

Strategy #4: Improve Our Service Delivery System

Along the Prevention/Mitigation Continuum

Mitigation

“Show people that they matter.”
—Resident

“I was embarrassed because I knew the assistance
was available, but I couldn’t [figure out how to] reach it.”
—College student

“People succeed when they have the right level of supports around them.”
—County employee

Objective 4.1—Develop a values-driven, person-centered service delivery model that proactively and seamlessly coordinates care for customers and/or their families across County departments to holistically address current issues and work toward preventing future issues.

Actions include:

- ❖ Collaborating with those with lived expertise and other key stakeholders, co-design and implement a demonstration project across a few departments for how this model could work; identify best practices and lessons learned that would help with scaling it to all departments involved in delivering care.
 - Include ensuring respectful and compassionate customer service, streamlining application processes, effectively working with people who speak different languages, cultural competency, operating during times that work best for customers, ensuring direct access to someone who can help troubleshoot issues, developing shared intake assessments, using case managers who can effectively work across departments and/or expanding case conferencing, ensuring proper staff capacity, measuring cross-departmental outcomes, and implementing a performance management system.
- ❖ Expand enterprise-wide mechanisms for sharing case-management data with caseworkers across County departments to improve needs assessments and referrals, care coordination, service delivery, performance monitoring, and tracking outcomes.
- ❖ Support existing efforts to incorporate values, program effectiveness, and maximize and leverage funding into the County’s budgeting process.

Objective 4.2—Develop a centralized mechanism for sharing information about available resources that is easy to access and navigate.

Actions include:

- ❖ Support the launch and implementation of a new Information, Referral, and Connection (IR&C) platform and electronic Transition-Age Youth (TAY) Centralized Hub that will create an electronic platform for connecting residents to supports in their own communities.
- ❖ Identify trusted and reliable formats for sharing resource information across all communities in culturally competent ways, using the IR&C and/or other formats that also address technology and language barriers.
 - Suggested ideas to explore include live-chat features or ways to ask questions and receive information that is immediate and applies to particular situations, using a simple screening tool (e.g., potentially through texting) for people to find out what they are eligible for, ensuring that information is formatted to display properly on cell phones, and providing the information in a manner that may help alleviate concerns about potential negative consequences for seeking help
- ❖ Support the County’s Digital Divide Regional Strategy efforts to increase free internet access at and around County facilities, as well as strengthen internet signals in areas with connection challenges.

Objective 4.3—Reduce barriers so that all people eligible for public benefits can receive them, and maximize federal and state funding available for residents.

Actions include:

- ❖ Explore opportunities to simplify and streamline application and re-certification processes, and automate benefit access and distribution where possible.
- ❖ Develop a public-facing dashboard for tracking how many eligible people are receiving benefits for which they are entitled, and study the reasons for underutilization and any returned unused funding.
- ❖ Increase supports available for benefit recipients to transition off public benefits and maintain their economic stability, and track the data of how many successfully do so.

Objective 4.4—Advocate at the federal, state, and local levels for policy changes that improve the effectiveness of the service delivery system.

Actions include:

- ❖ Advocate for changing the definition of and threshold for what constitutes ‘child neglect’ to reduce the number of referrals falling under the jurisdiction of child welfare, and for changing requirements for relative caregivers to increase the number of relatives qualifying as appropriate placements.
- ❖ Advocate to change policies so people can still receive the supports and benefits they are entitled to and not be penalized because they marry or are receiving child support and/or other public benefits.
- ❖ Advocate for reindexing the Federal Poverty Level and public benefit levels, and for recalibrating time constraints and eligibility requirements, particularly those affecting allowable assets.
- ❖ Advocate for exempting guaranteed-income payments, or similar cash-transfer program payments, from eligibility determinations for public benefits so that participants do not experience negative impacts to other public benefits they are receiving.
- ❖ Advocate to increase health insurance subsidies to lower insurance and health care costs.
- ❖ Advocate for increasing federal and state supports available for foster and probation youth up to age 26.
- ❖ Advocate for expanding free Metro passes to all youth and seniors, plus recipients of CalWORKs, General Relief, and CalFresh.
- ❖ Advocate for more flexible federal and state funding to provide customers and/or their families services and supports in a manner that best meets their needs.
- ❖ Support proposals that do not bar immigrants in need of assistance from receiving benefits.