



GLENN COUNTY
HHSA
HEALTH & HUMAN SERVICES AGENCY
ANNUAL REPORT
2017-18



VISION

Health and Opportunity for All

MISSION

Building Healthy Futures—One Agency Accessible to All

VALUES

Wellness **I**ntegrity **S**ervice **E**mpowerment



GLENN COUNTY

HHSA

HEALTH & HUMAN SERVICES AGENCY

INTEGRATED HHSA

*The Health and Human Services Agency (HHSA) was established as a "super agency" in 2013. This combined the former Glenn County Human Resources Agency and the Health Services Agency together. Integration puts the customer first and allows us to arrange traditional services in more innovative ways. It allows us to fulfill our Agency's Vision: **Health and Opportunity for All.***

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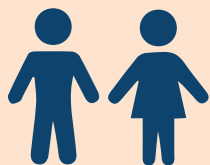
211 Helpline

23

Strategic Goals

PERSON-CENTERED APPROACH

Our Agency also adopted a "person-centered" or "systems of care" approach, which focuses on the customers' needs first by looking at their unique situation and offering service to support their own unique goals. When using a person-centered approach, we rely on a strong relationship between the Customer and the Social Service Professional. Providing an excellent customer experience happens when the Customer and the Social Service Professional work together to understand what is important, make decisions, and identify and achieve goals. The Social Service Professional helps to educate the Customer and develop their knowledge, skills, and confidence to participate fully as a partner in the process of their own service plan.



CHILDREN

- Child Abuse Treatment
- Youth Drop-in Center
- Child Welfare Services
- Adoption Assistance Programs
- Flu Immunizations
- Women Infant Children (WIC)
- Juvenile Drug Court Program



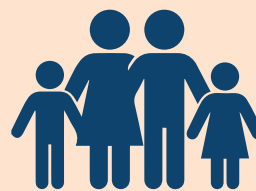
SENIORS

- Adult Protective Services
- Public Administration & Guardianship
- In-home Supportive Services
- Education & Preparedness
- Elder Abuse Treatment



ADULTS

- Mental Health Services
- Eligibility & Employment Services
- Adult Drop-in Center
- Treatment Court Program
- Medi-Cal
- Substance Use Disorder Services



FAMILIES

- Strengthening Families Program
- Resource Family Approval
- CalWorks Program
- Welfare-to-Work Program
- CalFresh
- Employment & Business Services
- Housing Rehabilitation & Improvements

**BRINGING INTEGRATED SERVICES TO REALITY
WHILE PROVIDING SUPERIOR CUSTOMER SERVICE**

GLENN SUCCESS SQUARE

Providing superior customer service is of great importance to the Glenn County Health and Human Services Agency (HHS). We have listened to our customers and have learned that they prefer integrated services or a “one-stop” shopping experience. The HHS is now working towards bringing integrated services to reality by designing our location to include key services that meet our customers' needs. **No longer are we bound by silo type unit lines, we have a total integration mindset and our services have followed suit.**

Our newest facility was designed in collaboration with the Glenn County Office of Education. Allowing our residents a one-stop experience to gain access to a vast array of HHS and Office of Education services, programs, job training, and business assistance. Below are the services that our new campus features.



Ultimately, our vision is that all residents of our county experience health and opportunity to reach their goals. Our agency envisions service sites designed with you, our public, in mind. At some point in our lives, most of us will need the services our agency offers, whether it be for ourselves or for our loved ones. We hope to deliver a positive customer experience in safe, professional facilities.

Glenn Grows Business and Employment Center was established in April 2018. Integrating job seekers with companies looking for valued employees and in close proximity to adult education programs were key goals of this shared space in **Success Square**. What began as an initial collaboration between our city and county officials has grown into a network of over **30** valued partners with diverse expertise and access to resources supporting our business community.

Assisting our workforce in their job search and connecting them to employers that need their unique skills is our focus.

These services are provided by our **Workforce Innovation and Opportunity Act (WIOA)** team with wrap-around services provided by **CalWorks** staff. We have had several accomplishments by Integrating these programs and services:

- Business growth created over **600** new jobs
- Glenn County’s product increased by **4.3%**
- Average wages increased by **5.8%** and unemployment dropped by **12.2%**



HHSA

ORGANIZATIONAL STRUCTURE HHSA DIRECTOR

ADMINISTRATION

- FISCAL SERVICES & BUDGET
- ADMINISTRATION SERVICES
- INFORMATION TECHNOLOGY SERVICES
- INTEGRATION SERVICES



BEHAVIORAL HEALTH

- MENTAL HEALTH SERVICES
- SUBSTANCE USE DISORDERS SERVICES
- ADULT & YOUTH DROP-IN CENTERS
- VICTIM/WITNESS SERVICES
- AB109 PROGRAM



SOCIAL SERVICES

- ELIGIBILITY & EMPLOYMENT
- CHILD WELFARE SERVICES (CWS)
- RESOURCE FAMILY APPROVAL (RFA)
- SPECIAL INVESTIGATIONS UNIT



PUBLIC HEALTH

- COMMUNICABLE DISEASE PREVENTION
- WOMEN INFANTS CHILDREN (WIC)
- PUBLIC ADMINISTRATOR & GUARDIAN SERVICES
- ADULT PROTECTIVE SERVICES (APS)
- IN-HOME SUPPORTIVE SERVICES (IHSS)
- ENVIRONMENTAL HEALTH



COMMUNITY ACTION PARTNERSHIP

- HOUSING ASSISTANCE PROGRAM
- ENERGY ASSISTANCE
- WEATHERIZATION PROGRAM
- WORKFORCE INNOVATION & OPPORTUNITY ACT (WIOA)





ADMINISTRATION

The Administrative, Fiscal, Information Technology (IT), and Integration teams provide support services to the Agency to promote consistent and efficient program operations. They are responsible for proper implementation of policies, procurement, budgeting, financial services, contracts, facilities management, and information technology.

Glenn County Health & Human Services Agency, (HHSA) is made up of four divisions that directly serve the public; **Social Services, Public Health, Behavioral Health & Community Action Partnership.**

The agency's fifth division, **Administration**, serves the public indirectly and is crucial to the overall success of the HHSA. Funding for the Administration division comes from each of the other four divisions.

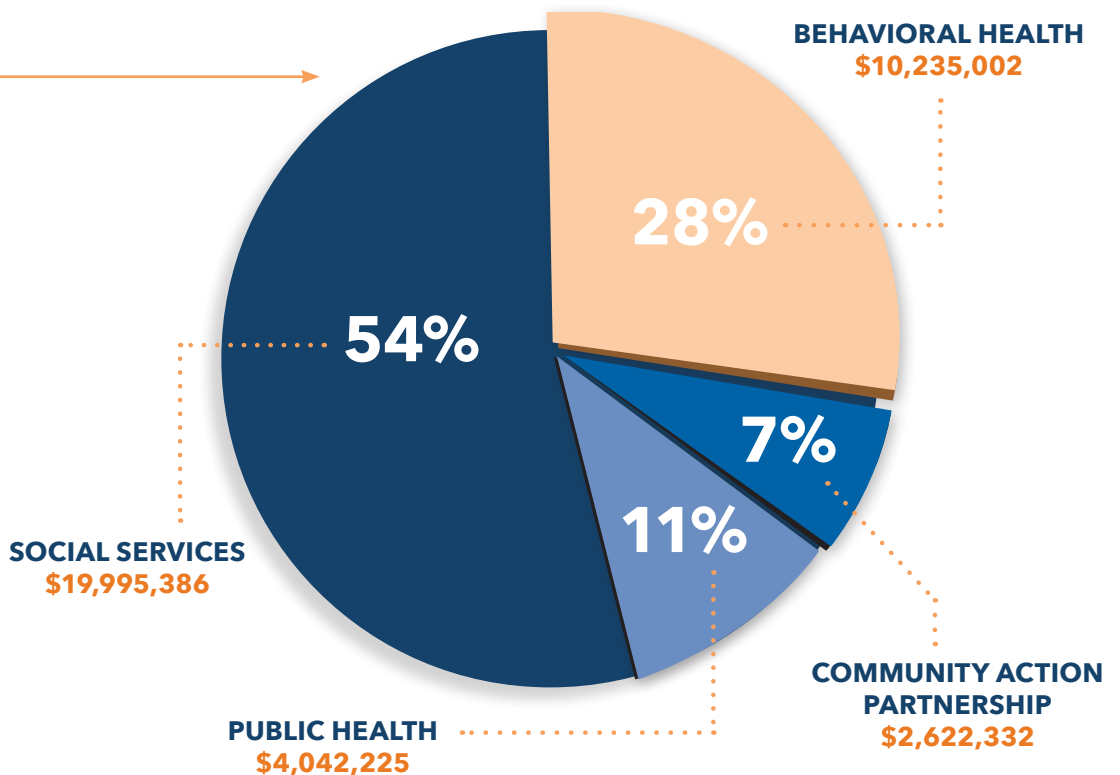
Fiscal year July 1, 2017–June 30, 2018

\$5.6 million	15% State or other funding
\$3.2 million	9% Mental Health Services Act
\$12.7 million	35% Realignment
\$15.3 million	41% Federal funding

HHSA's Total Budget

\$36.8 million

→ How the 2017–2018 budget was allocated between each division.





Contracts The Administration Department handled over **352** contracts in Fiscal Year 2017–18 for:

- Services that help the Agency provide vital services to clients and the community
- Agreements with other county agencies to work cooperatively to deliver benefits to the community
- Services and supplies to operate the Agency and fulfill state mandates
- State and Federal funds brought into the agency from Grants

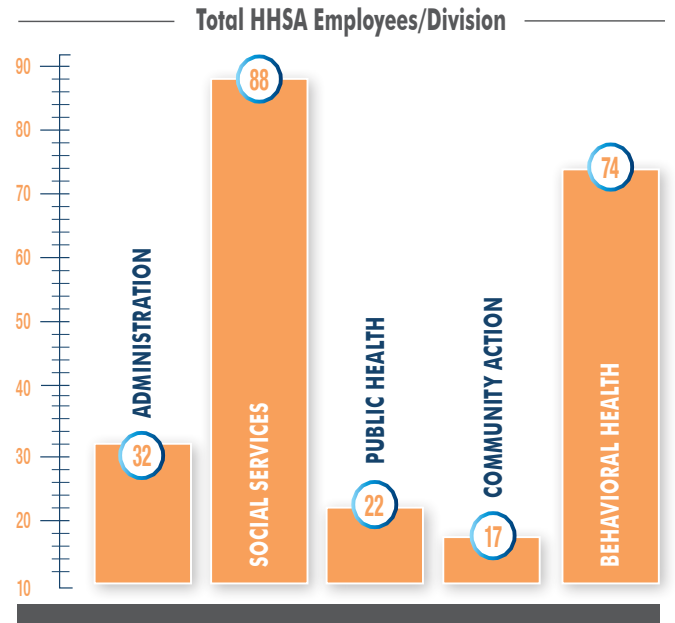
Internal Facilities Services The HHSA asserts a strong focus and emphasis on Agency safety awareness and prevention. All staff participate in monthly safety trainings. Each HHSA site has an on-site Facility Liaison/Safety Representative. These Safety Representatives meet quarterly to review best practices and discuss and correct any emerging safety concerns.

- The Agency only had **37** hazard/incident reports total. This includes accidents, injuries, advisories, precautionary measures, near misses, and other non-injury events.

Information Technology (IT) Our IT Unit keeps over **300** computers running for the agency and securely stores over 6TB of data on our internal server.

Our IT Unit has also been working to consolidate and co-locate the HHSA data into the county core infrastructure. Migration to new virtualized systems has given staff higher availability to applications and resources enabling them to streamline their work.

Employees The HHSA has **230+** employees serving the Glenn County community. This bar graph shows how many employees there are in each division.



Accomplishments

- Our most recent facility, located at Glenn Success Square, opened this year in Orland, co-locating many of our services that support families, businesses, and job seekers
- Implemented a new document imaging software to further our efforts to move to a more paperless work environment
- Migrated our IT systems to a virtualized system, giving staff higher availability to applications and resources enabling them to streamline their work

Continuous Endeavors

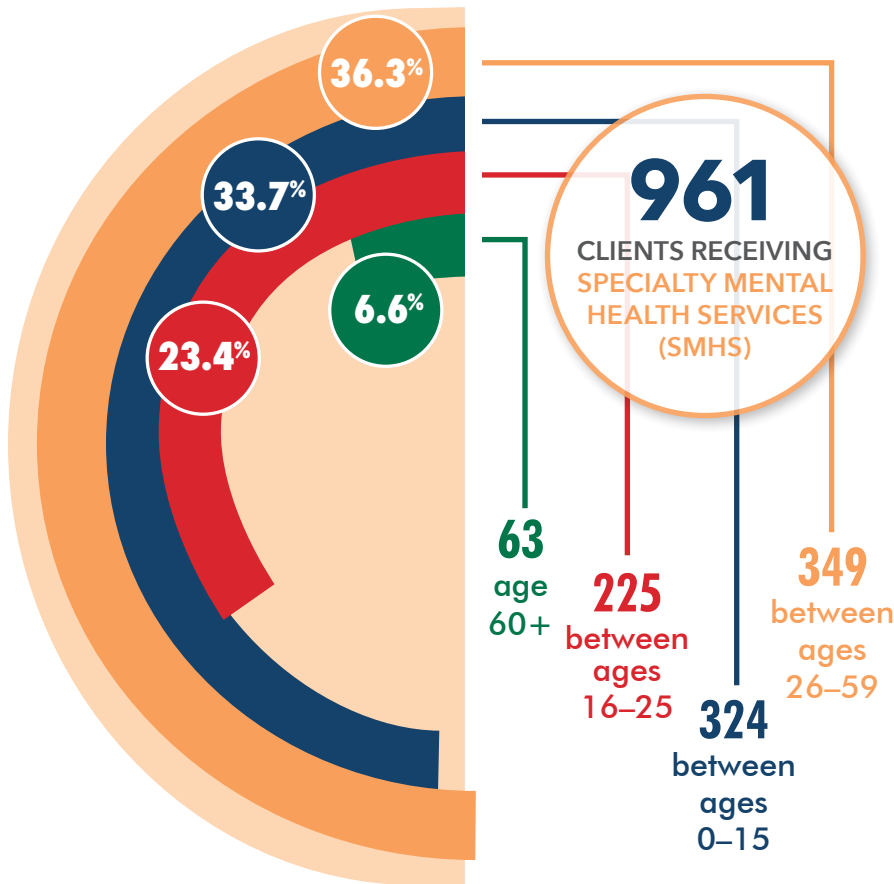
- Continue to maintain and modernize our existing facilities, as well as looking for new opportunities to collocate and integrate services
- Continue to invest in personal development; ensuring that our staff are well trained and able to offer exceptional service to our community
- Continue to monitor and maintain the \$36.8 million Agency budget





BEHAVIORAL HEALTH

Glenn County Behavioral Health Department collaborates with individuals, families, county agencies and many community partners to promote wellness, recovery, resiliency and hope. We provide preventative services, crisis services, and treatment to address mental health and substance use disorders.



GLENN COUNTY SMART

SYSTEM-WIDE MENTAL HEALTH ASSESSMENT RESPONSE TREATMENT

System-wide Mental Health Assessment Response Treatment (SMART)

is a collaborative multi-agency team that responds quickly and efficiently to critical incidents such as: School Threats, Suicidal Behavior, Violence, and Bullying.

In Fiscal Year 2017-18, the Glenn **SMART** team served **35** Clients.

The Glenn **SMART** team also gives presentations to Schools, School Boards, Behavioral Health Directors, other agencies, and other counties. In Fiscal Year 2017-18, they gave a total of **46** presentations.

120 CHAT CLIENTS SERVED FOR FISCAL YEAR 2017-18

The **Glenn County Child Abuse Treatment (CHAT)** Program funds direct client services including therapeutic treatment to all child victims of abuse and neglect, abduction, domestic, family, school, and community violence regardless of race, ethnicity, or religion.

35 KATIE A FAMILIES SERVED FOR FISCAL YEAR 2017-18

Individuals are identified as **Katie A** subclass when they are open to Child Welfare Services and Mental Health Services.

13 THE STRENGTHENING FAMILIES PROGRAM FAMILIES—24 ADULTS, 35 CHILDREN SERVED IN

FISCAL YEAR 2017-18. This program is an evidence-based 12-14 week long prevention program that increases protective factors by developing parenting skills, children's social skills, and family life skills. Parents, children, grandparents and caretakers participate in Strengthening Families programs together, share family style dinner, break out into small groups to learn new skills and come together with their families to practice. The target population is both high-risk and general population families.



The Harmony House is an adult drop-in center, **servicing adults from age 25 and above**. It is a community-focused wellness center that lends itself to a welcoming and socially friendly environment.



The **Harmony House** promotes health and wellness by offering various types of wellness and recovery groups. There are approximately 20 on-going groups offered including: **WRAP (Wellness Recovery Action Planning), Peer Support, Art, Psychoeducation, and Skills Building**. Most of them are led by the Harmony House coaches and Behavioral Health staff.

Services includes life skills classes, e-learning education, peer-led support groups, referral services, peer support, welcome line, computer/printer access, social functions, wellness activities, outreach events, community service projects, community resource information, and shower availability.

HARMONY HOUSE 343 Yolo Street
Orland, Ca 95963
(530) 865-6725

General Hours of Operation
Monday 12pm–4:30pm
Tuesday–Friday, 10am–4:30pm



The Transition Age Youth (TAY) Center is a youth drop-in center, **servicing youth ages 13–25 years old**.

The TAY center was established and continues to place its primary focus on incorporating youth voice and youth-driven services into the mental health system and into our community.

There are five core concepts of the TAY Program



In Fiscal Year 2017–18 the TAY Center hosted various **Community Outreach Events, Tabling Outreach Sessions, and Workshops**, which served over **1300 youth**.



TAY CENTER

612 Fourth Street, Orland, Ca 95963 (530) 865-1622

Drop-In Times for Youth
Monday–Thursday, 12–6pm
Friday, 10:30am–5pm

General Hours of Operation
Monday–Thursday, 8:30am–6pm
Friday, 8:30am–5pm



Treatment Court Programs are offered to some justice involved consumers as alternatives to incarceration and are intensive, team-style approaches to treatment. Clients are responsible for attending groups, individual services, community support meetings, and drug testing with Probation. On average, it takes **18–36** months to complete the Felony Drug Court program, **9–18** months for adolescents to complete the Juvenile Drug Court program (JDC) and **3–15** months for individuals to complete the Proposition 36 program. This includes **2–3** contacts with Behavioral Health treatment staff weekly for Drug Court and JDC, and **1–2** contacts weekly for Prop 36. It is one of the highest levels of consumer care and support within the county as community members learn and practice new skills to overcome barriers and reach their goals.



Accomplishments

- Harmony House accomplished its goal of improving the attendance of services. Compared to 2016–2017, the daily attendance has an increase of 24% and a 16% increase for the number of unique visitors
- Completed the UC Davis Leadership Development Program for all program coordinators and managers, which taught transformational leadership, emotional intelligence, and the neuroscience of leadership
- Fully implemented testing criteria to validate bilingual/bicultural competency to Behavioral Health employees of all classifications
- Implemented a recurring, biannual session of Strengthening Families, a research-informed program to increase family strengths, enhance child development, and reduce the likelihood of child abuse and neglect

Continuous Endeavors

- Continue to collaborate with Dos Rios Housing Committee, a regional group of service agencies and community partners, to help address homelessness in the region and to provide access to housing and shelter resources
- Continue to conduct agency-wide leadership development meetings based on the UC Davis Leadership Development curriculum
- Co-locate Children’s Mental Health with Child Welfare to create a one-stop Children’s System of Care
- The SMART team continues to successfully link at-risk families to the Strengthening Families Program and at-risk youth to the TAY Drop-In Center, linking at-risk youth and families to community resources and build protective factors, thus decreasing risk factors





SOCIAL SERVICES

The Social Services Department (SSD) is one of the most diverse departments of the Health and Human Services Agency (HHS). SSD provides many different services, all designed to help those in need. The ultimate goal is for our Glenn County residents to achieve a brighter and healthier tomorrow.



Child Welfare Services (CWS) purpose is to assure that children are safe. They do this by partnering with parents and family members to reduce the risk of abuse and neglect. Each social worker is highly trained in investigating reports of abuse and providing supportive services for families.

1153
REPORTS OF
CHILD ABUSE/
NEGLECT
FOR ENTIRE YEAR

This number includes all reports of abuse/neglect for the entire year. Each allegation received per child is counted as one. For example, one telephone call to our hotline will sometimes include multiple referrals on the same family.

Our CWS unit provided service to **171** children in Fiscal Year 2017–18. Of those children, **51** were kept in their home and provided service. However, **120** children were placed outside of their home and provided service.

When a child's home is no longer considered suitable, a child is placed outside of their home for the best care.

AVERAGE PERCENTAGE BREAKDOWN OF **OUT-OF-HOME** PLACEMENTS FOR CURRENT YEAR

34%

→ Children placed in a Relative/Resource Family Home

26%

→ Children placed in a Foster Family Agency Certified Home

13%

→ Children placed in a Guardian Home

10%

→ Children placed in a Court Specified Home, Supervised Independent Living Home, Tribe Specific Home, etc.

7%

→ Children placed in a Relative/Non Relative Extended Family Member (NREFM) Home

5%

→ Children placed in a Foster Family Home

5%

→ Children placed in a Group Home

➔ **57%** OF CHILDREN PLACED IN HOMES WITHIN GLENN COUNTY & **43%** OF CHILDREN PLACED IN HOMES OUTSIDE OF GLENN COUNTY.

We have successfully increased the number of children placed in Glenn County by **5%**. Our goal is to keep as many children placed within our local community, as possible.

REPORT CHILD ABUSE
8am–5pm,
Monday–Friday
(530) 934-1429
or After Hours/
Weekends/Holidays
(530) 934-6520



Adoptions Assistance Program (AAP) was designed to provide financial and medical coverage to facilitate the adoption of children who otherwise would remain in long-term foster care. The AAP program was created with the intent to assist adoptive parents with their child's lifelong needs.

155 ON AVERAGE AAP OPEN ADOPTIONS ASSISTANCE PROGRAM cases monthly in Fiscal Year 2017-18.

20 NEW AAP CASES WERE APPROVED in Fiscal Year 2017-18.

9 NEW AAP CASES WERE APPROVED in Fiscal Year 2016-17.

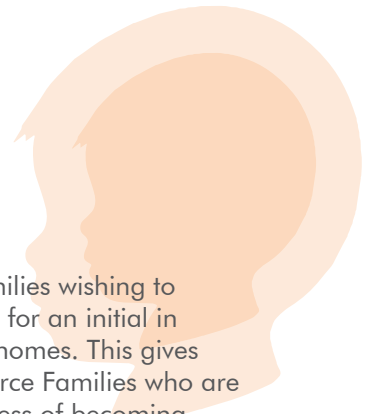


Kinship Guardianship Assistance Payment (Kin-Gap) is a cash program that supports eligible children in long-term foster care placements with relative caregivers who have become the child's legal guardian.

9 ON AVERAGE OPEN KIN-GAP cases monthly in Fiscal Year 2017-18.

1 NEW KIN-GAP CASE APPROVED in Fiscal Year 2017-18.

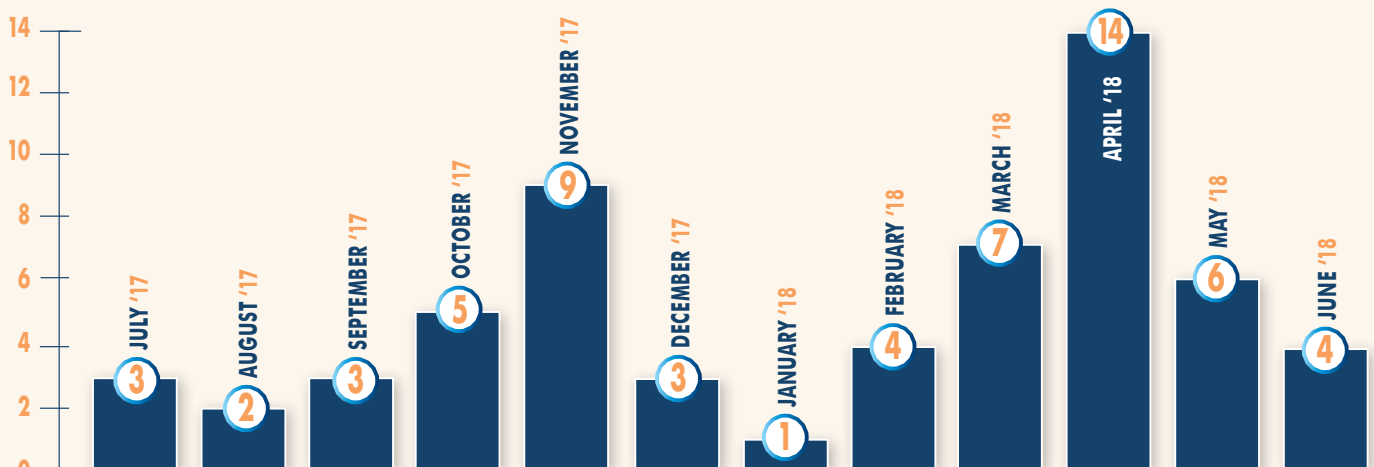
0 NEW KIN-GAP CASES APPROVED in Fiscal Year 2016-17.



Resource Family Approval (RFA) is the new state home approval program for all families wishing to nurture a child through foster care, guardianship, and adoption. RFA addresses the need for an initial in depth evaluation of family homes to ensure that our children in care are entering loving homes. This gives them the greatest chance for a happy future. We currently have over **20** approved Resource Families who are providing care for **48** of our Glenn County children. We also have **8** families in the process of becoming Resource families, this will increase our overall capacity to provide safe nurturing homes considerably.

Foster Care Monthly Approved Caseloads for Fiscal Year 2017-18

There were 61 Foster Care applications approved which is a 29.8% increase from the previous fiscal year.





CalFresh is a public assistance program, formerly known as Food Stamps and federally known as the Supplemental Nutrition Assistance Program (SNAP), that helps recipients purchase healthy and nutritious food. The program issues electronic benefits transfers (EBT) cards that can be used to buy most foods at super markets, grocery stores, and farmers markets. CalFresh is for people with low-income who meet federal eligibility rules and want to add to their budget to put healthy and nutritious food on the table.



- **\$406,199.58** —————
The total average monthly **Federal Benefits** EBT Issuances for Fiscal Year 2017–18.
- **\$836.42** —————
The total average monthly **State Benefits** EBT Issuances for Fiscal Year 2017–18.
- **1,497** —————
Average number of households that Glenn County has enrolled in CalFresh monthly.
- **\$271.90** —————
Average amount of Monthly EBT benefits that these households receive.

Medi-Cal provides medical care for children, low-income adults and elderly persons. Some of the programs offered under Medi-Cal are: Long Term Care; Board and Care; assistance for Aged, Blind or Disabled (ABD); County Medical Services Program (CMSP); Healthy Families; and Asset Waiver Medi-Cal for children.

Fiscal year 2017–2018

166 Average Medi-Cal applications processed monthly

→ Total of **1,310** applications

Medi-Cal recipients in Glenn County

5,565 Adults

4,786 Children

10,351 Total ←



CalWORKS is a public assistance program that provides cash aid and services to eligible families that have a child(ren) in the home. The program is designed to provide families the means to meet their basic needs in times of hardship, while helping them to strengthen their family unit and enter or re-enter the workforce. **Welfare-to-Work program (WTW)** is a program for Work Eligible persons receiving CalWORKS.

CalWORKS 2.0 is a new engagement practice that our county recently adopted, which changes the way that we work with our participants and their families. The CalWORKS regulations DO NOT change, but our case management does. The process of engagement into our services is quite different than our historical approach. The emphasis is placed on meeting the participants where they are, building relationships and starting to goal plan and support their goal achievement rather than plugging them into a formula. CalWORKS 2.0 approach for WTW is a goal oriented service delivery system to guide California's most vulnerable families toward economic and life success.

The Welfare to Work (WTW) engagement process is designed specifically to address the needs of each individual participant and can include several activities.

- Job Training and educational assistance
- Subsidized Employment with private businesses
- Paid On-the-Job Training through the Workforce Innovation & Opportunity Act (WIOA)
- Unpaid work experience
- Child care during hours participating in WTW activities
- Transportation reimbursement to and from WTW activities
- Counseling, substance abuse & mental health services
- Housing assistance
- Ancillary costs associated with participation

On a monthly average, there were **351** households served by the CalWORKs program in Fiscal Year 2017–18. **208** Adults, **663** Children — **871** Total

On a monthly average, there were **122 Active** WTW program participants in Fiscal Year 2017–18, a 13.6% increase from the previous fiscal year.





Special Investigations Unit (SIU) ensures program integrity and safeguards public assistance funds at the county level through the prevention, detection, and investigation of welfare fraud and recovery of misspent funds. The SIU team assists the Employment and Eligibility unit in determining eligibility for public assistance programs.

This unit has several important responsibilities:

- Ensures program integrity
- Highly technical trained team
- Promoting consistency throughout public assistance programs
- Resource in the field to provide information and referrals for all programs



334

CALWORKS INVESTIGATIONS

received of which 334 were completed (100% Completion Rate)

894

CALFRESH INVESTIGATIONS

received of which 882 were completed (98.7% Completion Rate)

624

OTHER INVESTIGATIONS

received of which 618 were completed (99% Completion Rate)

\$617,185.19

Total savings created for our County by **SPECIAL INVESTIGATIONS UNIT** for Fiscal Year 2017–18



Accomplishments

- Child Welfare Services has maintained a 0% Maltreatment in Foster Care since April of 2013
- The RFA unit started utilizing Binti, a new case management interactive software system. Binti has assisted in tracking new RFA applicants and their progress on required documentation and training. This new software has increased efficiency efforts and allowed for more direct customer support
- Our WIOA program exceeded the NCCC planned wage for both Dislocated Workers and Adults. This is because our agency utilizes knowledge of local industry sectors to train our clients in high-wage and high demand occupations

Continuous Endeavors

- Child Welfare Services Implemented a Strategies for System Improvement Plan (SIP) to reduce the recurrence of maltreatment rate to 10% by June 2019. By 2020, they aim to be under 9.1% to meet the National Standard and maintain through 2022
- The Special Investigations Unit continue their efforts to maintain a high completion rate on all investigation cases of Public Assistance programs
- Continue to increase the number of Foster Care applications approved along with the number of foster homes equipped to care for children and youth with intensive needs





PUBLIC HEALTH


Our Public Health Department focuses on protecting and improving the overall health of Glenn County. They do this by promoting healthy lifestyles and behaviors, researching and analyzing data for disease and injury prevention, and detecting and controlling infectious diseases.

Glenn County Births



377
BIRTHS FOR
GLENN COUNTY
IN 2017

54.6%
RESIDE IN ORLAND
29.2%
RESIDE IN WILLOWS


87.8%
DELIVERED AT ENLOE

Of the **377** births in Glenn County, **33.7%** of them were to women 30+ years of age and **60.7%** of them were to women 20–29 years of age. The remaining **5.6%** of them were to adolescents 15–19 years of age, which is a decrease from previous years.

Vaccinations



1,100
NUMBER OF RESIDENTS
VACCINATED FOR
INFLUENZA through
their immunization clinic's
seasonal flu campaign in
2017 by the Public Health
Department.



98.4%
OR 502 OUT OF 510
ENTERING KINDERGARTNERS
REPORTED HAVING ALL
REQUIRED IMMUNIZATIONS
in the 2017-18 school year.

Diseases and Viruses

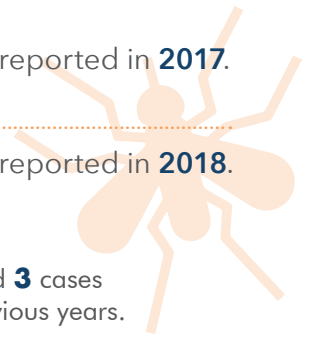


ZERO HUMAN CASES OF WEST NILE VIRUS reported in **2017**.
Twelve mosquito samples tested positive.

TWO HUMAN CASES OF WEST NILE VIRUS reported in **2018**.
Four mosquito samples tested positive.

2017 Glenn County had **112** cases of Chlamydia, **20** cases of Gonorrhea and **3** cases of Syphilis. This reflects a marked increase in Gonorrhea cases from previous years. **4** bats have tested positive for rabies. There were **0** Human Cases.

2018 **2** bats have tested positive for rabies. There were **0** Human Cases. The last human case of rabies in Glenn County was reported in 2001.





The percentage of infants in our local community who are exclusively breastfed continues to be higher than the California WIC rate!

34.6% GLENN COUNTY WIC | **19.0%** STATE OF CALIFORNIA WIC

Women Infants Children (WIC)

The Glenn County Supplemental Nutrition Program for **Women, Infants, and Children (WIC)** takes care of babies and kids at the most vulnerable times of their lives; women who are pregnant and early postpartum, breastfeeding, and infants and children up until age five who are at nutritional risk.

Pregnant women within our community receive education not only about healthy eating for themselves but also about breastfeeding.

All Glenn County WIC employees are **Certified Lactation Educators** who educate and support women in their decision to breastfeed their babies.

During Fiscal Year 2017–18 our WIC program completed **126** Lactation consults by an International Board Certified Lactation Consultant (IBCLC). They also completed over **1,200** Lactation consultations, in-person and over the phone. This includes one-on-one consultations with assistance for breastfeeding issues.

EACH MONTH \$63,000 is put into the local economy due to the redemption of WIC checks at local WIC-authorized grocery stores. **WIC HAS A SUMMER FARMERS' MARKET NUTRITION PROGRAM** where eligible families are given \$20 to spend at WIC authorized Farmers' Markets. WIC participants benefit from adding fresh, local fruits and vegetables to their diet and farmers benefit by the additional **\$5,000** spent at local Farmers' Markets each year.



Fiscal year 2017–18
On a monthly average, our WIC program successfully provided benefits to:

264	Infants
848	Children
130	Pregnant Women
115	Breastfeeding Women
55	Non-Breastfeeding Women



Glenn County Adult Services Unit protects the aged and disabled from abuse and exploitation and allows them to live in a safer environment.

Adult Protective Services (APS) Reports increased by **24%** over the last year with an average referral rate of **12** per month. There were over **150** Adult Protective Services Hotline Calls for Fiscal Year 2017–18.

In-Home Supportive Services (IHSS) applications increased by **27%** over the last year with an average application rate of **15** per month. **To report any suspected abuse of adult, disabled or elderly call APS/IHSS Duty at (530) 865-6164.**



TWO
SAFE & SECURE
MEDICATION
DISPOSAL SITES
AVAILABLE IN
GLENN COUNTY

543
**WEST OAK
STREET**
WILLOWS, CA



821
**SOUTH
STREET**
ORLAND, CA

These sites provide a safe and secure way for our community to dispose of unused and unwanted medications, including controlled substances.



420lbs
**HOUSEHOLD
GENERATED SHARPS**
COLLECTED BY THE PUBLIC
HEALTH DEPARTMENT FOR
FISCAL YEAR 2017-18.

Public Health accepts household generated sharps waste in approved red sealed sharps containers at no charge. Drop off locations are Monday–Friday, 8am–5pm

- Public Health Dept.** 240 N. Villa St., Willows, CA
- Orland WIC Office** 127 E. Walker St., Orland, CA
- Hamilton City Fire Hall** 420 1st St., Hamilton City, CA

Accomplishments

- Increased the percentage of entering kindergartners reporting having all required immunizations from the 2016–17 school year by 1.1%
- Our Adult Services Unit was successful in timely reassessments for the IHSS program, with a rate of 97.5%

Continuous Endeavors

- Continued to work on lowering the birthrate of adolescents 15–19 years of age by providing outreach and Prenatal and Parenting Teen Program educational programs
- Managed to keep our human and domestic animal rabies cases at 0 due to a robust Public Health and Animal Control rabies programs
- Continue to promote and support breastfeeding mothers, by offering a Breastfeeding Peer Counseling Program where women have frequent contact with a peer counselor during their pregnancy and early postpartum period





COMMUNITY ACTION PARTNERSHIP (CAP)

With the ultimate goal of combatting poverty, CAP provides assistance to the community. CAP provides home improvements and rehabilitation through the weatherization team, housing and energy assistance through case management, and employment training assistance through our Workforce Innovation and Opportunity Act (WIOA). Through most of the 17-18 Fiscal Year, Community Action operated as a division of the Health and Human Services Agency, and as a joint powers authority for the Colusa-Glenn-Trinity Community Action Partnership, which provides these services to Colusa, Glenn, and Trinity Counties. In June 2018, Community Action became recognized as its own County Department but continues to partner with HHSA to offer integrated services to those in need.

The Community Action Promise: Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.



50
 HOUSEHOLDS ASSISTED THROUGH OUR WEATHERIZATION PROGRAM

1
 HOME PURCHASED ON A REHAB LOAN

1330
 HOUSEHOLD ASSISTED THROUGH OUR HOME ENERGY ASSISTANCE PROGRAM (HEAP)

11
 11 EVICTIONS PREVENTED

34
 RAPID REHOUSING

1426
 TOTAL HOUSEHOLDS ASSISTED

Workforce Innovation and Opportunity Act (WIOA) is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in our local economy. The North Central Counties Consortium (NCCC) Workforce Development Board (WDB) oversees the workforce system for Glenn County along with Colusa, Sutter and Yuba counties. This **WDB** conducts research, data collection and labor market analysis in order to develop the local planned wage for Glenn County's WIOA program.

- NCCC set the planned wage for Adults enrolled in the WIOA program at **\$12.98**. There were **63** Adults enrolled in the Glenn County WIOA program; with an average wage of **\$14.29**.
- NCCC set the planned wage for Dislocated Workers enrolled in the WIOA program at **\$13.65**. There were **60** Dislocated Workers enrolled in the Glenn County WIOA program; with an average wage of **\$19.20**.
- The planned percentage of Adults in the WIOA program to enter employment was **72%**.
- The planned percentage of Dislocated Workers in the WIOA program to enter employment was **73.5%**.
 → The actual percentage that entered employment was **96%** for both Adults and Dislocated Workers.



Glenn County HHSA implemented a new way to get connected to resources in your community!

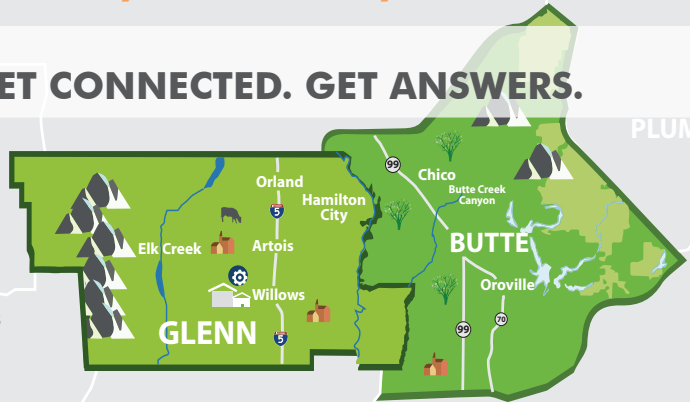


211 HELPLINE GET CONNECTED. GET ANSWERS.

Glenn County 211 Helpline is part of a national and statewide network of 2-1-1 providers. It is a simple 3-digit phone number that connects people with essential health and human services, and offers help to all Glenn County residents.

Callers connect to a wide variety of free low cost, multilingual and confidential community services.

Over 93% of California's population in 34 counties and 93% of the U.S. population in 50 states has access to 211.



211 Helpline is available 24-hours a day, 7 days a week

In the North State, 211 is operational in Butte, Glenn, Shasta, Tehama, Yolo, Nevada, Humboldt, and Sacramento counties.

Three ways to contact 211 for help

1. Dial 211 from a cell phone or landline
2. Text your zip code to 898211
3. Visit www.helpcentral.org/glenn-county



STRATEGIC GOALS

AGENCY CULTURE

To create a positive culture that promotes effective community leadership, values our client relationships, and provides a meaningful experience.

- Promoting mutual respect
- Create opportunities to build trust by engaging in new and innovative ways
- Stay on the forefront of the well-being and safety of individuals and communities

CONSISTENCY AND EFFICIENCY

To provide an all-inclusive client service experience so that each of our departments can better serve the population.

- Cross functional service
- Seek ways to close service gaps
- Earnest effort for continuous improvement
- Able to combine services for the residents of Glenn County, allowing us to better serve the community

STAFF DEVELOPMENT

By collectively and individually working towards peak performance, we see the potential to build a strong public partnership based on staff development.

- Develop and implement a standardized new employee training program
- Develop and implement an ongoing employee training program
- Develop and implement ongoing leadership training

COMMUNITY RELATIONS

Be recognized by the community as a critical resource for services, community health, and well-being.

- Communicate the value of the agency to the community
- Highlight services that have the greatest impact on the health and well-being of the community
- Improve outcomes by working realistic and measurable goals



GLENN COUNTY
HHSA
 HEALTH & HUMAN
 SERVICES AGENCY



ADMINISTRATION



BEHAVIORAL HEALTH



SOCIAL SERVICES



PUBLIC HEALTH



COMMUNITY ACTION
 PARTNERSHIP

Christine Zoppi Director • **Erin Valdez** Administration Deputy Director
Amy Lindsey Behavioral Health Deputy Director • **Bill Wathen** Social Services Deputy Director
Grinnell Norton Public Health Deputy Director



Glenn County Health & Human Services Agency
 420 E. Laurel Street
 Willows, CA 95988

Public And Behavioral Health
 240-242 N. Villa Avenue
 Willows, CA 95988

Glenn Success Square
 125-127 E. Walker Street
 Orland, CA 95963

Community Recovery & Wellness Center
 1187 E. South Street
 Orland, CA 95963

*This report and the data included is designed to encompass Glenn County's Health & Human Services throughout Fiscal Year 2017-18; from July 1, 2017 to June 30, 2018 (or the most recent available data).