty years.

We hope that you enjoy reading our Annual Report and that its stories show you how we accomplish our vision: by being compassionate and innovative in response to our clients' needs, outreaching to the community, working closely with our community partners, and communicating with our stakeholders.

*Angela Shing,*  
Director



**2019**

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**365,895** County residents served, including:

**119,143**  
Children aged 0-17

**72,181** Seniors  
60 years or older

**455,683\*** cases handled

\*Some clients have cases across one or more program areas.

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# Health Care

Health insurance coverage is a critical factor in making health care accessible.

One of the County of Santa Clara's most significant priorities is to have a healthy community.

Overall quality of life increases dramatically when people have access to preventative health care. Not only does their physical health improve, their mental health is boosted, and they have a greater ability to contribute to the local economy through work and educational achievement.

Through our administration of Medi-Cal, the largest health coverage in California and the largest benefits program in the County, the Department ensures that qualified community members receive comprehensive medical services.

Medi-Cal is an essential foundation of the County's healthcare delivery system. In fact, almost 400,000 County residents receive Medi-Cal health insurance – that's one-fifth of all residents who lives in the County.

64% of Medi-Cal recipients are children between the ages of 0-17 and older adults aged 60 and older. The remaining 36% of Medi-Cal recipients are adults, many of whom are employed but do not receive health coverage through their work.

Phone Wait Time

**3:15**

*minutes*

Lobby Wait Time

**9:50**

*minutes*



## Low Wait Times

With almost 400,000 residents relying on us to administer their Medi-Cal benefits, one of our priorities is ensuring low wait times and a positive experience.

After several years of rapid growth due to implementation of the Affordable Care Act, the number of Medi-Cal recipients has stabilized, enabling us to focus on providing this critical service more efficiently and with better customer service.

Today, the average wait time over the phone is just over three minutes and the average lobby wait time is approximately ten minutes.

## Helping Clients Retain Benefits

Retaining benefits without interruption is of paramount importance for Medi-Cal recipients.

When staffers at the Benefit Service Center became aware that approximately 25% of clients submit incomplete redetermination packets that could result in delayed or discontinued benefits, they decided to form a Unit-Based Team (UBT) called the Redeterminators to make it easier for clients to submit their paperwork.

After conducting surveys and brainstorming, the team realized that clients did not know which verifications were required because the state-issued paperwork was difficult to understand, and some clients did not read through the redetermination packet.

The Redeterminators created a new cover letter for the Medi-Cal packet. Written in a clear, user-friendly style and printed in large font in the County's threshold languages, the letter tells clients exactly which documents they need to include in order to maintain coverage.

The team also designed a checklist for the back of the redetermination envelope reminding recipients to include proof of income and to sign and date their paperwork.

The project was fully implemented in March 2019, and the team is meticulously monitoring the data to ensure that their project results in a minimum five percent increase to completed Medi-Cal redetermination packets.



Unit-Based Teams put the wheels of the new public management model into motion.

By engaging all levels of the organization in finding solutions to issues, I believe UBT projects will enhance organizational effectiveness for the constituents we serve.

—John Ravelo,  
Eligibility Worker

Top Row: Raman Rai, Sayra Gallardo, Sara Panahi, Greg Scoble  
Bottom Row: Jovita Pastores, Socorro Muniz, Michelle Martinez

As an organization, our guiding principles shape how we behave. We strive to be responsive, compassionate, and innovative with every client contact.



**Jovita Pastores**  
Eligibility Worker



Me and my husband came here this afternoon for our Medi-Cal.

We met Ms. Jovy Pastores as our worker and I want to thank your office for having her. I can't describe how helpful she is and how kind-hearted she has been. She puts herself into our shoes and treats us as family.

—Stephelie



I am terminally ill. Medi-Cal is extremely important to me because it allows me to remain in my home with my family, instead of being placed in a facility.

I would like to thank Isabel Price for helping me with Medi-Cal. Isabel is so patient when she explains information and helps me with my paperwork, which I know is difficult because of my speech impediment. I am so grateful for Isabel's help.

—Joseph



**Isabel Price**  
Eligibility Worker

# Nutrition

## Hunger and food insecurity have a devastating effect on a person's life.

Without consistent access to nutritious food, good health is jeopardized and chronic, preventable diseases such as obesity and diabetes become prevalent.

But the effects of hunger go far beyond the individual. When hunger is widespread, our entire community is affected: children achieve fewer educational milestones, adults have a reduced ability to work, healthcare costs increase, and there is diminished hope in our neighborhoods.

The CalFresh program is Santa Clara County's best defense in the fight against hunger because benefits are long-term and provided directly to the recipient.

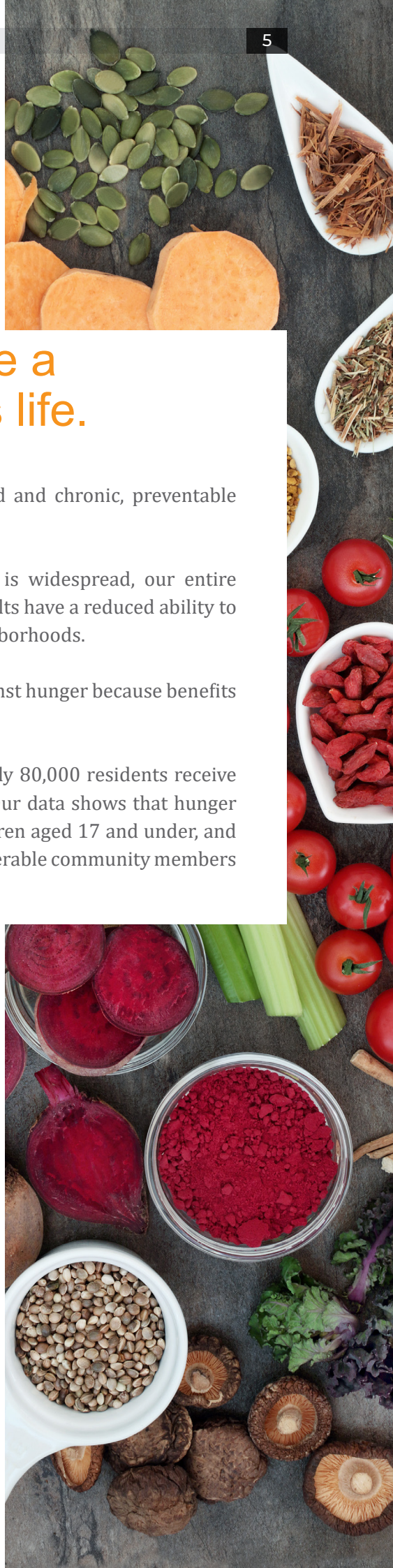
Despite the wealth created by Silicon Valley's tech industry, approximately 80,000 residents receive CalFresh food benefits—that's almost 1 in 20 of every County resident. Our data shows that hunger strongly affects children and seniors: 40% of CalFresh recipients are children aged 17 and under, and 22% are seniors aged 60 and over. By administering CalFresh, we help vulnerable community members afford to buy healthy food for every meal.

## CalFresh Helps the Economy

Not only is CalFresh great for individual and families who are food insecure, it's also a valuable part of Santa Clara County's economy.

According to the Nutrition Policy Institute of the University of California, CalFresh contributes \$129 million per year directly into the local economy through CalFresh. An additional \$103 million is generated by supporting farmers, grocers, truckers, packing sheds, and other local food-related businesses.

Combined, that equates to a \$232 million influx per year for the County, thanks to the CalFresh program.







## Expansion of CalFresh to SSI/SSP Recipients

Beginning in June 2019, for the first time in over forty years, low-income seniors and people with disabilities who receive Supplemental Security Income/Supplemental Payment (SSI/SSP) became eligible to apply for CalFresh food assistance.

California had been the only state in the country to exclude SSI/SSP recipients from receiving CalFresh benefits. Crucially, there should be no change or reduction to SSI/SSP benefits as a result of applying for or receiving CalFresh.

In Santa Clara County, there are approximately 43,000 elderly and disabled SSI/SSP recipients, about 13,000 of whom will likely meet the requirements to begin receiving CalFresh. With a maximum SSI/SSP cash benefit of \$932 and with many recipients having no additional income, CalFresh can literally be the difference between eating and going hungry for some individuals.

To expand our outreach efforts to those affected by the CalFresh expansion, the Department is working in close collaboration with the State and local community-based organizations. In a five-month span, from April to August 2019, we conducted almost 25 outreach events at governmental and non-profit agencies located throughout the County.

As proof that our outreach efforts were successful, almost 9,500 potentially eligible SSI/SSP recipients have applied for CalFresh since May 2019. As of August 2019, over \$3.2 million in CalFresh grants have been issued, with \$3.8 million in grants projected for September.

Almost 90% of the applications received from May through July were made by walk-in clients at the Benefit Assistance Center, our largest office in San Jose. During this peak time, staffers at the Benefit Assistance Center managed to keep the average phone wait time around three minutes and the average lobby wait time under 30 minutes. For more information about the Benefit Assistance Center, please see page 39.



Flanked by DEBS Director Angela Shing on the far right and Assistant Director Margareta Hodzic on the far left, community partners hold the “May is CalFresh Awareness Month” plaque signed by the Santa Clara County Board of Supervisors. The Community Convening Event was hosted by Second Harvest of Silicon Valley to increase awareness about the Expansion of CalFresh to SSI/SSP recipients.



## Stretching Dollars with Market Match and Double Up Food Bucks

The Department strives to maximize the effect of CalFresh by collaborating with the County's Public Health Department on initiatives such as the Restaurant Meals Program, the Market Match Program, and the Double Up Food Bucks Program.

The Market Match and Double Up Food Bucks Programs encourage residents to purchase fresh fruits and vegetables by doubling the amount of CalFresh dollars spent (up to a limit of ten dollars per visit) at participating farmers' markets and grocery stores. These programs help low-income residents maintain healthier diets by significantly increasing the affordability of fresh produce.

## Increasing Options with the Restaurant Meals Program

The Restaurant Meals Program allows recipients who are over 60 years of age, disabled, or homeless, to use their CalFresh benefits to purchase hot meals at participating restaurants. This program allows those who cannot prepare their own food to experience fresh, cooked meals.

An additional meaningful benefit of the Restaurant Meals Program is that it tends to decrease the social isolation of community members who are elderly, disabled, and/or homeless.

“ I am a homeless woman. I have a brain tumor, I am in and out of hospitals. I am fighting to get Disability. Getting warm food from a restaurant sometimes makes me feel like a normal person. Thank you for this program.

—Jackie

## Update on ABAWDs

Beginning September 1, 2018, a state requirement limited a segment of the CalFresh client population (called Able-Bodied Adults without Dependents or “ABAWDs”) to three months of food benefits every three years, unless they meet work requirements or are deemed to be exempt from work. In order to help ABAWDs keep their food benefits, we began developing Employment Services for ABAWDs prior to the implementation of the new work requirement.

We wanted to create a support structure that would allow ABAWD clients to retain their eligibility for CalFresh, while increasing their ability to obtain gainful employment.

CalFresh Employment Services include vocational training, education, and work experience, along with workshops and individualized coaching on topics such as resume building and interview skills (for more information about CalFresh Employment Services, see page 19). Our new program has already paid dividends: as of the end of this fiscal year, all ABAWD clients in Santa Clara County have retained their CalFresh food benefits.



47	Participating Restaurants	✓ Restaurant Meal Program
17	Participating Farmer's Markets	✓ Market Match
5	Participating Grocery Stores	✓ Double up Food Bucks



## Strength in Partnership with Second Harvest

The partnership between the Social Services Agency and Second Harvest of Silicon Valley is a crucial part of the effort to keep our community healthy and housed.

It is estimated that one in four residents of Silicon Valley is at risk of hunger. Second Harvest's food distributions supplement CalFresh benefits and assist those who aren't eligible for CalFresh, providing budget relief to families in need so that they can afford their rent and eat nutritious food rather than subsist on dollar meals.

One of the largest and most trusted food banks in the nation, Second Harvest delivered more than 51 million pounds of food to more than 192,000 Santa Clara County residents this year—enough food to provide the equivalent of nearly 43 million meals. Second Harvest operates at scale with distributions at 1,000 locations, three warehouses, 20 tractor-trailers, and 310 community partners.

Second Harvest's partners in the County range from multi-service providers, such as Sacred Heart Community Services, St Joseph's Family Center, and Sunnyvale Community Services, to homeless and shelter agencies, such as HomeFirst and the Salvation Army, to congregate meal sites, like Martha's Kitchen and Loaves & Fishes.

Half of what Second Harvest provides is fresh produce and 27% is protein and dairy. Second Harvest gathers food through relationships with California farmers, through national partnerships with Feeding America, and through 'food rescue' such as their partnership with Starbucks. 25% of Second Harvest's food is purchased using dollars donated from our community.



**SECOND**  
of SILICO





## HARVEST IN VALLEY



## Fighting Hunger at Santa Clara County's Colleges

Given the cost of living in Santa Clara County, college hunger is a growing problem as students struggle to study, work, and keep themselves housed. In fact, San Jose State University (SJSU)'s most recent Student Affairs survey found that approximately half of students were sometimes skipping meals due to their cost.

To help ensure that college students have the nutritious food they need to thrive and complete their studies, Second Harvest has food distribution sites in every community college in the County and a permanent pantry at SJSU, called the Spartan Food Pantry.

The Spartan Food Pantry is the first full-service, staffed, walk-in pantry in SJSU's history. It offers fresh produce, non-perishable goods, and refrigerated goods including meat and proteins.

The pantry is set up like a grocery store, so students can "shop" for what they need. Stocked with generous donations from Second Harvest, the Spartan Food Pantry has served as many as 718 hungry students a month since it opened in March 2019. In 2018-2019, Second Harvest provided SJSU students with 187,226 pounds of food, valued at over \$220,000.



**Visit [www.shfb.org](http://www.shfb.org) to find out how to donate or get help with food assistance.**

# Employment and Financial Assistance

Our clients are willing to work, ready to learn, and want nothing more than to support their families.

In spite of that, a complicated mixture of socio-economic factors has kept the American dream just beyond their grasp.

One of the Department's most important tasks is to expose clients to work and educational opportunities and prepare them to capitalize on these chances.

Clients in the CalWORKs, CalFresh, General Assistance, and Intern & Earn programs receive access to our core employment resources: training and mentorship from assigned Employment Counselors, job readiness and career enhancement workshops, employer recruiting, and work opportunities in a variety of fields.



## CalWORKs

The CalWORKs program provides a short-term safety net for indigent families by providing cash aid and services, while simultaneously preparing adults for work. This year, almost 5,300 families in Santa Clara County participated in CalWORKs.

Since 2018, we have worked closely with the State to develop a new, more effective way to deliver services to CalWORKs families. In the past, CalWORKs was compliance-oriented and work-first driven, with insufficient focus placed upon client collaboration, client-initiated goals, and recognition of the long-lasting effects of poverty on the human brain.

The new method, dubbed CalWORKs 2.0, bases service delivery around contemporary research on brain science and behavioral science. It also incorporates best practices on how adults set goals, form habits, and learn new skills.



Helping clients fill in the missing pieces required for workplace success is an important feature of the Department’s CalWORKs 2.0 program. Physical and mental health, safety, housing, transportation, and childcare may be addressed before clients advance into the workforce.

Effective October 1, 2019, for the second year in a row, CalWORKs families will see an increase in their cash grants. Combined, the increases will bring monthly grant payments to 50 percent of the projected 2019 federal poverty level.

As a result of the 2019 increase, a three-person family will receive a maximum grant of approximately \$890 per month, about \$100 more than last year.



“ Our Employment Counselors treat parents as partners, involve them in the case management process, and collaboratively set realistic goals.

This increases the likelihood that parents will experience hope, develop internal motivation, stay engaged in the program, and become self-supporting.

—Claudia Ramirez-Nazemian  
CalWORKs Program Manager

## CalWORKs Employment Services

Individualized case management is an important part of getting clients ready to work. Clients work one-on-one with specially trained Employment Counselors. Together, they collaborate on a range of strategies tailored to the individual's unique set of employment circumstances.

**SERVICE-FOCUSED EMPLOYMENT PREPARATION** focuses on clients who are difficult to employ due to barriers such as homelessness and criminal histories. It addresses the needs of each individual and provides targeted interventions including referrals to mental health services and conviction expungements.

**EMPLOYMENT-BASED EXPERIENCE** provides short term, subsidized jobs with public and private employers. The client's assigned Employment Counselor makes regular on-site visits and provides guidance, ensuring that the client earns a paycheck while gaining valuable work experience.

**EDUCATION AND SKILL DEVELOPMENT** designed to increase the skill level and earning potential of participants. It allows clients to earn a specialty certification or degree.

**SUPPORTIVE SERVICES** provide assistance with child care, transportation, and clothing, as well as referrals for housing and mental health resources.



Collaboration and strong partnerships are a key factor in improving client outcomes.

We are very grateful to our staff and all of our employment and educational partners for helping our clients achieve their goals.

—Rafaela Perez  
Employment Services Director

40% of  
CalWORKs  
participants are  
employed

10% of  
CalWORKs  
participants  
are earning a  
certification or  
degree



We partner with local employers that are committed to offering a competitive wage and opportunities for promotion. This year, our top employers included both for-profit and non-profit businesses in a wide range of fields.

- Fairmont Hotel
- Draft Pros Disease
- Respite & Research for Alzheimer's Disease
- Aquatic AV Inc.
- UbreakiFix
- Sacred Heart
- Bill Wilson Center
- HomeFirst Services of Santa Clara County
- SF 49'er
- Canon Business Process Service Inc.
- Catholic Charities
- Our City Forest
- Tri-County Insulation & Acoustical Contractors
- Cathedral of Faith - Reaching Out
- Guadalupe River Park Conservancy
- St. Joseph's Family Center
- Starbucks
- IMPEC Group
- Bon Appetit Management Company
- Security Industry Specialists, Inc.



## Getting Started at the Employment Connection Center

We meet all clients at their own skill level, work closely with them to develop job readiness, and provide them with a wide variety of resources. Clients have access to:

One-on-one assistance with Employment Counselors who hold mock interviews and help clients tailor their resumes to specific employers.

Core4 and Career Enhancement workshops designed to prepare clients for workplace success.

Job postings that are updated daily on the Department's [www.ecstaffing.com](http://www.ecstaffing.com) website.

Weekly on-site employer recruitments with companies looking to hire. Clients arrive interview-ready, because many employers hire on the spot.

Subsidized employment and workfare sites where clients can gain valuable experience to improve their employability.

Computer lab where clients can apply for jobs online and complete free tutorials in math, technology, and reading.

## UBT Boosts Job Readiness at the ECC

As part of the Department's efforts in continuous quality improvement, a group of Employment Counselors at the Employment Connection Center (ECC) came together in a Unit-Based Team (UBT) called ECC 902.0 to strengthen clients' job readiness skills.

The UBT's goal was to increase client engagement and participation in job readiness activities, with the understanding that engaged job seekers are better prepared for work, gain more confidence, and have more accountability in their job-seeking activities.

Team members revamped the job search process. Noting a trend of clients being unprepared for their job interviews, the team placed special emphasis on the "Core4" Workshops: Identifying My Skills and Career Options, Mastering the

Application, Developing and Updating My Resume, and Interview Techniques and Tips (with a mock interview). The Core4 classes help ensure that clients possess the rudimentary skills necessary to succeed in the hiring process.

The team also created the "Job Readiness Passport," a catchy visual aid for job seekers to track Core4 completion and encourage participation in career enhancement workshops such as How to Apply for a County Job, How to Keep a Job, and Social Media Do's and Don'ts.

ECC 902.0 has been incredibly successful. Since its implementation, completion of the core workshops has increased from approximately 10 percent to 38 percent.



The Core4 Workshops really helped me. Now I feel confident enough to walk into an interview and nail it.

—Edith

From left: Souny Singwongsa, Thanh-Ha Vu, Karla Baesa-Garcia, Frank Ybarra, Yaeko Black, Helenea Huffman, Melissa Wallace, Kandy Aglony

## Portrait of Success: Alma, in her own words



Returning to school was always a dream of mine, but due to my income, going to college was never a possibility. After I separated from my now ex-husband, I moved back to California after ten years of being away. The only material belongings I brought back were my car and clothing, that's it! Everything I worked for in the past was gone. I no longer had a home, furniture ... nothing!

After I arrived in California, I knew right off the bat that I wanted to enroll in college, but I wasn't exactly sure about childcare or how I was even going to be able to afford it. I was informed about the CalWORKs programs from the county, and I immediately signed up.

I enrolled at Mission College and started in August 2016. I was very fortunate that this Community College had a CalWORKs on campus.

In December 2017, I received my associate degree in Communication Studies and transferred to San Francisco State University (SFSU) in pursuit of my bachelor's degree in Communication Studies. All these accomplishments have been possible because of the CalWORKs program.

I was having difficulty getting access to a computer at SFSU as it serves nearly 30,000 students. My Employment Counselor worked hard to get me a laptop of my own. Completing assignments has been so much easier thanks to CalWORKs.

After SFSU, my goal is to apply to law school and become an attorney-at-law. I know this is attainable because of all the helpers at the CalWORKs program. My constant motivation is my love of education and the desire to be self-sufficient.

School is very demanding but I know that all my hard work will pay off, and my children and I will have a better, brighter future. I want people to know you can achieve despite having all the odds placed against you, "A single mother on welfare." Many people frown upon that, but little do they know that these programs are here to help individuals like myself to become a productive member of society.

I would like to thank two employees at the County of Santa Clara who made a difference in my journey. First, my Employment Counselor, Ms. Erica Garcia. She always goes above and beyond to make sure I have all the help and resources I need. She is a constant motivator that I can achieve greatness and reminds me that CalWORKs is there to support me in my educational endeavor.

And finally, one of the first people I had contact with from CalWORKs, Mr. Michael Wagner. I knew nothing about this program, but Mr. Wagner helped me along the way answering all my questions. I will always remember his professionalism and kindness.

## Post-Aid Services

The idea behind CalWORKs is to provide a helping hand for a brief period of time. As a result of the short-term nature of the program, parents receive cash aid for a maximum period of 48 months, after which time they must become self-supporting.

In Santa Clara County, 70% of CalWORKs parents begin working and transition off aid within 24 months. In fact, only one percent of CalWORKs parents require the full 48 months of cash aid.

Regardless of whether it takes one month, 12 months, or 48 months before a family makes enough money to become self-supporting, the

Post-Aid Services division is there to help keep them on the right track. For 12 months after CalWORKs parents are discontinued from cash aid, Post-Aid Services continues to assist them.

Throughout this final year, Employment Counselors who specialize in job retention meet regularly with clients to help them keep their jobs, interview for better opportunities in the future, and earn promotions.

Importantly, Post-Aid Services also continue to support parents with crucial ancillary services such as childcare and transportation assistance.

Hearing success stories from parents and their appreciation for the services we offer, knowing that we make a difference in their families' lives, assures us that this program is important.

—Jennifer Galdones  
Employment Counselor



From left: Diem Tran, Julie Nguyen, Jennifer Galdones, Luz Muzquiz, BT Huynh, Angie Nguyen, Olga Renner, LeHang Pham, Aster Cajés, David Vuong

## Post-Aid Services are a vital link between cash aid and financial independence.

This 12-month period provides a little extra help in the form of employment and supportive services to CalWORKs parents who are close to achieving their goal of self-sufficiency.

Graciela, a single mom, transitioned off aid just a few months after beginning the CalWORKs program. Determined to support herself and her young son, she was already working part-time at a restaurant.

In conversations with Diem Tran, her Post-Aid Services Employment Counselor, Graciela mentioned that she had a talent for doing make-up. Diem encouraged Graciela to go for her dreams and enroll at the School of Cosmetology at San Jose City College (SJCC). Unfortunately, the Spring semester had already started and the Cosmetology program does not generally allow late admittees.

Diem advocated for Graciela to be admitted late, based upon Graciela's informal learning. After a few exchanges with the school, Diem's persistence won the day and Graciela was able to enroll at SJCC and move forward in her journey to self-sufficiency.

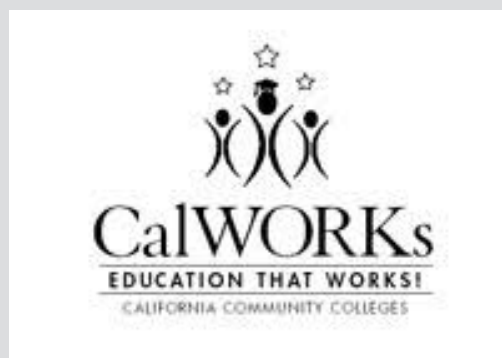


I just wanted to thank you and let you know what a huge part in my life you played. I'm studying cosmetology at San Jose City College!! Dreams really come true.

I also ended up winning the international competition that I finalized in at The Skin Games 2019—I got first place for bridal make-up and second place in corrective make-up.

Thank you Diem!!

—Graciela



## CalFresh Employment Services

Beginning last year, we broadened our Employment Services to include low-income individuals on CalFresh. A new program, called CalFresh Employment Services, helps these clients improve their employment outcomes while meeting CalFresh work requirements.

The CalFresh Employment Services program partners with over 50 work experience employers, including new worksites at our North County district office, the Santa Clara County Registrar of Voters' Office, and West Valley Community Service. In addition, staffers are close to finalizing an agreement with Second Harvest of Silicon Valley to partner as a worksite for the new weekly Produce Mobile that will be stationed at our Senter Road offices.

We also created an Outreach and Engagement Workgroup, whose goal was to ensure that all eligible clients are aware of CalFresh Employment Services and how it can help improve their employment outcomes.

After recruiting members from every group touched by CalFresh Employment Services (including Eligibility Workers, Employment Counselors, Program Bureau staff, and Supervisors) the Workgroup collaborated to create items such as marketing materials, orientation checklists, and a post-orientation survey. Turning over every leaf in their efforts to promote CalFresh Employment Services, they held informative Roadshows at district offices and all-staff meetings.

Owing significantly to the great work of the CalFresh Employment Services Outreach and Engagement Workgroup and front-line staffers, CalFresh clients are utilizing Employment Services as an effective way to grow their careers.

**42% of  
clients who  
participate  
in CalFresh  
Employment  
Services have  
been hired.**



- 96 clients have become employed with the help of CalFresh Employment Services
- 88 clients have been referred to partner CBOs
- Over 40 clients have participated in Work Experience



## Guiding Clients to Success

When we met Patrick, he was eager to work but needed a little bit of help to overcome two barriers: a lack of transportation and a lack of confidence in his ability to land a job.

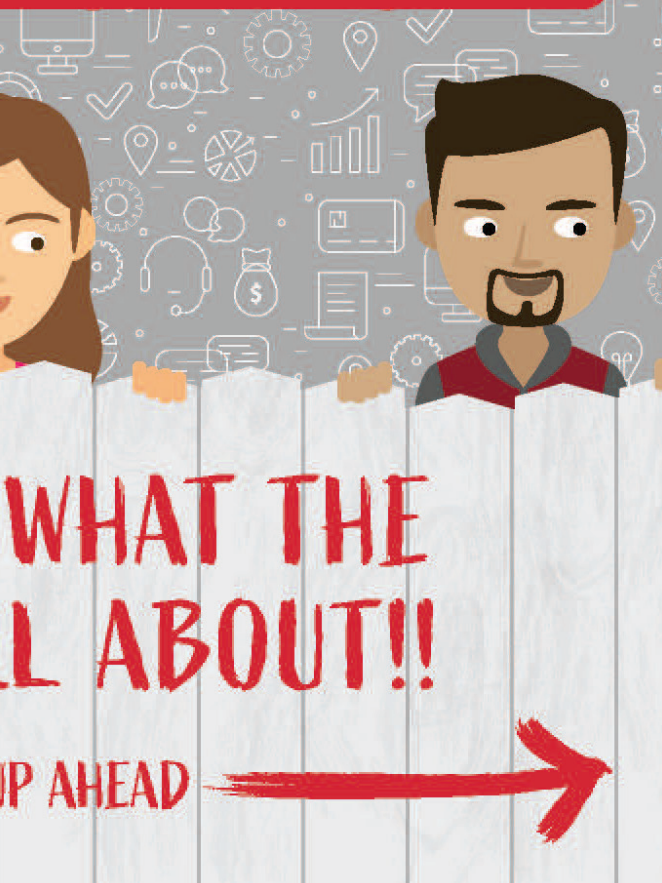
Patrick soon became a model user of CalFresh Employment Services as he worked closely with his Employment Counselor, Carlo Custodio.

Together, the two conducted mock interviews and resume preparation workshops. Carlo helped Patrick tailor his resume for specific jobs and prepare dialogue about his past work experience. Carlo also introduced Patrick to the S.T.A.R. technique (Situation, Task, Action, Result) to help him organize his thoughts and communicate effectively in interviews.

Patrick's next step was to gain office experience at a work experience site in one of our County offices. Less than a month later, buoyed by his new skills and recent successes, Patrick accepted an offer from the cell phone repair chain uBreakiFix to work 35-40 hours per week as a technician.

Congratulations, Patrick! We look forward to your continuing achievements.

**THE HOURS YOU NEED,  
WE HELP YOU SUCCEED!**



## County of Santa Clara Intern & Earn

The County of Santa Clara Intern & Earn program is one of the County's best investments. The CalWORKs, CalFresh, and Foster Care students who participate in Intern & Earn are ambitious, ready to work, and eager to break the cycle of generational poverty.

The Intern & Earn program provides these young people with the opportunity to earn money over the summer; more importantly, it allows them to realize that they have the ability to escape poverty by shaping their own futures and creating their own destinies.

The program consists of two elements: year-round employment readiness workshops and a paid summer internship program, both of which are designed to give youth a strong foundation for workplace success.

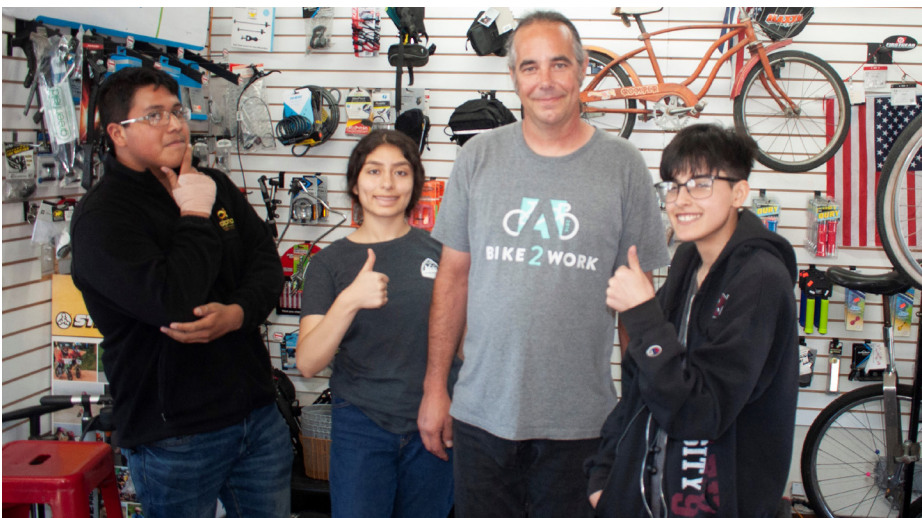
Intern & Earn is administered through a collaboration between CalWORKs Employment Services and "The Hub" (the Department of Family and Children's Services' foster youth resource center) to serve eligible youth ranging in age from 16-24 in the CalWORKs, CalFresh, and Foster Care programs.

The 2019 Intern & Earn program adopted several new program enhancements this year based on feedback

provided directly from the previous year's interns. As a result of extensive polling performed by SSA's Office of Research and Evaluation, the program determined that the optimal length of the internship should be the full duration of the summer school break, a full eight weeks.

This increase from the previous year's 6-week internship gave ambitious interns an opportunity to earn an extra paycheck before heading back to school. To maintain competitive pay with other entry level jobs and internship programs, Intern & Earn also increased the hourly pay rate to \$16 per hour, for up to 30 hours per week. The higher pay and longer hours increased students' summer earning potential to an impressive \$3,840 dollars.

In an exciting next step, the Intern & Earn program is hosting a virtual job fair for youth interested in finding work at the conclusion of their internships. Working with nearly a dozen employers, the program aligns young job seekers with employers that are actively recruiting youth from the program to fill permanent positions within their organizations.



“ I’m HAPPY with my interns. They’re a fantastic group and I think the program is great.

—Kevin “Shifty” Griffin  
Owner of Shifty Cycles



Almost 500 youth completed internships which provided them with a unique opportunity to earn money, grow their confidence, and gain experience in potential career paths.



**Louis**  
Office of Emergency Services

My goal is to become a firefighter. The internship is allowing me to gain a better understanding of how to get there.



**Yliana (at right)**  
Gardner Health Services

Growing up, communicating with others was not my strong suit. I always had a hard time talking to people because I was nervous.

My first year as an intern, I came in with some self-doubt, but by this second year I was able to persevere through my insecurities. I successfully brought in a \$1,000 sponsorship for a citywide 5K race.



**Sergio**  
Santa Clara County Fairgrounds

The internship has helped me become more familiar with computer applications that I use at school. Also, I'm gaining experiences that I can add to my resume.



**Natalie**  
Cevalo Riding Academy

I love working with horses! The internship allows me to do something that I am passionate about.



**Honesty**  
California's Great America

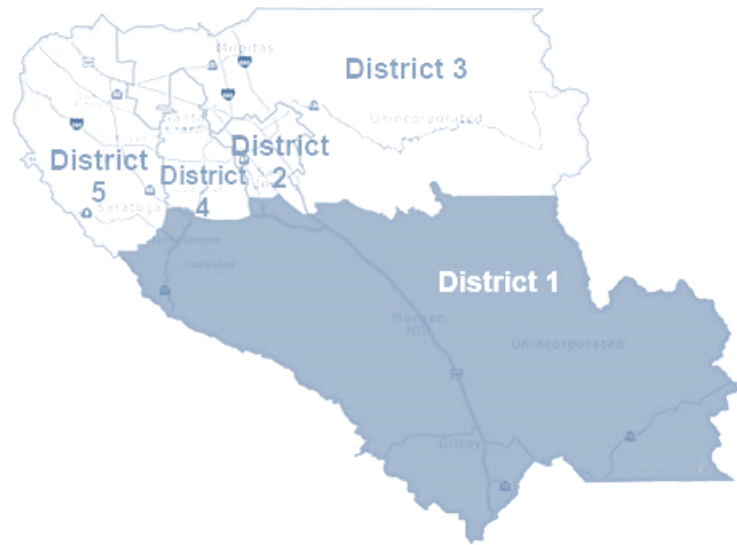
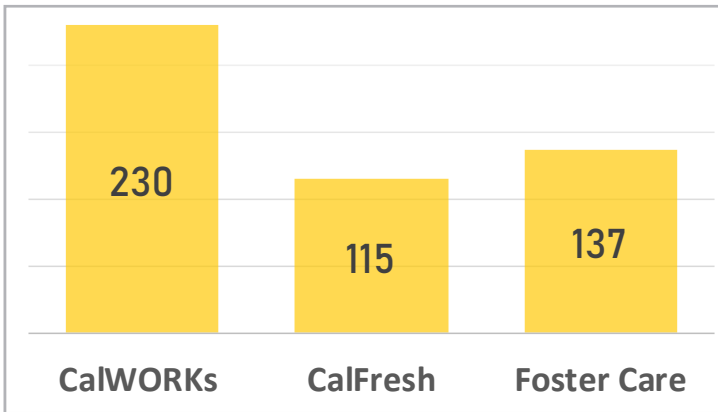
My career path is in marine biology and the money I'm earning in the internship will help pay for college.



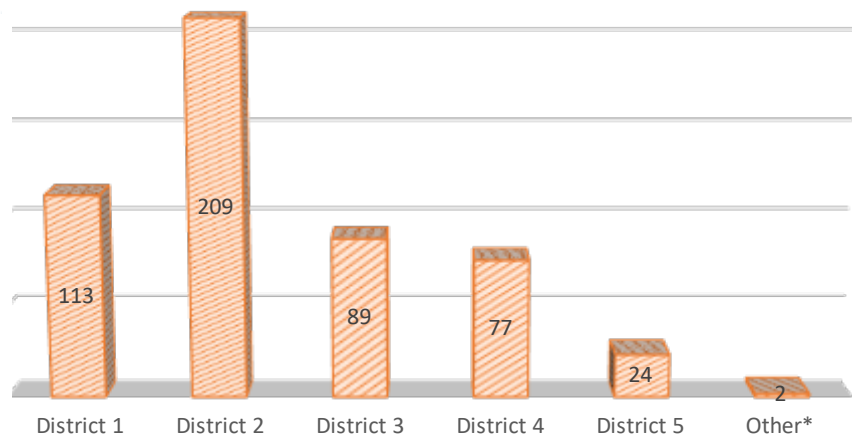
**Fredrico**  
Guadalupe River Park Conservancy

The summer internship gave me the opportunity to gain new experiences and work outdoors.

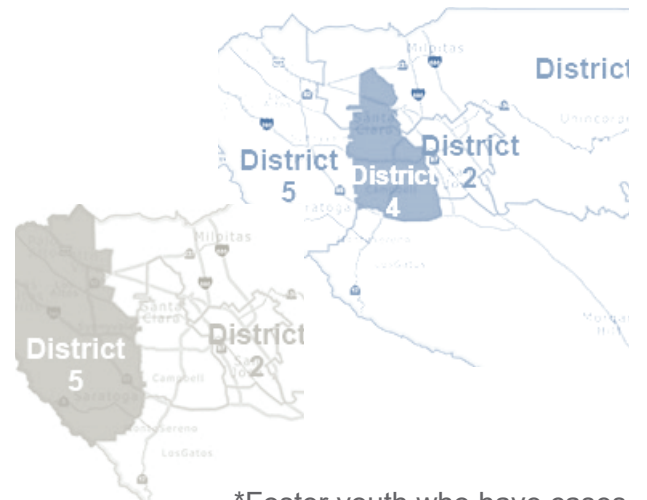
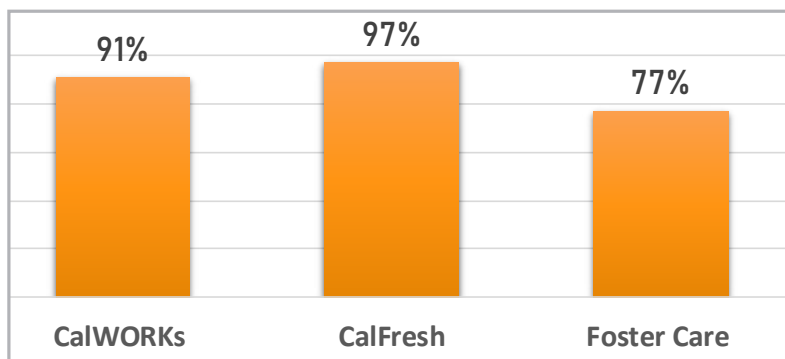
# PLACEMENTS



# INTERNS BY DISTRICT



# COMPLETIONS



\*Foster youth who have cases in other counties but reside in Santa Clara County



# W O R K C A T I O N





# General Assistance

The General Assistance (GA) program provides services and financial assistance for adults who are ineligible for state or federal programs.

The GA program is a bastion of support for almost 3,500 clients, many of whom are homeless and seeking assistance with the basics of daily living.

Through the GA program, clients who are homeless receive a cash grant of \$150 for their personal needs, while clients with housing expenses receive up to \$343 per month.

Just as importantly as providing a cash grant, the GA program helps clients get back on their feet by offering Vocational Services for those who can work, and SSI Advocacy for the disabled.

This year, we were able to expand services to the North County District Office using Skype. Previously, clients located in the Mountain View area would have to travel to the GA Bureau in San Jose to be interviewed for eligibility and receive vocational services or assistance with SSI Advocacy.

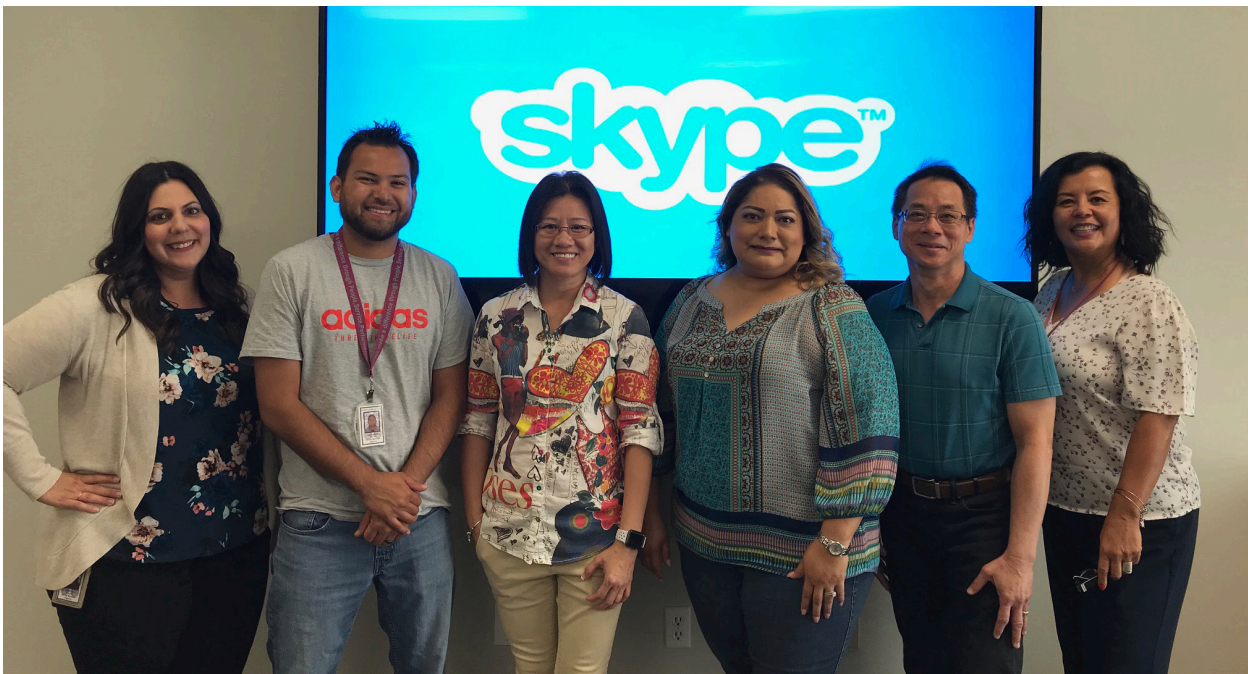
This created a barrier to service, as many GA clients do not have cars and there is no direct public transportation route between Mountain View and San Jose. Inclement weather also hampered travel in the winter months and created yet another hurdle in the path of vulnerable clients.

In order to make services more accessible, GA staffers formed a Unit-Based Team (UBT) comprised of line staff, administrative leadership, clerical, and other valued partners. The UBT, called GA NextGen, quickly began to create a business workflow and operationalize their plan to provide remote services.

During the testing phase of the UBT process, the team made site visits to Contra Costa County, which had recently implemented a similar process. After completing their site

visits, GA NextGen collaborated with the County's Technology Services and Solutions Department for the project's equipment installation phase.

The project is well on its way to success. Since May 2019, Skype interviews have been conducted between clients in North County and GA Eligibility Workers and Employment Counselors in San Jose, with an expansion in South County soon to follow.



From left: Nelsa Alexandre, Joseph Salinas, Tiffany Tran, Julissa Martinez, Hanh Luu, Lily Vasquez

I believe this technology will be very beneficial to us as workers and to our clients who are not able to get to our office easily.

—Damon Bordenave  
Intake Eligibility Worker



## Vocational Services

Just as with the CalWORKs and CalFresh employment programs, GA's Vocational Services are designed to guide clients toward employment opportunities that may decrease or even eliminate their dependence on aid.

GA job seekers are assisted by Employment Counselors on every step of their employment journey. Attending job workshops, applying for jobs online using computers at the Employment Connection Center, and participating in work experience assignments all serve to re-engage GA clients back into the work world, build their confidence, and provide opportunities to receive positive references for future employment.

This year, almost 120 GA clients entered employment each month. The support of the Vocational Services program make a tremendous difference in the outcomes of GA recipients who are trying to get back on their feet with full-time employment.

I am thankful to call the Vocational Services unit my team. Every day they give our job seekers training, stability, and compassion.

These qualities empower our job seekers with the skills and confidence needed to find gainful employment.

—Nelsa Alexandre  
Vocational Services  
Supervisor

## SSI Advocacy

Approximately half of all GA clients are not able to work for at least twelve months. For these clients, qualifying for Supplemental Security Income (SSI) can be a life-changing event because it results in a permanent cash benefit that is much larger than their GA grant. Often, however, clients are not aware that they may be eligible for SSI or do not know how to apply.

The SSI Advocacy Program helps such clients navigate through the complex SSI process. After being screened for eligibility, clients are helped by specially trained Social Workers from initial application to resolution of appeal for SSI benefits.

Because the federal SSI program does not have deadlines for decisions on applications or appeals, it can take as long as two years for benefits to be awarded. While applications or appeals are pending, Social Workers connect clients with community resources such as food banks, homeless shelters, and behavioral health programs.

## Whole Person Care

In order to better serve high-need clients at the GA Bureau, this year we added two Psychiatric Social Workers to our staff. These social workers are trained to help clients who experience deep-seated issues with mental health, substance abuse, and/or homelessness.

Psychiatric Social Workers often refer such clients, many of whom have pending SSI applications, to the County's Health System. These referrals allow clients to benefit from Whole-Person Care, which addresses their complex needs by coordinating medical, behavioral, and social services.



## Healthcare for the Homeless Project

In addition to bringing Psychiatric Social Workers on board, this year we also teamed up with the Gardner Family Health Network to bring its Healthcare for the Homeless project onsite.

Twice per week, a counselor is available at the GA offices to assist clients who request help in dealing with substance abuse issues. With substance abuse often occurring as both a cause and an effect of homelessness, this new service has the potential to make a significant difference for GA clients, approximately 51% of whom are homeless.

## Dignity on Wheels

Being unable to maintain personal cleanliness is one of the most dehumanizing aspects of being homeless. That's why we host Dignity on Wheels, a mobile hygiene outreach program that is made possible through the support of the Sobrato Family Foundation, the City of San Jose, and Project WeHOPE.

Every Tuesday, homeless individuals living in encampments, shelters, cars, or other temporary spaces without basic amenities can come to the GA office to shower and wash their clothes at the Dignity on Wheels van, free of charge.

According to John Sampson, manager of the Dignity on Wheels van that comes to the GA office, "This service helps a lot of people and makes a big difference for some. Some

clients follow this truck six days a week to stay clean and have clean clothing. This service has also helped some clients get groomed for job interviews and get themselves a job."

Dignity on Wheels provides showers, washing machines, towels, bathmats, shampoo, body soap, and laundry soap.

Clients consume healthy snacks and water while they wait, and they are encouraged to leave with donated clothing and a bag of personal hygiene items including soap, lotion, and deodorant.

**It helps my mentality and helps me feel important. They are very kind, clean, and even offer us snacks.**

**—Elizabeth**

**I lost everything and am homeless. It's nice to be able to come to Senter and get clean.**

**—Jonell**

**I like coming here. It's clean, very friendly, and they make you feel comfortable. You shower and feel so much better.**

**—Jose**





## GA Blanket Drive

At one time or another, we've all experienced the ill effects of winter and felt cold, wet, and miserable. Now imagine feeling like that every day of the winter season, as many of our homeless clients do.

Tammy Heinrichs, Eligibility Worker and advocate for the homeless, did just that, and was inspired to make a difference. In order to help unsheltered clients ward off hypothermia, Tammy initiated the 2018 GA Blanket Drive "Sharing the Warmth."

GA staff, as well as Vocational Services and SSI Advocacy team members stationed at GA, were called upon to donate new or gently used blankets to help homeless GA clients. By the end of the blanket drive, the GA Bureau collected 35 plush winter blankets from DEBS staffers to give to homeless clients.

Inspired by GA's spirit of giving, Eligibility Worker Cassandra Torres began to use part of her lunch hour to create personalized gift tags for the blankets that read, "Warm Holiday Wishes from GA." This special hand-made touch demonstrated to our clients that they are valued as individuals and that DEBS staff truly care about their well-being.



From left: Cassandra Torres and Tammy Heinrichs

I am so proud of my team for Sharing the Warmth with this innovative, compassionate, and responsive blanket drive!

As a result of our efforts, 35 unsheltered homeless clients have experienced not only greater warmth, but also brightened spirits, during this cold and rainy winter season.

—Lily Vasquez  
GA Program Manager

# Housing

## Affordable housing is in crisis throughout the nation.

With home prices rising to at least twice the rate of wage growth nationwide, home ownership is out of reach for many Americans.

In Santa Clara County, the situation is even more dire. The median price of a single-family home is \$1.35 million, making home ownership a pipe dream for all but the most fortunate.

Even worse, low-cost rentals have disappeared from the market. In San Jose, the average rent is \$2,225 for a one-bedroom apartment and \$2,776 for a two-bedroom apartment. A single parent working full-time at \$15 an hour (the minimum wage in San Jose) makes about \$2,600 per month, before taxes.

The disparity between income and the cost of housing has given rise to a disturbing trend: for the past few years, the working poor and other vulnerable residents are becoming homeless at an alarming rate.

In order to fight the surge in homelessness, Santa Clara County created the Continuum of Care, a collaborative made up of over 70 service organizations working together to provide coordinated services to the County's homeless population.

By uniting a broad group of stakeholders into a single collaborative, the Continuum ensures that efforts to end homelessness are implemented communitywide and promotes programmatic and systemic effectiveness.

The Social Services Agency works closely with the Continuum in efforts to help clients become or remain housed.

We administer five distinct programs, each with different services and eligibility requirements—the Family Stabilization Housing Assistance program, the CalWORKS Housing Support program, the CalWORKs Homeless Assistance program, the Rapid Re-Housing program, and the Housing and Disability Advocacy program.

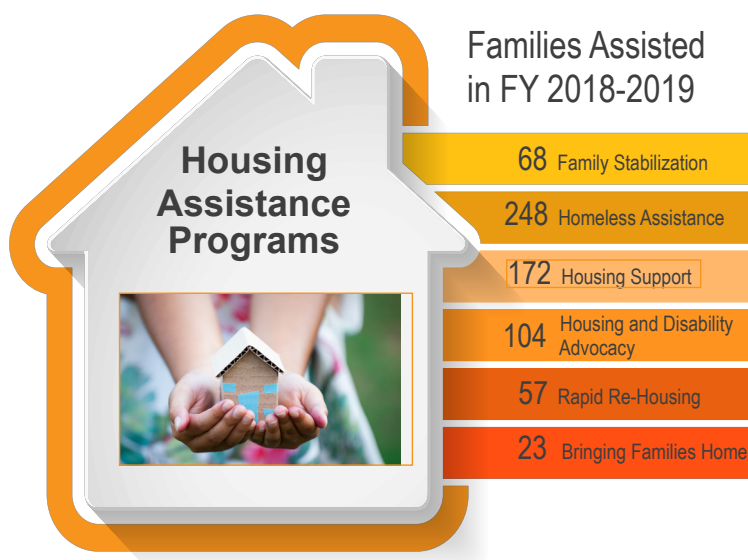
The State recognized the need for increased housing support statewide by almost doubling the CalWORKs Housing Support program's budget. As a high cost county, Santa Clara's grant has increased significantly, from 1.5 million a couple of years ago to an anticipated allocation of \$4 million for FY 2019-2020.

The increased grant money allows the Department to expand the services available to homeless CalWORKs families. Extended housing subsidies, incentivized shared housed arrangements, and a pilot project to assist mixed-status safety net families are just three of the new services that will be available to assist families struggling with homelessness.



Housing prices in Santa Clara County are a barrier to families trying to achieve self-sufficiency.

This year, the Housing programs and services of DEBS and DFCS helped 672 households stay off the streets.



#### **For CalWORKs families**

The Family Stabilization Housing Assistance program provides two housing-related benefits for CalWORKs families who participate in Welfare-to-Work: one-time homeless prevention services to prevent eviction, including payment of past due rent and late fees; and emergency housing assistance.

Additionally, the Family Stabilization Housing Assistance program also provides one-time financial assistance with security deposits, and the first month's rent for homeless families who have been able to secure affordable housing.

The CalWORKs Housing Support program assists qualified CalWORKs families who are experiencing homelessness. Through the Housing Support program, families are provided assistance with emergency housing, locating and securing affordable housing, payment of security deposits and rental subsidies, support with understanding housing leases and landlord negotiations, basic furnishings and household supplies, moving costs, and ongoing case management services.

CalWORKs Homeless Assistance provides temporary shelter benefits at a hotel or motel, limited to one period of sixteen consecutive days, along with one permanent housing payment per year for homeless families.

#### **For GA recipients who may be eligible for Supplemental Security Income (SSI)**

The Housing and Disability Advocacy program provides temporary housing and a path to permanent supportive housing for homeless and disabled individuals, while guiding them through the SSI application process.

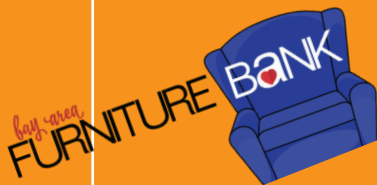
#### **For CalFresh and Medi-Cal recipients**

The Rapid Re-Housing program assists homeless families by serving as an entry point to Santa Clara County's homeless services programs. Referrals of eligible families to the Rapid Re-Housing program results in the completion of a homeless assessment that is key to the County's Coordinated Assessment program. Once an assessment is completed, families are placed on the Community Queue where they are connected to community services based on their need.

#### **For DFCS-CalWORKs common families**

The Bringing Families Home program is administered by the Department of Family and Children's Services (DFCS). It provides housing for families in the child welfare system who are homeless or at risk of homelessness. Its purpose is to increase family reunification and prevent foster care placement.

## TEAMING UP WITH THE BAY AREA FURNITURE BANK



Bay area rents are so high that many formerly homeless families cannot afford to furnish their apartments once they move in. The Department collaborates with the Bay Area Furniture Bank to help such clients turn their new apartments into homes.



Founded in 2016 by Navy veteran Ray Piontek, the Bay Area Furniture Bank recycles gently used furniture and provides it to individuals and families moving out of homelessness, as well as to countless others in need of furniture who are struggling to make ends meet.

The vision of the Furniture Bank is to help rebuild the lives of families who have suffered personal tragedy or disaster by increasing awareness and donations of furnishings, funds, and volunteers to make the Bay Area a place where no one will ever again have to live, sleep, or eat on the floor.

Clients in the CalWORKs Housing Support program often benefit from the Bay Area Furniture Bank. After becoming housed and receiving a referral to the Furniture Bank from their workers, clients can specify what furnishings they need for every room of their home; soon afterwards, the delivery is made at no cost to the client.

According to Ray Piontek, one of the great things about the Housing Support Program and Bay Area Furniture Bank Services is that: "Together we are able to provide furnishings that many take for granted, to others who have been praying for just such items."



**Please contact the Bay Area Furniture Bank at (650) 969-2100 or visit [www.bayareafurniturebank.org](http://www.bayareafurniturebank.org) if you would like to donate or volunteer.**

# Foster Care

## The Foster Care Eligibility Bureau administers payments and services for almost 5,000 youth.

While Social Workers for the Department of Family and Children's Services (DFCS) work directly with the children and young adults in care, our Eligibility Workers make eligibility determinations and provide ongoing case management for benefits.

Since we do not work directly with youth or their resource families, it is critical for the timely issuance of benefits that we collaborate with DFCS. In order to facilitate inter-departmental communication, staffers in the Foster Care Eligibility Bureau formed the Relationship Committee.

The Relationship Committee makes presentations at Induction Training for new social workers, holds regular Q & A sessions for social workers and resource families, and provides assistance for social workers regarding the documentation that is required to maintain eligibility for health care, foster care rates, and other services specific to each young person.

More recently, the Committee has also begun to make presentations within the Department, to newly graduated and fellow Eligibility Workers who are interested in learning more about Foster Care Eligibility.

Each program in DFCS has different eligibility requirements. Along with other Eligibility Workers and support staff in the Foster Care Eligibility Bureau, the Committee plays an important role in helping social workers complete the paperwork that is required for timely benefit issuance.



From left: Cynthia Donovan, Deirdre Mellon-Reyes, Deirdre Mellon-Reyes, Dara Parker, Nicole Verrett and Ayesha Ogunnupe



Being a part of the Relationship Committee allows us to reach out to other bureaus and other departments.

We enjoy having the opportunity to speak about the work we do, and finding out how we can better work with our DEBS partners, DFCS partners, and others.

—Relationship Committee

# Eligibility



## SSI Advocacy

Each month, Social Work Coordinators in our SSI Advocacy Unit screen an average of ten foster care youth for SSI benefits and assist those who are eligible with the application process.

In approved cases, the County is named as the authorized payee and a Social Work Coordinator manages the youth's monthly benefits. The young adult's monthly placement costs are paid out of these benefits and any remaining funds are held in reserve for other expenses, such as school tuition or supplies.

There are currently over 100 foster youth receiving SSI benefits. All are strongly encouraged to continue with the Extended Foster Care program, which provides three years of additional support, through age 21. While under the extended program, youth receive the training and guidance they need to become self-sufficient.



**Team “Can’t Be Stopped” Surged To Victory at the 2018 CalFresh Corrective Action Gameshow.**

**Congratulations to Continuing Benefit Services and its masters of CalFresh, Tien Tran, Van Nam Pham, and Diana Linda Cruz!**





## CalFresh Corrective Action

Payment accuracy within the CalFresh program is a top priority for the Department. Accurate payments are a benefit to both CalFresh recipients and to the County, and are monitored by the United States Department of Agriculture's Food and Nutrition Services and the State of California.

To assist staff in reaching and maintaining the highest possible CalFresh Payment Accuracy Rate, the Department's Administrative Support Bureau provides information, helpful tools, and creative resources which include an annual calendar filled with tips and important dates, monthly DEBS Flashes, and a yearly game show competition.

Each district office prepares for the game show by selecting a team of three contestants who spend countless hours reviewing the CalFresh Program handbook, CalFresh Updates, DEBS Flashes, and other materials to help them

attain expert knowledge of the rules and regulations governing CalFresh eligibility.

This year's gameshow was a spin-the-wheel trivia game called the Wheel of CalFresh. Previous years have featured games including Office Feud, Jeopardy, and Who Wants to Be a Millionaire.

Each team played their heart out at the Wheel of CalFresh, but after two grueling rounds, Team CBS—"Can't Be Stopped" aka the Continuing Benefit Services district office—emerged victorious to take the trophy, intranet fame, and bragging rights for the entire year!

Thanks to the hard work of front-line staff and the Administrative Support Bureau, our CalFresh accuracy is trending upwards this year, with an average accuracy rate of approximately 90 percent.

## Citizenship Day

On Citizenship Day (April 13, 2019), the County of Santa Clara and the City of San Jose joined forces with community groups and immigrant rights advocates to ensure that local immigrants have the resources they need to become U.S. citizens.

The Department played a valuable role in the collaborative: volunteer staffers with access to CalWin (the real-time computer program used by the County for the administration of benefits) provided qualifying applicants with the verification needed to waive the \$725 citizenship application fee.

Altogether, over 370 aspiring Americans received assistance with their citizenship applications. Of those, 259 submitted applications and 137 received full fee waivers, with an additional ten receiving partial fee waivers.



# Benefit Assistance Center

Located at 1879 Senter Road, the Benefit Assistance Center, also known as the BAC, is in a constant state of activity. The BAC serves over 300 people every day who are seeking to apply for CalWORKs, CalFresh, or Medi-Cal, or who need information and help regarding their existing CalFresh or Medi-Cal case—that's 6,000 clients who walk through the doors per month and 72,000 per year.

In order to serve these clients efficiently, 120 staffers are divided into five different teams: Phones, Lobby, Medi-Cal Eligibility Determination (MEDS)/Inter-County Transfer (ICT)/My Benefits CalWIN, Application Registration, and Transaction Support.

## Phones

The Phone Support team provides centralized service for general inquiries, intake cases, and continuing unassigned cases. Phone Support also handles Press Zero calls for the North County, South County, Continuing Benefit Services, and General Assistance offices.

**9,500**  
Telephone calls  
per month

## Lobby

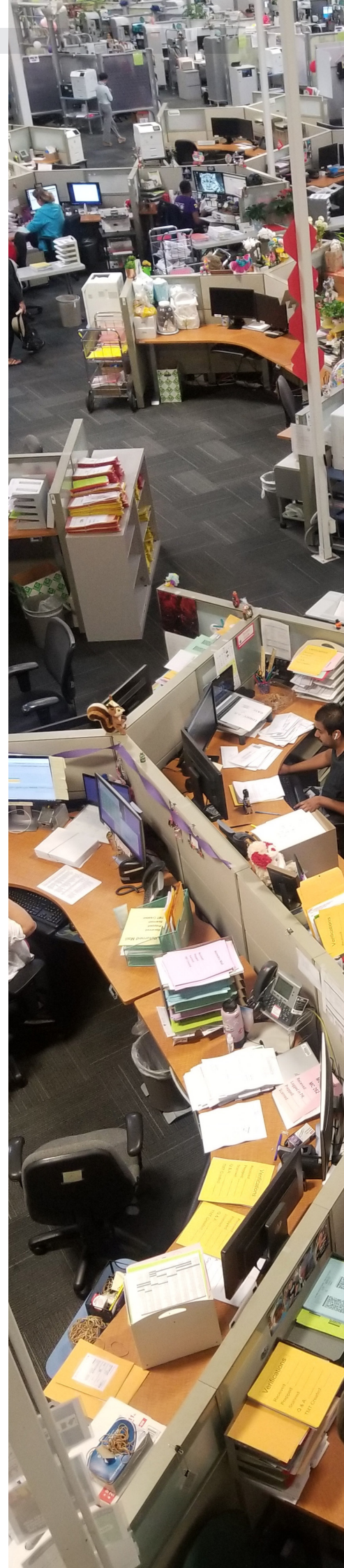
The Lobby team quickly greets clients and provides them with a ticket. Tickets are prioritized by type as clients are assisted by any of the Lobby's 16 windows. The BAC team is always ready to help, whether by reissuing an EBT card, issuing a Medi-Cal benefits identification card, referring a client to an Eligibility Worker, helping a client apply for CalFresh, Medi-Cal, or CalWORKs, or receiving documents.

**4,500**  
Benefit  
applications  
per month

## MEDS/ICT/ My Benefits CalWIN

The MEDS /ICT/My Benefits CalWIN team is tasked with responding to requests related to the Medi-Cal Eligibility Determination System, completing Inter-County transfers, and processing incoming applications from the State's My Benefits CalWIN website for CalFresh, Medi-Cal or CalWORKS benefits.

**900**  
MEDS/ICT/My  
Benefits CalWIN  
applications  
per month





## Application Registration

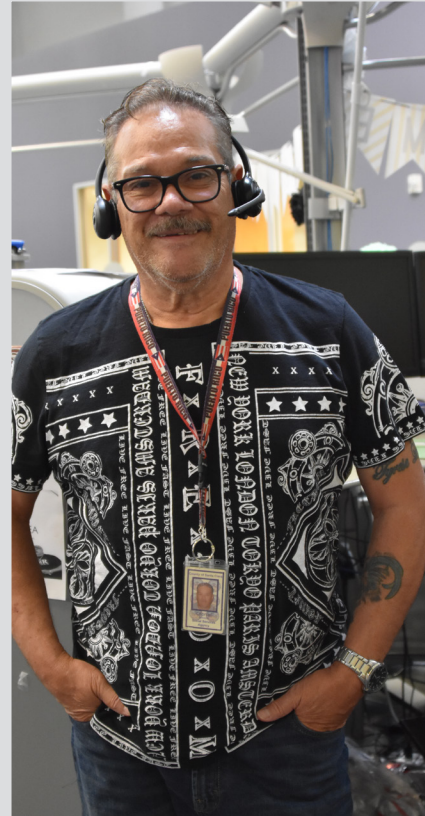
The Application Registration team handles a variety of services related to application processing. These services include processing applications received from the BAC Lobby, mailed, faxed, e-mailed and also telephonic applications. Each application received is subject to a thorough Index Clearance process in CalWIN, MEDS, and Covered CA to verify demographic and case information.

## Transaction Support

The Task Team is responsible for a wide variety of work, but its top priority is the timely and accurate processing of eligibility verification documents.

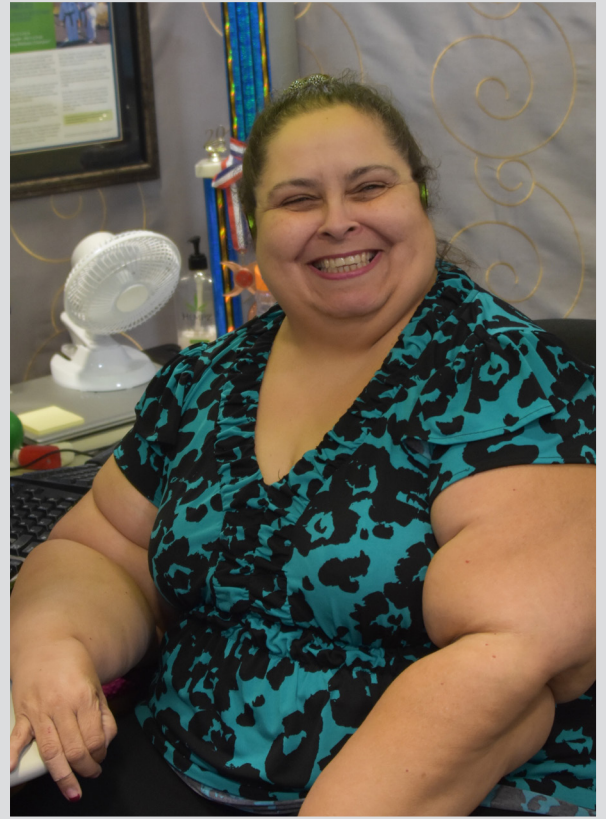
Staffers on this team receive both electronic and paper documentation. Electronic documents are received daily via My Benefits CalWIN, E-Fax, and ten County e-mail boxes. The Task Team also manages incoming electronic verifications from clients, hospitals, and community-based organizations that help our clients. Clients who prefer paper either drop off their documents in person or mail them to the office.

Each document, whether electronic or hard copy, must be identified in CalWIN and matched up with the correct CalWIN Case Number, as well as scanned into our Integrated Document Management System. Thousands of "Task Management" tickets are created each month, one for each document received.



# Our greatest asset





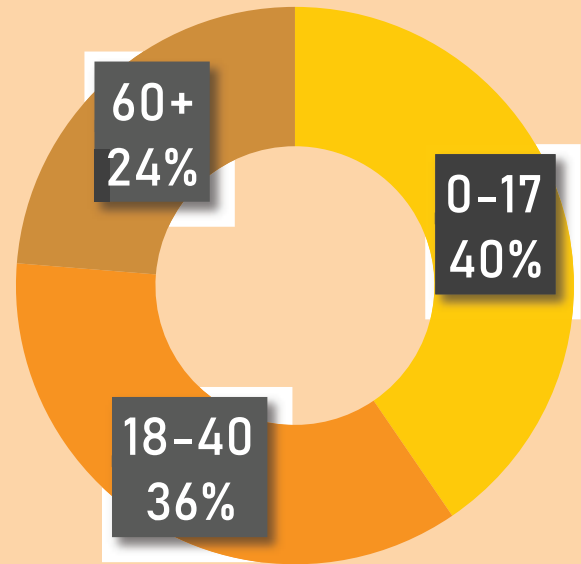
*is our workforce!*



# MEDI-CAL

## DEMOGRAPHICS

361,670 CLIENTS

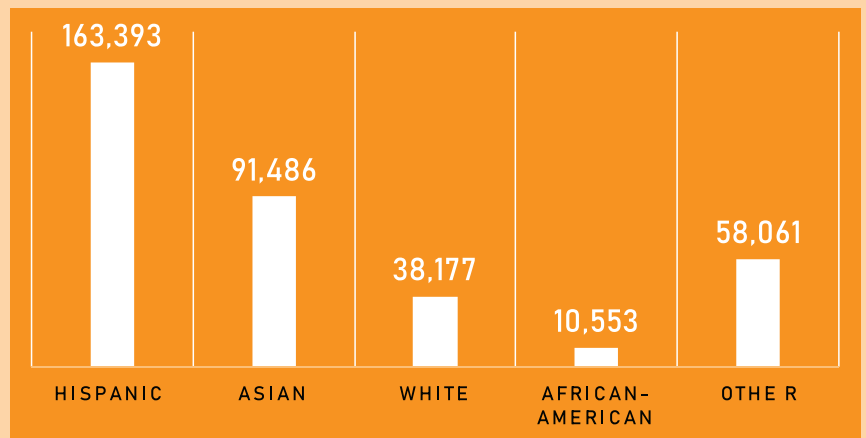


### AGE GROUP

Low-income individuals of all ages benefit from Medi-Cal insurance.

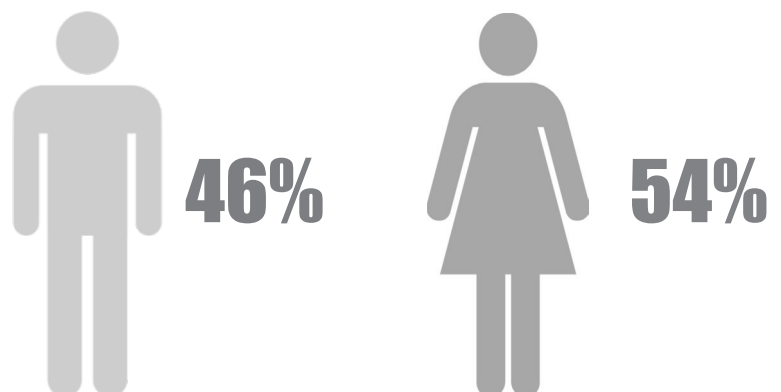
### ETHNICITY

Hispanic and Asian clients are the largest recipient groups of Medi-Cal.



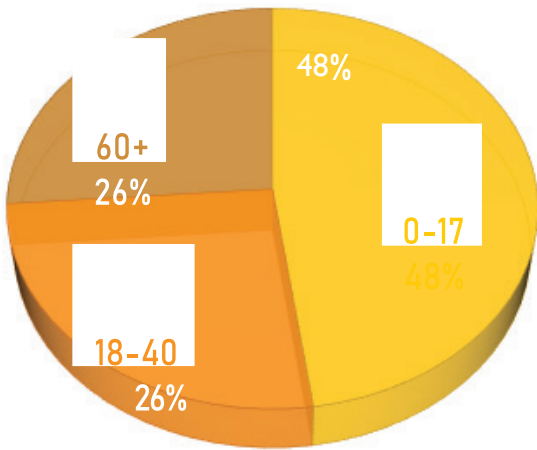
### GENDER

An almost equal number of men and women utilize Medi-Cal benefits.



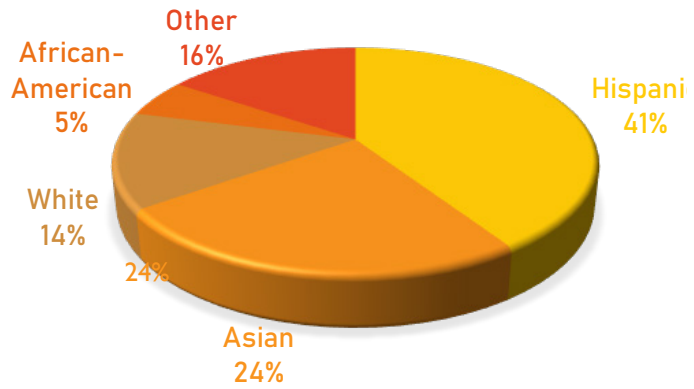
# CALFRESH DEMOGRAPHICS

79,068 CLIENTS



## AGE GROUP

Children and seniors make up over half of all CalFresh recipients in the County of Santa Clara.



## ETHNICITY

Almost three quarters of CalFresh recipients are Hispanic or Asian.

## GENDER

There is not a large gender disparity among CalFresh recipients.



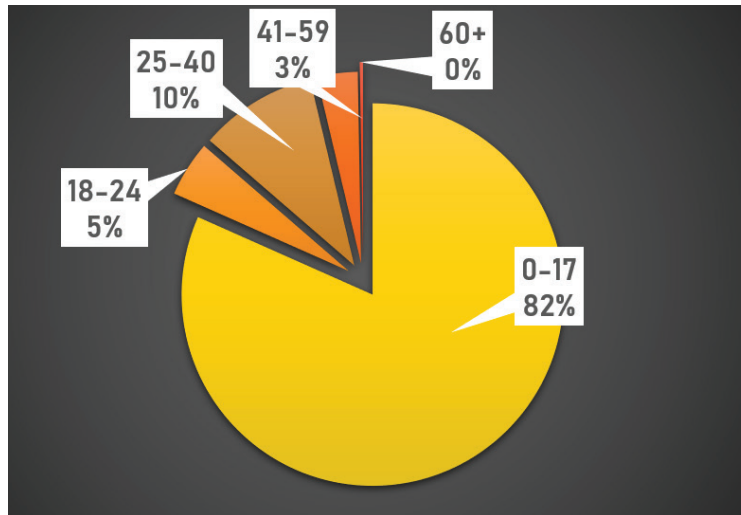
45%



55%

# CALWORKS DEMOGRAPHICS

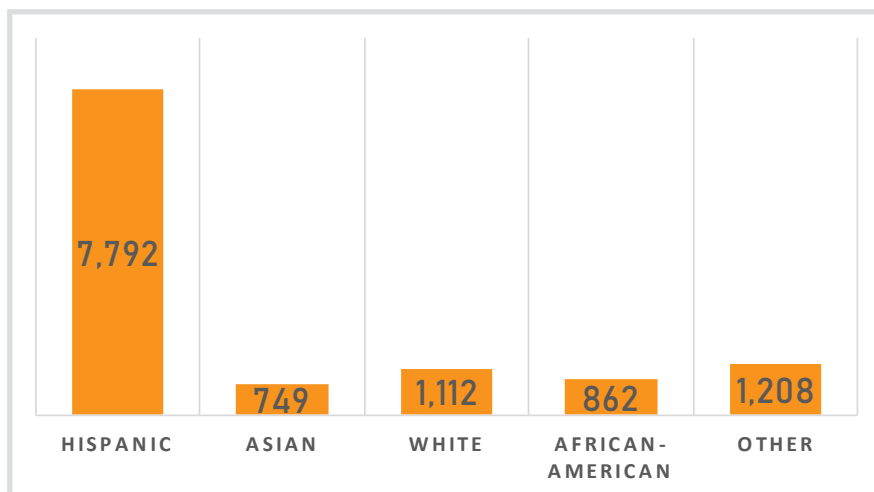
5,258 FAMILIES  
11,723 INDIVIDUALS



## AGE GROUP

Over 5,000 families in Santa Clara County receive support from the CalWORKs program, including almost 10,000 children.

Children aged 0-17 are the primary beneficiaries of CalWORKs.



## ETHNICITY

Hispanic families represent the majority of CalWORKs recipients.

## GENDER

Most heads of household in the CalWORKs program are single mothers.



16%



84%

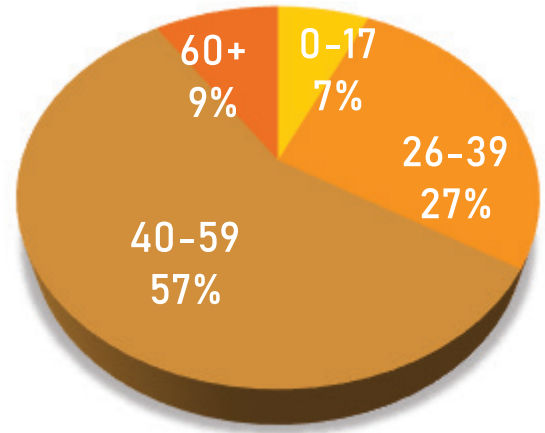


# GENERAL ASSISTANCE

DEMOGRAPHICS  
3,464 CLIENTS

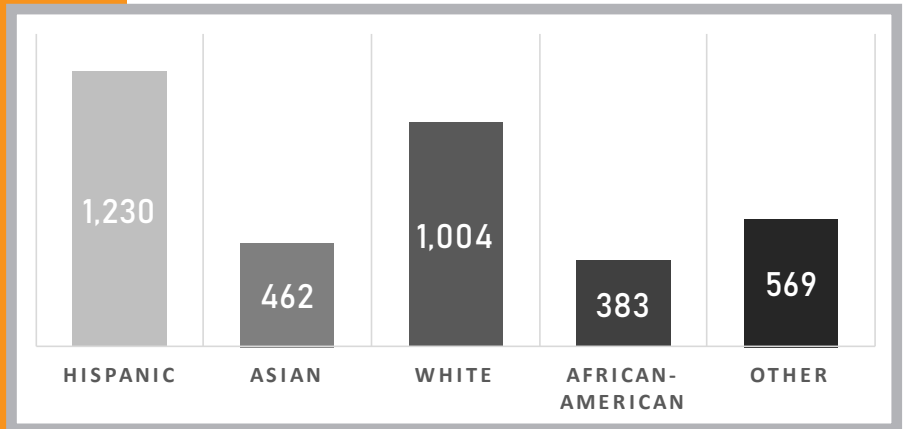
## AGE GROUP

Almost 70 percent clients in the General Assistance program are 40 years of age or older.



## ETHNICITY

Individuals of Hispanic and White ethnicities are the largest recipient groups of General Assistance benefits.



## GENDER

Male recipients of General Assistance outnumber female recipients by almost 2 to 1.



# Get CalFresh & Keep SSI Benefits

Obtenga beneficios de CalFresh y mantenga sus beneficios de SSI  
Được lãnh trợ cấp thực phẩm (CalFresh) và vẫn giữ quyền lợi của SSI

## WANT EXTRA MONEY FOR GROCERIES?

¿Desea dinero extra para comprar comestibles?

Muốn có thêm tiền chợ?

Si usted recibe beneficios de SSI, ahora es elegible para solicitar beneficios adicionales de comida bajo el programa CalFresh, además de sus beneficios de SSI

Nếu đang lãnh trợ cấp SSI, bây giờ quý vị hội đủ điều kiện để xin thêm trợ cấp thực phẩm (CalFresh)

If you're an SSI recipient, you are now eligible to apply for extra CalFresh food on top of your SSI Benefits

### EASY WAYS TO APPLY

3



CLICK

MyBenefitsCalwin.org



CALL

1-877-962-3633



COME IN

Social Services Agency

Benefits Assistance Center  
1867 Senter Rd,  
San Jose, CA 95112

Medi-Cal Benefits Assistance  
650 S. Bascom Ave. Ste. A,  
San Jose, CA 95128

North County Office  
1330 W. Middlefield Rd,  
Mt. View, CA 94043

South County Office  
379 Tomkins Ct,  
Gilroy, CA 95020



cal fresh  
BETTER FOOD FOR BETTER LIVING

#### REGULATIONS CHANGE

- June 1, 2019, people who receive SSI benefits will be eligible to apply for and if otherwise eligible receive CalFresh benefits.
- There will be NO CHANGE or REDUCTION to SSI benefits.**

#### CAMBIO REGLAMENTARIO

- Junio 1, del 2019, las personas que reciben beneficios de SSI serán elegibles para solicitar y recibir beneficios de CalFresh si cumplen con todos los requisitos de elegibilidad.
- NO HABRÁ cambio o reducción a los beneficios de SSI.**

#### THAY ĐỔI LUẬT LỆ

- Kể từ ngày 1 tháng Sáu năm 2019 những ai đang lãnh trợ cấp SSI sẽ đủ tiêu chuẩn nộp đơn xin và nhận trợ cấp thực phẩm (CalFresh) nếu đủ điều kiện
- Trợ cấp SSI sẽ không vì vậy mà THAY ĐỔI hoặc GIẢM BỚT**

DID YOU KNOW



## When you apply for the CalFresh Program only...

An interview is done by  
**TELEPHONE** unless you prefer  
a face-to-face interview.



*Quando solicitas el Programa CalFresh solamente...  
Una entrevista se realiza por teléfono a menos que  
prefiera una entrevista en persona.*

*Khi quý vị chỉ nộp đơn cho chương trình CalFresh...  
Quý vị được phỏng vấn qua ĐIỆN THOẠI trừ khi muốn  
được phỏng vấn trực tiếp.*

Your worker can provide you with more information.

*Su trabajador puede proporcionarle más información.  
Cán sự xã hội có thể cung cấp thêm chi tiết cho quý vị.*

# List of Participating Restaurants

Lista de restaurantes participantes

Danh sách các nhà hàng tham gia vào chương trình



CalFresh  
FOOD



SANTA CLARA COUNTY  
**CALFRESH**  
RESTAURANT MEALS  
PROGRAM

If you are over 60, disabled, or homeless CalFresh customer, you may purchase meals at any participating restaurants.

Si usted recibe beneficios de CalFresh y es una persona de 60 años o más, o discapacitada, o sin hogar, usted puede comprar sus alimentos en cualquier restaurante participante.

Nếu quý vị là người nhận trợ cấp thực phẩm CalFresh và trên 60 tuổi, mất khả năng lao động, hoặc vô gia cư, quý vị có thể mua thức ăn tại bất kỳ nhà hàng nào có tham gia với chương trình.

## EARL OF SANDWICH

1 S. Market St. #20  
San Jose CA 95113

## GABBY'S TAQUERIA

3975 Senter Rd. #105  
San Jose CA 95111

## STRAW HUT PIZZA

81 Curtner Ave.  
San Jose CA 95125

## EL POLLO LOCO

6986 Chestnut St.  
Gilroy CA 95021

## WINGSTOP

1063 Cheshire Circle  
Danville CA 94506

665 Coleman Ave.  
San Jose CA 95110

503 Coleman Ave.  
San Jose CA 95110

1701 Story Rd. #30  
San Jose CA 95116

2719 McKee Rd.  
San Jose CA 95127

2131 Monterey Hwy. #20  
San Jose CA 95125

1661 Hollenbeck Ave.  
Sunnyvale CA 94087

5124-A Stevens Creek Blvd.  
San Jose CA 95129

996 E. El Camino Real  
Sunnyvale CA 94087

see more list on the next page <



# List of Participating Restaurants

Lista de restaurantes participantes

Danh sách các nhà hàng tham gia vào chương trình



## BURGER KING

49 W. Hamilton Ave. Campbell CA 95008	4040 Monterey Rd. San Jose CA 95111	3098 Story Rd. San Jose CA 95127
450 Leavesley Rd. Gilroy CA 95020	1181 Old Oakland Rd. San Jose CA 95112	1305 N. Bascom Ave. San Jose CA 95128
175 W. Calaveras Blvd. Milpitas CA 95035	2170 Monterey Rd. San Jose CA 95112	385 S. Kiely Blvd. San Jose CA 95129
1475 Dempsey Rd. Milpitas CA 95035	6477 Almaden Rd. #D-LA San Jose CA 95120	5154 Moorpark Ave. San Jose CA 95129
1107-B Cochrane Rd. Morgan Hill CA 95037	1030 McLaughlin Ave. San Jose CA 95122	2532 Channing Ave. San Jose CA 95134
830 E. Dunne Ave. Morgan Hill CA 95037	936 Blossom Hill Rd. San Jose CA 95123	1925 El Camino Real Santa Clara CA 95050
177 E. El Camino Real Mt. View CA 94040	2390 Almaden Rd. #10 San Jose CA 95125	3750 El Camino Real Santa Clara CA 95051
623 E. Capitol Expwy. San Jose CA 95111	329 N. Capitol Ave. San Jose CA 95127	773 N. Mathilda Ave. Sunnyvale CA 94085

## CARL'S JR.

- 1890 Mc Candless Dr.  
Milpitas CA 95035
- 360 Kiely Blvd.  
San Jose CA 95129

## SUBWAY

- 3481 S. Bascom. Ave.  
Campbell CA 95008
- 2006 Winchester Blvd. #B  
Campbell CA 95008
- 421 California Ave.  
Palo Alto CA 94305
- 2386 Senter Rd.  
San Jose CA 95112
- 103 E. Santa Clara St.  
San Jose CA 95113
- 1701 Story Rd. #80  
San Jose CA 95122
- 1683 Fala Terrace  
Sunnyvale CA 94087

see more list at the back





## Double Up Food Bucks

Buy CA grown fruit and vegetables and earn \$ to spend on any produce at your next visit!

### How it works:

1. Use your CalFresh card to buy California grown fresh fruits and vegetables at a participating grocery store. 
2. For every \$1 you spend on fresh California grown fruits and vegetables, you will receive a \$1 Double Up Food Bucks coupon to spend on any fresh fruits and vegetables - up to \$10 per day.
3. Spend your Double Up Food Bucks coupon on ANY fresh fruits or vegetables in the same store at any future shopping trip.

**CalFresh Customers can use multiple coupons at once and earn AND redeem during the same transaction!**

For more information visit [www.DoubleUpCA.org](http://www.DoubleUpCA.org) or contact Second Harvest Food Bank 1-800-984-3663



Visit a participating store to enjoy  
**Double Up Food Bucks**



**Arteaga's Food Center**  
204 Willow Street  
San Jose, CA 95110  
(408) 899-6080

**Lucky 7 Supermarket**  
1625 McKee Road  
San Jose, CA 95116  
(408) 251-0354

**Arteaga's Food Center**  
6909 Chestnut Street  
Gilroy, CA 95020  
(408) 847-7542

**Arteaga's Food Center**  
1003 Lincoln Ave,  
San Jose, CA 95125  
(408) 882-0117

**Santa Fe Foods**  
870 S. White Rd,  
San Jose, CA 95127  
(408) 258-2599

# SANTA CLARA COUNTY FARMERS' MARKETS

*Use your WIC and CalFresh EBT at the Farmers' Market!*

## Indicates WIC Farmers' Market checks are accepted:

Checks can only be used at WIC approved Certified Farmers' Markets from June to November.

## Indicates CalFresh is accepted:

Markets with a green star accept CalFresh EBT cards.

## Indicates Market Match program:

Markets with an orange star offer Market Match. Double your CalFresh EBT dollars up to \$10.

### CAMPBELL

Campbell Farmers' Market:     
E. Campbell Ave & N 1st Street | Sun 9-1

### CUPERTINO

Creekside Farmers' Market:     
Creekside Park, 10455 Miller Ave |  
Fri 8:30-1:00

DeAnza College Mobile Market \*:    
21250 Stevens Creek Blvd | Thurs 2-3 |  
Feb-Dec only

### HOLLISTER

Hollister Farmer's Market:    
San Benito Street, between 4th & 7th |  
Wed 3:00-7:30 | Feb-Dec only




### LOS ALTOS

Downtown Los Altos Farmers' Market:    
State St, between 2nd & 4th St |  
Thur 4-8 | May-Sept only

### LOS GATOS

Los Gatos Farmers' Market:   
Town Park Plaza, Main Street & N. Santa  
Cruz Ave | Sun 9-1

### MILPITAS

Milpitas Farmers' Market:     
Great Mall of the Bay Area  
882 Great Mall Dr | Sun 8-1



### MORGAN HILL


Morgan Hill Farmers' Market:    
Caltrain Station, 3rd St & Depot St |  
Sat 9-1

### MOUNTAIN VIEW

Mountain View Farmers' Market:    
600 W. Evelyn Ave | Sun 9-1


### PALO ALTO




California Avenue Farmers' Market:     
California Ave at El Camino Real | Sun 9-1

Palo Alto Downtown Farmers' Market:   
Gillman St, between Hamilton & Forest |  
Sat 8-12

VA Palo Alto Health Care Systems Farmers' Market:     
VA Hospital, 3801 Miranda Ave |  
Wed 10-2 | Apr-Nov only



### SAN JOSÉ



Almaden/Via Valiente Farmers' Market:   
Almaden Via Valiente Plaza Shopping  
Center, 6902-6966 Almaden Expy |  
Wed & Sun 9-3

Alum Rock Village Farmers' Market:     
James Lick High, 57 N. White Road | Sun 8-1



Berryessa Farmers' Market:     
Berryessa School parking lot,  
1376 Piedmont Road | Sat 9-1

Cambrian Park Farmers' Market:   
Cambrian Park Plaza, Camden Ave &  
Union Ave | Wed 4-8 | May-Sept only

Cambrian Park Plaza Farmers' Market:    
Cambrian Park Plaza, Camden Ave &  
Union Ave | Sat 9-1



Downtown San José Farmers' Market:     
18 N. San Pedro | Fri 10-2 | May-Nov only



Evergreen Farmers' Market:     
4055 Evergreen Village Square |  
Wed & Sun 9-1

Farmers' Market at Westfield Oakridge:    
Westfield Oakridge Mall, Winfield Blvd &  
Thornwood Dr | Sun 9-1



Gardner Health Services Mobile Market \*:    
160 E Virginia Street | Wed 2-3:30 |  
Mar-Nov only


Kaiser San José Farmers' Market:     
1 North & 2nd N, 270 International Cr |  
Fri 10-2

Princeton Plaza Farmers' Market:    
Princeton Plaza, 1375 Blossom Hill Rd |  
Wed 9-1

San Jose State University Mobile Market \*:    
289 Paseo de San Carlos | Wed 12-1:30 |  
Mar-Nov only

Santa Teresa Farmers' Market:     
Santa Teresa Blvd & Camino Verde |  
Sat 9-1 | May-Sept only

Santana Row Farmers' Market:    
377 Santana Row, between Olin Ave &  
Olsen Dr | Wed 4-8 | May-Sept only

Santa Clara Valley Medical Center Farmers' Market:     
751 S. Bascom Ave | Wed 10-2 | May-Oct  
only

### SANTA CLARA

Kaiser Santa Clara Farmers' Market:     
710 Lawrence Expressway | Fri 8:30-1:30



Santa Clara Farmers' Market:   
Jackson St, between Homestead & Benton  
| Sat 9-1



### SARATOGA

Saratoga Farmers' Market:    
West Valley Community College, parking  
lot 2, Allendale Ave & Science Way |  
Sat 9-1

### SUNNYVALE

Sunnyvale Farmers' Market:     
Murphy Ave at Washington | Sat 9-1

Sunnyvale Public Library Mobile Market \*:    
655 W. Olive Ave | Thurs 12:30-1:30 |  
Feb-Dec only

Sunnyvale Valley Health Center Mobile Market \*:    
660 S. Fair Oaks Dr | Thurs 10-11:30 |  
Feb-Dec only

\* Mobile Markets do not accept WIC but provide special offers for WIC customers. For a complete list of mobile markets, dates, and times, visit [freshapproach.org/mobilemarket](http://freshapproach.org/mobilemarket)

Funded by USDA SNAP, an equal opportunity provider and employer, and the Santa Clara County Public Health Department

Updated 4.24.19



# DIGNITY ON WHEELS

[www.dignityonwheels.org](http://www.dignityonwheels.org)

"Rebuilding the lives of the homeless one shower and laundry load at a time"

"Reconstruyendo las vidas de las personas sin hogar, una ducha y una carga de ropa limpia a la vez"

"Tái thiết lập cuộc sống của một người vô gia cư và tắm giặt vào thời điểm đó"

## Free Showers & Laundry Service

*Duchas Gratuitas y Servicio de Lavandería*

*Dịch vụ tắm rửa và giặt giũ miễn phí*

How it works: *Cómo funciona: | Hoạt động như thế nào:*



- Shower and laundry available on a first-come basis.

*Ducha y lavandería disponibles por orden de llegada.*

*Dịch vụ tắm rửa và giặt giũ dựa trên tiêu chuẩn tới trước được dùng trước.*



- Take a 7-minute timed shower

*Tome una ducha programada a 7 minutos*

*Tắm trong vòng 7 phút*



- Wash up to 2-sets of clothing only

*Lave hasta 2 juegos de ropa solamente*

*Chỉ giặt tối đa 2 bộ quần áo*

- For 18-years and older

*Para mayores de 18 años.*

*Từ 18 tuổi trở lên*

Tuesday | Martes | Thứ Ba 8:30AM – 12:30PM

Social Services Agency — 1919 Senter Road, San Jose





# CalWORKs

## *Home Visitation*



The Santa Clara County Social Services Agency, in partnership with the Santa Clara County Public Health Department and FIRST 5 Santa Clara County, is excited to announce the CalWORKs Home Visiting Initiative! This new program will offer services to pregnant or parenting CalWORKs families with children less than 48 months of age. Services will be customized to meet the individual needs of participating families, and will include:

- *Health and wellness evaluation of parent and child*
- *Information and educational materials regarding healthy child development and productive parent-child interaction*
- *Connections to community resources including food, housing, health, and educational services*
- *Goal-setting and support*
- *Information and connections to high-quality early-learning settings*



To learn more and sign up for the program, contact your CalWORKs case manager at the Social Services Agency.



# Safety Net Meeting 2020 Calendar



## SAFETY NET MEETING INFORMATION

The Safety Net Committee is co-chaired by Santa Clara County Social Services Agency and Second Harvest Food Bank. It is comprised of Community Based Organizations (CBO's) that come together in partnership to educate, access, strategize, develop and implement service recommendations to strengthen food and other services provided to those in need throughout Santa Clara County.

Safety Net meetings are held at the Second Harvest Food bank on the **4<sup>th</sup> Thursday** of each month from 11:30 a.m. to 1:00 p.m. This is a brown bag lunch meeting.

For more information about Safety Net Meetings and/or to request that discussion items be placed on the agenda, please contact Mariela Moncayo at: (408) 755-7187 or [Mariela.Moncayo@ssa.sccgov.org](mailto:Mariela.Moncayo@ssa.sccgov.org).

### Location

Second Harvest Food Bank  
750 Curtner Avenue  
San Jose, CA 95125  
(Upstairs, Going Room)

### Time

11:30 a.m. – 1:00 p.m.

### Meeting Dates

January 23

February 27

March 26

April 23

May 28

June 25

July 23

August 27

September 24

October 22

November  
(No Meeting)

December  
(TBD)



## CalWORKs Advisory 2020 Meeting Calendar

DATE	TIME	LOCATION
January 8	11:30 – 1:30	Social Services Agency 1879 Senter Road–Orientation Room
February 5	11:30 – 1:30	Social Services Agency 1879 Senter Road–Orientation Room
March 4	11:30 – 1:30	Social Services Agency 1879 Senter Road–Orientation Room
April 1	11:30 – 1:30	Social Services Agency 1879 Senter Road–Orientation Room
May 6	11:30 – 1:30	Social Services Agency 1879 Senter Road–Orientation Room
June 3	11:30 – 1:30	Social Services Agency 1879 Senter Road–Orientation Room
<b>July</b>	<b>* NO MEETING THIS MONTH *</b>	
August 5	11:30 – 1:30	Social Services Agency 1879 Senter Road–Orientation Room
September 2	11:30 – 1:30	Social Services Agency 1879 Senter Road–Orientation Room
October 7	11:30 – 1:30	Social Services Agency 1879 Senter Road–Orientation Room
November 4	11:30 – 1:30	Social Services Agency 1879 Senter Road–Orientation Room
December	<b>➤NO MEETING THIS MONTH - CALWORKS ACHIEVMENT AWARDS</b>	

*For future meeting location contact Anita A. Casillas @ 408-755-7732  
or email: [Anita.Casillas@ssa.sccgov.org](mailto:Anita.Casillas@ssa.sccgov.org)*

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Santa Clara County Social Services Agency - DEBS  
@sccssadebs

Visit our website:

<https://www.sccgov.org/sites/ssa/debs/Pages/debs.aspx>

Online Application:

[MyBenefitsCalwin.org](https://www.MyBenefitsCalwin.org)

Mobile App:

My Benefits CalWIN

Contact us:

Santa Clara County - Social Services Agency  
333 W. Julian Street, San Jose, CA 95110  
Phone: 408.755.7720 | Fax: 408.755.7965  
Email: [ClientComments@ssa.sccgov.org](mailto:ClientComments@ssa.sccgov.org)