



COUNTY OF SAN MATEO HUMAN SERVICES AGENCY

FY 2021-22 Performance

Ken Cole

October 18, 2022

COUNTY OF SAN MATEO



Purpose

VISION

- All San Mateo County residents enjoy a healthy, safe, prosperous and collaborative community .

MISSION

- Enhance the well-being of children, adults and families by providing professional, responsive, caring and supportive service .



Branches

Equity

- Launched an REI Task Force comprised of an agencywide steering committee (Dept Equity Team) and Branch Equity Teams
- Assigned staff to participate in many of the county Core Equity Team committees
- Scheduled department technical assistance with consult and reps from the Dept Equity Team
- Instituted a standing agenda item on equity (REI Spotlight) at every leadership team meeting at the director and manager levels

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- Expanded the Monthly Employee Newsletter to include a standing section on equity
 - Implicit Bias and Microaggression Training for all Managers (November)
 - Planning/Implementation of new program frameworks in the Children and Family Services and Economic Self-Sufficiency branches

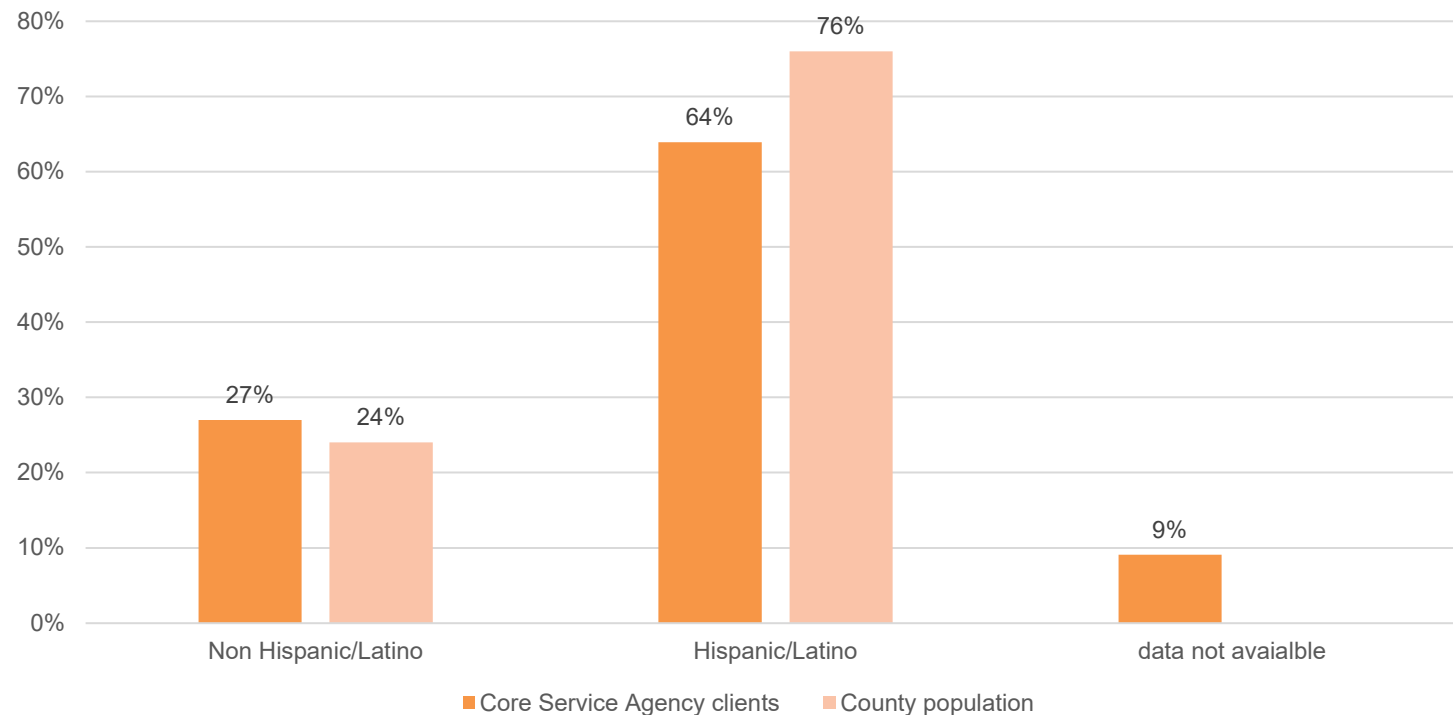
- HSA modeled the agency DEI Task Force structure from the Core Equity Team to ensure alignment



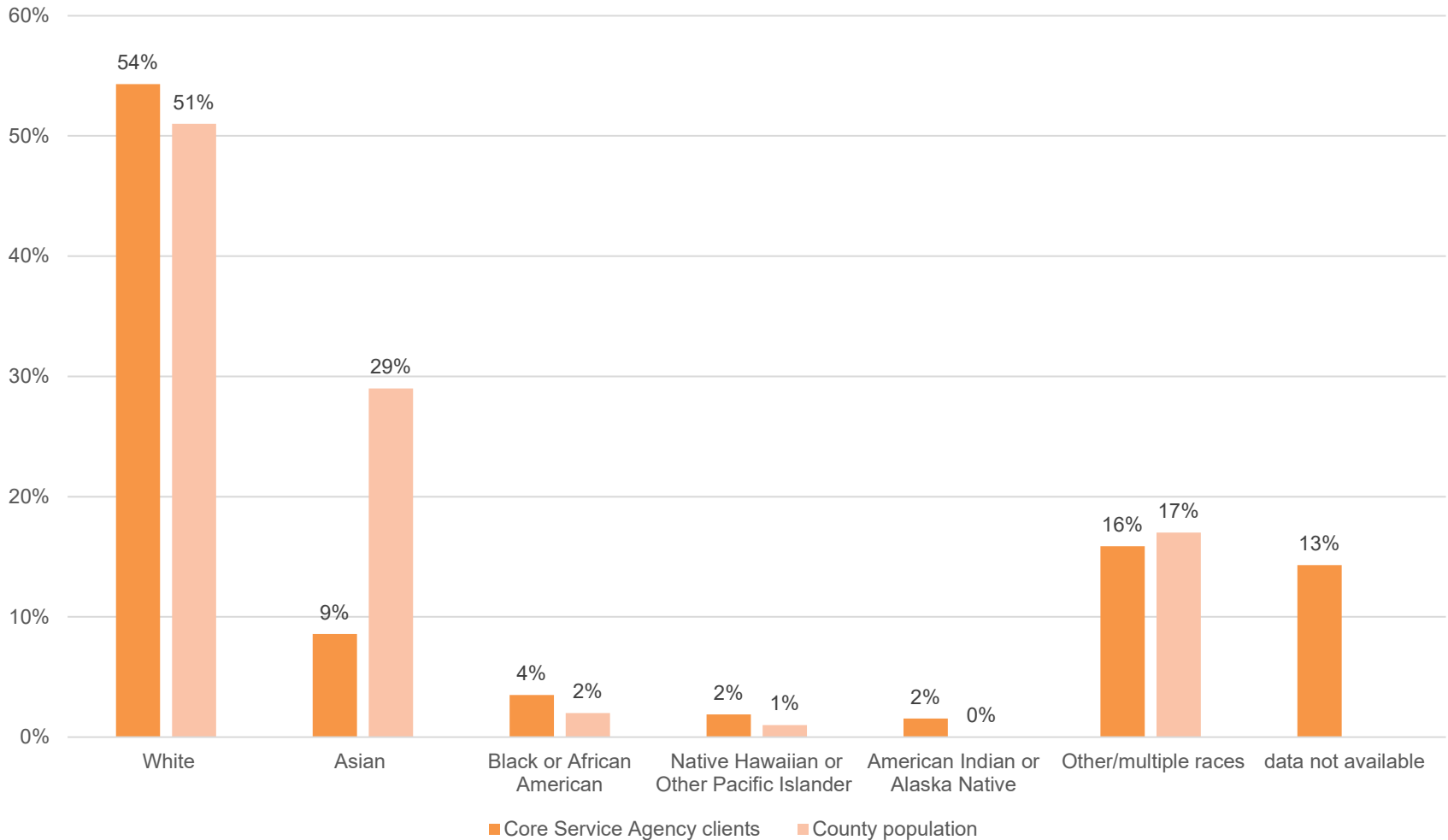
Performance Measure Spotlight

- The race and ethnicity of clients served by a Core Service Agency in San Mateo County (FY 2021-22)

Core clients and County Population- Ethnicity



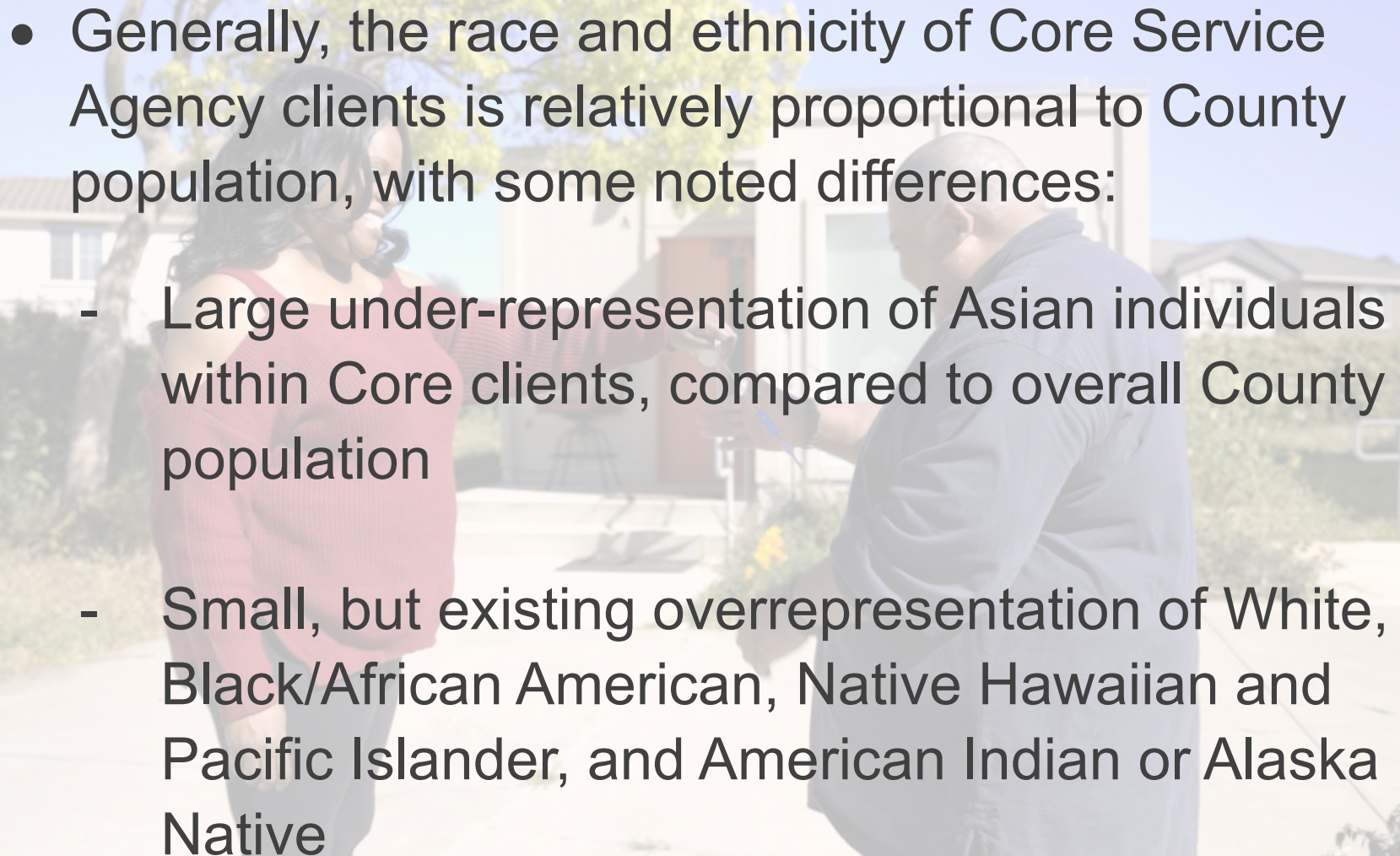
Core clients and County population- Race



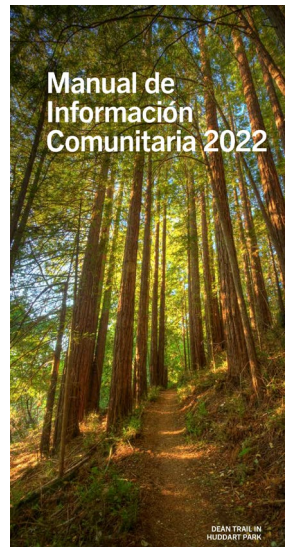
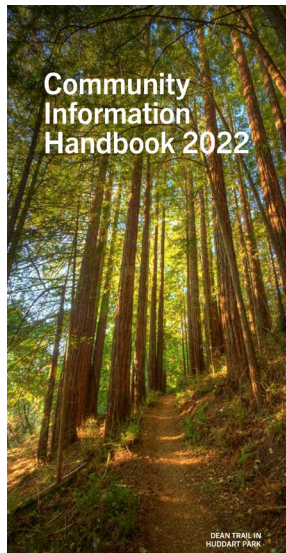


What we know from the data

- The number of clients receiving services has increased substantially beginning FY19-20
 - More clients are requesting assistance for basic needs related to housing, financial support, food support than in prior years, likely due to the pandemic, and now inflation

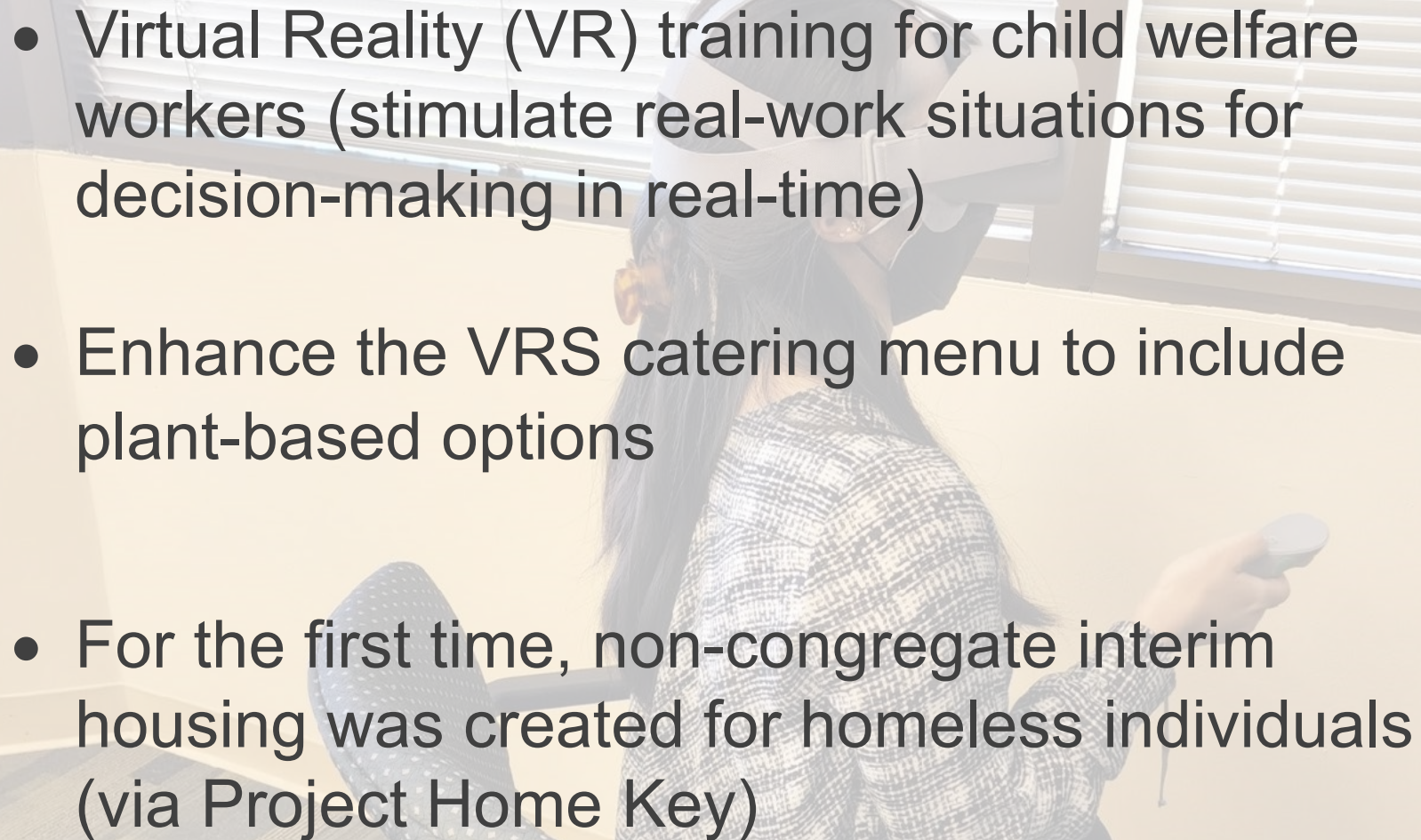
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- A woman with dark hair wearing a red top and a man in a blue jacket are standing outdoors on a paved area, possibly a sidewalk. They appear to be in conversation. In the background, there are trees and a building. The image is slightly faded to allow text to be overlaid.
- Generally, the race and ethnicity of Core Service Agency clients is relatively proportional to County population, with some noted differences:
 - Large under-representation of Asian individuals within Core clients, compared to overall County population
 - Small, but existing overrepresentation of White, Black/African American, Native Hawaiian and Pacific Islander, and American Indian or Alaska Native

- 64% of clients identified themselves as Hispanic/Latino
- There is a continued need to ensure services are available in English and Spanish



Innovations

- Launched a mobile app for foster youth and caregivers (FosterConnect) with a Service Connect mobile app in development
- QR Codes in all resource centers for residents to access up-to-date information on local services

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- Virtual Reality (VR) training for child welfare workers (stimulate real-work situations for decision-making in real-time)
 - Enhance the VRS catering menu to include plant-based options
 - For the first time, non-congregate interim housing was created for homeless individuals (via Project Home Key)



THANK YOU!

COUNTY OF **SAN MATEO**



Questions?

