

**COUNTY**<sub>OF</sub> **SAN MATEO**



# Human Services Agency & Department of Child Support Services Performance Report



**Iliana Rodriguez**  
Agency Director  
July 1, 2014

COUNTY OF SAN MATEO



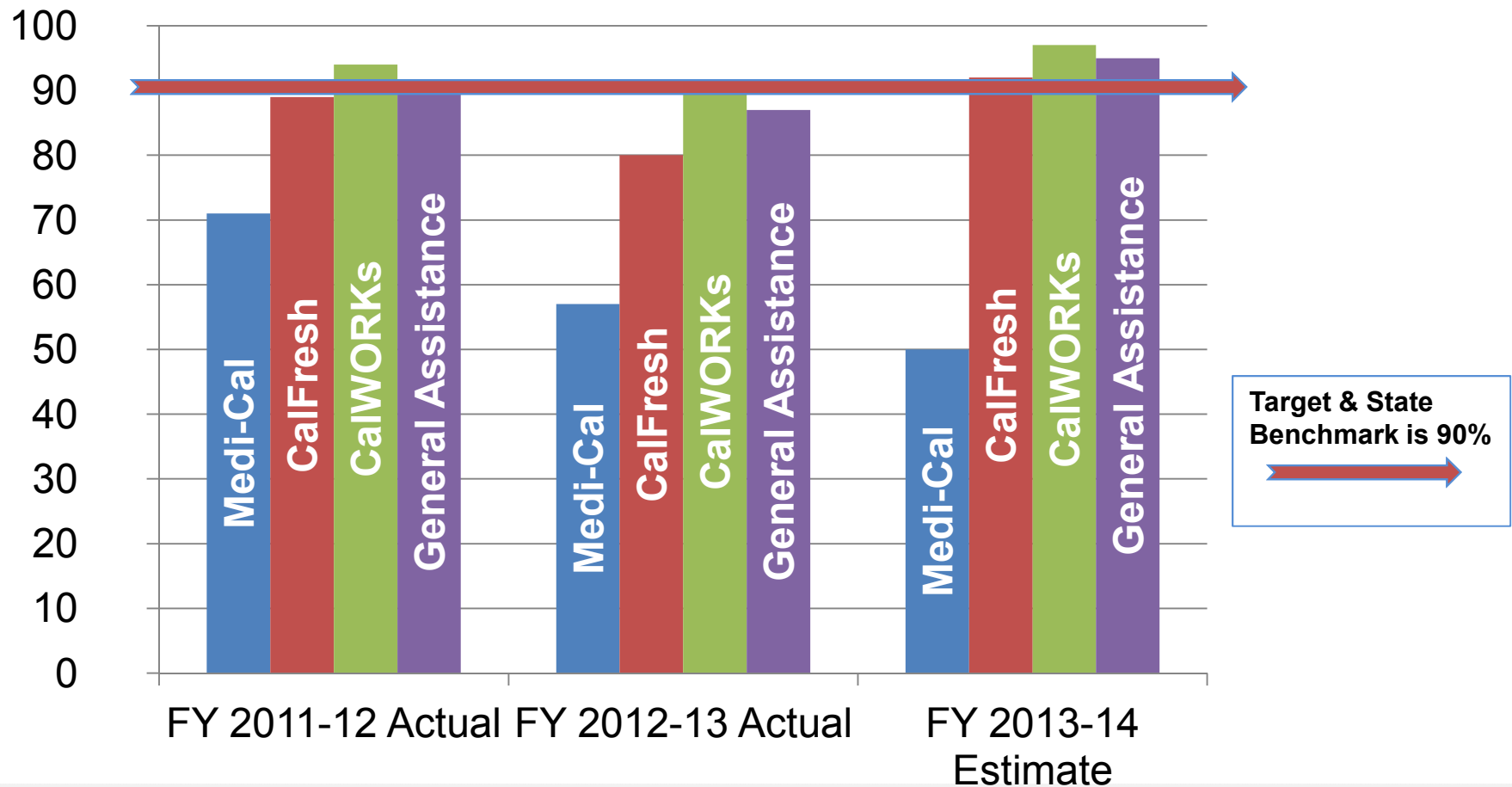
# Mission

- The Human Services Agency assists individuals and families to achieve economic self sufficiency, promotes community and family strength, and works to ensure child safety and well being.
- The Department of Child Support Services enhances the well being of children by collecting child support for families.

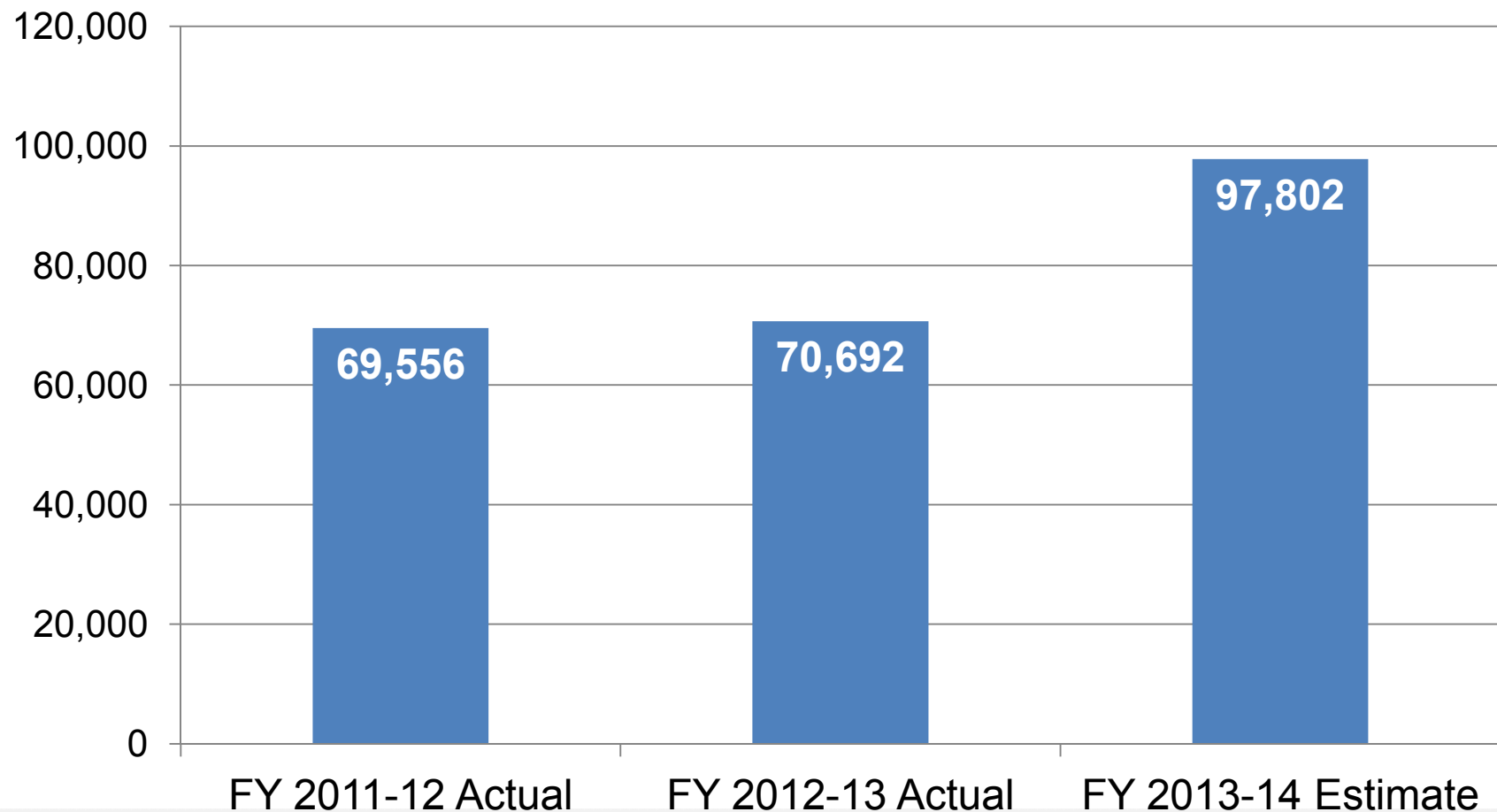
# Headline Measures



# HSA has met or exceeded the timeliness metrics in CalFresh, CalWORKs and General Assistance



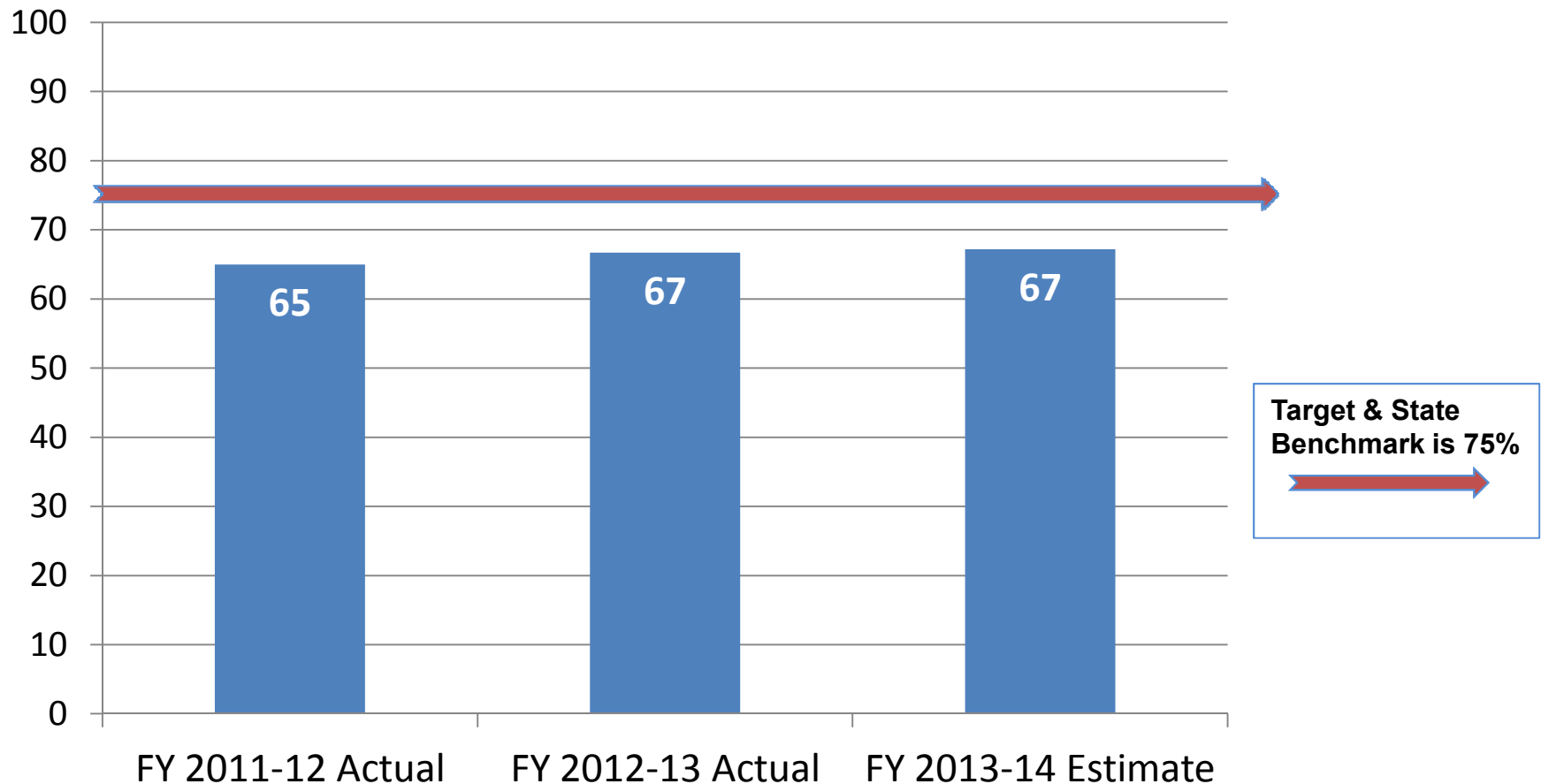
# 41% Increase in Number of Residents Receiving Medi-Cal Benefits Administered through HSA



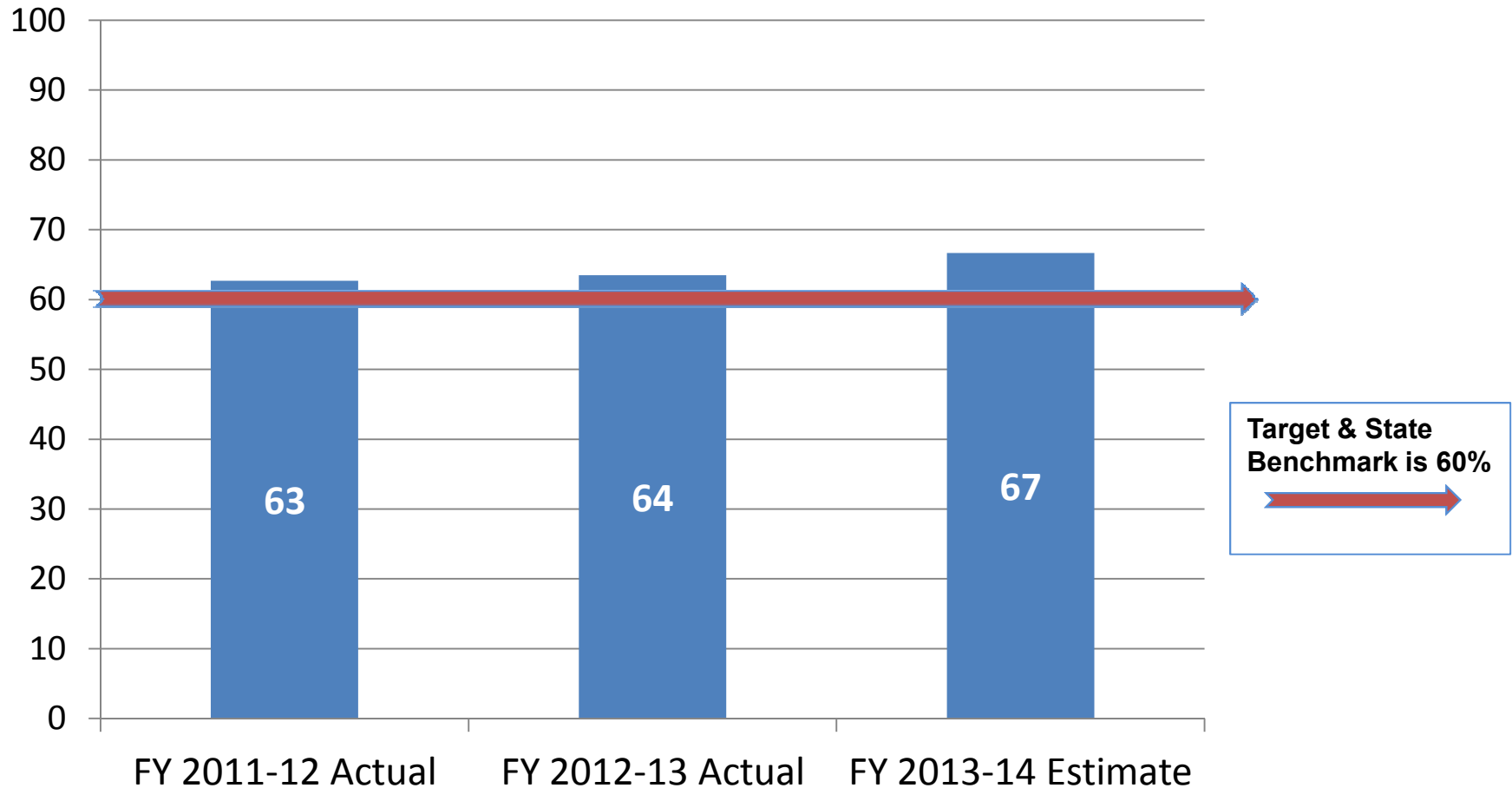
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# Reunification of children to the parent/guardian within 12 months of removal from home



# Percent of child support collected has consistently exceeded State's benchmark

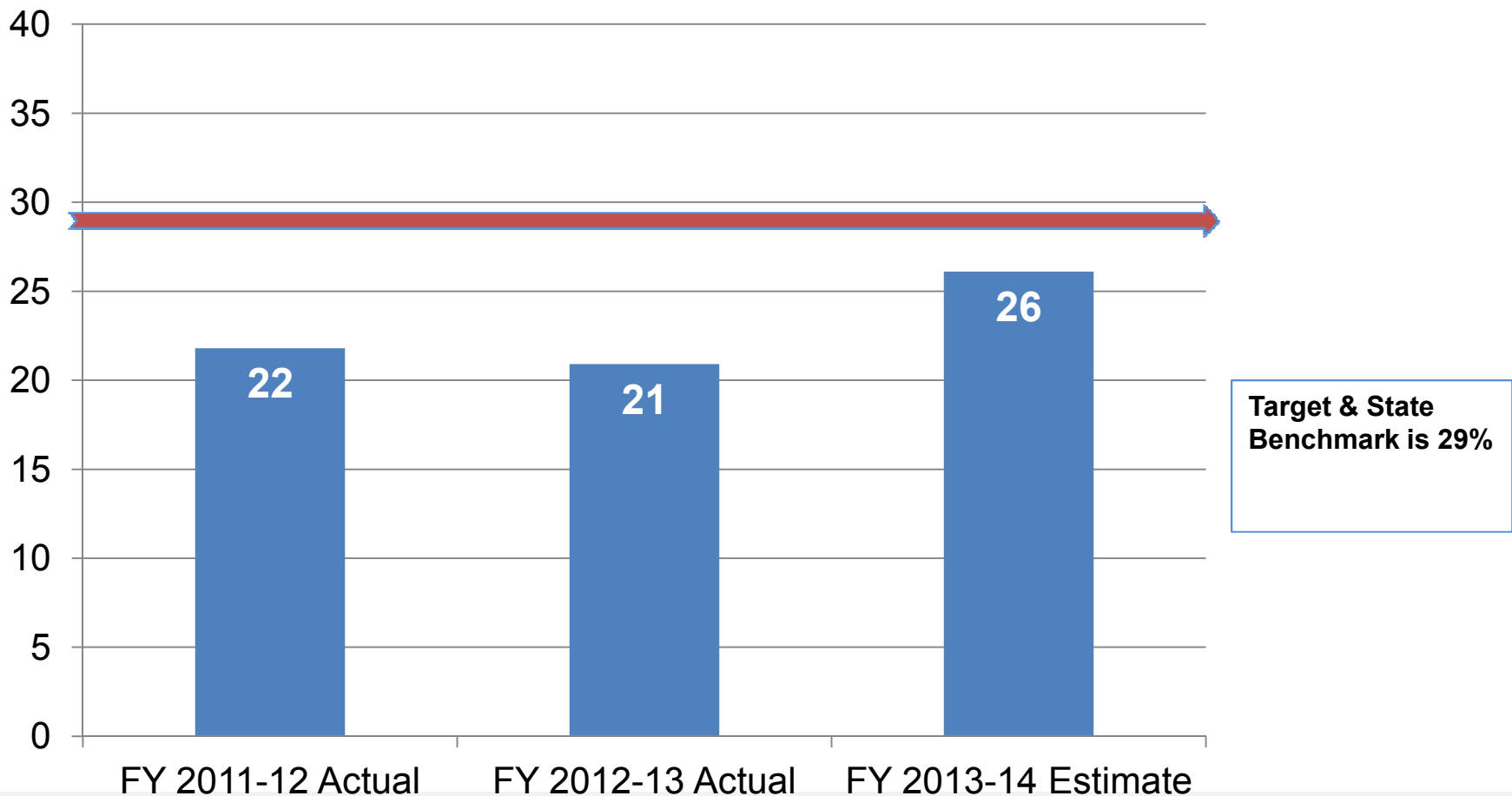




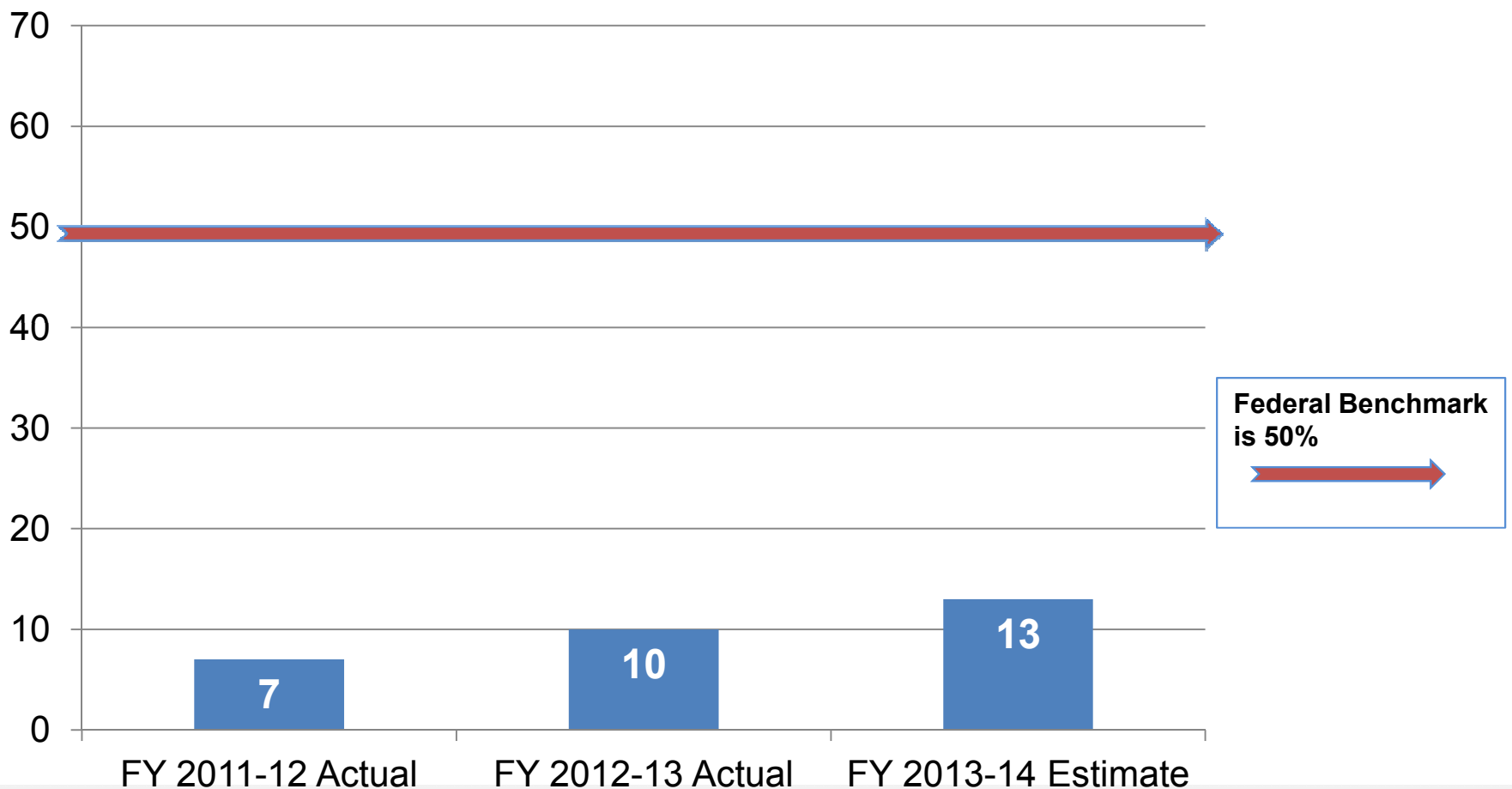
# Program Measures



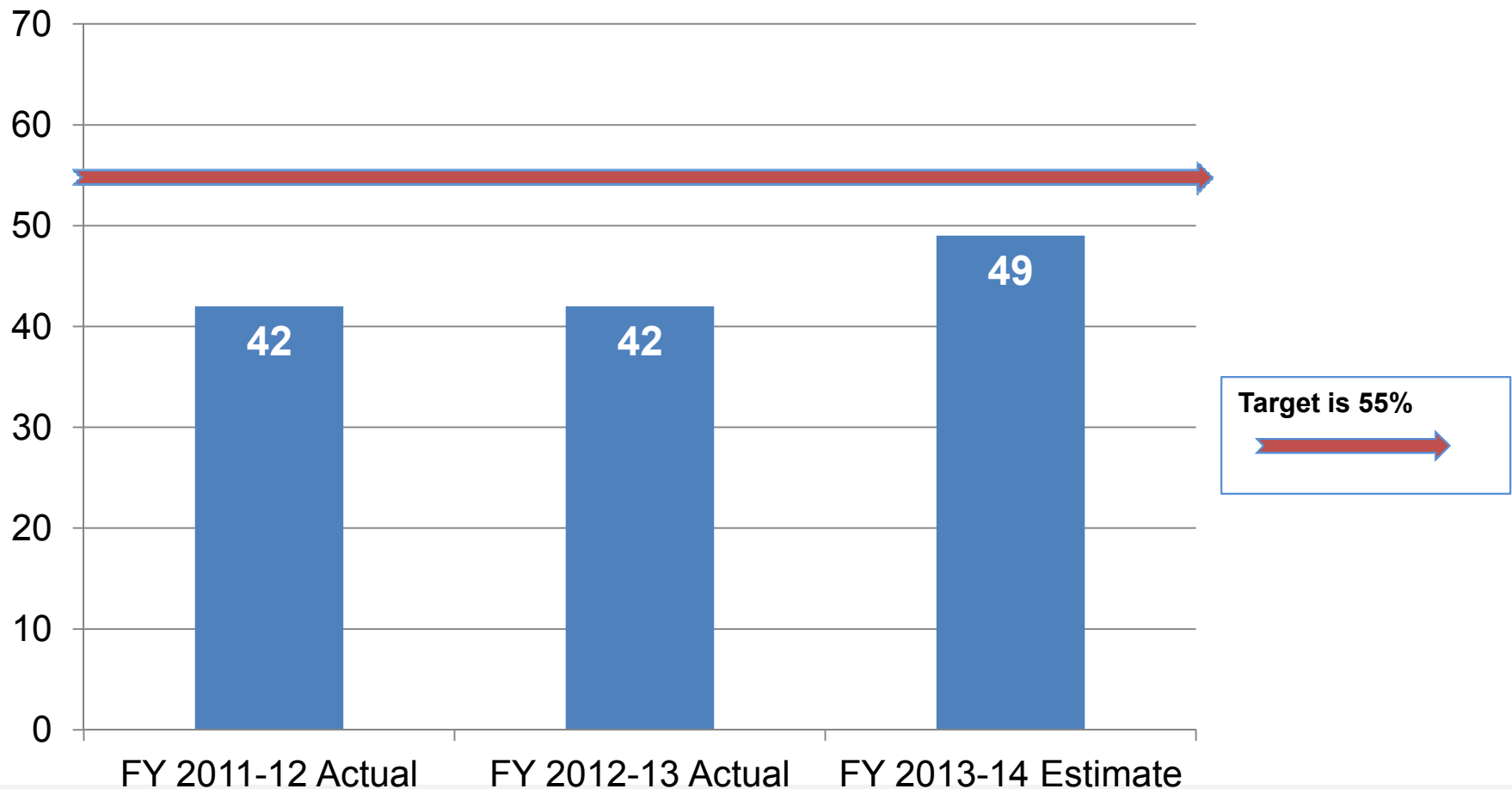
# Percent of children in foster care for 24 months or longer who exited to a permanent home



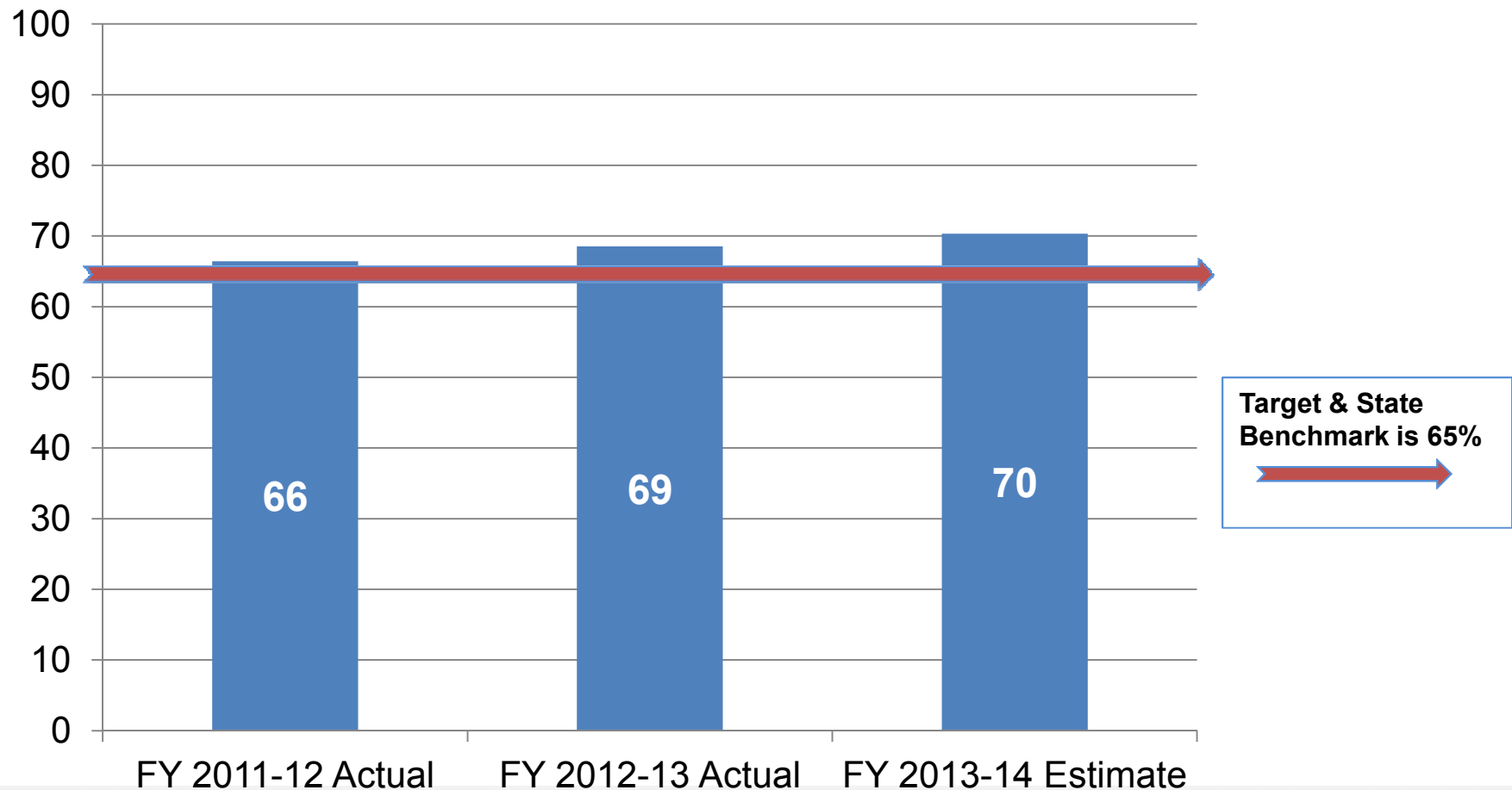
# Percent of Welfare-to-Work families meeting requirements in federal Work Participation Rate (WPR)



# Percent of residents receiving CalFresh benefits from total estimated eligible population



# Percent of child support cases with an arrears collection has consistently met or exceeded State's benchmark



# Budget Summary

## HSA

- FY 2013-14
  - Total Sources: \$162,171,648
  - Total Requirements: \$195,738,979
  - Net County Cost: \$33,567,331
  - Funded FTEs: 763

## DCSS

- FY 2013-14
  - Total Sources: \$11,802,201
  - Total Requirements: \$11,802,201
  - Net County Cost: \$0
  - Funded FTEs: 90

## HSA

- FY 2014-15
  - Total Sources: \$160,462,369
  - Total Requirements: \$195,753,438
  - Net County Cost: \$35,291,069
  - Funded FTEs: 756

## DCSS

- FY 2014-15
  - Total Sources: \$11,897,259
  - Total Requirements: \$11,897,259
  - Net County Cost: \$0
  - Funded FTEs: 89

# Fiscal Year 2013-15 HIGHLIGHTS

- Enrollment of 42,000 residents through ACA
- Implemented mobile applications across programs
- Extended supportive services to AB12 youth
- Implemented electronic mail flow



# Fiscal Year 2015-17 PRIORITIES



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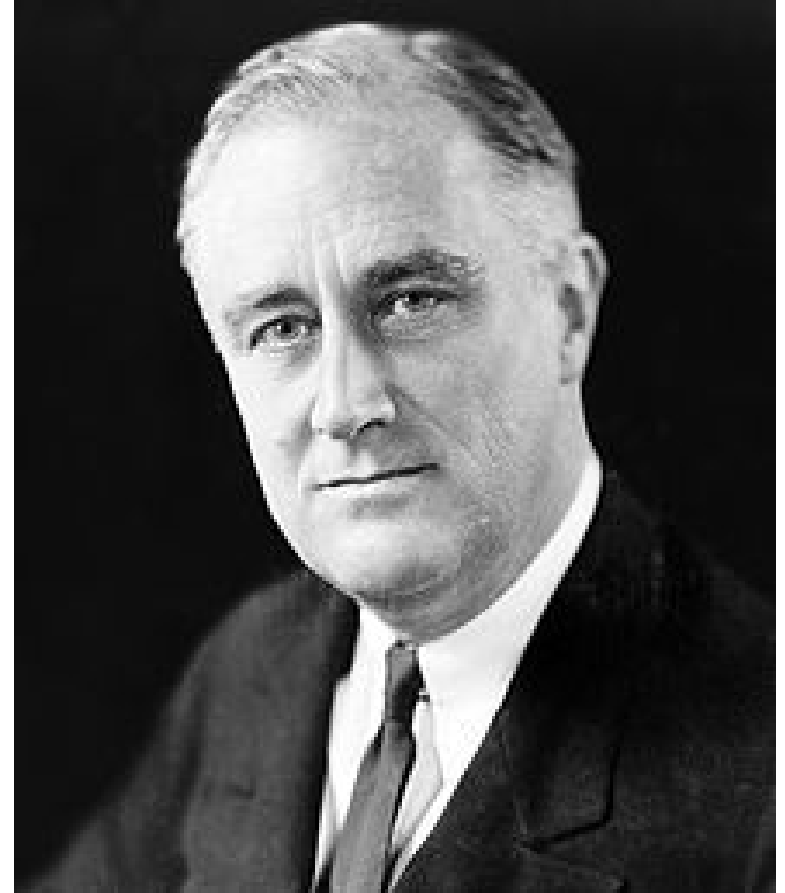


## Goal 1: Employment

“No country, however rich, can afford the waste of its human resources.

Demoralization caused by vast unemployment is our greatest extravagance.

Morally, it is the greatest menace to our social order.” Franklin D. Roosevelt

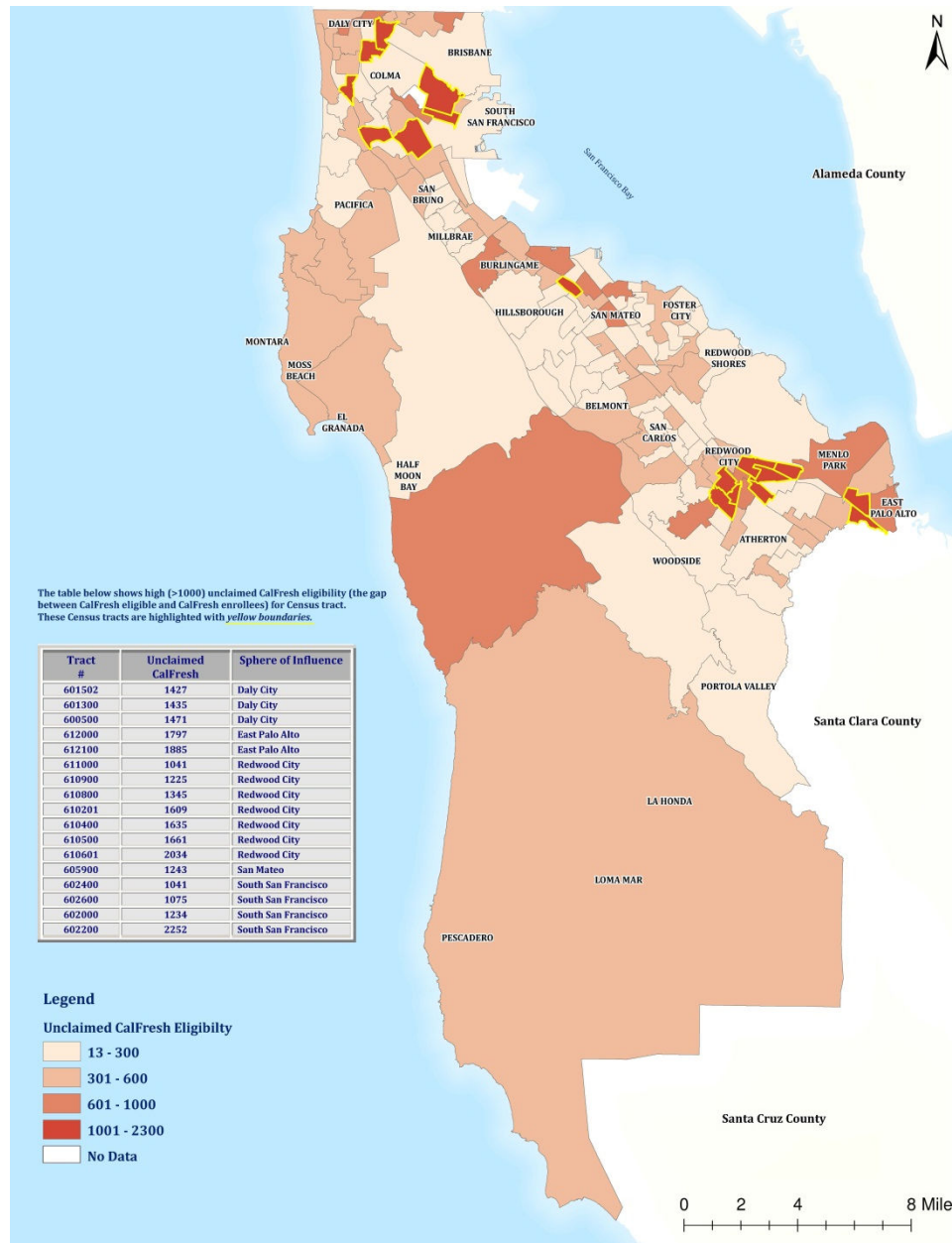


## Goal 2: Family Stabilization



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## Goal 3: Putting Data to Work

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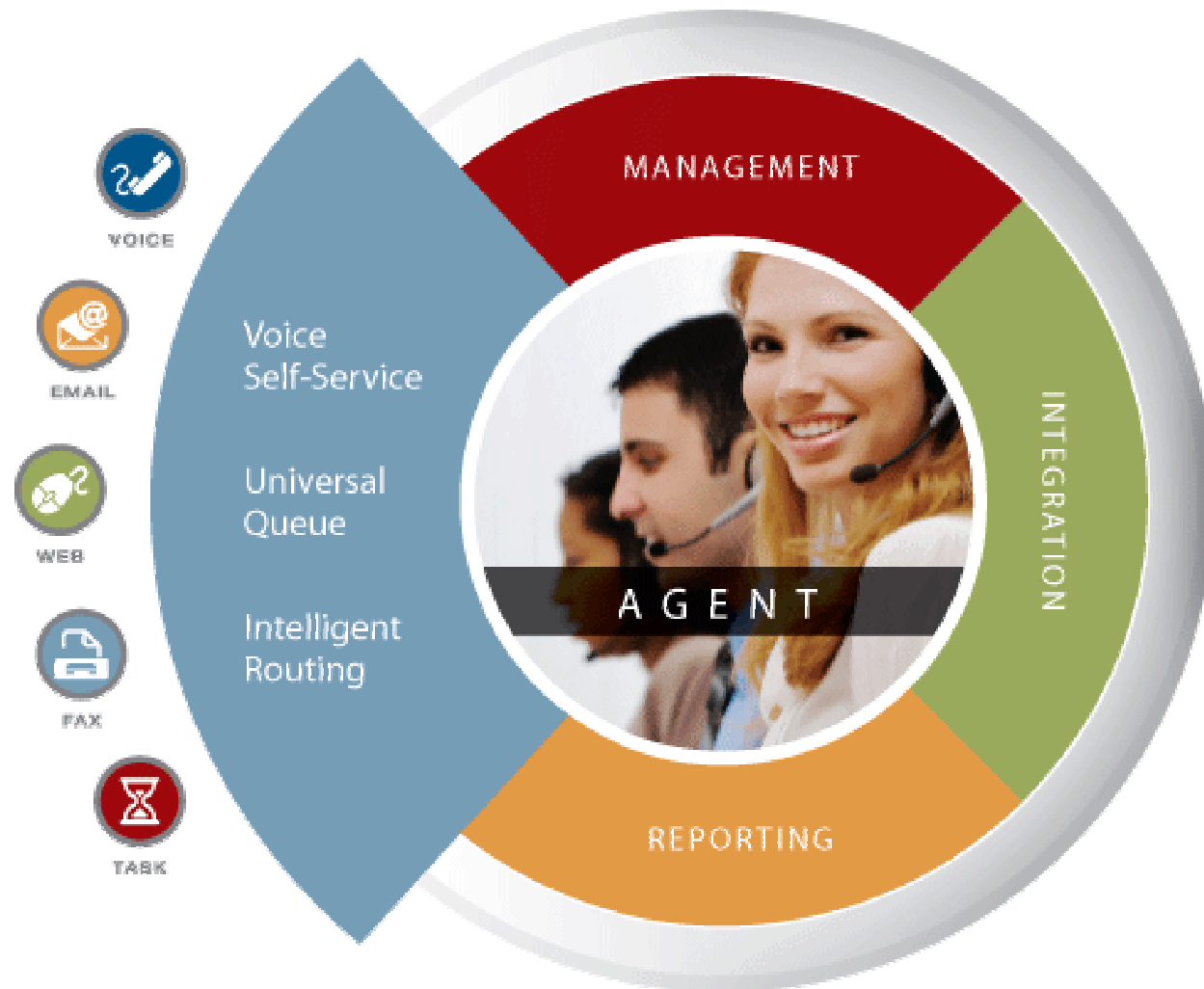
# Goal 4: Transforming Service Delivery



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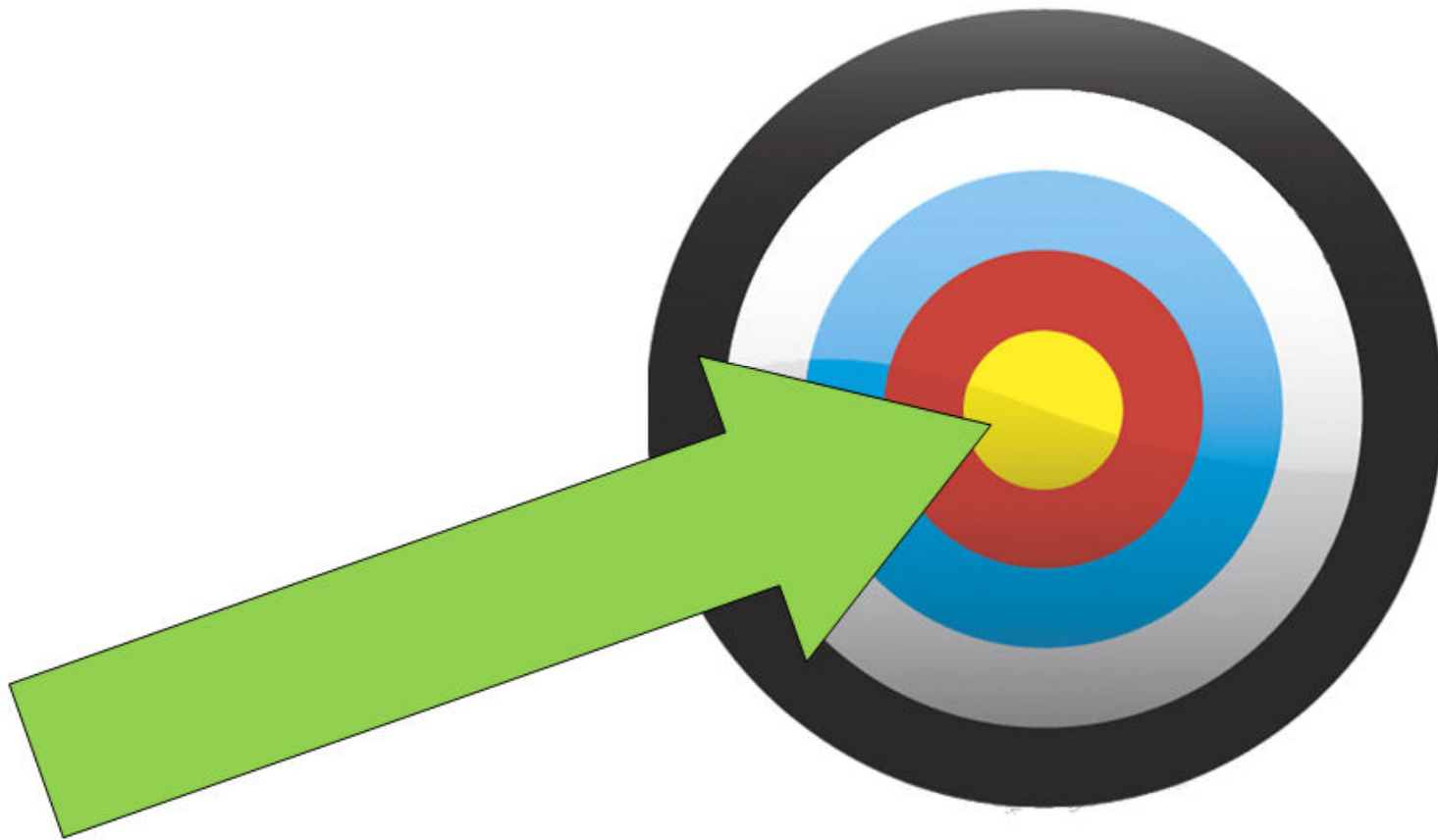
# Goal 5: Call Center Redesign



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## Goal 6: Continuous Process Improvement





# A Year in Serving San Mateo County



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Thank You!

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