The mission of the Social Services Agency is to provide resources and opportunities in a culturally responsive manner in order to enhance the quality of life in our community by protecting, educating, and empowering individuals and families.

Robert Menicocci, Agency Director
<table>
<thead>
<tr>
<th><strong>Vision</strong></th>
<th>Serve, Empower, Transform</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Mission</strong></td>
<td>SSA’s mission is to provide resources and opportunities in a culturally responsive manner to enhance the quality of life in our community by protecting, educating and empowering individuals and families.</td>
</tr>
<tr>
<td><strong>County Population</strong></td>
<td>Santa Clara County has a diverse population of approximately 1.87 million residents. According to the U.S. Census Bureau, 2015 Census (5-Years Estimates), by race distribution, the county population includes: White 48.3%; Asian/Pacific Islanders 34.1%; Black/African American 2.6%; American Indian/Alaska Native 0.5%, other 9.8% and two or more races 4.5%. By ethnicity, 26.6% of the population identify themselves as Hispanic or Latino.</td>
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<tr>
<td><strong>Funding</strong></td>
<td>Social Services Agency represents 11.0% of the County budget or $722.1 million of a $6.54 billion budget. SSA received 85.7% of its funding from federal and state allocations, 1991 &amp; 2011 Realignments, grants and various fees.</td>
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<tr>
<td><strong>Work Force</strong></td>
<td>SSA manages a workforce of 2,911 budgeted staff. SSA has a highly diverse cultural and ethnic staff: White 14.2%; Hispanic 39.5%; Asian and Pacific Islanders 29.3%; African American 5.5%; and Native American 0.3%; mixed race 3.3%.</td>
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<tr>
<td><strong>Language Capacity</strong></td>
<td>Staff and contractors provide interpreter services in 27 languages including American Sign Language. In addition, the Agency has access to Voiance phone interpreter services for over 200 different languages.</td>
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<tr>
<td><strong>Community Partnerships</strong></td>
<td>SSA allocated $139.8 million through its budget and State funding to support community services through 423 contracts. These contracts represent 236 vendors of which 71% are community based organizations within the County of Santa Clara. These community agencies provide essential services to poor, minority, disabled, homeless, and at-risk individuals and families. Services include food, counseling, domestic violence intervention, child abuse prevention, day care, senior and legal services, emergency shelter, health care, immigration counseling, job training, education and social adjustment programs.</td>
</tr>
<tr>
<td><strong>Department of Aging and Adult Services (DAAS)</strong></td>
<td>James Ramoni, Director  (408) 755-7600</td>
</tr>
<tr>
<td><strong>Mission</strong></td>
<td>DAAS’ mission is to promote a safe and independent lifestyle for seniors, dependent adults and the disabled through the delivery of protective services, quality nutrition and supportive in-home services. In addition, DAAS assists in the provision of long term care for the frail and elderly, safeguards the property of conservatees and manages the assets of conservatees and decedent estates.</td>
</tr>
<tr>
<td><strong>Adult Protective Services (APS)</strong></td>
<td>APS provided protective services to an average of 831 elder and dependent adults per month. APS received and investigated an average of 486 reports of elder and dependent abuse per month.</td>
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<tr>
<td><strong>In-Home Supportive Services (IHSS)</strong></td>
<td>IHSS provided services to an average of 22,760 frail or disabled adults per month.</td>
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<tr>
<td><strong>Public Guardian Administrator/Conservator (PAGC)</strong></td>
<td>PAGC assisted 1,158 conservatees with their personal needs and financial affairs, which includes 97 trusts and the administration of an average of 188 decedents’ estates per month.</td>
</tr>
<tr>
<td><strong>Senior Nutrition Program (SNP)</strong></td>
<td>The SNP served 644,866 meals to mostly senior citizens at 38 sites, in addition to providing 678,438 home-delivered meals to homebound seniors during the fiscal year.</td>
</tr>
<tr>
<td><strong>Seniors’ Agenda</strong></td>
<td>The Seniors’ Agenda is the backbone organization for a coordinated effort to respond to the needs of the older adults of Santa Clara County. The Seniors’ Agenda coordinates the Age-friendly Collaboration of all fifteen cities and the county to create an inclusive and accessible urban environment that promotes active aging.</td>
</tr>
</tbody>
</table>
### Mission

DEBS’ mission is to transition public assistance recipients to employment and eventual self-sufficiency and to ensure that low income individuals and families receive the necessary health, nutrition and employment services.

### Cash Grant and Employment Support Services

- **CalWORKs**: Served an average of 2,947 adults and 13,599 children per month.
- On average, $3,856,878 in cash assistance per month was granted to 7,439 needy families with dependent children.
- An average of $26,476 in Homeless Assistance was given to an average of 40 homeless families per month.
- Education, employment, and training services were provided to an average of 2,061 recipients per month through CalWORKs.
- An average of $409,744 in childcare payments were issued per month to families with parents who were in training or newly employed.

- **CalFresh (Food Stamps)**: On average, $13,210,766 in CalFresh (Food Stamps) assistance was provided to 98,101 persons or 50,078 households per month.

- **Medi-Cal**: Medi-Cal provided health insurance to an average of 411,141 low or moderate-income individuals per month, 38% of whom were children.

- **General Assistance (GA)**: On average, General Assistance provided $689,259 in cash and in-kind benefits to 3,788 persons per month.
  - The program helped 300 General Assistance and Cash Assistance Program for Immigrants (CAPI) recipients obtain approval for Supplemental Security Income (SSI) benefits in FY17.
  - The GA Vocational Services unit provided employment related services (e.g. Work Projects, Job Club and Job Search/Job Placement assistance) to an average of 1,609 employable GA clients per month.

- **Refugee Cash Assistance**: Cash Assistance was provided to an average of 64 refugees per month.

- **Cash Assistance for Immigrants**: An average of 955 individuals received Cash Assistance Program for Immigrants (CAPI) benefits monthly.

### Department of Family and Children's Services (DFCS)

- **Mission**: DFCS’ mission is to keep children safe and families strong. With respect and cultural humility, we partner with our diverse community to ensure that any child or youth who is at risk or has suffered abuse or neglect is safe, cared for and grows up in a stable, loving family.

- **Abuse Reports and Deposition**: DFCS received 12,446 child abuse and neglect reports in FY17.
  - In FY17, 541 petitions were filed with the Juvenile Court, of which 453 children were declared dependents of the court and were provided services by Family Reunification or Family Maintenance Programs.
  - Court ordered family reunification services were provided to 336 children (in addition to those already in care) while 157 children were placed with adoptive families in FY17.
### Supervised Foster Care Services

Santa Clara County had the 11th largest out-of-home child welfare caseload in California as of January 1, 2016.

The County supervises an average of 358 licensed resource homes monthly and continues to recruit new resource families throughout the community. As of January 1, 2017, 1,173 children were placed in supervised foster care placements. The top three placement types were Relative Home, County Licensed Resource Home, and Foster Family Agency Home.

### Support Services

In FY17, DFCS facilitated 1,015 Joint Decision Making (JDM) meetings allowing families, relatives, community, and child welfare professionals to jointly make decisions on the care, placement, protection, well-being and reunification of their children. JDMs are also facilitated to help youth plan for their future and when needed that of their baby. JDMs provide a strengths-based, family-focused setting for reaching consensus. These include 490 Team Decision Making, 441 MYTIME, 77 Family Conferences, and 7 GetREAL meetings.

DFCS operates four culturally diverse neighborhood Family Resource Centers which provide prevention, intervention, and support services to families of ethnic communities.

### Agency Office (AO)

Robert Menicocci, Agency Director  (408) 755-7700

### Department of Operational Support Services

DOSS provides Agency-wide oversight, leadership, and strategic direction for Agency organizational support services including Governmental Relations, Policy and Planning, Data Analysis, Program Integrity and Research, and Staff Development and Training.

### Financial Management Services

FMS provides oversight and management for an operating budget of $869 million, in addition to $600 million in non-budgeted funding. FMS administers Agency-wide, State, Federal, and special funds reimbursement claiming and oversees Agency financial systems and process integrity.

### Office of Contracts Management

OCM is responsible for the solicitation, administration, and monitoring of more than 350 Agency contracts and service agreements for grants, trust funds, the Child Abuse Council and 2012 Measure A.

### Information Systems

IS provides leadership, coordination and support for Agency-wide information technology process design, service delivery and program administration.

### Central Services

CS is responsible for the Agency’s Facilities and Fleet Services, Purchasing, Central Supply Operations, SSA Equipment Warehouse, Safety and Security Services, Emergency Services Planning and Training, Mass Care and Shelter Support, Central Mail Operations, Publishing Services, Records Retention, and Notary Services. CS is also responsible for planning and supporting the execution of facility construction, remodeling, maintenance and relocation and furniture reconfiguration of building and office space.

Note: Fiscal Year 2017 statistics cited reflect a 12-month period from July 1, 2016 through June 30, 2017.

For additional information, please contact the Office of Research and Evaluation at ore@ssa.sccgov.org.