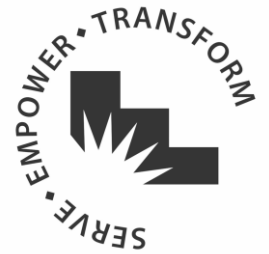


DEPARTMENT OF EMPLOYMENT & BENEFIT SERVICES



2018
ANNUAL
REPORT

MAKING A DIFFERENCE: PEOPLE, SERVICE, PERFORMANCE

A Message from the Department

The only way
to do great work
**is to love
what you do.**

Showing compassion for our clients, being responsive to policy changes and the needs of those we serve, and collaborating with our community partners is the way we do business.

FY 2017-2018 has been a banner year for the Department of Employment and Benefit Services (DEBS). This year, we've expanded valuable services in Employment & Training and Supplemental Security Income Advocacy to our clients in the CalFresh program. As we do every year, in FY 2017-2018 we continued to improve customer service, increased access to services, and removed barriers to service in each of our program areas.

We hope that this report provides you with a helpful overview of our most important programs and services, which are vital to the well-being of low-income residents throughout the Santa Clara County community.

Rafaela Perez & Margareta Kodzic
Executive Leaders,
Department of Employment and Benefit Services

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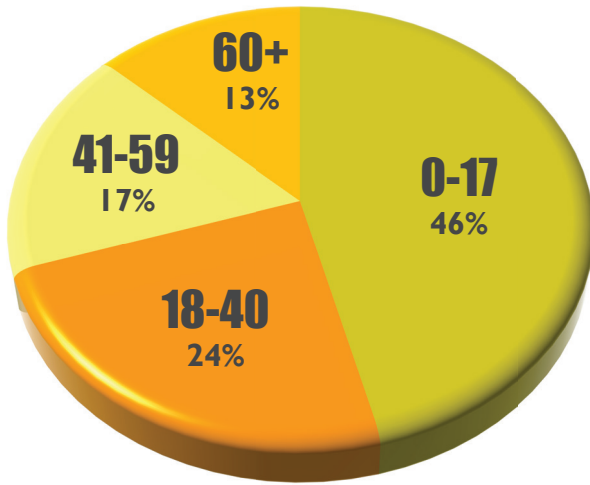
Mission Statement

The mission of the Department of Employment and Benefit Services is to transition public assistance recipients to employment and eventual self-sufficiency and to ensure that low-income individuals and families receive necessary health, nutrition, and employment services.



CALFRESH DEMOGRAPHICS

82,030 CLIENTS

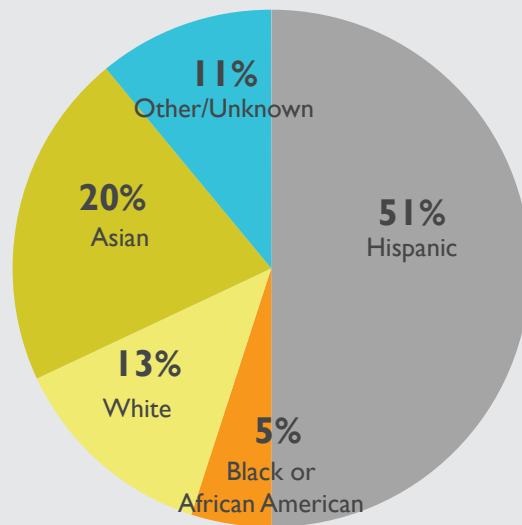


AGE GROUP

Children and seniors make up almost 60% of all CalFresh recipients in Santa Clara County.

ETHNICITY

Over 50% of CalFresh recipients are Hispanic.



GENDER

There is not a large gender disparity among CalFresh recipients.



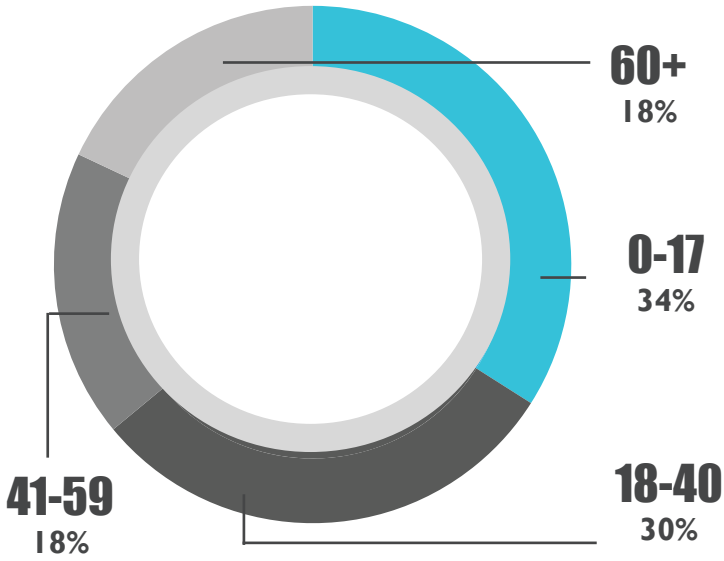
46%



54%

MEDI-CAL DEMOGRAPHICS

378,698 CLIENTS

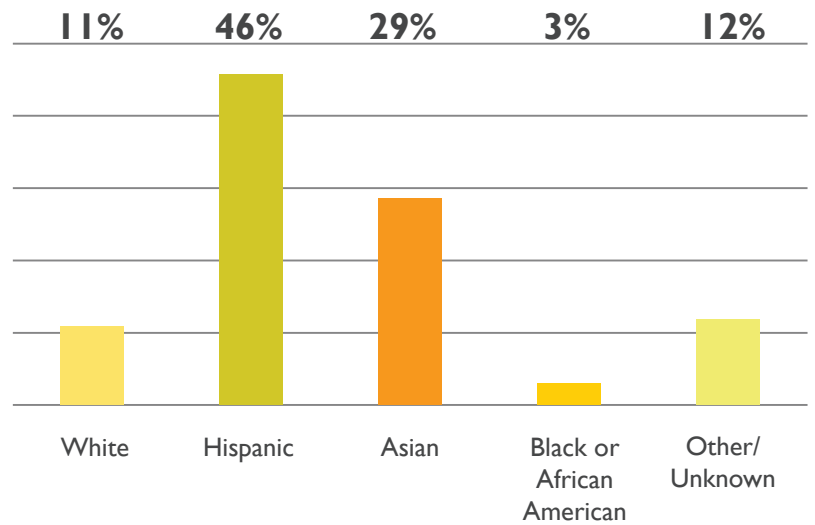


AGE GROUP

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.



46%



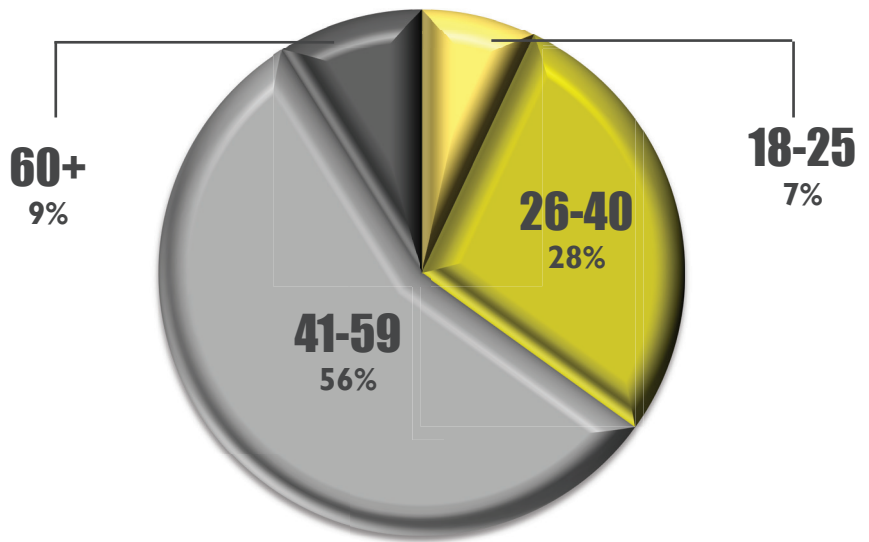
54%

GENERAL ASSISTANCE

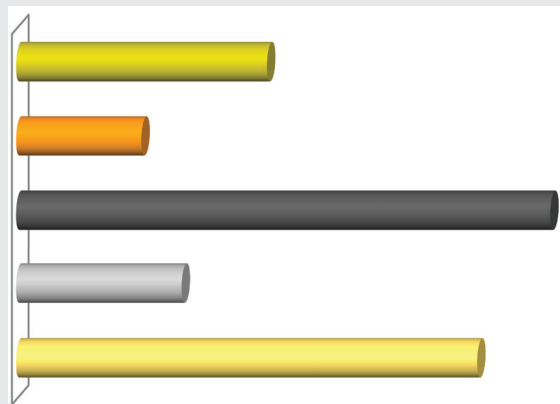
DEMOGRAPHICS 3,778 CLIENTS

AGE GROUP

The majority of General Assistance (GA) clients are 40 years of age or older.



Other/Unknown	16%
Asian	8%
Hispanic	35%
Black or African American	11%
White	30%



ETHNICITY

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

GENDER

Male recipients of GA outnumber females by almost 2 to 1.



MALE 65%

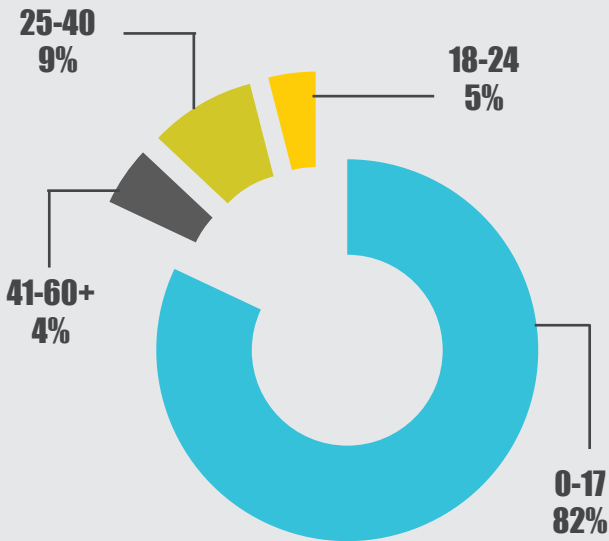
FEMALE 35%

CALWORKS

DEMOGRAPHICS
6,036 FAMILIES

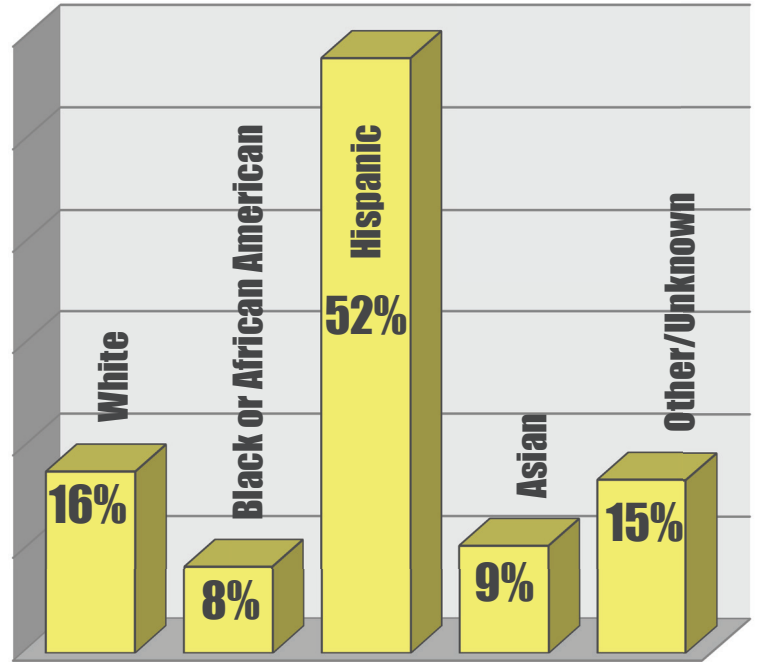
AGE GROUP

Over 6,000 families in Santa Clara County are supported by the CalWORKs program, including 11,060 children. Children aged 0-17 are the primary beneficiaries of CalWORKs.



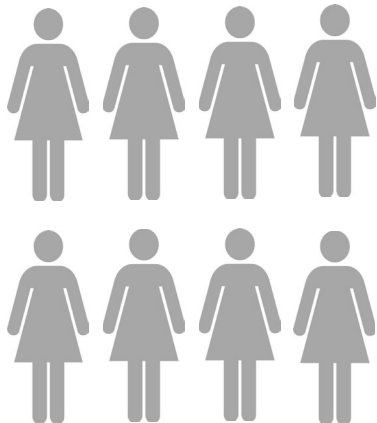
ETHNICITY

Hispanic clients represent the majority of CalWORKs heads-of-households, followed distantly by White and Other/Unknown.

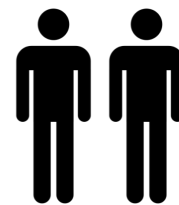


GENDER

Most heads-of-households in the CalWORKs program are single mothers.



84%



16%

Food Matters



CalFresh (known as SNAP nationally) is Santa Clara County's best defense against hunger. This vital nutrition safety net helps recipients afford healthy food, reduces the stress of not getting enough to eat, improves wellness and the ability to learn, and enhances social equity throughout the County.

More than 80,000 people receive CalFresh benefits—almost 1 in 20 of everyone who lives in Santa Clara County. Statistics show that hunger and food insecurity tend to affect children and seniors disproportionately: 46% of CalFresh recipients are children and 13% are seniors.

The Department of Employment and Benefit Services (DEBS) believes that every resident of Santa Clara County should have enough food to be active, healthy, and hunger-free. As a result, DEBS uses innovative client-focused programs that are designed to increase access to CalFresh, remove barriers to service, and strengthen client engagement.

This year, the Department focused on creating additional services for Able-Bodied Adults without Dependents (ABAWDs), who must now meet federal work requirements in order to remain on aid.

New services in the areas of employment and training and Supplemental Security Income (SSI) advocacy were added to assist the ABAWD client population. These new services will help ensure that all recipients of CalFresh have the opportunity and means to maintain their food benefits year-round.

CalFresh makes a tremendous difference in the lives of those who are hungry or food insecure. One such individual left an emotional voicemail for the supervisor of Eligibility Worker Helen Lau (pictured at right) to express thanks for Helen’s work on her behalf.



“ *Helen is a wonderful person to me. She’s been so helpful to me, and she’s so resourceful. And I’m so appreciative. I’m appreciative of everything you folks do for me. Thank you very much.* —Dana

Disaster CalFresh

When six of our neighboring counties were devastated by the October 2017 Northern California Wildfires, Santa Clara County stepped in to lend a helping hand. A team of volunteers, pictured below, helped field calls from distressed families who lost everything in the wildfires, as well as clients whose benefits were discontinued due to missed deadlines stemming from the closure of county offices. Thanks in part to the hard work of our volunteer team, \$1.5 million in Disaster CalFresh benefits were distributed to affected individuals in Sonoma County alone.

“ *I was able to help CalFresh and Medi-Cal clients whose benefits were discontinued because of office closure. The clients I spoke with were extremely upset about losing their food and medical benefits, but I helped them by taking telephonic applications and re-opening their cases without a break in aid. It was a pleasure and very satisfying to help these people in need!*
— Eligibility Worker
Olivia Ortega



Pictured from left: Ezequiel Contreras-Murillo, Heather Mitchell, Laura Maida, Norma Amador, Melissa Olmos, Olivia Ortega, Erica Martinez, Haiyan Shao. Not pictured: Camille Coronado, Jeanne Whitehurst, Cuong Nguyen, Sylvia Garcia.

”

New Work Rules for CalFresh

Beginning on September 1, 2018, CalFresh clients who are between the ages of 18 and 49, who do not have dependents, and who reside in Santa Clara County, San Mateo County, or San Francisco County will be eligible for only 3 months of benefits within 36 months unless they meet work requirements or are deemed to be exempt. There are approximately 8,000 Able-Bodied Adults Without Dependents (ABAWDs) in Santa Clara County who must meet these new requirements.

This year, Santa Clara County has made it a priority to develop new services designed to help ABAWD recipients of CalFresh remain on aid. As a result, Employment and Training and Supplemental Security Income (SSI) Advocacy services will be offered to members of the CalFresh client population.

The ABAWD rule-set creates a distinction between those who must work or volunteer a defined number of hours per month in order to retain eligibility for benefits, and those who are exempt from work requirements due to conditions such as pregnancy, chronic homelessness, behavioral health issues, or disability.

Both categories of the ABAWD client population will be served by the County's new programs. Able-bodied clients will receive assistance in meeting their work requirements from the newly-formed CalFresh Employment Services, ensuring that they have the opportunity to retain their nutrition benefits while providing the





structure needed to enter the workforce or complete vocational training. Meanwhile, Social Workers will help exempt clients with qualifying disabilities apply for SSI to help improve their future for the long-term.

As DEBS developed its operating plan, it became clear that services for ABAWD clients who are subject to the work requirement had to be implemented well before September in order to prevent them from using one, two, or even all three of their countable months of benefits before December 2018.

Consequently, Eligibility Workers began reaching out to ABAWD clients beginning in May 2018—four months before the time limit took effect. Initial data shows that approximately 50% of ABAWDs qualify for a work exemption. Approximately 5% of non-exempt ABAWDs are already meeting the work requirements on their own. The remaining 45% are referred to Employment Services, where they attend an orientation and participate in employment, vocational, and/or educational training to meet their work requirements.

Santa Clara County is taking the lead to ensure that everyone who needs CalFresh can maintain their eligibility and receive food benefits every month. To learn more about CalFresh, attend the next Safety Net Meeting; see the Appendix for details.

Finding Work



“Meet the hours you need while we help you succeed!”

The motto of CalFresh Employment Services perfectly encapsulates the mission of this important new program, which was specifically created to help Able-Bodied Adults Without Dependents (ABAWDs) meet their work requirements while guiding them to living wage jobs and the path to success.

One of the greatest assets of CalFresh Employment Services is a committed team of Employment Counselors who meet one-on-one with ABAWD participants, devising individualized action plans for their clients, mentoring them, advising them, and keeping tabs on their progress.

Clients have access to the Employment Connection Center (ECC), a unique one-stop shop where clients can find job postings, receive job search assistance, use computer labs, engage in online learning, and attend employment recruitment events. Clients also benefit from dynamic workshops on resume writing, employer expectations, workplace success, and many other important topics.

“We are very excited for the opportunity to serve our ABAWD participants. We look forward to providing personalized employment services to help individuals achieve their employment goals leading towards self-sufficiency.”

—Marilyn Pham, Lead Employment Counselor, pictured above

Living with Disability



Top row, from left: Cassandra Brenzel, Eric Roenicke, Christopher Williams, Christopher Okoronkwo, Oswaldo Orozco, Quoc Ha. Bottom row, from left: Christie Tran, Jimmy Yang-Liang, Stacie Ngo, Jeanette Shamalta, Vicki Bien.

ABAWD recipients of CalFresh who are exempt from the time limit do not have to meet work requirements in order to receive their food benefits.

However, the Department recognized that many of these individuals suffer from disabilities that would qualify them for Supplemental Security Income (SSI), if only they knew how to apply.

Social Workers help eligible clients navigate the complex SSI process from initial application to resolution of appeal, providing personalized service from start to finish.

With the implementation of the ABAWD time limit and the realization that many CalFresh clients could benefit from SSI Advocacy

services, this year DEBS has expanded its SSI Advocacy Unit to include new Social Workers to serve the ABAWD population.

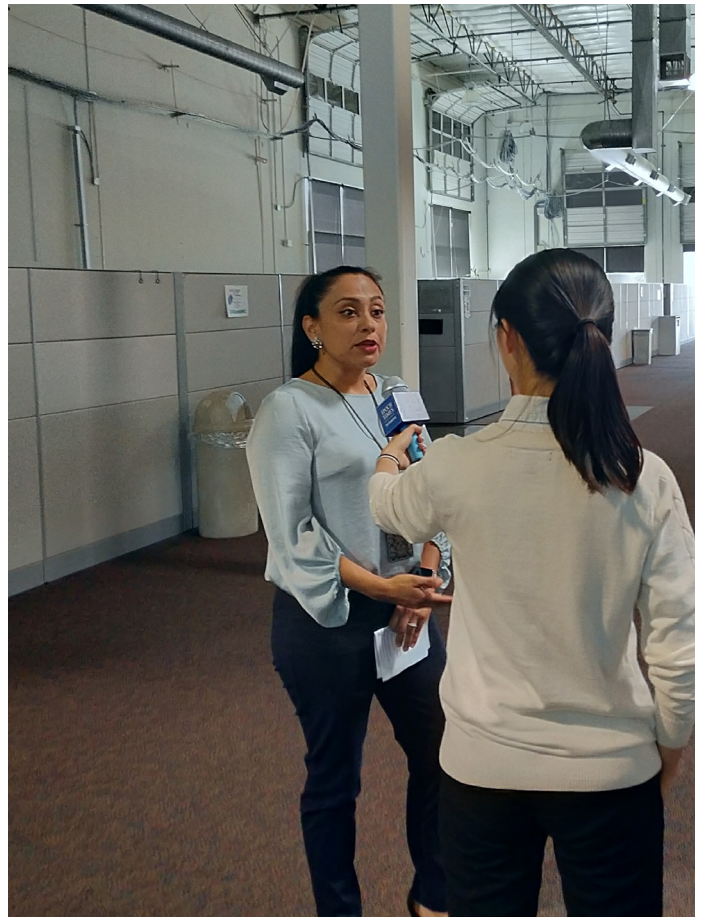
Qualifying for SSI can be a life-changing event for disabled CalFresh clients because it results in a permanent monthly cash benefit.

“I’ve tried going to a lot of places looking for help, and the door is always closed. I appreciate that you aren’t promising me anything but I know you’re doing what you can.”

—Daniel ”

Santa Clara County and Second Harvest Food Bank teamed up to educate clients and community partners about ABAWD changes to CalFresh. The town-hall meeting for clients was covered by media outlets including Univision, the Mercury News, the Epoch Times, and KCBS Radio.





Employment & Training

Able-Bodied Adults Without Dependents (ABAWDs) are not the only beneficiaries of employment services. This year, Santa Clara County expanded the CalFresh Employment & Training (CFET) program to include all CalFresh recipient who meets the program's guidelines.



The goal of CFET is to offer a greater number of CalFresh recipients voluntary work force opportunities that lead to increased employment rates and wages.

CFET services help participants write an effective resume, receive paid work experience, improve their interviewing skills, get their high school equivalency certificate, and learn new job skills in professional, technical, or vocational programs.

CFET includes Working Partnership USA's Trades Orientation Program, which places participants on the pathway to apprenticeship in the construction trades. It also features programs at the Silicon Valley Children's Fund designed to help former foster youth become successful and self-sustaining adults, and has numerous workfare opportunities to help ABAWDs maintain their CalFresh eligibility.

Public-private partnership is a critical element of success for the CFET program. DEBS is proud to join forces with the six agencies listed at right to bring CFET to all qualified CalFresh recipients in Santa Clara County. To learn more about how to access CFET services, see the Appendix.

CFET Partner Agencies





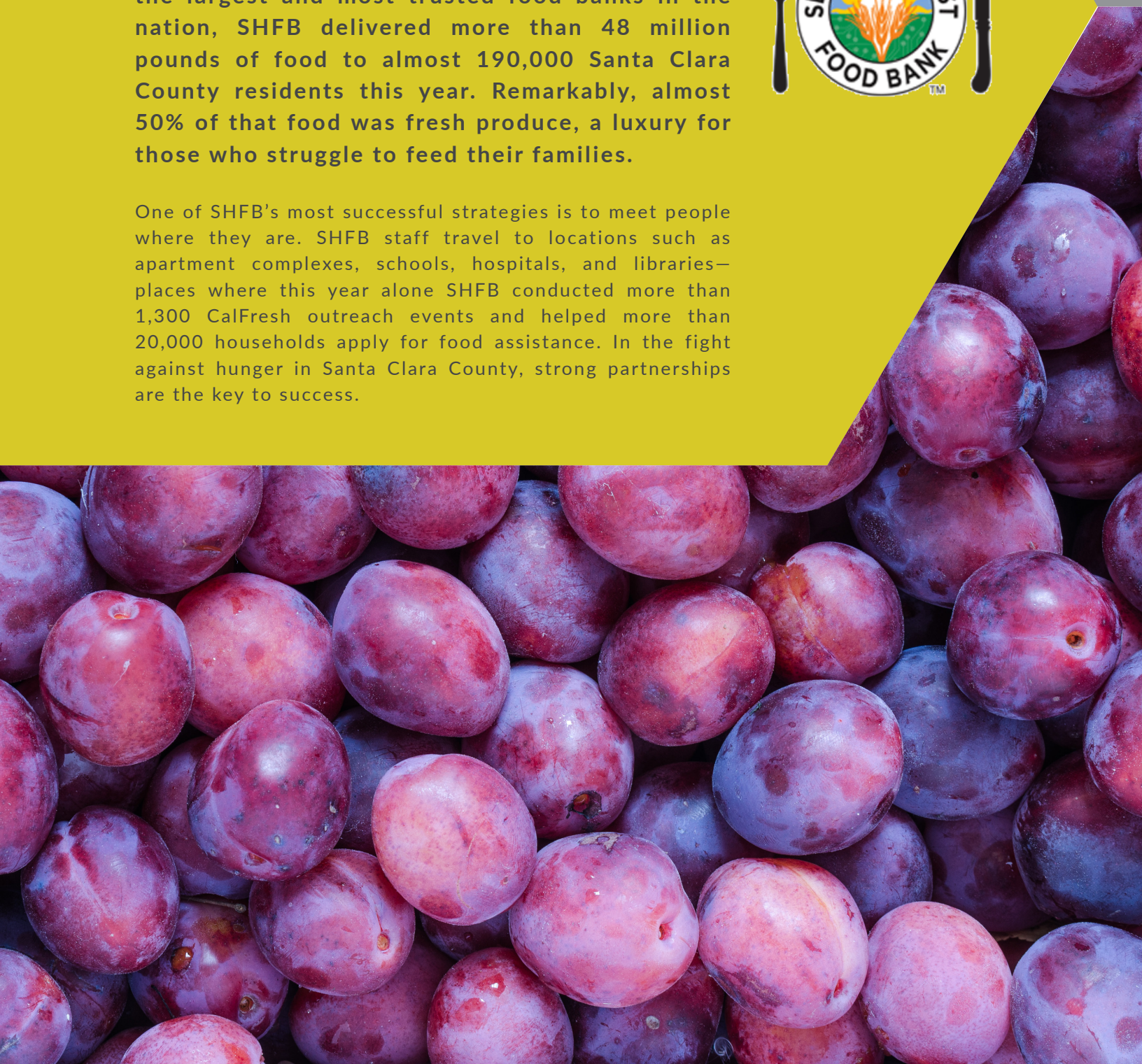
**Finding a living-wage job
is possible** through CalFresh
Employment & Training.

Partnering with SHFB

The partnership between the County and Second Harvest Food Bank of Santa Clara and San Mateo Counties (SHFB) is an invaluable part of the effort to eliminate hunger and food insecurity. One of the largest and most trusted food banks in the nation, SHFB delivered more than 48 million pounds of food to almost 190,000 Santa Clara County residents this year. Remarkably, almost 50% of that food was fresh produce, a luxury for those who struggle to feed their families.



One of SHFB's most successful strategies is to meet people where they are. SHFB staff travel to locations such as apartment complexes, schools, hospitals, and libraries—places where this year alone SHFB conducted more than 1,300 CalFresh outreach events and helped more than 20,000 households apply for food assistance. In the fight against hunger in Santa Clara County, strong partnerships are the key to success.



Summer Meals for Kids and Teens

The costs of food and housing in Santa Clara County are extremely high and continue to rise. For families that rely on free and reduced-priced meals for their kids during the school year, summer can be very hard. The good news is that Second Harvest Food Bank provides free healthy meals to kids and teens under 18 years of age almost all summer long.

Feeding More Kids Every Year

SHFB works with community partners such as school districts, libraries, and public parks to grow the Summer Meals program. This summer, SHFB and the East Side Union High School District expanded to include Summer Meals at six community sites, the Rita Chavez-Medina Family Resource Center, Welch Park, and mobile sites at three low-income apartment complexes—Valley Palms Apartments, Don De Dios Apartments, and Poco Way Apartments.

**Text “food”
to 8787
to find
Summer
Meals
locations
near you.**

In the north part of the County, SHFB partnered with the Mountain View Whisman School District to serve 100,000 summer meals (40% more than last year). In South County, the Morgan Hill Library Summer Meals site alone fed over 110 kids per day.

Summer Meals truly make a difference in the lives of low-income families. Kids avoid corner store and dollar menu food and stay healthy while parents have more disposable income for rent and basic needs. To learn more about SHFB’s fight against hunger, see the Appendix.



Families enjoy good weather, games, and Summer Meals at the Morgan Hill Library.



SHFB staff serve healthy lunches at the Educational Park Branch Library in San Jose.

Health Care for All

Santa Clara County aims to safeguard the health and well-being of children, seniors, and adults who do not receive medical benefits through their work. 36% of Medi-Cal recipients are children aged 0-19, 51% are adults aged 20-64, and 13% are adults aged 65 and older.

With its administration of Medi-Cal, the largest benefits program in Santa Clara County and the largest health insurer in California, the Department of Employment and Benefit Services (DEBS) ensures that qualified residents receive comprehensive health care.

Making it easier for clients to apply for and maintain their Medi-Cal benefits is a priority for the Department. That's why expert Medi-Cal staff are available at district offices throughout the County and the Department engages in frequent community outreach. DEBS is committed to seeking ways to improve the Medi-Cal experience for all qualified residents of Santa Clara County.

Pictured at right is a Medi-Cal Unit in holiday attire.

Q & A

Q How many people in Santa Clara County receive health insurance through Medi-Cal?

A 381,391

Q How can you apply for Medi-Cal?

A You can apply for Medi-Cal in person, by phone at 1-877-962-3633, or online at www.MyBenefitsCalWin.org. Choose the option that works best for you—you'll get the same great service with each method.

Q Does it take long to get Medi-Cal benefits after you apply?

A If you apply in person and bring all of your verification documents, you may be able to get Medi-Cal benefits on the same day you apply!





I sincerely appreciate the time and effort you put forth to help me. What you have done made a positive difference for my family during this difficult time. You showed compassion and understanding and took the time to answer my concerns with great clarity and expertise. I am truly grateful. Thank you!

—Thally to Eligibility Workers Elizabeth Garay and Khang Phan

Medi-Cal Made Easy

Medi-Cal Awareness Campaign: “Did you know that you can report Medi-Cal changes without coming to the office?”

A client-friendly feature of the Medi-Cal program is that it does not have a face-to-face requirement for submitting applications, providing documentation, or performing annual reviews. However, many clients are not aware of this feature and end up travelling to district offices to take care of their Medi-Cal issues in person.

In order to save travel time for clients and reduce lobby traffic, the Benefits Service Center formed a Unit-Based Team (UBT) comprised of front-line staff and managers (pictured below). The team launched an awareness campaign about the different ways clients can fulfill their Medi-Cal reporting requirements.

As part of the awareness campaign, the UBT created an informational flyer that is shared with clients at the office and included in Medi-Cal reporting correspondence. The flyer, pictured at the top of the opposite page and posted on the Department's website, notifies clients that they have five convenient options for reporting Medi-Cal changes: phone, email, online via the MyBenefits CalWin mobile app and website, mail, and fax. All of these options can be exercised from the comfort and convenience of home.



Connecting the Community to Services

The Better Health Pharmacy in Santa Clara County offers free prescription medication for all, including individuals who have insurance but cannot afford co-pays and those who do not have insurance.

The only requirement to receive assistance from the Better Health Pharmacy is a prescription. Better Health Pharmacy does not verify citizenship, residency, or income.

DEBS recommends Better Health Pharmacy to Medi-Cal clients whose applications are in process. Staffers make it their mission to connect clients with helpful resources that can be utilized by the community.

For more information, please visit www.betterhealthrx.org.

Pictured from left: Quoc Tran, Mike Rasche, Jose Vasquez, Olga Maldonado-Garcia, Gabriella Ortiz, Tracey Hastings, and Sheila Yuter.

Did you know that you can report Medi-Cal changes without coming into the office?

SANTA CLARA COUNTY



SOCIAL SERVICES AGENCY

[mail] BSC

P.O. Box 11018, San Jose, CA 95103-1018

8500

Awareness Campaign Statistics

The "Did You Know?" Medi-Cal Awareness Campaign yielded great results. Within six months, lobby traffic at the Benefits Service Center decreased from an average of 222 walk-in clients per day to 147. A significant number of people who used to come to the office to report Medi-Cal changes are now choosing to report electronically or telephonically from home, work, or wherever they are. It's a win-win situation, as reduced lobby traffic means that the average wait time is reduced from 24 minutes to 13 minutes for clients who choose an office visit as their preferred method of engagement for reporting changes to their Medi-Cal.

“ I was so happy to learn that I could renew my Medi-Cal without going to your office. I don't have a car, so being able to report by phone saves a lot of time and effort for me. — Ann

Reduction in Lobby Traffic

↓ 34%

Reduction in Lobby Wait Time

↓ 45%

Path to Success



The California Work Opportunities and Responsibilities to Kids (CalWORKs) program offers a path to success for poverty-stricken families with dependent children by providing temporary monetary assistance and employment support. The program's two components, Benefit Services and Employment Services, work hand-in-hand to deliver wrap-around assistance that provides families an opportunity to regain stability, address economic barriers, and work toward financial independence.

Successfully navigating clients through the CalWORKs program requires the combined effort of both staff and community partners.

As soon as a client's case is opened, Eligibility Workers determine monthly grant amounts, assist

families in meeting ongoing program requirements and provide links to other benefits that may help families stretch their budget.

Once grants have been established, non-exempt adult participants are required to enroll in the CalWORKs Employment Services program, where they work with Employment Counselors to develop an individualized roadmap outlining the steps they will take to overcome employment barriers and, if necessary, obtain the help needed for family crises.

To address these complex challenges, clients have access to an array of supportive services and a community partner network that collaborates with the CalWORKs program to provide educational and vocational training programs, along with child care, behavioral health, and housing services.

Together with our network of community partners, the CalWORKs program supports over 6,000 families. To learn more about CalWORKs, attend the next CalWORKs Advisory meeting; see the Appendix for details.

Bridgette exemplifies the characteristics of an Eligibility Worker in the CalWORKs program, providing great customer service with compassion. Working within Benefit Services, Bridgette reviews numerous factors that help determine the amount of a family's CalWORKs cash grant, as well as the family's eligibility for Medi-Cal and CalFresh benefits.

Eligibility Worker Darlene Falcon and Employment Counselor Vanessa Reynaga work together in the Department's South County District Office to ensure that mutual clients receives the full wrap-around support of the CalWORKs program. Whole-client collaboration is a key hallmark of CalWORKs 2.0 success.



Bridgette Casterline



Darlene Falcon and Vanessa Reynaga

CalWORKs 2.0: A New Approach

The CalWORKs program is undergoing an important strategic and philosophic change. In the past, CalWORKs was compliance-oriented and work-first driven. The new model, dubbed CalWORKs 2.0, takes into account the impact of poverty on adult success and recognizes that many participants who enter the CalWORKs program are not initially ready to work as a result of poverty-related deficiencies.

Science has shown that the skills needed to succeed at work, such as planning, organization, task initiation, and persistence, are often weakened by exposure to poverty and ongoing stress.

CalWORKs 2.0 aims to help impoverished families succeed by building adult capabilities and providing the missing pieces of work readiness. Physical and mental health, core capabilities, safety, housing, transportation, and child care may be addressed before clients advance into work readiness.

CalWORKs 2.0 is reframing the possibilities for client success, including transitioning from:

- Transactional relationships to supportive relationships.
- Information overload to streamlined messages.
- “We think this might work” to “The brain research says.”
- “Here is what we offer” to “Here is how we can help you achieve your goals.”

CalWORKs 2.0's client-first philosophy represents a fundamental change in service delivery. Employment Services is excited about the CalWORKs 2.0 vision and its impact potential on families in Santa Clara County.

Employment Gains

The Employment Connection Center (ECC) utilizes a strategic blend of comprehensive employment coaching, a robust alliance of partner employers, and access to a dynamic menu of employment readiness workshops.

Staffed by a workforce development team of experienced Employment Counselors, the ECC is tooled with the resources necessary to accommodate job seekers of all levels of experience.

In addition to providing employment services and direct job placements to the CalWORKs adult population, the ECC has expanded its scope to include employment based services for youth in the CalWORKs and CalFresh programs.



Job Retention is Key to Long-Term Success

Over the past year, almost 1,200 CalWORKs participants have entered full-time or part-time employment. For some clients, retaining a job is just as difficult as getting hired. Fortunately, CalWORKs program services extend beyond the steps of initial employment and address the unforeseen challenges that may arise while clients are maintaining a new job.

Employment retention services offer post-hire support, which includes access to child care, transportation, ancillary payments to cover incidental work related expenses and workshops designed to help participants keep jobs and foster career growth.

When clients obtain a new job, their Employment Counselors perform routine monthly follow-ups. Through this post-hire engagement, staff inquire on the new job and provide coaching when necessary, offer supportive services or initiate referrals for family stabilization services and housing.

As an encouragement for retaining employment, clients who find and retain a new job are eligible for incentives after 30-day, 60-day, and 90-day follow-ups with their Employment Counselors.

This year, retention follow-ups indicate that on average 90% of clients had retained their job at the 30-day mark, while an average of 80% were still working after 90 days, and 66% after 120 days.



Job Recruitment Events

Every month, the Employment Connection Center (ECC) hosts hiring and recruitment events in which employers speak with qualified candidates on site about open positions within their agencies. The events are an excellent networking opportunity for interested candidates to learn about the requirements of the job, schedule interviews and, in select cases, interview onsite.

The events have proven to be equally beneficial to employers, as they provide access to a large pool of qualified candidates who are prepared for interviews and enthusiastic about employment opportunities. While CalWORKs clients attend employment readiness workshops and receive referrals for the events, the recruitments are open to the public and marketed to all on the Employment Connection Center's website www.ecstaffing.com.

In April, Tesla Motors held a recruitment event at the ECC. Throughout the day, Tesla representatives gave presentations about the company and accepted applications from interested applicants. The event was successful and Tesla will be featured at another ECC recruitment event in late August.



Work Participation Rate



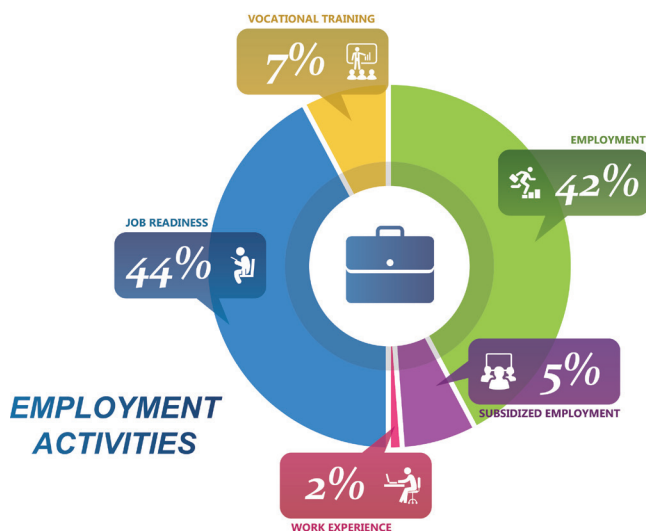
Each month, the State selects a random sampling of CalWORKs cases and monitors the County's Work Participation Rate (WPR). Work Participation Rate is currently the primary performance indicator for Welfare-to-Work programs.

The Work Participation Rate reflects the number of cases in which clients are meeting hourly participation requirements in Welfare-to-Work activities. Federal and state regulations require each county to carry a minimum WPR of 50% for All Families and a minimum WPR of 90% for Two Parent Families in order to avoid financial sanctions.

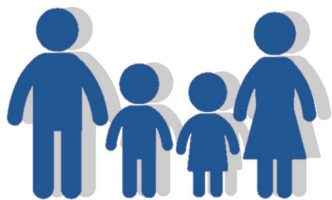
WPR cases are randomly selected for audit by the State. The Department's Rapid Response Team works closely with selected clients for the entire audit period, engaging them in work activities as needed to satisfy their participation requirements.

Boasting an All Family rate of almost 69% and a Two Parent rate of 72%, Santa Clara County is a statewide leader in WPR among large counties. The Department is focusing its efforts on increasing the Two Parent rate, which has only recently become an area of performance emphasis for the state.

The graph at left illustrates the types of activities in which CalWORKs clients participate.



Linking DFCS Families to Successful Reunification



169 Active Cases
104 Cases Closed



The Linkages Unit ensures that family cases receive joint services from programs in the Department of Family and Children's Services (DFCS) and CalWORKs. The Linkages team is composed of Social Workers, Eligibility Workers, and Employment Counselors. The team coordinates clients' court mandated participation in services such as mental health counseling and access to cash aid, providing clients with direct links to employment and supportive services that enhance the potential for successful family reunification.



118
Initial Coordinated Meetings



129
Coordinated Integrated Plan Completions



134
Clients Maintaining Ongoing Communication

Addressing the important connection between poverty and neglect, the Linkages Unit helps clients overcome their economic vulnerabilities in order to provide better lives for their children. This innovative, interdepartmental approach between DFCS and DEBS encourages communication, streamlines service delivery, and increases positive outcomes for clients on the path to reunification.

Internships Help Reduce Generational Poverty

2018 marks the third year that Santa Clara County has offered Intern & Earn, a youth employment program that provides year-round options to engage participants in employment based activities.

Never Too Early to Think About Employment

The County of Santa Clara Intern & Earn program consists of two elements: year-round employment readiness workshops and a summer internship program that are designed to reduce generational poverty and improve outcomes for youth.

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

Intern & Earn has grown from a pilot program into a yearly offering. This year, the summer internship component of the Intern & Earn program expanded to include the CalFresh youth population, to serve a larger number of Foster Care youth, and to offer increased work hours to all employed interns.

550 intern positions were made available this summer, a 38% increase from the previous year. The pay rate remained the same at \$15 per hour but youth were given the opportunity to earn more money by having the option to work up to 30 hours per week (increased from 20 hours per week last year). Interns were placed into positions that aligned with their interests and career goals, and gained experience working in government, non-profit, and private organizations.



In April, Employment Services partnered with Google to give Intern & Earn youth a taste of the "Google experience."

Google took the interns on a tour of its campus and treated them to a tech talk entitled "The Magic Behind Computer Science." Interns learned about the many different employment opportunities at Google, which range from software engineer to bike technician.

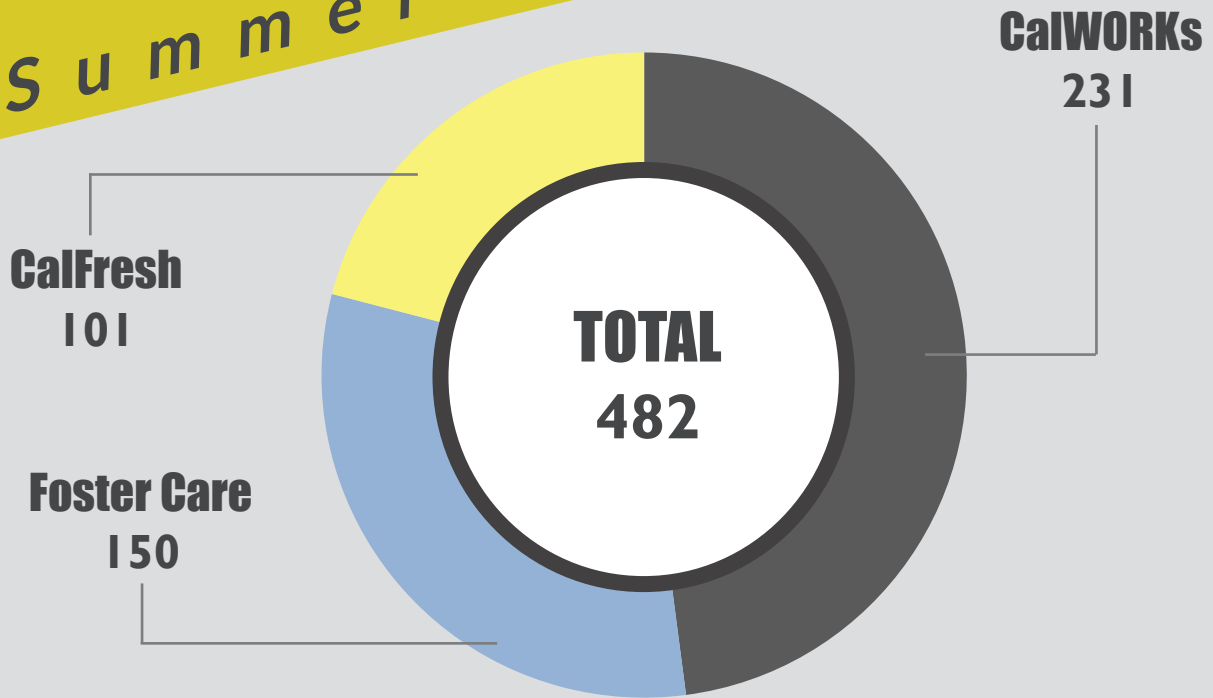
The interns also went behind the scenes of the invitation only Visitor Center, where they learned about Google's history and experienced some of Google's world-famous perks. It was a very inspiring day for all of the interns!



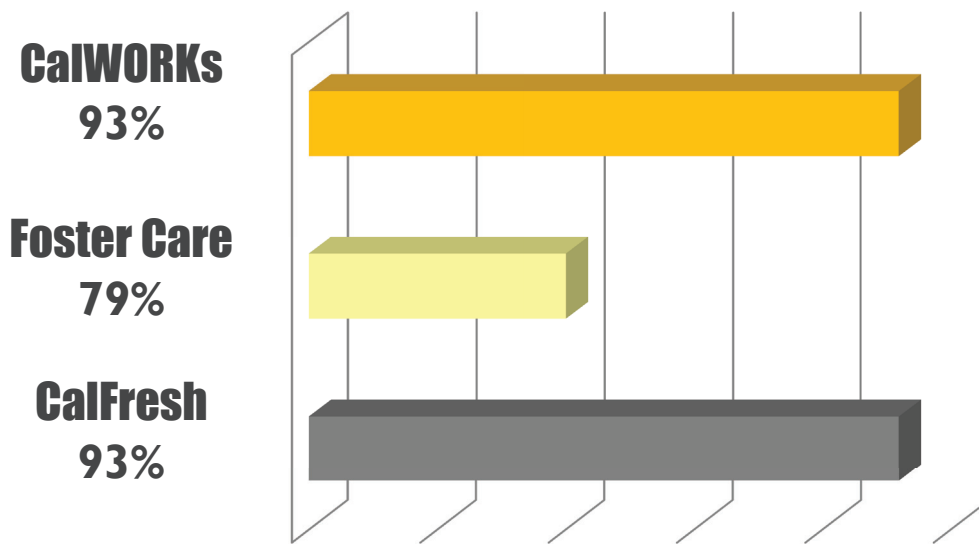
Education and work are the keys to a successful future for low-income students.

Intern & Earn 2018

Summer Internships

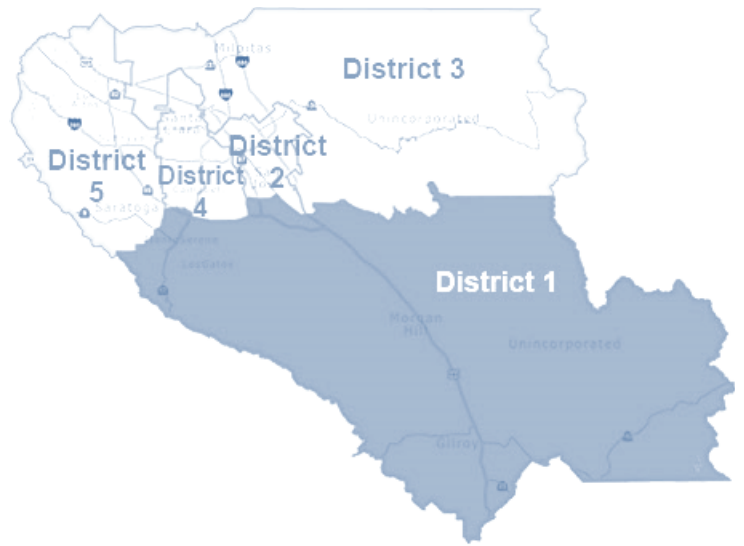
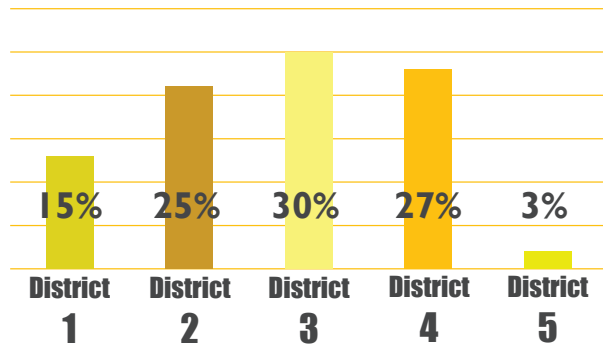


PLACEMENTS

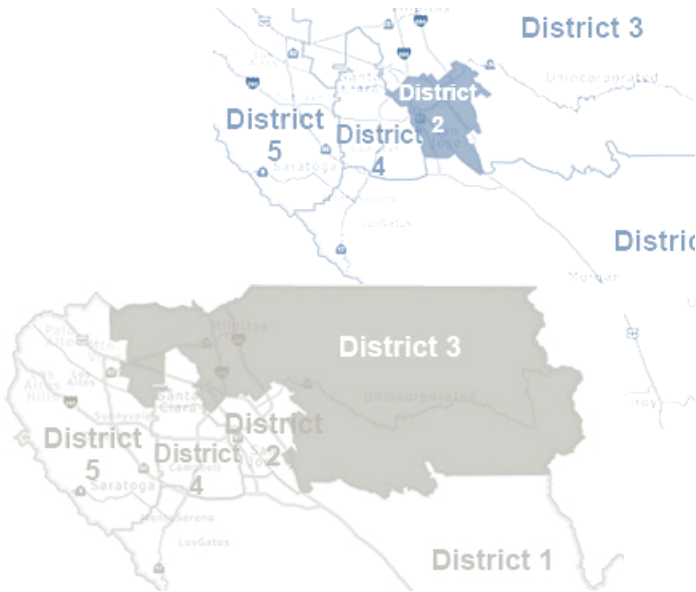
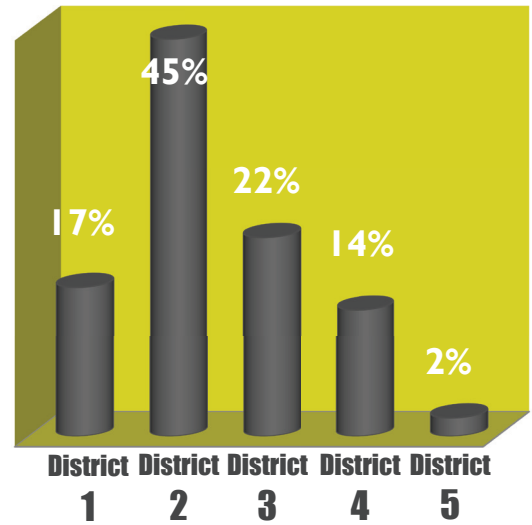


COMPLETIONS

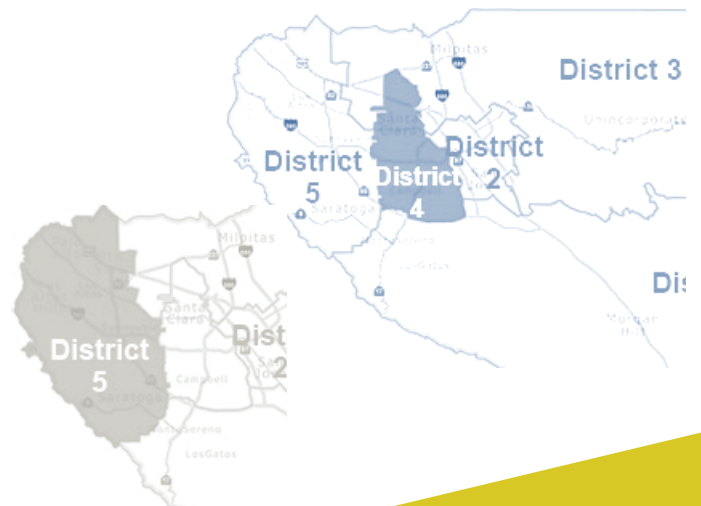
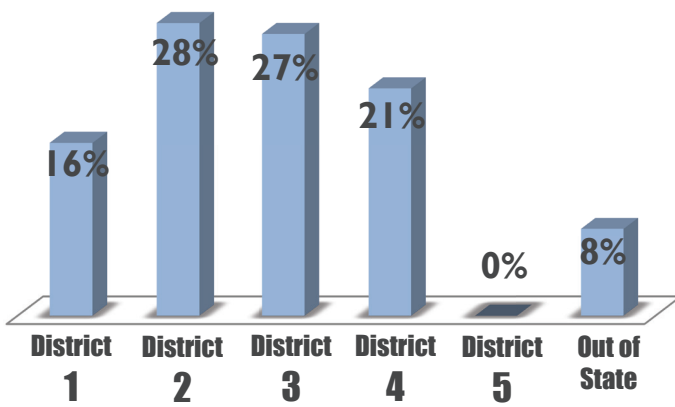
CALFRESH INTERNS PER DISTRICT



CALWORKS INTERNS PER DISTRICT



FOSTER CARE INTERNS PER DISTRICT



A Great Investment in the Future

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



Joharis Cornejo
Returning to High School

"This internship helps me learn how to be successful in life and understand what is to be expected from you once you get a job."



Adam Garcia
Returning to High School

"I have learned better social skills from this internship."



Alyssa Beltran
Student at San Jose State

"This program is important because it allows me to expand my knowledge of the services that the County offers to the people."



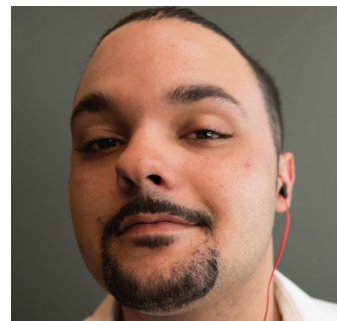
Jonathon Tate
Returning to High School

"I really like this program because it helps me in many ways. I am starting to become more independent because of this program."



Carla Vargas
Full-time County job

"This program has given me the opportunity to expand my knowledge. I love helping people, clients, and the public. Intern & Earn has given me a chance!"



Michael Nunez
Student at Gavilan College

"The internship is helping me build my social skills with my community, and it's a perfect opportunity to make some good money over the summer."

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; but 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.



Esteban Cabanjas
Returning to High School

“The internship has so far been great and I hope to learn many things.”



Shaylene Lopez
Returning to High School

“It’s a great and easy way to get work experience.”



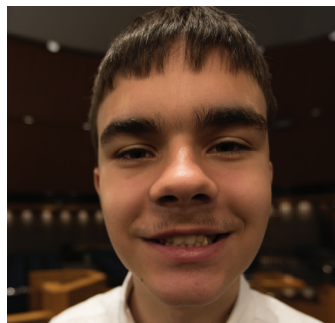
Justin Le
Student at Evergreen College

“This program is helping me with my marketing skills.”



Huong Nguyen
Full scholarship to Stanford

“Intern & Earn gives us the opportunity to expand our knowledge and skills through hands-on experience. It’s not just a work place, we’re a family.”



Tyler Moquin
Returning to High School

“Intern & Earn is an outstanding opportunity for anyone who wants to familiarize themselves with managing projects and contributing to their community.”



Jazmine Rodriguez
Working; planning for college

“The internship has taught me how to work well with others and how to create new connections with people.”

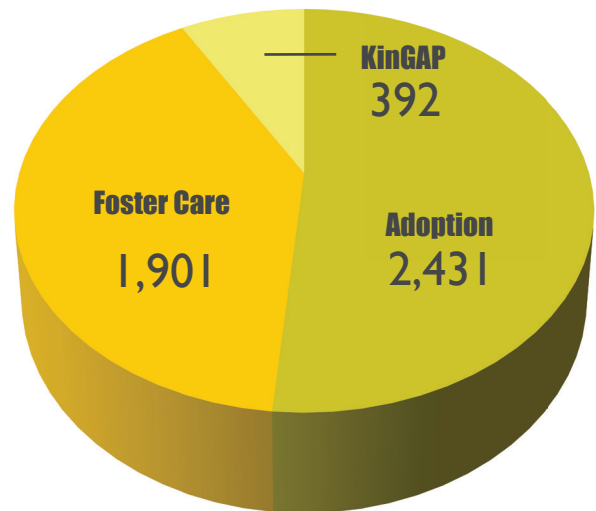
Supporting Youth in Foster Care

The Foster Care Eligibility Bureau is comprised of a team of Intake and Continuing Eligibility Workers, Clerical Staff, and Social Work Coordinators. These individuals work together to ensure that the needs of every young person and provider in foster care are met.

The Department of Employment and Benefit Services (DEBS) provides support services for mutual clients in the Department of Family and Children's Services (DFCS) including eligibility determinations and ongoing case management for benefits.

In addition, the Department administers DFCS payments under the Approved Relative Caregiver Program, Kinship Guardian Assistance Program, Transitional Housing Placement, Wraparound Service, Extended Foster Care for Non-Minor Dependents and staffs the Supplemental Security Income (SSI) Advocacy program.

This year, DEBS processed almost 5,000 highly sensitive cases involving foster youth, our community's most vulnerable members.



Almost 52% of former dependent children in Santa Clara County are now in a stable home through the Adoption Assistance program. About 40% of dependent children live in Foster Care homes and the remaining 8% are in Kinship Guardianship Assistance Payment (Kin-GAP) placements.



Continuum of Care Reform

Continuum of Care Reform (CCR) refers to the spectrum of care settings for youth in foster care, from the least restrictive and least service-intensive to the most restrictive and most service-intensive.

CCR is a comprehensive reform effort to make sure that youth in foster care have their day-to-day physical, mental, and emotional needs met, that they have the chance to grow up in permanent homes, and that they have the opportunity to grow into self-sufficient, successful adults.

Santa Clara County continues to develop tools and strategies to improve the foster care system. The focus remains on home-based care and the inclusion of foster youth as equal partners in the policies and decisions affecting their lives.



Supplemental Security Income Advocacy

Each month, Social Work Coordinators in the Foster Care Supplemental Security Income (SSI) Advocacy Unit screen an average of ten foster care youth, 16½ years of age and older, 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 child or 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.

“ We are gratified with the care our unit takes to ensure that our actions today influence an adoptive or foster family in a positive way. — Foster Care Eligibility Unit

Top row from left: Cynthia Donovan, Nicole Verrett, Rafaela Renner, Raquel Vallejo. Bottom row from left: Andrew Luna, Neal Channa.



A Helping Hand

The General Assistance (GA) Bureau offers relief and support for those seeking assistance with the basics of daily living. Through the GA Bureau, clients receive a monthly cash grant, CalFresh food benefits, and Medi-Cal health insurance.

Just as importantly, the GA Bureau helps clients get back on their feet by offering Vocational Services for those who are able to work and Supplemental Security Income (SSI) Advocacy for the disabled.



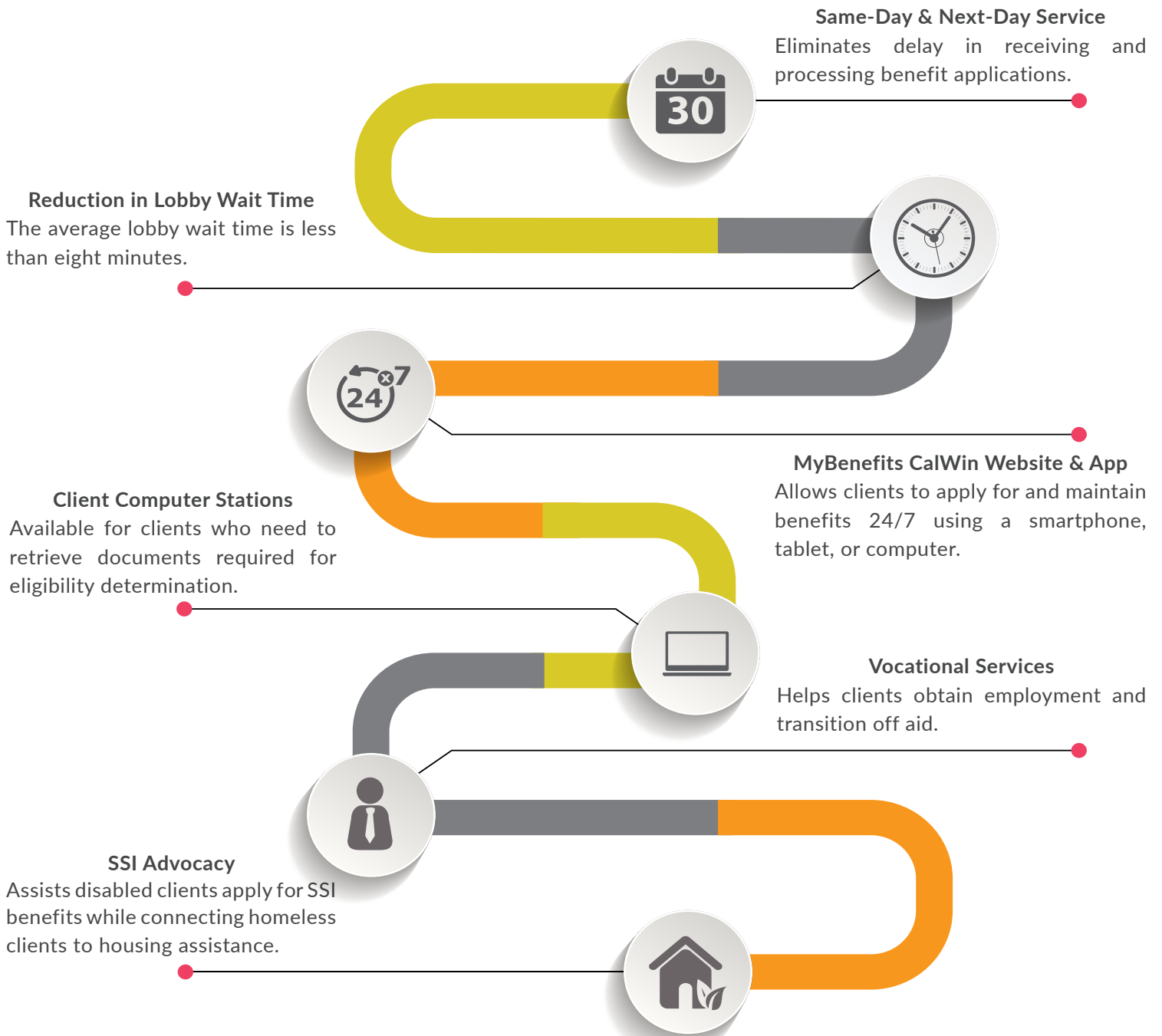
We progress by lifting others ... Compassion, giving back, and serving the homeless. With hard work, there are no limits, only possibilities.

—Lydia Magliolo, Eligibility Worker



Better Access to Services

There are 4,576 individuals who receive General Assistance benefits. Of those, 53% are homeless and 28% are over the age of 60. The services and resources shown below help to ensure a more efficient, effective, and compassionate service delivery for Santa Clara County's most vulnerable residents.



Regaining Dignity

After qualifying for General Assistance (GA), clients are evaluated for their ability to work. Those who are fit for work are required to participate in Vocational Services, where they receive employment readiness preparation and are connected to paid and volunteer employment opportunities. Meanwhile, clients who cannot work because of age or disability apply for Supplemental Security Income (SSI) with the assistance of the SSI Advocacy Unit.

Vocational Services

Approximately 1,600, or 45%, of GA clients are able to work and must engage in a work activity in order to qualify for benefits. Vocational Services works with these individuals, providing intensive, one-on-one assistance and group workshops to enhance their employability.

The ultimate goal of Vocational Services is to help clients obtain employment and transition off of aid. One individual who accomplished this goal is Maria, who took advantage of Vocational Services' employment readiness workshops, job search assistance, and committed team of Employment Counselors. Maria set a blistering pace in her eagerness to find work and, after only two weeks, she achieved success by landing a full-time job and beginning her transition to self-sufficiency.

Pictured above-center are Maria and members of the Vocational Services team who helped her find work. Front row from left: Brianna Luong, Maria, Richard Truong, Linh Trinh. Back row, from left: Codyrae Arechiga, Marilyn Pham, Joshua Harmon, Marisa Meza, Anita Guitron, and Josh Bonilla.



I have a job:

Position: House Keep

Salary: 16.50

Company: The Foru

I feel excited
my new job. w
I yelled at ho

What was help
Creating appli
The support, t
helped me acc
submitted sev
employers with
counselors and





per _____ Start date: 5/7/18
 _____ Hrs. Per Week: 40

How do I feel?
and nervous to start
when I recieved the news
happiness.

ful? How did I accomplish my goal?
ications was helpful.
the respect and compassion
omplish my goal. I
veral applications to different
the assistance of the
encouragement.

SSI Advocacy

Qualifying for SSI can be a life-changing event for GA clients because it results in a permanent monthly cash benefit. Oftentimes, however, qualified individuals fail in their bid to receive SSI because the paperwork is complex and confusing. That is why the SSI Advocacy Unit is so important—it helps approximately 700 clients per year navigate the SSI application and appeal processes, while connecting them with community resources such as homeless shelters, food banks, and behavioral health programs.

This year, in partnership with the Santa Clara County Office of Supportive Housing and Abode Services, the SSI Advocacy Unit began to manage the Housing and Disability Advocacy Program (HDAP). HDAP is an exciting new program that allows Santa Clara County to offer both temporary housing assistance and a path to permanent supportive housing for homeless and disabled individuals, while simultaneously helping them apply for SSI disability benefits.

“ I’m grateful that there are people who care to help me, that I am not discarded and forgotten once I became disabled and need help the most. —Teresa

“ For many years, I felt the system would always fail me, and by you doing your job I felt comfortable and inspired to follow the process. —Venus

Removing Barriers to Service



Pictured are the team members who piloted the Client Computer Station project. From left: Joseph Salinas, Christine Pham, Van Do, Hanh Luu, Elizabeth Estrada, and Phuong Nguyen.



Intake Eligibility Workers at the General Assistance (GA) Bureau noticed that many clients experienced delays in application processing because they did not have required documentation with them at the time of their appointments.

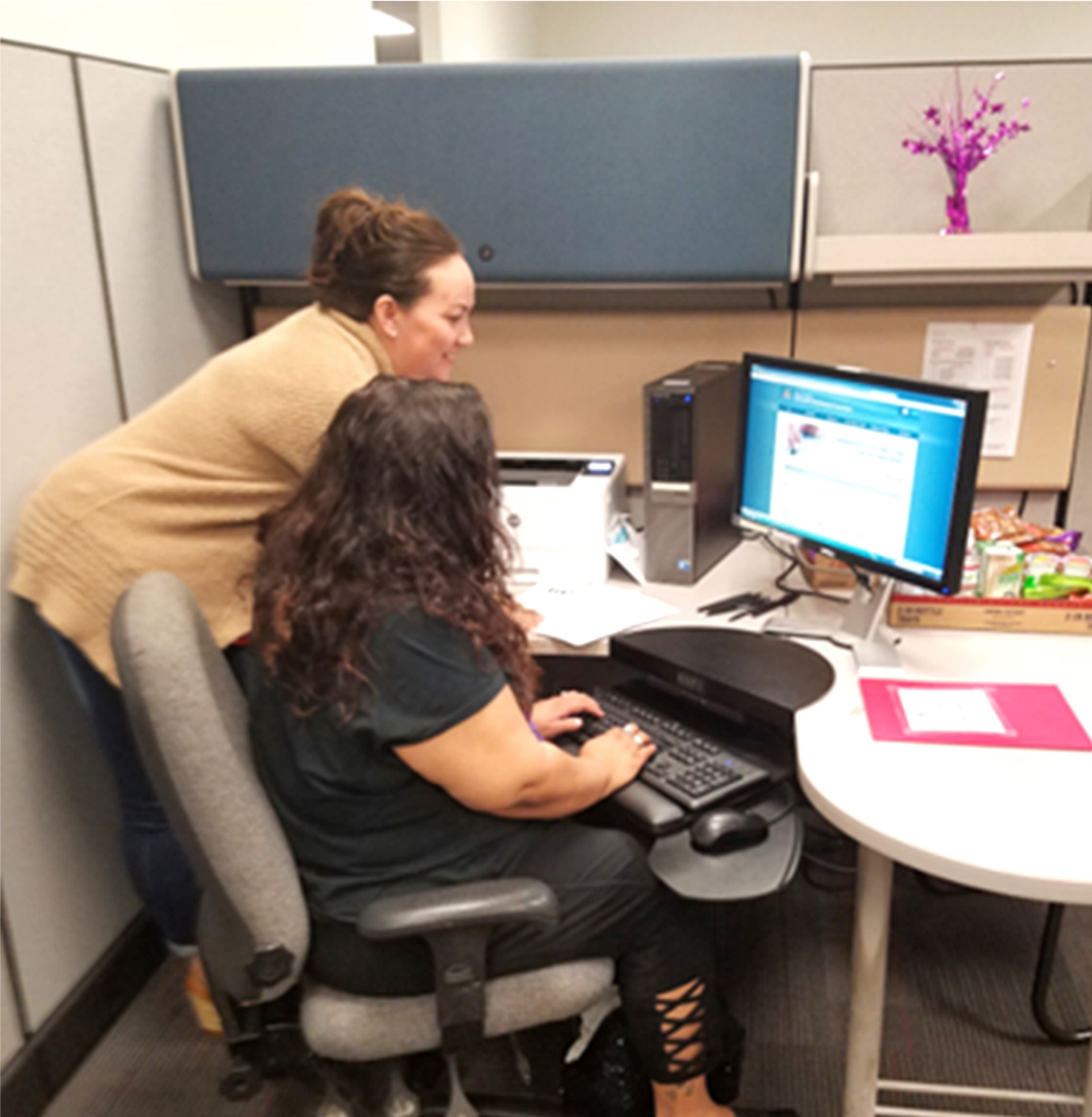
Staff realized that clients needed a method for verification retrieval while they were still at the office. To address this issue, four Client Computer Stations were installed in the GA office and made available for use by clients. These private computer stations give clients a way to email and print documentation such as bank statements, check stubs, and unemployment insurance records that are necessary to determine their eligibility for GA benefits.

The Client Computer Stations have been a great success because they help the neediest clients receive cash aid, food benefits, and health insurance as quickly as possible. The Department is committed to promoting innovation and enhanced services in order to remove barriers and guarantee the best outcome for all clients.

“*You are not alone, nor are you judged when you come through these doors. We are here to assist everyone to the best of our ability in all we possibly can.*

—Jeanette Vasquez,
Client Services Technician





I think it's very convenient to have a computer available to make this process easier. It's a great help. Thank you very much!

—Alicia, assisted by Eligibility Worker Michelle Nguyen



Housing Homeless Clients



Many clients of the Department of Employment and Benefit Services (DEBS) struggle with homelessness. A 2017 census of the Santa Clara County homeless population identified 294 families, totalling 1,075 individuals, living on the street.

HOMELESS SERVICES

- Housing Search
- Lease Negotiation
- Moving Expenses
- Security Deposits
- Short-term Rental Subsidies
- Utility Costs
- Hotel/Motel Vouchers
- Unpaid Rental Assistance
- Storage Fees
- Housing Care Management Services

FOR HOMELESS & DISABLED GA CLIENTS

- 13 Individuals Housed since February 2018

Housing & Disability Advocacy Program (HDAP)*

CalWORKs Housing Support Program (CHSP)

FOR HOMELESS CALWORKS LINKAGES CLIENTS

- 14 Families Housed since February 2018

Bringing Families Home Program (BFH)*



Homeless Assistan

The figure grows significantly when factoring in the countless others about to become homeless due to housing costs or those in temporary shelter with friends or family members.

In order to help homeless clients and their children, DEBS provides a range of housing-related services and benefits, as shown below. Homeless families referred to DEBS for homeless assistance work with a multi-disciplinary team made up of nonprofit service providers and County staff. The Department's primary partners in the provision of homeless services are the county's Office of Supportive Housing (OSH) and Abode Services. OSH manages the county's homeless programs through the Continuum of Care (CoC), a collaborative made up of over 70 service organizations working together to provide coordinated services to the county's homeless population. Critical to the CoC is a coordinated entry system through which

homeless individuals and families can access services from any of the system's providers regardless of where they enter the system.


Abode Services provides important services including searches for appropriate housing, landlord negotiations, and ongoing support to help increase success for individuals and families in need of housing.

FOR HOMELESS CALWORKS CLIENTS

- 115 Families Housed in FY 2017-2018

FOR CALWORKS CLIENTS AT RISK OF HOMELESSNESS

- 81 Families Housed in FY 2017-2018



Family Stabilization Housing Assistance Program (FS)

FOR CALFRESH AND MEDI-CAL CLIENTS

- 27 Families Housed in FY 2017-2018



Family Rapid Re-Housing Program (RRHP)

*The Housing and Disability Advocacy Program and the Bringing Families Home Program are new services, created in February 2018. BFH is jointly administered by the Department of Family and Children's Services.

ce Programs

Customer Service Builds Trust

Working with Santa Clara County's most vulnerable residents is a privilege, not a burden. Great customer service builds trust, and each client who comes to the Department of Employment and Benefit Services (DEBS) is treated with respect, compassion, and professionalism. Never satisfied with the status quo, DEBS is always seeking new and useful ways to improve its customer service, such as utilizing client surveys and Unit-Based Teams.



Client Satisfaction Survey

One of the best ways to improve customer service is to ask the customer. With that adage in mind, the Department created a client satisfaction survey to identify customer service areas in need of improvement, as well as service areas that are functioning well. Initial responses to the survey showed high praise for staff courtesy and subject-matter knowledge; in fact, numerous staffers were mentioned by name and thanked for their outstanding service.

The survey is anonymous, short, and can be linked in texts and emails, making it easy for clients to complete in the office or on their phones whenever they have a few minutes of free time. Survey data is reported every month and shared across district offices and program bureaus. Managers and staff discuss the data internally and make every effort to improve business processes by applying customer feedback.

Pictured at right are DEBS staffers wearing custom buttons urging clients to "Take the Survey and Make Your Voice Heard!" Continued client participation is a key element to the long-term success of the survey.

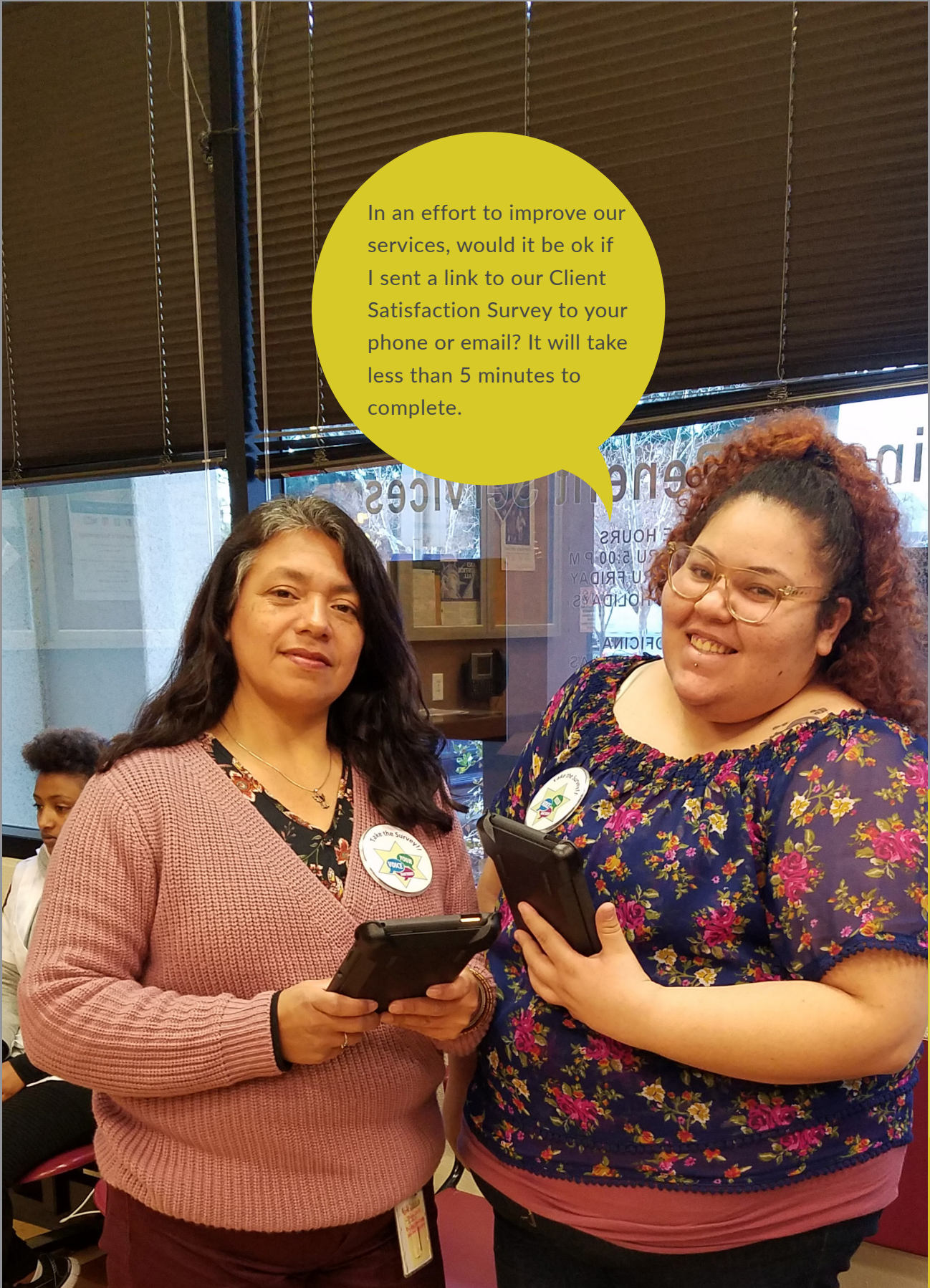
The client satisfaction survey offered clients the opportunity to recognize staff who provided excellent customer service.

“Pablo Alvarez has supported and promoted my success! My utmost gratitude goes to him.

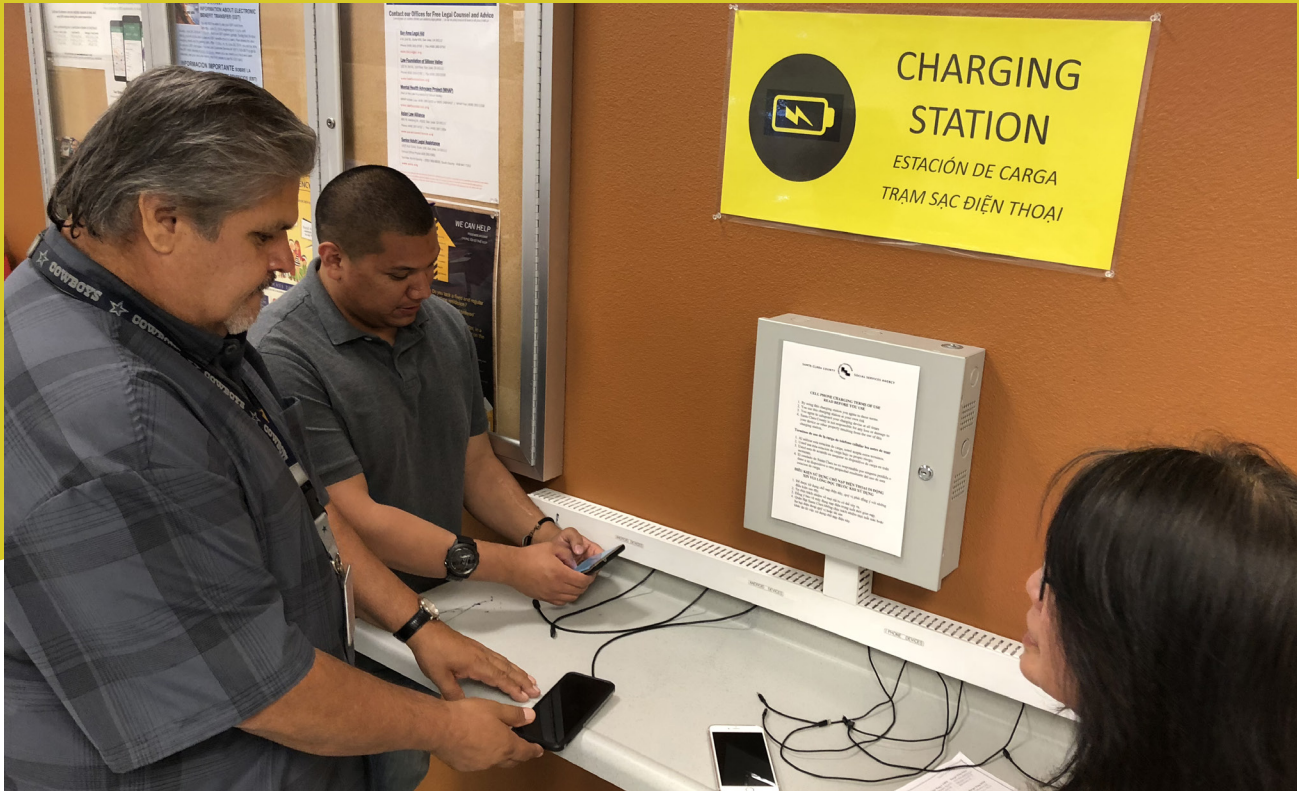
“I am beyond thankful to have the assistance I need right now due to health issues. Thanks so much Carolyn Fujii and Hoa Pham.

“How do you improve perfection? Thanks for your service, you have taken many burdens off my weak shoulders. #GodBless

In an effort to improve our services, would it be ok if I sent a link to our Client Satisfaction Survey to your phone or email? It will take less than 5 minutes to complete.



Unit-Based Teams



A Unit-Based Team (UBT) is a work group of frontline staff, supervisors, and managers who work collaboratively to solve problems, improve performance, and enhance the quality of service.

The Department of Employment and Benefits Services (DEBS) has been active in Unit-Based Teams since they were first introduced to the Social Services Agency.

This year, DEBS has participated in eight UBTs, with projects such as how to improve the housing referral process for homeless clients, how to improve billing and payment accuracy for temporary emergency housing for General Assistance clients, and how to improve payment accuracy for CalFresh clients.

Team members have reported that they gained valuable insight as a result of their participation in UBTs. Lessons learned include:

- It's not easy to implement change.
- It's okay if the original plan doesn't work, you can always modify and start over.
- It takes a whole team to work through barriers.

The work of DEBS' Unit-Based Teams has led to measurable improvements in business processes and is making an impact on customer service.

A great example of the impact of Unit-Based Teams on customer service is this year's UBT on how to assist walk-in clients whose cell phones need to be recharged.



The Value Compass of the Social Services Agency (SSA) reflects the vision, mission, and strategic goals of the SSA and DEBS, with an emphasis on Customer Focus.

DEBS staffers at the Benefits Assistance Center noticed a recurring trend: clients kept asking for outlets to recharge their smartphones, so that they would be sure to have enough battery to text or email verifications to their Eligibility Workers.

The problem was that there were only two available outlets in the lobby, and both were located in hard-to-reach places.

DEBS formed a UBT to address this client need. A workgroup made up of front-line staff and managers from both DEBS and Central Services met regularly to brainstorm and fine-tune operational details.

The team's tireless efforts paid off when the Charging Station was unveiled and made available for client use on April 4, 2018 (see picture on opposite page).



UBT members, pictured from left: Steve Craver, Denise Carr, Nancy Luc, Trudy Felix, Paul Woodward, Monica Barrera-Ruelas, Cesar Correira, Denise Boland, and Ruth Gardner.

“ Thank you for installing a charging station in your office. It's so helpful that we can recharge our phones while we wait. —David



 **SANTA CLARA COUNTY**
SOCIAL SERVICES AGENCY
DEPT OF EMPLOYMENT AND BENEFIT SERVICES

| Follow us | Like us | Share us | Tweet us |

See what's happening!

Follow us on Facebook, Twitter, and Instagram:
@sccssadebs

Find our videos on YouTube :
Santa Clara County Social Services Agency- DEBS

Online Application:
MyBenefitsCalwin.org

Mobile App:
My Benefits CalWIN

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

SOCIAL SERVICES AGENCY HOUSING ASSISTANCE PROGRAMS

WE CAN HELP

PODEMOS AYUDAR
CHÚNG TÔI CÓ THỂ GIÚP



Contact Your
Eligibility Worker
408-758-3800 or
Employment Counselor
408-758-3500
for more information

Comuníquese con su
Trabajador de Elegibilidad
408-758-3800 o
Consejero de Empleo
408-758-3500
para más información

Liên hệ
Cán sự xã hội
408-758-3800 hoặc
cố vấn việc làm
408-758-3500
để biết thêm thông tin

*Do you lack a fixed and regular
nighttime residence?*

Received a court ordered eviction?

*Are you living in a shelter, in a
budget hotel, in a car, or on the
streets?*

¿Le falta una residencia fija y regular por la noche?

¿Recibió un desalojo ordenado por la corte?

*¿Está viviendo en un refugio, un hotel económico, un carro, o en
las calles?*

Quý vị không có chỗ ngủ cố định và thường xuyên vào ban đêm?

Đã nhận được trật tòa về lệnh trục xuất ra khỏi nhà?

*Quý vị đang sống ở một nơi tạm trú, khách sạn bình dân, trong xe
hơi hay trên đường phố?*



What's next for you? Choose your path!

CALFRESH EMPLOYMENT AND TRAINING PROGRAM

* Visit CalFresh Employment & Training web page

Contact one of these agencies to help you get your path to success today!



What is the CalFresh Employment & Training (CFET) Program?

CFET is a program that helps CalFresh recipients gain skills, tools and training to find a living wage job. Participants can engage in a variety of activities: job search, job search training, work experience, workfare, vocational training/education, education, and obtain job retention assistance. Fee is waived for CalFresh recipients.

What can CFET help you do?

Some things CFET may help you do are:

- Start a career;
- Write an effective resume;
- Receive paid work experience;
- Improve your interviewing skills;
- Get your high school equivalency certificate;
- Learn new job skills in professional, technical or vocational programs;
- And help you meet your ABAWD work requirements* to keep your CalFresh benefits!



**County of Santa Clara
CalFresh Employment Services**
For more info, contact your
Eligibility Worker



**Catholic Charities
of Santa Clara County**
2625 Zanker Road,
San Jose, CA 95134
408.325.5285
<http://www.catholiccharitiesscc.org/>



**GAVILAN
COLLEGE**
Fresh Success in LI101A/B
5055 Santa Teresa Blvd.,
Gilroy, CA 95020
408.852.2838
<https://www.gavilan.edu/student/eops/calworks/freshsuccess.php>



Goodwill of Silicon Valley
1080 N. 7th Street,
San Jose, CA 95112
408.998.5774
<http://www.goodwillsv.org>



Sacred Heart Community Services
1381 S. 1st Street,
San Jose, CA 95110
408.278.2172
<http://www.sacredheartcs.org>



Silicon Valley Children's Fund (SVCF)
75 E. Santa Clara Street, Suite 1450,
San Jose, CA 95113
408.484.6200
<http://www.svcf.org>



work2future Foundation
1601 Foxworthy Avenue,
San Jose, CA 95118
408.794.1101
<http://www.work2futurefoundation.org>



Working Partnerships USA
2102 Almaden Road, Suite 112,
San Jose, CA 95125
408.809.2113
<http://www.wpusa.org/top>

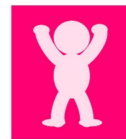
YOU MAY QUALIFY FOR MEDI-CAL, CASH OR CALFRESH (FOOD STAMPS) BENEFITS.

1



If you have a child under the age of 18 living in your home, you may be eligible for...

CalWORKs, CalFresh and Medi-Cal benefits.



2



You can apply by phone or in person at any of the offices listed below.

3

APPLICATION ASSISTANCE CENTER
1867 Senter Rd. San Jose, CA 95112
(877) 962-3633
(408) 758-3800

SOUTH COUNTY
379 Tomkins Ct.
Gilroy CA 95020
(408) 758-3300

NORTH COUNTY
1330 W. Middlefield Rd.
Mountain View CA 94043
(408) 278-2400

4



You may also apply for benefits online at:
<https://www.mybenefitscalwin.org/>

SCD 2484 Rev. 08/17



Safety Net Meeting 2019 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 **4th 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.

<p>Location</p> <p>Second Harvest Food Bank 750 Curtner Avenue San Jose, CA 95125 (Upstairs, Going Room)</p>
<p>Time</p> <p>11:30 a.m. – 1:00 p.m.</p>

Meeting Dates
January 24
February 28
March 28
April 25
May 23
June 27
July 25
August 22
September 26
October 24
November (No Meeting)
December (TBD)



**Promise
Your Family
a Better
Future**
CalWORKS
 SANTA CLARA COUNTY
 SOCIAL SERVICES AGENCY



CalWORKs Advisory 2019 Meeting Calendar

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

For future meeting location contact Anita A. Casillas @ 408-755-7732
 or email: Anita.Casillas@ssa.sccgov.org



Need food? Contact Second Harvest today!

You don't have to choose between paying bills or buying food. Respectful and confidential help is available. Contact us today!

Learn more at: shfb.org/food

Call (Weekdays 8 a.m.–5 p.m.):
1-800-984-3663

Text "food" to: 1-408-455-5181

Email: food@shfb.org

**Nutritious food is available
for you and your family**

Everyone needs a little help sometimes

Programs include:



Groceries and produce for anyone in need

Free from Food Bank partners across Santa Clara and San Mateo Counties



Meals for anyone in need

Prepared meals, served in community locations



Meals for kids

Meals during the school year and in the summer



CalFresh for people of all ages who qualify

An EBT debit card you can use at stores and farmers' markets



Women, Infants & Children

WIC provides food vouchers and nutrition education for pregnant women and children under age five



Contact Second Harvest Food Bank today. Our friendly staff speaks English, Spanish, Vietnamese, Chinese and Tagalog.



Hunger Action Summit

Join us at the **Hunger Action Summit: A Fresh Approach to Old Problems** on Tuesday, October 16, 2018 at Santa Clara University.

Bringing together community leaders, policymakers and hunger advocates, the Hunger Action Summit will explore what it means to be client-centered and collaborative in our work to address the needs in our communities.



KEYNOTE SPEAKER

Antwi Akom, Ph.D.



- Professor and Founding Director of Social Innovation Lab: University of California, San Francisco and San Francisco State University
- Co-Founder and CEO, Streetwyze.com

Dr. Antwi Akom has been named a 21st Century Eco-visionary. He is Founding Director of the Social Innovation and Urban Opportunity Lab (SOUL) — the first digital health research lab with UCSF and SFSU which combines social equity, technology, urban planning, population health and human-centered design.

Dr. Akom is also co-founder and CEO of Streetwyze — a mobile, mapping, community-driven data platform which collects real-time data on local resources to transform the social determinants of health for our nation's most vulnerable populations.

More information on the agenda to follow.

For any questions, please contact events@shfb.org.





P.O. Box 28621 ♦ San Jose ♦ CA 95159-8621

Chair: Elli Clelland
Vice-Chair: Mylene Madrid
Treasurer: Zoya Lazer
Secretary: Hawley Rising

2018/19 MEMBERS

- American Red Cross
 - African Community Health Institute
 - Asian Americans for Community Involvement
 - Asian Law Alliance
 - Campbell Adult & Community Education
 - Catholic Charities
 - Healthy Kids Foundation
 - International Rescue Committee
 - Jewish Family Services of Silicon Valley
 - Milpitas Adult Education
 - PARS Equality Center
 - Refugee Transitions
 - Santa Clara County Office of Human Relations
 - Santa Clara County Social Services Agency
 - Santa Clara Valley Health & Hospital System
 - Santa Clara Valley Transportation Authority
 - Upwardly Global
- and Individuals
Hatixhe Grbeshi
Jamila Ghanm
Karita Hummer
Sabby Kaur
Susan Stasi
Nhu-Hanh Tonnu

Refugee & Immigrant Forum 2018 – 2019 Calendar

July 18, 2018	January 16, 2019
August 15, 2018	February 20, 2019
September 19, 2018	March 20, 2019
October 17, 2018	April 17, 2019
November 21, 2017	May 15, 2019
December 19, 2017	June 19, 2019

Meeting locations are rotated among member agencies.
For meeting locations call Mylene Madrid at 408-792-5619.

The Mission Statement: “Refugee & Immigrant Forum facilitates the successful integration of refugees and immigrants into local communities through collaboration, resource sharing and fostering community awareness.”



DISTRICT OFFICE DIRECTORY

Department of Employment and Benefit Services (DEBS)

Benefit Assistance Center

Address:
1867 Senter Rd.
San Jose 95112

Phone Number:
(408) 758-3800

Services:
Application Center for
Health Insurance, Food
Benefits, and Financial
Assistance

Continuing Benefit Services

Address:
1870 Senter Rd.
San Jose 95112

Phone Number:
(408) 758-4100

Services:
Ongoing Public Benefits

Victor Calvo North County Office (NC)

Address:
1330 W. Middlefield Rd.
Mountain View 94043

Phone Number:
(408) 278-2400
(650) 988-6200

Services:
Application Center
Continuing Benefit Services
CalWORKs Employment
Services

South County Office (SC)

Address:
379 Tompkins Ct..
Gilroy 95020

Phone Number:
(408) 758-3300

Services:
Application Center
Continuing Benefit Services
CalWORKs Employment
Services

General Assistance

Address:
1919 Senter Rd.
San Jose 95112

Phone Number:
(408) 796-8900

Services:
General Assistance
Cash Assistance Program
for Immigrants
Vocational Services

CalWORKs Employment Services

Address:
1879 Senter Rd.
1330 W. Middlefield Rd.
379 Tompkins Ct.

Phone Number:
SJ: (408) 758-3500
NC: (408) 278-2402
NC: (650) 988-6200
SC: (408) 758-3300

Services:
Service Center for
CalWORKs Employment
Services

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Santa Clara County Social Services Agency - DEBS
@scssadebs

Visit our website:

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

Online Application:

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

