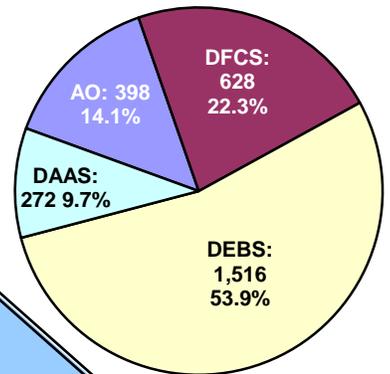
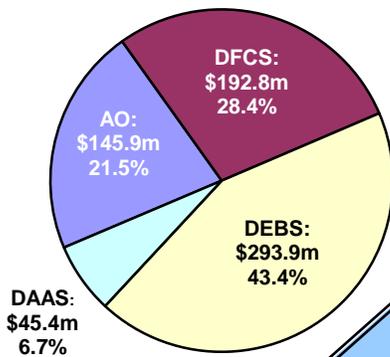


# Santa Clara County Social Services Agency

## FY2016 Fact Sheet

**Total Budget Allocation**  
\$678M

**Total Staff**  
2,813



**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.**

Department of Aging & Adult Services (DAAS)	Department of Employment & Benefit Services (DEBS)	Department of Family & Children's Services (DFCS)	Agency Office (AO)
Adult Protective Services	Medi-Cal Benefits	Child Abuse Reports & Investigation	Department of Operational Support Services
In-Home Supportive Services	CalFresh Program	Early Intervention & Community Services	(Governmental Relations, Policy and Planning, Data Analysis, Program Integrity & Research, Staff Development & Training)
Public Administrator Guardian/Conservator	CalWORKs Cash Grant & Welfare to Work	Intake, Assessment and Receiving Center	Financial Management Services
Senior Nutrition Program	General Assistance	Placement Support Services	Contracts Management
Seniors' Agenda	Foster Care Eligibility	Family Preservation/Maintenance	Information Systems
	Cash Assistance Program for Immigrants	Family Reunification	Central Services
	Refugee Cash Assistance	Permanent Placement	

**Robert Menicocci, Agency Director**

**Santa Clara County Social Services Agency  
Fiscal Year 2016 Fact Sheet**

<b>Vision</b>	Serve, Empower, Transform
<b>Mission Statement</b>	SSA's mission 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.
<b>County Population</b>	The County has a diverse population of approximately 1.84 million residents. According to the American Community Survey, the county population is made up of (by race) 49.3% White, 33.2% Asian, 0.4% Pacific Islanders, 2.6% Black/African American, 0.5% American Indian/Alaska Native, 9.4% other, and 4.6% two or more races. By ethnicity, 26.7% of the population identifies itself as Hispanic or Latino (ACS, 2010-2014).
<b>Funding</b>	One of the largest public agencies in county government, the Social Services Agency represents 12% of the County budget or \$678 million of a \$5.63 billion dollar budget.
	SSA received 81.3% of its funding from federal and state sources.
<b>Work Force</b>	SSA has a workforce of 2,813 budgeted staff.
	SSA has a culturally and ethnically diverse staff made up of 15.2% White, 41.1% Latino, 31.4% Asian and Pacific Islander, 5.5 % African American, 0.3% Native American and 2.7% mixed race.
<b>Language Capacity</b>	Staff and contractors provide interpreter services in 28 languages including American Sign Language. In addition, the Agency has access to Voiance phone interpreter services for over 200 different languages.
<b>Community Partnerships</b>	SSA allocated \$5.7 million in funding to 49 community organizations. 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.

**Department of Aging and Adult Services (DAAS)  
James Ramoni, Director (408) 755-7600**

<b>Adult Protective Services (APS)</b>	APS provided protective services to an average of 696 elder and dependent adults per month.
	APS received and investigated an average of 411 reports of elder and dependent abuse per month.
<b>In-Home Supportive Services (IHSS)</b>	IHSS provided services to an average of 21,388 frail or disabled adults per month.
<b>Public Guardian Administrator/ Conservator (PAGC)</b>	PAGC assisted 787 conservatees with their personal needs and financial affairs, which includes 92 trusts and the administration of an average of 227 decedents' estates per month.
<b>Senior Nutrition Program (SNP)</b>	The SNP served 651,999 meals to mostly senior citizens at 39 sites, in addition to providing 687,815 home-delivered meals to homebound seniors during the fiscal year.
<b>Seniors' Agenda</b>	The Seniors' Agenda serves as the lead organization for implementation of the community wide action plan for improving lives of older adults involving over 200 individuals from over 88 community based organizations and public agencies.

**Department of Employment & Benefit Services (DEBS)  
Denise Boland, Director (408) 755-7720**

<b>Cash Grant and Employment Support Services</b>	CalWORKs served an average of 3,680 adults and 16,230 children per month.
	On average, \$4,328,457 in cash assistance per month was granted to 8,973 needy families with dependent children per month.
	An average of \$20,700 in Homeless Assistance was given to an average of 30 homeless families per month.
	Education, employment, and training services were provided to an average of 2,663 recipients per month through CalWORKs.
	An average of \$439,171 in childcare payments were issued per month to families with parents who were in training or newly employed.
<b>CalFresh (Food Stamps)</b>	On average, \$14,804,994 in CalFresh (Food Stamps) assistance was provided to 107,604 persons or 54,387 households per month.
<b>Medi-Cal</b>	Medi-Cal provided health insurance to an average of 410,949 low or moderate-income individuals per month, 38% of which were children.
	Four health center sites were stationed across the County to assist low-income pregnant women to receive perinatal care.
<b>General Assistance (GA)</b>	On average, General Assistance provided \$776,139 in cash and in-kind benefits to 4,297 persons per month.
	The program helped 397 General Assistance and Cash Assistance Program for Immigrants (CAPI) recipients obtain approval for Supplemental Security Income (SSI) benefits in FY16.
	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 1,994 employable GA clients per month.
<b>Refugee Cash Assistance</b>	Cash Assistance was provided to an average of 74 refugees per month.
<b>Cash Assistance for Immigrants</b>	An average of 887 immigrant individuals received benefits monthly.

**Department of Family and Children's Services (DFCS)  
Jana Rickerson, Assistant Director (408) 501-6800**

<b>Abuse Reports and Deposition</b>	DFCS received 14,619 child abuse and neglect reports in FY16.
	In FY16, 526 petitions were filed with the Juvenile Court, of which 500 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 334 children (in addition to those already in care) while 135 children were placed with adoptive families in FY16.
<b>Supervised Foster Care Services</b>	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 362 licensed resource homes monthly and continues to recruit new resource families throughout the community. As of January 1, 2016, 1,300 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.
<b>Support Services</b>	In FY16, DFCS facilitated 71 Family Conferences, 363 MYTIME Meetings (Emancipation Conferences) allowing families and child welfare professionals to jointly make decisions on the care, protection and reunification of children while helping youth to plan for their future. In addition, 484 Team Decision-Making (TDM) meetings were held to provide a strength-based, family-focused setting to reach consensus on child placement and removals decisions.
	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**

<b>Department of Operational Support Services</b>	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.
<b>Financial Management Services</b>	FMS administers and coordinates the issuance of public assistance, debt management, and collections operations. FMS oversees and administers Agency-wide State, Federal and special funds reimbursement claims, and oversees, manages, and maintains financial systems integrity and systems account structure alignment.
<b>Office of Contracts Management</b>	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 Measure A.
<b>Information Systems</b>	IS provides leadership, coordination and support for Agency-wide information technology process design, service delivery and program administration.
<b>Central Services</b>	CS is responsible for the Agency's Facilities and Fleet Services, Purchasing Operations, Central Supply Operations, SSA Equipment Warehouse, Health/Safety and Security Services, Central Mail Operations, Publishing Services, Records Retention, and Notary Services. CS is also responsible for planning and executing facility construction and remodeling, facility moves, furniture reconfigurations and builds, and facility maintenance.

Note: Fiscal Year 2016 statistics cited reflect a 12-month period from July 1, 2015 through June 30, 2016.  
**For additional information, please contact the Office of Research and Evaluation at [ore@ssa.sccgov.org](mailto:ore@ssa.sccgov.org).**