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Service Comes First

The DPSS Leadership Team is pleased to introduce the 2019 Annual Report. The report is a snapshot of what our people and programs accomplished over the past year with strong support from our community partners, Board of Supervisors, and Executive Office.

We want to thank the 4,000 staff who make up our professional workforce in the areas of social work, program eligibility, employment services and administrative services. They tirelessly responded to households displaced by manmade and natural disaster; delivered support to individuals and families struggling with abuse, poverty, addiction, homelessness, physical and mental health issues. They worked with the courts to unite families through adoption and to help other families successfully complete the hard work of reunification. Our social services professionals embedded in departments and partner organizations across Riverside County to provide case management and services to our most fragile populations.

2020 will see the launch of many long-term quality improvement initiatives that promote safety, accountability, data-supported decision making and a deliberate focus on meeting the needs of our customers and communities. We do not do this work alone, but with the support of myriad government and community partners who share our commitment to improving the safety, health and wellbeing of the 2.5 million residents who call Riverside County home.

Thank you to all!

Executive Leadership Team
Department of Public Social Services
2019 HIGHLIGHTS

Virtual Reality Training
Staff who help protect vulnerable adults have a better understanding of struggles such as dementia and hearing loss through new virtual reality training. Adult Services partnered with Embodied Labs to obtain virtual reality equipment. The trainings have been taken hundreds of times by staff, community partners, county executives and medical professionals throughout the county.

Elder Abuse Symposium
More than 800 service and healthcare providers, law enforcement partners, government and community leaders attended the 5th Annual Elder and Dependent Adult Abuse Symposium at Riverside Convention Center to discuss the county’s aging population and abuse prevention strategies.

SSI CalFresh Expansion
Following a change in state law, more than 15,000 Riverside County residents with Supplemental Social Security Income now receive CalFresh benefits that help them buy healthy food. DPSS staff processed thousands of new applications during the rollout.

Quality Parenting Initiative
The Quality Parenting Initiative expanded in its first year to include new partnerships promoting quality parenting and seamless communication between foster and biological parents. By enhancing relationships between parents, the program aims to reduce reentry into the foster system.

New Office Opens
Residents in Coachella and surrounding communities now have closer access to multiple services that can improve their quality of life after a new DPSS Self Sufficiency office opened in July. The office provides assistance with the following programs: Medi-Cal, CalFresh, General Assistance, CalWORKS, Child Care and Welfare to Work.

"We are expanding our services and workforce to meet the needs of individuals, families, and communities."
- Marianna Sarmiento, Assistant Director—Administration

From Left: Susan Copple, Angela Clark, and Cathey Sanchez, organizers of the Fall Children’s Resource Fair.
Adult Services

- Adult Protective Services investigated **14,500** allegations of elder and dependent-adult abuse.
- **10,000** home-care providers were added to support In-Home Supportive Services and the Public Authority.
- In-Home Supportive Services enables **34,000** adults to live safely at home.
- **33,630** In-Home Supportive Services providers are paid $480 million annually for caring for their loved ones.
- New virtual reality used to increase sensitivity to challenges associated with some aspects of aging.
- Monthly Homeless Multidisciplinary Team meetings are a collaboration between Adult Protective Services and community partners to find permanent housing solutions for the County’s most vulnerable homeless.

“Our team partners with families, caregivers and community providers to tailor programs that allow seniors and vulnerable adults to live safely at home.”

- Jennifer Claar, Assistant Director—Adult Services

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**Active IHSS Clients**

The IHSS program will continue to grow as more aging Riverside County adults require in-home support.

**GROWTH IN IHSS CLIENTS OVER THE PAST 5 YEARS 48%**

"Our team partners with families, caregivers and community providers to tailor programs that allow seniors and vulnerable adults to live safely at home."

- Jennifer Claar, Assistant Director—Adult Services
Employment Services

- **8,000** individuals obtained education and training to prepare for workforce entry.
- The **24th Annual Employment Expo** offered new opportunities to thousands of job seekers.
- Community businesses provided employment opportunities to nearly **1,000** participants in the Welfare to Work program.

**TOTAL IN-HOME CARE PROVIDERS 33,630**

**Active IHSS Providers**
An aging population in Riverside County spurred a 64% increase in In Home Supportive Services workers over the past five years.

“*Our business community helps provide clients with the tools they need to lead healthy and productive lives.*”
- Jennifer Claar, DPSS Managing Director
• 6,172 people who were homeless or at risk of being homeless received housing services through the Continuum of Care and its network of partners.
• The Continuum supports more than 65 housing and food projects for the homeless.
• The Point in Time team deployed 745 volunteers for the 2019 homeless count.
• Administers more than $18 million annually to provide housing and other services to homeless individuals and families.
• Recognized by the California State Association of Counties for “Enhancing Homeless Point in Time Count Through Technology & Collaboration” with UC Riverside.

Homeless Population Trend in Riverside County

Technology is helping Riverside County measure its growing homeless population. An accurate count helps local communities get funding for homeless solutions.

“We are working with our community partners to address the root causes of homelessness and to identify effective solutions to end homelessness.”

- Tony Ortego, Deputy Director—Adult Services Continuum of Care
Community Partners and Outreach

“Our public, private, and nonprofit partners are essential to improving the health and wellbeing of vulnerable children, adults and families in Riverside County.”

- Charity Douglas, Deputy Director—Children’s Services

• More than 80 churches, universities, and nonprofits partner with DPSS Faith in Motion to increase resources for foster children and families and reduce reentry into the foster system.
• More than 30 nonprofit and civic organizations support the Annual Point in Time count by providing donations and volunteers.
• More than 100 employers and exhibitors from the hospitality, retail, banking, gaming, education and government sectors participated in the 23rd Annual Employment Exposition.
• Community Outreach Branch connected to 27,500 lives and performed more than 1,800 hours of outreach at health fairs, events, and homeless encampments.
• The Riverside County Economic Development Agency recognized the DPSS Housing Support program as Best Partner for 2019.
Self Sufficiency

- **742,000** children and adults received health and wellness services as a result of enrollment into the Medi-Cal system.
- **270,000** children and adults were provided healthy food assistance through CalFresh.
- More than **15,000** adult recipients were added to CalFresh after 2019 eligibility changes.
- **60,000** people received services through CalWORKS.
- **4,500** people accessed General Assistance.
- The Housing Support Program successfully housed **320** families, exceeding its goal of 275.

“Our programs and services provide individuals with the resources they need to progress toward improved health and economic security.”

- Allison Gonzalez
  Assistant Director—Self Sufficiency

Hotlines

- **600,000** calls were received by the In-Home Supportive Services hotline, an average of one call every four seconds.
- **61,000** calls were made to the Child Abuse and Neglect hotline.
- **24,000** calls were made to the Adult Protective Services hotline.

Customer Service

- **90%** on-time processing of CalFresh, Medi-Cal, CalWORKS, General Assistance and Child Care applications.
- **94%** of Self Sufficiency clients visiting service locations rate their experience as favorable.
- **96%** of those interfacing with the Public Authority rated their experience as favorable.
Children's Services

- More than 400 children were permanently adopted into forever families.
- 3,600 children and young adults are in Riverside County foster care.
- The Quality Parenting Initiative was expanded to enhance relationships, communications and reunification processes between foster and biological families.
- A partnership between Casey Family Programs and our community stakeholders was established to develop the Strategic Plan for Child Wellbeing.
- Increased accountability through a dashboard of key measures to assess progress and to support child social workers in their interactions with families and decision making.

Percentage Increase in Child-Family Reunifications (by months spent in foster care)

- 8.7% for 3 months in foster care
- 38% for 12 months in foster care
- 55% for 24+ months in foster care

“One of our greatest rewards is to see children thriving in safe, permanent, and loving families.”
- Sayori Baldwin, DPSS Director
Family Resource Centers

- 11,000 people were provided wraparound services that included food, clothing, health and wellness, counseling education and job opportunities.
- 35,500 requests for services were received.
- Referrals for housing assistance increased by 24% to families and youth in the Family Reunification program.
- Launched Dads Assisting Dads to promote responsible and committed fatherhood.

Locations Around Riverside County

1. Rubidoux Community Resource Center
   5473 Mission Blvd
   Jurupa Valley, CA 92509
   Phone (951) 328-1575

2. Desert Hot Springs Family Resource Center
   14201 Palm Drive, Suite 108
   Desert Hot Springs, CA 92240
   Phone (760) 288-3313

3. Mead Valley Family Resource Center
   21091 Keller St, Suite #204
   Perris, CA 92570
   Phone (951) 210-1550

4. Perris Valley Family Resource Center
   2055 N. Perris Blvd., Suite C-1
   Perris, CA 92571
   Phone (951) 443-1158

5. Mecca Family & Farm Workers Service Center
   91-275 46th Avenue, Suite 100
   Mecca, CA 92254
   Phone (760) 863-7860

“We support communities by providing comprehensive services that strengthen and support families with children and which help move them into self-sufficiency.”

- Sayori Baldwin, DPSS Director
Staff Development

- **48,310** sessions delivered in 2019, nearly double over the prior year.
- Provided **10,331** training hours to **3,815** staff members.
- Rolled out Discover Your Strengths to about **3,500** staff members.
- First agency statewide to reduce costs and increase efficiency by transforming large volumes of training manuals into eBooks.
- Continued Steven Beck 10-part Leadership Training series.

"We serve as a resource to staff by providing innovative training and support to maintain a quality, competent workforce."
- Lonetta R. Bryan, Staff Development Manager
KEY HIGHLIGHTS

Total Expenditures: $1.98 billion
Population Served: 2.5 million county residents
Employees: 4,000

Coming 2020:
We will continue our focus on the recruitment and retention of employees to meet the needs of Riverside County’s growing population.

“We practice stewardship and accountability to ensure meaningful and sustainable benefits are available for individuals and families in need.”
- Monica L. Bentley, Assistant Director Finance and Forecasting
County Supervisors & CEO

Kevin Jeffries
First District

Karen Spiegel
Second District

Chuck Washington
Third District

V. Manuel Perez
Fourth District

Jeff Hewitt
Fifth District

George Johnson
County Executive Officer

DPSS Leadership

Sayori Baldwin
Director

Jennifer Claar
Managing Director

Marianna Sarmiento
Assistant Director Administration

Allison Gonzalez
Assistant Director Self Sufficiency

Monica L. Bentley
Assistant Director Finance and Forecasting
Contact Information

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(951) 358-3000

SOCIAL MEDIA:

Instagram: @RivCoDPSS
Facebook: @RivCoDPSS

HOTLINE SUPPORT:

Report adult abuse and neglect at
1-800-491-7123

Report child abuse and neglect at
1-800-442-4918