

RIVERSIDE COUNTY DEPARTMENT OF PUBLIC SOCIAL SERVICES 2021-2022

ANNUAL REPORT





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RIVERSIDE COUNTY
DEPARTMENT OF PUBLIC SOCIAL SERVICES

4060 County Circle Dr.
Riverside, CA 92503
Phone: (951) 358-3000
rivcodpss.org

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Executive Message

The Riverside County Department of Public Social Services (DPSS) Annual Report reflects our agency's dedication to making a difference in our community. With an ever-changing environment, our agency remains passionate and motivated to meet the needs of the individuals and families we serve. We are thrilled to share this report, highlighting the extraordinary work completed throughout the 2021-2022 fiscal year. Each story and number detailed throughout this annual report reflects DPSS's commitment to creating positive outcomes for the children, adults, and families we serve.



The DPSS Executive Leadership team. From Left to Right: Todd Bellanca, Charity Douglas, Monica Bentley, Sayori Baldwin, Allison Gonzalez, Jennifer Claar, and Marianna Sarmiento.

The dedication and compassion of our employees are our greatest assets and we thank everyone for their commitment to our mission.



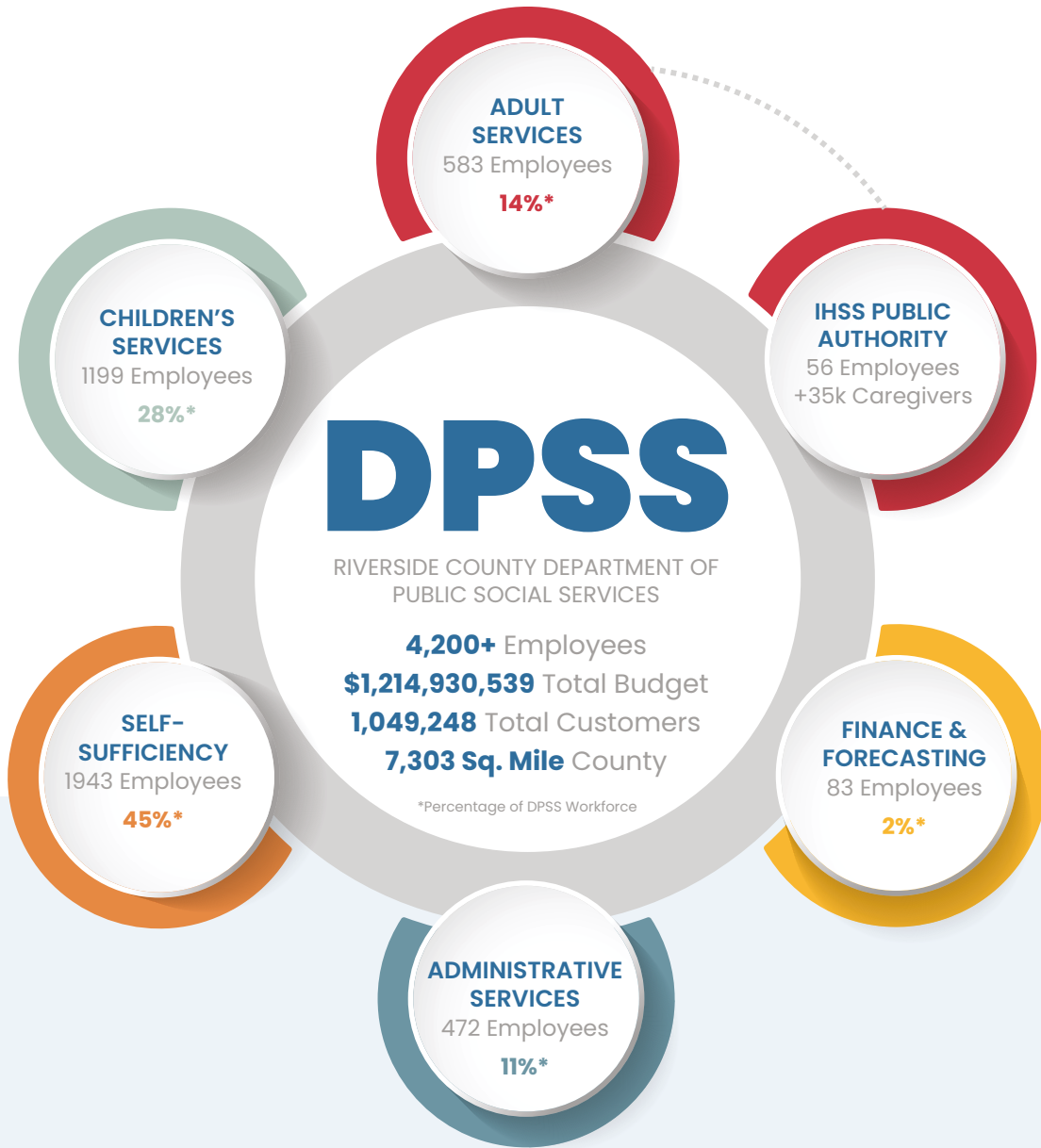
SAYORI BALDWIN, MPA
Assistant County Executive Officer

This year, we served more county residents than ever before, over one million children, adults and seniors. As we move into a new fiscal year, DPSS will continue to increase access to supportive services and programs by collaborating with partners; reducing barriers through integrated services; and stabilizing and growing our workforce. Additionally, the department continues to focus on early intervention and prevention to serve our communities better.

DPSS employees are the key to our success. The dedication and compassion of our employees are our greatest asset, and we thank everyone for their commitment to our mission of supporting and improving the health, safety, independence, and well-being of individuals and families.

We would also like to thank our community partners, the Board of Supervisors and the Executive Office for their unwavering commitment to improving the quality of life for Riverside County residents.

DEPARTMENT OVERVIEW



Mission

DPSS is dedicated to supporting and improving the health, safety, independence and well-being of individuals and families.

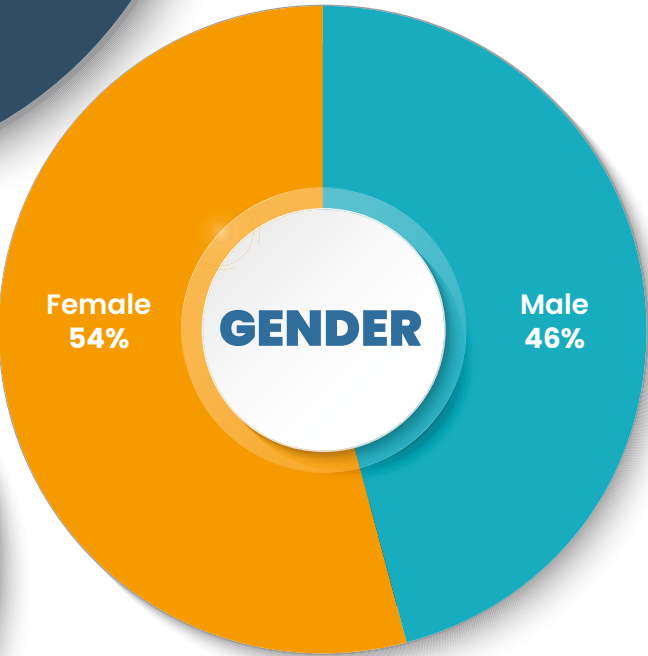
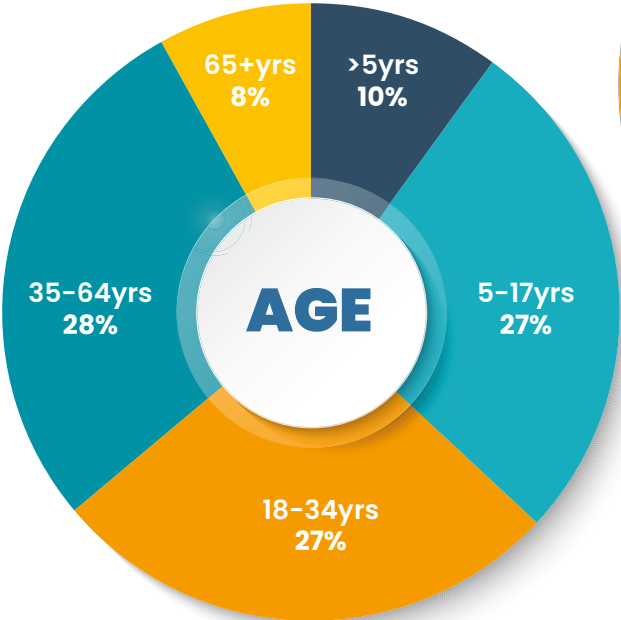
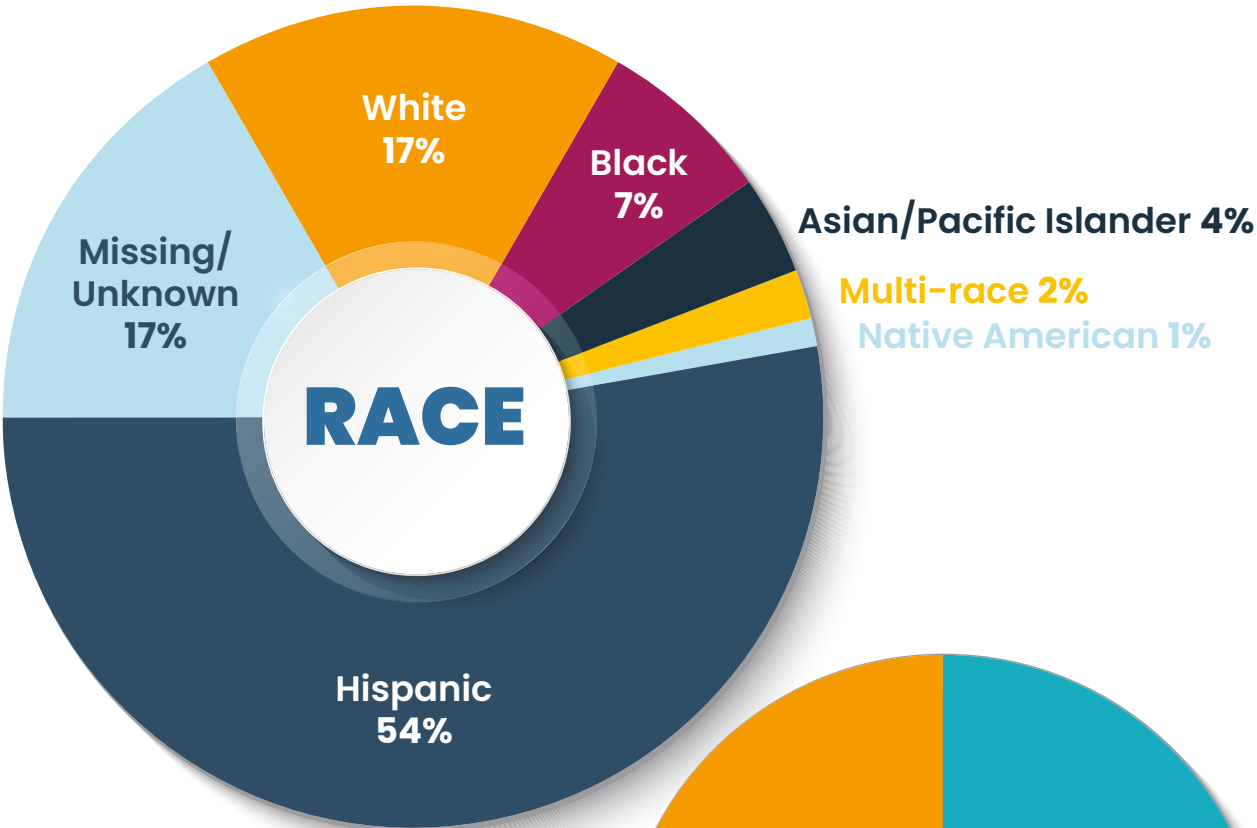
Vision

DPSS is an innovative organization where caring professionals collaborate to provide the most effective solutions to customers.

Values

- Accountability
- Collaboration
- Respect
- Diversity
- Integrity
- Customer Focus
- Learning

Client Demographics



New Teams Supporting Change



Office of Services Integration



BARBARA DUBRANSKY
Deputy Director

The new Office of Services Integration (OSI) led by Deputy Director Barbara Andrade DuBransky, will help drive the countywide Integrated Services Delivery Transformation initiative to strengthen prevention and early intervention services and to improve the service experiences for Riverside County residents who have complex needs. OSI leads planning workgroups of diverse stakeholders to develop the county's long-term transformation roadmap and formulate targeted plans to roll out each pilot communities for early transformation. In May 2022, OSI completed Countywide Design Thinking involving over 140 participants to establish core priorities for system improvement.

Project participants identified the following five guiding principles in January 2022:

ACCOUNTABILITY

Be accountable to all system partners and stakeholders in terms of quality, equity, and outcomes, and hold services and programs responsible for their performance.

ALIGNMENT

Providing coherence across system-wide tasks and

breaking down silos associated with administration of funding and program oversight.

ADAPTABILITY

Navigate political and administrative changes to best account for the breadth of the system reach regarding programs and services.

CONNECTIVITY

Connecting the different parts and sectors of the existing system, reflecting its comprehensive nature.

EFFICIENCY

Allocate resources wisely, reduce duplication of efforts and seek innovative solutions.

Office of Strategy Management

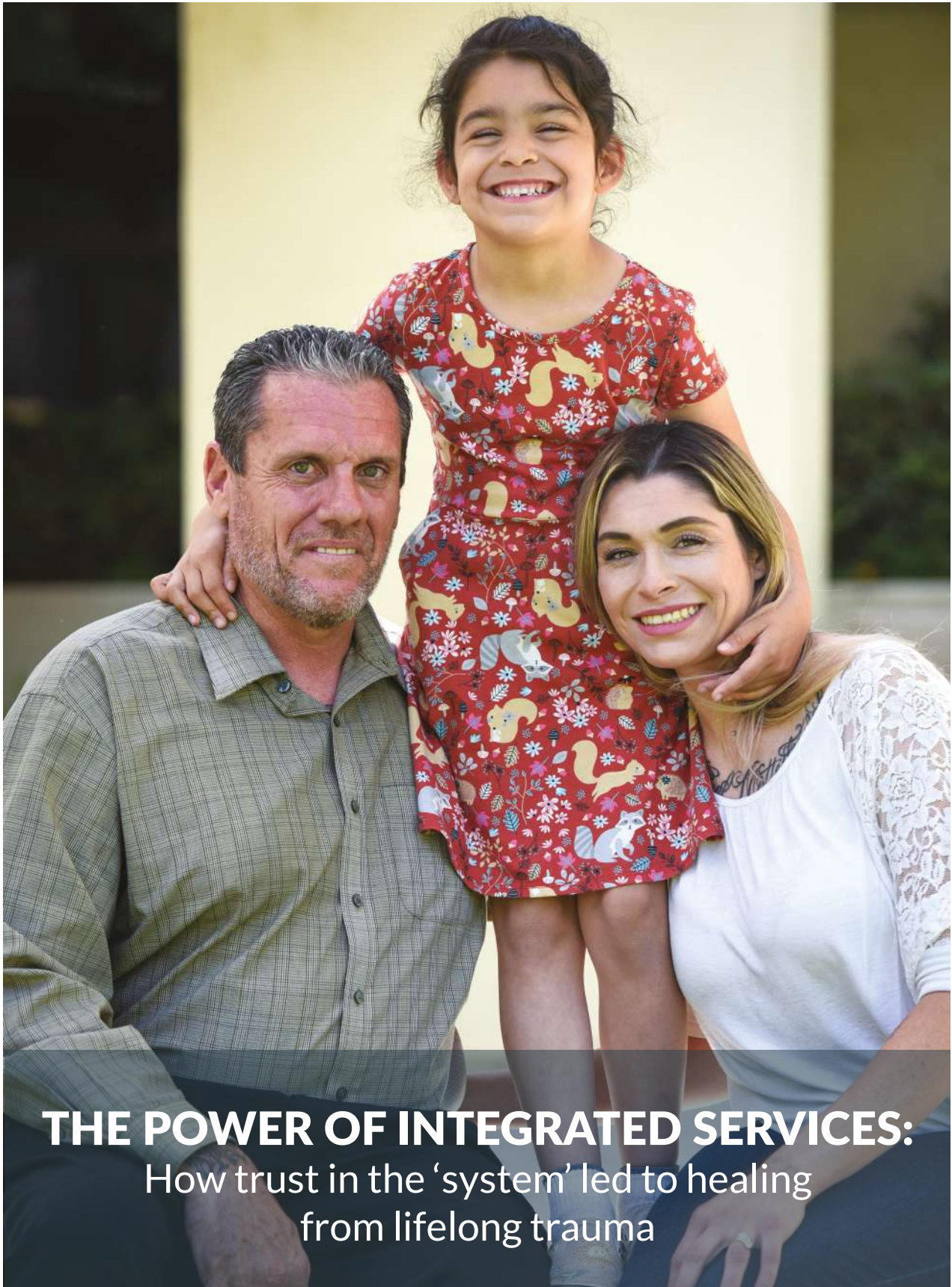


ANAND SINGHAL
Deputy Director

The new Office of Strategy Management's (OSM) mission is to bring the best services and outcomes for our customers and our department by ensuring the delivery of strategic priorities through a departmentwide platform for communication, standardization, and accountability. Led by Deputy Director Anand Singhal, OSM will serve as the department's strategy hub built on departmentwide collaboration, data-informed decision making and continuous learning.

The Office of Strategy Management will:

- Provide a critical link between strategy development and deployment.
- Ensure alignment between DPSS priorities and Riverside County's long-term vision.
- Offer ability and agility to respond to changes through its centralized role quickly.
- Coalesce collective strategic knowledge in one place, leverage it to share and implement best practices across the department and provide expert recommendations on strategic moves.



THE POWER OF INTEGRATED SERVICES:
How trust in the 'system' led to healing
from lifelong trauma

Steven and Rebecca Baker and their 5-year-old daughter

Steven Baker said his childhood seemed normal until about the age of five. That is when his parents split up. He sensed something was wrong in his family.

“Mom didn’t want to hold me anymore and dad was never home,” said Baker. Both parents suffered from substance abuse and Baker was exposed to alcohol, marijuana, and methamphetamines at a young age. At 15, he was incarcerated for the first time.

“The trauma I suffered was outrageous,” continued Baker, who never had wanted to start using drugs after seeing how it had impacted his own upbringing. Baker, however, faced his own struggles with addiction. “I would take anything that I could to take away the pain and trauma of my childhood,” he said.

At age 18, he went to San Quentin prison to serve a 16-year sentence. A visit from his dad, who told him he was sober, planted a seed that helped Baker persist in his own recovery and become a substance abuse counselor in a nearby county after his release.

While working as a substance abuse counselor he relapsed and temporarily lost custody of his three-year-old daughter. “That was the toughest day of my life,” Baker recalled. That difficult moment proved to be wakeup call for him. Baker decided to put his “true faith in the system and it worked.”

While separated from his daughter, Baker and his wife participated in the Family Preservation Court program, which provides intensive services from the departments of Public Social Services and Behavioral Health that ultimately helped him reunify with his daughter this past

year. “I was able to regain my child, my recovery, and my freedom from my active addiction.”

Alison Gambino, a program specialist at Children’s Services, explained that the goal of the program is to provide a safe and secure environment for children while their parents are treated for substance abuse. “They receive ongoing support during and after they finish,” she said.

To help more residents receive a holistic approach to their care as Baker did, the county’s human services departments launched an integrated services delivery transformation initiative. Led by the Office of Service Integration, this team will work to strengthen the coordination of services and improve the experience for residents who rely on the county’s safety net system.

“The goal of our integrated delivery system is to strengthen our prevention and early intervention services,” said Sayori Baldwin, DPSS director and assistant county executive officer. “So, if we can connect a social worker up front, before a crisis becomes a crisis, a family will be better off in the long run.”

Baker shared how the county helped his family reunify and begin the process of healing from lifelong trauma on “The Service Station” podcast. “Having these integrated services to help people like me develop a clear path to recovery was basically what saved me,” said Baker. “They were with me every step of the way.”

Scan to listen to his story:
bit.ly/3j1S43i





JENNIFER CLAAR
Managing Director

DPSS values the importance of taking care of our employees. We are focused on fostering their professional development and career growth, ensuring stability of our workforce. Using an annual staff satisfaction survey, exit interviews and human resources data, we are able to identify areas of success and improvement to increase job satisfaction and retention of our employees.

To ensure we continue finding innovative solutions to meet the ever-changing needs of our communities, the DPSS leadership team is dedicated to continuous learning, relationship building, collaboration, transparency and self-awareness. We want to promote a supportive work environment and an organizational culture that engages employees in improvement efforts, emphasizing each person's strengths and talents to provide the best customer service.



Employees Drive Strategic Planning and Transformation Through TOP Initiative.

DPSS continues to embrace a 3-year strategic plan to transform into a world-class learning organization. We believe every child and family who comes through our safety net system should receive the same opportunities, resources, and respect. Our vision is to seamlessly work with public and non-profit partners, businesses, and faith communities to improve equity and well-being for children and families.

The initiative is known as Transforming Organizational Performance (TOP). During the past year, we have made great progress. We engaged with employees to identify priorities and collaborated to develop creative solutions.

- **Workforce Development:** Strengthen workforce capacity through effective use of data, ensuring quality engagement initiatives, focusing on customer-centered outcomes, increasing training opportunities, and prioritizing recruitment and retention.
- **Customer Partnerships:** Build strong partnerships that improve outcomes through integrating services and coordinating with partners to meet the complex needs of the community.
- **Operational Excellence:** Ensure optimal resource utilization and engage in process improvement to ensure timely quality and efficient delivery of programs. Determine and develop new and innovative processes and tools to collect data and assess performance.

Retention and Recruitment

We value our employees and want to attract new team members while retaining existing staff. It's part of our commitment to being a world-class learning organization that supports our customers' needs. To help boost our workforce, our Human Resources team plans to add additional staff members to help create programs and implement strategies to attract and retain more employees. Since inception, DPSS's HR team has partnered with Riverside County HR to host a series of information sessions, job fairs, and lead social media outreach efforts.

As a result, we have increased our incoming employee pool, expedited our hiring process and shortened our on-boarding timeline. In the upcoming year, the team will continue to promote positions for Eligibility Technicians and Social Services Practitioners. There's an urgent need for more of these employees who are vital to protecting our vulnerable populations and helping those struggling with poverty find a path to economic independence.

RIVERSIDE COUNTY
DEPARTMENT OF PUBLIC SOCIAL SERVICES

**WE'RE
HIRING!!**

**ELIGIBILITY
TECHNICIAN I/II**

\$17.60 - \$28.18/Hour
Multiple locations and positions open
throughout the county!

Scan the code or visit
Governmentjobs.com/careers/riverside
for more information!



My Why

This year, DPSS launched the 'My Why' campaign which highlights and celebrates the diversity and dedication of its 4,300-member workforce. The campaign focuses on what motivates employees to pursue a career in social services and cultivates connections with the community through storytelling. Each feature includes a portrait of an employee and their self-authored 'why' statement. The campaign features employees on DPSS's social media and in customer lobbies throughout the county. The campaign launched in February with six employee features and thanks to a warm reception it will continue throughout the next fiscal year.

CHILDREN'S SERVICES



Children's Services Division Leadership Team. Left to Right: Michelle Wohl, Deputy Director; Chris Rosselli, Deputy Director; Bridgette Hernandez, Deputy Director; Charity Douglas, Assistant Director; Renita Lewis, Deputy Director; Allison Donahoe-Beggs, Deputy Director; Jennifer Kopfler, Deputy Director.

Executive Message

Children's Services Division (CSD) has made great strides in recent years and remains committed to facing challenges head on with a focus on continuous quality improvement. We are dedicated to advocating, serving, and protecting our most vulnerable children in partnership with families and the Riverside County community. From the analyst who seeks out the best contracts and services to match the needs of our children to the social worker who drives for hours to support a child—every single member of our team plays a critical role. In addition to focusing on the welfare of children in our county, we persist in our efforts to promote a healthy and professional environment for our invaluable staff—one in which they feel supported, safe, and well-equipped to provide quality care.

Division Overview



Leadership from DPSS and Children's Services. From Left to Right: Allison Donahoe-Beggs, Deputy Director; Michelle Wohl, Deputy Director; Jennifer Kopler, Deputy Director; Dana Young, Regional Manager; Chris Rosselli, Deputy Director; Sayori Baldwin, Assistant County Executive Officer; Lisa Walcker, Regional Manager.

Quality Parenting Initiative



Members of the Quality Parenting Initiative. From Left to Right: Victor Pulido, Feledier Thrower, Michelle Markovsky, Nicole Holt, Dana Young, Simorah (Heaven) Bridgman, Roger De Leon.

Partnership through the Quality Parenting Initiative (QPI) Supports Families and Children

When families cannot remain together safely, and child welfare agencies must intervene, it is essential that all involved feel like equal partners in a solutions-oriented process.

DPSS embraces a family centered and strength focused approach as part of the Quality Parenting Initiative or QPI. QPI is a national initiative where social workers, resource families and biological parents work together to create an environment where children grow and thrive.

Our CSD and QPI team work to safely reunify children with their biological parents whenever possible. If that is not possible, the team works to place children in stable, loving homes through

adoption permanently. A trusted partnership between the parents, resource family and social worker guides that process intending to seek the child's best interests.

"QPI emphasizes the importance of those close relationships, no matter what happens, so that there is a built-in long-term support system for that child," said CSD Regional Manager Dana Young, who leads the county's QPI team.

Children's Services embraces QPI's approach to reduce trauma when removing children from their homes, shortening lengths of stay in foster care and ultimately leading to fewer unplanned placement changes and an increase in successful reunifications.

QPI Highlights:

- Presented at 2021 Community Partners forum with live online Q&A
- Developed Parent Partnership training video
- Provided community outreach and education at county resource fairs
- Provided ongoing QPI training for newly hired employees
- Provided 6-month training on QPI values, theory, and techniques to staff, resource parents and community partners. Training helps participants communicate QPI's vision to stakeholders and ensure the department is following QPI methods.



The Ogle family, who participates in QPI takes a walk at a park in Indio.

Continuous Quality Improvement



Community Partners Forum Focuses on Continuous Quality Improvement

“We simply cannot do this work alone.” DPSS Director Sayori Baldwin emphasized at the November 2021 Community Partners Forum. Baldwin explained how important collaboration is in order to intervene early and stabilize families in crisis. This year’s annual forum is the first since the pandemic began and the first to be held virtually. DPSS partnered with the Riverside County Probation Department and HOPE Collaborative for Child Abuse Prevention to sponsor and host the event. More than 100 employees and partners attended the conference to strategize, inform future planning and leverage resources to move into a fully integrated services delivery model.

The forum included updates on a system-improvement plan and countywide self-assessment, which engages the community to identify needs, service gaps, and strengthen the improvement plan for the following year. Attendees also learned about Trauma-Informed Care and Children’s Services’ Quality Parenting Initiative. Keynote speaker Dr. Wendy Weigmann from the California Child Welfare Indicators Project at UC Berkeley also discussed how racial disproportionality impacts prevention and after-care services.



We simply cannot do this work alone.

— DPSS Director Sayori Baldwin

Commercial Sexual Exploitation of Children (CSEC)

Online Human Trafficking Conference Inspires Action All Year Long

Over 100 attendees connected online with survivors of human trafficking and experts at the fourth annual Commercially Sexually Exploited Children conference hosted by Children’s Services in January 2022.

This year’s virtual conference spurred more than 500 one-on-one interactions and networking opportunities among guests, vendors, and speakers. Workshops addressed positive youth development, engaging men to end commercial sex exploitation, trauma responsive care, and grooming in the Internet age. Online vendors also provided support and resources for trafficking survivors and advocates alike. Additionally, there were Spanish-language offerings throughout the four-day virtual conference.

“The beauty of this online platform is we can join together from across the country to shine a light on this crime that thrives in the darkness,” said Krystal Elliott, CSD Program Specialist and conference organizer. “This helps us to get the



Director of Forensic Services and Victim Advocacy Denise Bowman who spoke at the conference, and Araceli Martinez, Clinical Programs and Outreach Director at Barbara Sinatra Children’s Center in Rancho Mirage.

conversation started and inspires us to take action all year long.”

One of the presenters in this year’s conference was featured in an episode of the department’s podcast called “The Service Station.” bit.ly/3henV0w



BY THE NUMBERS



Source: Riverside County CSEC 2022 Conference Whova Report

Overcoming Racial Disparity & Disproportionality



Jenell Ross, Co-Chair of the Community Partnership's Subcommittee discusses goals with her workgroup.



Committed to Combatting Systemic Racism

In 2020, the Riverside County Board of Supervisors declared racism as a public health crisis and vowed to take steps to combat it at a systemic level. DPSS has long committed to combating systemic racism at a department level. Specifically, Children's Services is focused on ending racial disproportionality and disparity, also known as RDD, in the child welfare system and healing generations of trauma caused by disproportionality. The RDD steering committee was established over a decade ago and consists

of more than a dozen employees and community partners who evaluate practices and develop initiatives to ensure that children who enter the welfare system have equitable access to resources and opportunities. The committee recently launched subcommittees to focus on a defined pillar: workforce, practice, and community partnerships. "Together, each group strategizes to make effective changes," said Committee Co-Chair Monique Jones, "This group is passionate about creating positive change to improve the community we live in."

Caregiver of the Year Award Recipient



Tyrone Stafford

Tyrone Stafford and his adoptive nephew Harold spending time together in Moreno Valley.

“Being a foster parent is something I feel called to do while I am here on Earth,” said single dad Tyrone Stafford, 31, who is among hundreds of caring foster parents in Riverside County. Stafford adopted a relative, now age five, and fosters four children between the ages of five and 11.

As a former foster youth, Stafford said he was determined to become a role model for kids whose lives have been disrupted by abuse, neglect, or abandonment. “I wanted to beat the

odds and show that a foster male could grow up and be an example for others,” said Stafford. In May of 2021, the Board of Supervisors recognized Stafford along with three other parents, as Caregiver of the Year. Deborah Barcos, a parent partner at Olive Crest, said she admired Stafford’s dedication to his children. “Mr. Stafford speaks to his kids in a calm voice, and they feel loved and respected,” she said.

Changing Lives Through Foster Care



Left: Foster parent Kwame Addo, Wasinee Nugsiang, and foster parent Becky Gosling-Addo celebrate Wasinee's graduation from high school. Right: Foster parent Becky Gosling-Addo at the Riverside County Administrative Center.

Chai came to the U.S. three years ago with her mother from Thailand. Shortly after arriving to California, her mother became terminally ill with cancer and could no longer care for her.

Becky Gosling-Addo and her husband Kwame Addo decided to take Chai in as their foster daughter when they found out about her mother's dire prognosis. "It was her wish that we provide a home for Chai, which we gladly accepted," said Gosling, who was selected as one of the foster parents of the year in 2020.

Gosling met Chai through her humanitarian work with the Rotary Club of Riverside and was

impressed by her sweet nature and dedication to her studies. Last June, Chai celebrated her high school graduation alongside dozens of other students, caregivers, social workers, and community partners during a red-carpet gala at Harvest Christian Fellowship in Riverside. The special event honored more than 100 Riverside County foster youth in the class of 2022. Chai was recognized for being one of nine foster graduates accepted to a four-year university.

"We are so proud of her after everything she has been through," said Gosling. "We will miss her when she moves away to college. But our home is her home now."



The Lozano Family

Oscar Lozano celebrates his daughter Ava's adoption at DPSS's Adoption Finalization Day in November 2022.

Oscar Lozano became a dad for the first time in November 2021 when he adopted his second cousin, Ava. Lozano thought about fostering-to-adopt for a while when a relative suffering from addiction asked for his help in late 2019.

“She was pregnant. I was able to step in and do my part,” said Lozano. As a single gay man in his 30s, Lozano said he knew he would not be able to have children of his own. He wanted to share his adoption journey to break down barriers that might prevent others from opening their hearts and homes to a child in need.

Lozano thanked his social workers for helping to guide him on the path to fatherhood. After adopting Ava, Lozano is on his way to adopting another child.

“It was a really thorough process,” Lozano said. “I really do appreciate that because it shows the level of commitment the county has to make to ensure that individuals and families are equipped to adopt and take care of children that need families.”

On any given day in Riverside County, there are more than 100 foster children and youth who are waiting for adoption. Some of these are featured on HeartGalleryRiverside.org.



Social worker Angie Cruz sits down for an interview with Oscar Lozano. Cruz assisted Lozano with adopting a family member.

LISTEN UP!

Hear Lozano’s story on the “The Service Station” in English and Spanish on all major podcast platforms. bit.ly/3hlnZeM





Children's Services employees from the Adoption Finalization Day committee pose for a photo outside the downtown Riverside historic courthouse.

Annual Adoption Finalization Day: Finding Forever Homes

In November 2021, Riverside County had another successful Adoption Finalization Day. This annual event celebrates families who have grown through adoption. This admirable journey offers a path to healing and hope for children in foster care who cannot safely reunify with their birth parents.

“We’ve had our son since birth, and now he is 15 months old,” said Katie Bayer, standing outside the Indio courthouse, holding the little one who was about to become her third adopted child. “We wanted to be a forever home from the

beginning, so when we received a child, they could stay as long as they needed to.”

Inside the courtroom, the Bayer family signed documents and listened to the judge declare their one-year-old son Levi, as their child. A round of applause and cheers greeted the joyful moment.

This ceremony was only one of dozens at the Larson Justice Center in Indio and the Riverside Historic Courthouse, where nearly 60 children were officially adopted by their families.



Joined with the Honorable Kristi Hester, the Bayer family celebrates their adoption of 1-year-old Levi at Adoption Finalization Day in Indio.



Families celebrate their adoptions at DPSS' Adoption Finalization Day.

Project Graduate 2022



Pearl Campos celebrates graduating high school with help from the Project Graduate program.

Project Graduate is a collaboration of the Court, Attorneys and DPSS Social Workers.

Since 2011, Project Graduate has helped over 50 foster students complete high school and plan for a bright future. The voluntary academic mentorship program is a partnership between the Riverside County Bar Association, Department of Public Social Services (DPSS), and Juvenile Court.

Foster youth must be at least 16 years old with under a 2.0 GPA to participate. They are paired with an educational representative, and a legal professional who volunteers their time to support the foster youth’s academic success.



Scan this code to watch a video about the Project Graduate program.
bit.ly/3Fnpktt

“The program boosted my confidence and made me focus on my classes,” said 18-year-old Pearl Campos, one of this year’s graduates, who plans to attend Palomar College in San Diego County and go into the medical field. “I couldn’t have done this without them.”

In 2011, only 50% of our youth were graduating from high school, said Lilia Wilkerson, retired county counsel and one of the founding members of Project Graduate. Today, the statewide high school graduation rate for foster students is 55% in contrast to nearly 84% of their peers, according to the California Department of Education. They also are at greater risks of homelessness, addiction, mental illness as well as involvement in the criminal justice system.

“Project Graduate holds a special place in my heart because of the youth we get to see thrive, grow, and develop through this partnership,” said Michelle Wohl, deputy director of Children’s Services. “Seeing these youth graduate and believe in their potential is the most rewarding part of this work.” To learn more about Project Graduate please call (951) 682-1015.

Project Graduate holds a special place in my heart because of the youth we get to see thrive.



Dimitri Grimm-Yench celebrates graduating high school with help from the Project Graduate program.

ADULT SERVICES



The Adult Services Leadership Team. From Left to Right: Eva Krottmayer, IHSS Public Authority Executive Director; Ryan Uhlenkott, Deputy Director; Julie Orozco, Deputy Director; Todd Bellanca, Assistant Director; Barry Dewing, Deputy Director.

Executive Message

We continue to forge new partnerships and expand specialized teams to help meet our rapidly growing aging population's current and future health and housing needs. Adult Services is also hiring more social workers who can now intervene sooner to help prevent elder abuse, thanks to a state law passed this year. Our award-winning teams are taking innovative steps to hire more in-home caregivers. We also continue to implement the State's Master Plan on Aging to bring resources and long-term support to seniors and vulnerable adults. With these steps, we're helping Riverside County create a safe and supportive environment for aging and at-risk community members. Our seniors and dependent adults deserve to live with dignity — free from abuse or neglect.

Overview

The Adult Services Division (ASD) is designed to meet the needs of Riverside County’s aging and dependent population now and in the future. Adults over 60 are the fastest growing segment of our county’s population, with one in every five adults of the county’s 2.5 million people aged 60 and older – projected to double in coming decades.

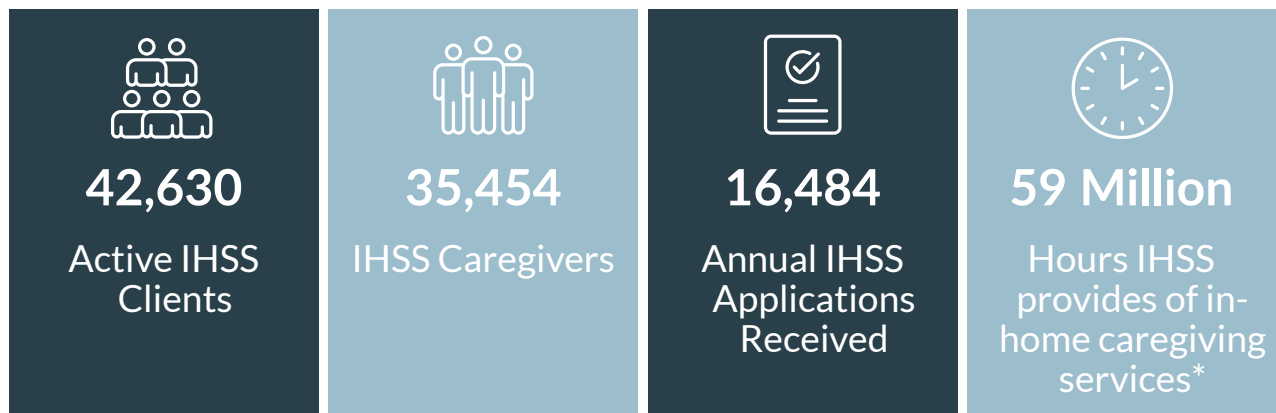
ASD is committed to providing older, dependent and homeless adults vital resources and services that support their health, safety, wellbeing and

independence. The division is responsible for implementing the Adult Protective Services (APS) program which investigates allegations of abuse and neglect and uses specialized teams to help adults with complex needs. Additionally, ASD oversees In-Home Supportive Services (IHSS), a Medi-Cal-based program that funds in-home caregiver services. Our team continues to embrace innovative ways to support our vulnerable adult population – now and for years to come.

ADULT PROTECTIVE SERVICES: HIGHLIGHTS



IN-HOME SUPPORTIVE SERVICES: HIGHLIGHTS



* Annually at one-fifth the cost of a skilled nursing facility.

Expanding Access and Services

BETTER OUTCOMES FOR EVERYONE



Expanding Adult Protective Services



WATCH ONLINE



bit.ly/3FOuGzC

Adult Services Division (ASD) advocated for Assembly Bill 135 which expanded eligibility for adult protective services to those aged 60 and older. Additionally, it defined a dependent adult as a person between 18 and 59 years old, living with a disability and unable to protect themselves from abuse or neglect. As of January 2022, an additional 150,000 Riverside County adults are eligible for protective services under the new law.

“This means we can intervene sooner to help at-risk adults. Research shows the sooner we can intervene, the more it’ll lead to better outcomes,” said Todd Bellanca, DPSS assistant director of Adult Services.



Employees with the Crisis Response and Intervention Services unit.

Expanding Crisis Response Units

With help from \$5.8 million in federal and state grants, the Crisis Response and Intervention Services team (CRIS), helped support hundreds of homeless seniors and those at risk of living on the streets.

Part of the unit's work includes securing short-term transitional housing, including hotels, and

a housing voucher program in partnership with the Housing Authority of the County of Riverside to help at-risk adults find a safe, affordable place to call home. Last year, this team helped over 450 homeless seniors and dependent adults obtain appropriate housing; and prevented over 600 unstably housed seniors and dependent adults from becoming homeless.

FAST: Financial Abuse Specialized Team

Financial exploitation is among the most common form of elder abuse. Adult Protective Services investigates nearly 4,000 financial exploitation cases yearly involving older adults. An increased need for investigations led to the formation of the Financial Abuse Specialized Team, or FAST. Since creating this pilot program, FAST has grown—adding a second unit of social workers and supervisors. The unit has partnered with the Sheriff's Department, which has identified a team of investigators

countywide. The two agencies work together to streamline cross-reporting and collaboration on complex cases.

The collaboration is helping social workers learn what is needed for law enforcement to conduct a criminal investigation and seek prosecution against individuals who exploit older adults.

The FAST team received a 2022 award from the National Association of Counties for improving outcomes and efficiencies in financial abuse investigations.



MDT

Multi-Disciplinary Teams Assist with Complex Adult Abuse Cases

DPSS uses multidisciplinary teams (MDT) with experts in law enforcement, health care, social services, behavioral health, and many other partner agencies to help vulnerable residents with complex needs.

MDT Highlights from the 2021-2022 fiscal year include:

- Homeless-focused MDT's assisted vulnerable seniors and dependent adults with mental and behavioral health services, nursing needs, housing assistance, and other resources as needed.
- C.A.R.E. (Curtailling Abuse Related to the Elderly) MDTs improved coordination and cooperation among service providers and public safety organizations to combat the abuse of elders and dependent adults throughout Riverside County.
- The Elder Abuse Forensic Center (EAFC) MDT, comprised of geriatricians, psychologists, and representatives from multiple Riverside County agencies, including Adult Protective Services, the Sheriff's Office and District Attorney's Office, managed 236 complex cases. CARE and the EAFC conducted 133 community presentations, reaching over 5,400 participants.

Supporting Seniors Through Instability

Disabled Senior Finds Affordable Housing & In-Home Care Thanks to Adult Services

Randy was living with and caring for a friend in Palm Springs. After her roommate passed away, Randy, a senior with disabilities, was threatened with eviction—which could have put her on the streets.

In July 2021, as the pandemic stretched on, she called Adult Protective Services to help find stable housing. Their Crisis Response and Intervention Services (CRIS) team jumped into action.

Social worker Melissa Torres and the CRIS team helped Randy transition to a hotel for a month and then secured a Section 8 voucher later. With help from the APS team and Randy's persistence, she moved into an apartment in Cathedral City in May 2022.

"She made phone call after phone call and followed our advice specifically—determined to get into a better situation," said Melissa Torres, Randy's social worker at the time. "In times like these, it's encouraging to see someone fight for what they need. We were happy to help her find affordable housing during a difficult time."

Randy is one of over 1,000 adults the CRIS unit assisted in 2021.



Social Services Supervisor Melissa Torres visits Randy in the Coachella Valley.

Today, Randy lives safely and comfortably in her apartment. She receives comprehensive services provided by RUHS Behavioral Health and DPSS. DPSS administers California's In-Home Supportive Services, which provides Randy with a caregiver who helps her with daily living needs and medical support.

"My caregiver has been a Godsend," Randy said. "For over two years, she's cared for me twice daily. Her help is invaluable. She's like family and we learn from each other."

Randy says her living situation wouldn't have stabilized without help from her caregiver and social worker.

"Melissa offered a human touch during a very scary moment," Randy said, "With Melissa, I knew I was in good hands."



Top: Edwina Cockrell; Bottom left: Virginia Hagler; Bottom right: John Thomas



A year after being housed, five older adults—Edwina, John, Raphael, Virginia, and William Pratt — featured in last year’s annual report, are still thriving. Each expressed gratitude for their social workers who helped them to stay in their current homes or find an affordable place to live.

William Pratt, a man in his 70s, said he surely would not have survived another year if it had not been for his social worker, Jose Cano, who met him outside of a 7-Eleven. Pratt said he had experienced homelessness for over five years and had given up on himself. His social worker kept nudging him and helped him to get into affordable housing. Pratt moved into his own studio apartment in February 2021.

“I am grateful for this opportunity because it’s been a rough life,” Pratt said. A year later, Pratt remains housed in the same studio apartment. “Once we can safely house our clients, we do whatever we can to make sure they stay

housed,” said Grace Belluscio, a regional manager who oversees DPSS’s CRIS team. “Our social workers do everything they can to address all their concerns and remove any barriers that might be in the way.”

CRIS social workers provide resources to ensure their clients have enough money to pay rent and bills or make referrals to get them treated for substance abuse or other health concerns. “We meet them where they are at, not where we want them to be,” added Belluscio.

In partnership with Housing and Workforce Solutions (HWS) and other agencies, hundreds of older adults are successfully housed every year by Adult Protective Services. After a case is closed, they will continue to provide services alongside others such as Behavioral Health, Housing Authority, and Office on Aging. “Once they are on their own, they can call the hotline and we will come right back.”

Bottom left: Raphael Lyons; Bottom right: William Pratt



Elder and Dependent Adult Abuse Symposium



Regional Manager Mike Maniglia goes through virtual reality training at the Elder and Dependent Adult Abuse Symposium.

Annual Elder Abuse Prevention Conference Returns In-Person

Adult Services hosted the Symposium in June 2022 at the Riverside Convention Center where hundreds of experts, including medical, law enforcement and county leaders, highlighted priorities and future needs in California's fourth 'grayest' county.

One in five of the county's 2.5 million residents is age 60 or older, a population expected to double in coming decades. Experts say more

older adults are at risk of falling into poverty and poor health due to increasing housing, energy, and food costs, especially those older adults living just above the poverty line who may not qualify for services.

Leaders encouraged service providers to continue discussions with the state about appropriate funding for programs that support aging residents. Expert-led workshops included discussions on financial scam prevention, the importance of collaborations, and virtual reality training to help caregivers and advocates understand what it's like to live with cognitive impairments such as hearing loss and dementia.

Highlights

- 410 conference attendees
- Survey respondents said they attended the conference primary for professional development and 97% reported the conference met their goal



Employees with DPSS Adult Services Division.

IHSS PUBLIC AUTHORITY



Eva Krottmayer, IHSS Public Authority Executive Director and Jennifer de la Ossa-Ramirez, Administrative Services Manager II.

Executive Message

We are passionate and dedicated to supporting our rapidly growing aging population and the In-Home Supportive Services caregivers who help older and dependent adults live safely at home with dignity.

In FY 2021/2022, we've made great strides to refine new technology and help more IHSS caregivers enroll in the county's public registry, which matches them with clients who need at-home assistance and often don't have family support to provide that.

In the last year, we redesigned the Public Authority website, RiversideIHSS.org, to complement our telephone and self-service options. It's helping to reduce enrollment wait times and in time will provide a more convenient, streamlined customer experience. It's part of a continuous quality improvement effort we embrace to improve our services for the vulnerable adults and caregivers we serve.

IHSS Public Authority Highlights

- Answered 40,001 calls/service requests through two Public Authority Call Centers
- Matched an average of 224 recipients and caregivers per month
- Hired 507 in-home caregivers on public registry
- Increased caregiver virtual training opportunities through partnerships with nearly 700 caregivers in attendance
- Piloted in-person IHSS orientation sessions to prepare for lifting of state emergency orders
- Hosted two drive-thru holiday events, providing resources and appreciation to hundreds of caregivers
- Verified employment/earnings for 3,442 caregivers
- Leveraged social media & podcasting platforms to attract more caregiver candidates

Hear how IHSS caregivers make a difference in the lives of older adults and those with disabilities. bit.ly/3FNWd4a



Tiffany Nelson, a Supervising Program Specialist with IHSS Public Authority provides food and training materials to an IHSS caregiver during a drive-thru caregiver appreciation event.

SELF-SUFFICIENCY



The Self-Sufficiency Division's Leadership Team. Left to Right: Brandi Ramos, Deputy Director; Daniel Vejar, Deputy Director; Sandra Bowlan, Deputy Director; Sean Sullivan, Deputy Director; Shalaun Jones, Deputy Director; Laura Fuller, Deputy Director; Allison Gonzalez, Assistant Director.

Executive Message

Through our department's Self-Sufficiency programs, children, families and seniors in Riverside County have access to vital safety net services that can improve their health and financial stability. We take pride in assisting our customers in developing a pathway towards self-sufficiency and economic independence.

By the numbers

Month Year	CalFresh (NACF) Persons	Medi-Cal Persons	CalWORKS Persons	General Assistance Persons
Jul 2021	196,220	812,211	39,385	1,256
Aug 2021	201,911	819,575	39,100	1,424
Sep 2021	202,273	823,702	38,979	1,459
Oct 2021	210,441	823,169	40,668	1,986
Nov 2021	208,605	835,489	40,940	2,271
Dec 2021	205,747	840,354	41,672	2,704
Jan 2022	204,497	846,076	42,210	2,826
Feb 2022	201,063	849,859	42,293	2,400
Mar 2022	205,980	856,974	42,734	2,598
Apr 2022	209,061	862,468	43,452	2,600
May 2022	210,057	866,789	46,153	2,688

Outreach Vans



Shelani Villaneuva and Marivel Castaneda from DPSS's Community Outreach Branch assist a customer with a benefits application.

Mobile teams take safety net programs where they are needed most

Getting basic needs to underserved communities in Riverside County, a region spanning 7,300 square miles, requires at least one set of wheels. Now, through an effort led by Self-Sufficiency's Community Outreach Branch, those new wheels have hit the road.

DPSS unveiled two new mobile outreach vehicles to the public in April 2022. On the first trip, the team traveled to an encampment resource event in Banning to help over 60 unhoused residents alongside other county partners.

Eligibility technician Shelani Villanueva eagerly filled out application forms for over a dozen individuals to ensure they would quickly enroll in CalFresh, Medi-Cal, and General Assistance programs. She also answered questions about benefits and connected them to other county agencies and nonprofit organizations.

"Helping my community and making a difference is why I love doing this work every single day," said Villanueva. "I want to ensure people get the services they need, whether it be medical, food, or cash aid."

The two outreach vehicles, strategically placed in Riverside and Coachella, make weekly trips to senior centers, schools, libraries, farmer's markets, and other locations where people need access to resources and services. The outreach van project continues to find ways to expand its crew so that it can increase the frequency of trips and reach more county residents.

During the fiscal year 2021-2022, the mobile team attended 66 events and completed 34 presentations on Self-Sufficiency programs and BenefitsCal, distributed 20,366 informational flyers and brochures, established 59 new partnerships, and gave BenefitsCal access to 41 community-based organizations.

“

Our mobile outreach team provides another way for customers to apply easily and benefit from the many services we provide. They are equipped to help during emergencies and offer expedited services.

ALLISON GONZALEZ
DPSS Assistant Director



Employees with the department's Community Outreach Branch display one of the new mobile vans used to assist under-served communities.

CalFresh



Esperanza Orozco cooks in her kitchen with food purchased through CalFresh benefits.

California's largest anti-hunger program serves a quarter-million Riverside County residents

With food prices up 10 percent from a year ago, CalFresh, California's largest food assistance program, is needed now more than ever.

Esperanza Orozco is among more than a quarter million Riverside County residents using CalFresh benefits to stretch their monthly grocery budget. Orozco buys her groceries with help from an Electronic Benefits Transfer, or EBT, card. "It got to the point where I worried if I could afford to pay the cashier when I was going to check out," Orozco said. "But now, I can afford groceries all month long. This program has been a blessing."

Experts say thousands of low-income county residents qualify for CalFresh but don't know about the program. Over the last year, the department increased efforts to enroll more customers, including using two newly purchased mobile outreach vans to help customers in underserved communities.

The department is urging county residents to apply and see if they qualify. Staff members are also educating customers on the program's massive benefits, including workforce training and childcare support for enrolled families. CalFresh also generates more than \$1 billion a



An employee at Tan's Pizza in Desert Hot Springs makes a fresh order for a customer.

year in economic activity for Riverside County grocers, farmers markets, restaurants, and online retailers.

At Tan's Pizza in Desert Hot Springs, owner Tanzeel Chaudhary lets customers, who qualify for the county's Restaurant Meals Program, buy pizza and other items with their EBT card. The Restaurant Meals Program allows homeless, disabled and older adults (over age 60) to use their CalFresh benefits to buy hot, nutritious food at over 200 participating restaurants countywide. "It's helping people and it's helping business," Chaudhary said. "EBT provides me with an extra \$2,000 per month, around \$25,000 a year, so it's added to my revenue," he said.

Before opening Tan's Pizza, Chaudhary used CalFresh benefits, which inspired him to offer the same assistance to his customers. "When it was time for me to get help, the government supported me. Now, I'm able to support people."

CalFresh Highlights

- 278,247 households enrolled in CalFresh in Riverside County in the 2021/2022 fiscal year. Enrollment boosted by nearly 24,000 households from the year prior.
- Restaurant Meals Program serves over 88,000 customers in Riverside County
- Over 200 Riverside County restaurants participate in the Restaurant Meals Program, which grew by five restaurants and nearly 20 more pending in the 2021-2022 fiscal year.
- Customers contribute \$8.2 million in CalFresh benefits at participating restaurants in Riverside County's Restaurant Meals Program

Medi-Cal



DPSS Regional Manger Jose Beltran speaks at a press conference at the TODEC Legal Center in Coachella during the launch of the Medi-Cal Older Adult Expansion Campaign on April 28, 2022.

Expansion of California’s low-income Medi-Cal program gives access to individuals aged 50 and above regardless of immigration status

Thousands of county residents now have access to health coverage through Medi-Cal due to a new state law that went into effect May 1, 2022. Medi-Cal eligibility expanded to all low-income Californians, who are at least age 50, regardless of their immigration status.

Social service and community leaders lauded the statewide expansion as an important step to ensuring that older, low-income adults can access preventative health, behavioral health, and long-term care. Previously, adults 50 and older without legal status could access Medi-Cal benefits only in emergencies.

Starting in late April, Self-Sufficiency’s mobile team fanned out across rural and agricultural communities across the county to reach older residents and help them apply for Medi-Cal in culturally and linguistically appropriate ways, which included informational sessions conducted in Spanish.

Outreach workers took over 50 applications in the first three months of the Medi-Cal expansion campaign that was done in partnership with TODEC Legal Center, an immigrant advocacy organization based in Perris.

Isabel Coronel, a 77-year-old retired farmworker, said she knew many like herself who would benefit from the expansion. Coronel mentioned that COVID-19 had impacted her and others with limited access to health care during the pandemic. “I am glad that I am still alive to witness this moment,” she said.

In Riverside County, there are nearly 900,000 residents enrolled in Medi-Cal. Statewide, there are about 14.5 million.



Leaders from DPSS’s Self Sufficiency Division gather at the department’s office in Banning. (From left to right) Mike Maniglia, Daniel Vejar, Allison Gonzalez and Renee Sauve.

CalSAWS



Lilian Reynado receives a certification of appreciation from Jadonya Wilson Powell for helping Riverside County launch CalSAWS in November 2021.

Riverside County joins a new customer-centered statewide benefits platform.

In the fall of 2021, Riverside County made a historical change, decades in the making. Thousands of county workers joined a new customer-centered statewide benefits platform known as the California Statewide Automated Welfare System (CalSAWS).

CalSAWS is an automated, integrated eligibility and case management system that supports key public assistance programs on a cloud-hosted architecture.

The move put all 58 California counties under one statewide automated system. It offered more than a quarter-million Riverside County households improved online access to apply for and manage food and housing benefits, health care coverage, and workforce assistance.

As a result of the change, customers switched to using a new online platform to manage their benefits. They said goodbye to the old C4Yourself platform and hello to a more user-friendly web-based management tool at BenefitsCal.com.

“This has been a 20-year effort in the making, and it’s providing our customers with faster, more efficient service to manage benefits that are essential to improving economic stability,” said Allison Gonzalez, Assistant Director of the Self-Sufficiency Division.


Hundreds of DPSS employees, county departments and community and state partners collaborated to make the migration successful.

Employees known as Change Network Champions spent months training their colleagues and provided helpful online support for employees needing assistance after the migration.

The new platform supports DPSS’s goals of providing strong customer service partnerships, operational excellence and employee engagement.

“It’s helping our staff serve our customers more efficiently,” said Ricardo Miranda, DPSS Region 5 Manager. “CalSAWS rolled out some great improvements in fall 2021 and what’s exciting is that we’re not done yet! More is on the way in future phases.”

Hear about the benefits of the new statewide system on The Service Station podcast by scanning the QR code. bit.ly/3VQrNUd



CalSAWS Highlights

- 2,491 employees received CalSAWS training
- 220K BenefitsCal applications received
- 850K documents submitted by customers using BenefitsCal
- 136K program applications approved, a total of 290K program applications processed
- \$670M in CalFresh benefits have been issued to families
- 873 CalSAWS enhancements and 211 policy updates deployed since CalSAWS Go-Live



DPSS leadership and employees with the department’s Program Technology team celebrate the launch of CalSAWS in November 2021 at the department’s Self Sufficiency office in Banning.

WELFARE TO WORK



The Welfare to Work leadership team. Left to Right: Maribel Vicera, Regional Manager; Eric Ellis, Admin Services Manager II; Marianna Sarmiento, Assistant Director; Felix Minjarez, Regional Manager; Debi Macdonald, Regional Manager.

Executive Message

The COVID-19 pandemic created new challenges for our communities' workforce and in response, we centralized our Welfare-to-Work services into one division. We strive to meet the needs of every customer and improve the overall wellbeing and independence of the individual, their family and our community by adapting our strategies to better identify and remove barriers.

Overview

To better serve the growing needs of our community, our department formed the Welfare-to-Work division. While the program is already available to CalWORKs customers, transforming it into a new division allowed us to expand employment services, training, and family self-sufficiency support services. Customers receiving cash aid are provided with the tools to improve their wellbeing by paving the way to financial independence. Adult basic education and on-the-job training are offered, as well as services to remove barriers such as childcare and transportation assistance.

Spearheading the development of the division is DPSS Assistant Director Marianna Sarmiento.

“We are taking action to meet the needs of our community and in this post-pandemic economy, it's important we provide our customers with tools and resources to re-enter the workforce,” said Sarmiento.

The division has been providing customers with a seamless network of resources since July 2022.

Scan the QR code to hear how Welfare-to-Work programs led Ana Hernandez to a career in social services.
bit.ly/3HtSSZ6



Ana Hernandez, Eligibility Technician III, works at her desk in the Self Sufficiency office in Blythe.

Job Expo



DPSS Leads the 27th Annual Valley-Wide Employment Expo

Our county's unemployment rates dropped from 6.4% in 2021 to 4% in the summer of 2022. However, our desert regions tend to account for greater unemployment rates ranging from 4.8% to 8.8% according to the latest data. To better meet the needs of our desert cities, the Welfare-to-Work division is leading the 27th Annual Valley-Wide Employment Expo in September 2022. The Expo is a collaboration with the Housing and Workforce Solutions department and dozens of local businesses. For the past two years, due to the COVID-19 pandemic, the expo was held

virtually, but will return in-person in 2022 at the Fantasy Springs Casino Special Events Center in Indio.

The 26th annual Expo held virtually in 2021 had 168 attendees and 122 registered businesses looking to hire. With the expo returning in-person, we expect a greater turnout of job seekers. Year after year, this vital annual event offers hundreds of available jobs in many industries of our economy, including transportation, logistics, gaming, law enforcement, government, education, healthcare, hospitality and more.

Welfare-to-Work Success



Alicia Rodriguez

Alicia Rodriguez, Office Support Supervisor in Adult Services.

Alicia Rodriguez decided to seek help from one of our department's many Self-Sufficiency offices.

"As a customer, you assume there are only three ways the County can help; food, cash aid and Medi-Cal through the CalWORKS program" recalled Rodriguez.

The department provided Rodriguez with a housing voucher, cash aid, and assistance through the Welfare-to-Work program including childcare.

Having a place to live and cash aid to support her three children helped her focus on her next steps toward economic independence.

"Welfare-to-Work helped me get back on my feet," said Rodriguez. "They ensured I was on the right path to becoming self-sufficient. Receiving this help inspired me to seek employment within the department."

DPSS hired Rodriguez as a temporary assistant and 8 months later, she was offered a permanent position as an Eligibility Services Clerk.

"The Welfare-to-Work program and counselors continued to provide job mentorship to help me advance my career," she said. Through the program, Rodriguez didn't just find a job. She found a career she's passionate about.

Rodriguez has been with the department since 2010 and is now an Office Support Supervisor for Adult Services.

ADMINISTRATIVE SERVICES



The Administrative Services Division leadership team. Left to Right: Chad Burkitt, Deputy Director; Dr. Carl Letamendi, Assistant Director; Rowena Concepcion, Deputy Director; Romera Liddell, Deputy Director; Anand Singhal, Deputy Director of the Office of Strategy Management. Not pictured: Barbara DuBransky, Deputy Director of the Office of Services Integration.

Executive Message

Administrative Services remain committed to ensuring the department has access to the resources needed to provide our customers with the services designed to help them thrive during their most challenging moments. Our division continues to focus on helping the department succeed through supporting operations, training and improving processes. As we reflect on the past year, we are reminded of the strength that comes with collaboration and filled with excitement for the department's future.

Mass Care and Shelter

A Call to Respond

Fires, floods, power outages, earthquakes... Whenever a disaster occurs in Riverside County, mass care and shelter volunteers from DPSS are ready to offer a helping hand.

The mass care and shelter program provides temporary relief to those impacted by natural or man-made disasters by offering a range of emergency human services including shelter, food, distribution of emergency supplies, and family reunification.

“It is really an extension of what we already do here every day, which is helping the people who need us the most,” said Marie Davis, DPSS emergency service coordinator, who frequently works weekends and holidays.

“Disasters are never planned events and often happen when you least expect it,” added Davis. “It is our duty to respond quickly and to provide safety and comfort to our residents until the emergency comes to an end.”

Currently, 277 employees are trained as mass care volunteers.

Sharmel Williams and Blanca Avalos Cruz are two volunteers for the mass care and shelter program. They wear their county employee badges with honor. For Williams, she feels tremendous satisfaction helping residents in impacted communities.

“It just feels good,” she said. “We are humble and have a heart for service.”

Avalos-Cruz volunteered during a power outage in 2022 that lasted several days following an overnight storm in the eastern Coachella Valley. She put food in boxes to deliver to residents at their homes. With her bilingual skills, she felt that she could break the language barrier and help residents feel more at ease.

“This service is a way to help people feel comfortable when they are going through a difficult time,” said Williams. “They know they can rely on us to be there for them during an emergency.”



Blanca Avalos Cruz and Sharmel Williams are two of several DPSS employees who volunteer to support the department's mass care and shelter program.

Community & Government Relations



The Community and Government Relations team. From left to right: Chelsea Godfrey- Administrative Analyst, Gene Kennedy-Senior Public Information Specialist, Angela Naso-Public Information Specialist, Leslee Abrego- Administrative Analyst.

The Community and Government Relations team is responsible for many of the department's internal and external communications initiatives including, media relations, social media and content creation.



Website Launch

In November 2021, DPSS launched a new customer-centered website. The new site, at rivcodpss.org, was developed through feedback from hundreds of users. The new site, which stemmed from a strong partnership between our department, the county's information technology department, and partner vendors,

offers a modern, mobile-friendly design. It also provides customers an easier way to find DPSS's programs and resources so they can receive the support they need to improve their health, safety, independence and wellbeing. Since launching, the new website averages 40,000 visitors per month.

Staff Development



Trainers and leaders with DPSS's Staff Development team.

Staff Development provides DPSS employees with the resources and tools needed to achieve their maximum potential by creating efficient and innovative training offerings through continuous evaluation, improvement and proactive problem-solving.

Highlights from Staff Development during the 2021- 2022 fiscal year:

- 1,927 classes offered to employees
- 35,988 completed courses

The team's work also includes a bilingual podcast known as The Service Station, which helps share DPSS's stories, programs and services with the public and our partners. During the 2021/2022 fiscal year the podcast celebrated one year of bending the airwaves with 20 episodes and 1500 downloads.

Have an idea for a podcast episode? Email the team at DPSSInfo@RivCo.org. We're all ears!

LISTEN UP!

Want to give it a listen? Scan the code.

bit.ly/3Bu8tUT



FINANCE & FORECASTING



The Finance and Forecasting Team. From Left to Right: Gergis Kirnalious-Fiscal Manager, Beth Cox-Fiscal Manager, Monica Bentley-Assistant Director, Larry Garcia- Fiscal Manager.

Executive Message

The Finance and Forecasting team remain committed to helping DPSS find the resources needed to provide services that positively impact the lives of the children, adults and families we serve in Riverside County.

Overview

Finance and Forecasting (FFD) is DPSS's smallest division; however, you would never guess that based on their impact on ensuring DPSS can run smoothly. New federal, state, and county policies are creating funding streams for agencies to focus on the unique needs of customers and communities. The FFD division

provides budgeting, financial analysis and accounting services to facilitate the delivery of social services to Riverside County. Finance and Forecasting remain agile to meet the requirements in one of the nation's biggest counties.

Requested Information	Total	Admin	Other
The total budget managed for the department	\$1,214,930,539		
Expense claims processed	\$1,068,158,557	\$687,251,983	\$380,906,574
Money recovered through collection	\$9,006,515		
Contract invoices processed	\$54,470,791		
Final expenditures by category (benefits administered)			
1. CalFresh	\$577,442,531	\$92,562,918	\$484,879,613
2. CalWORKS	\$237,244,192	\$85,290,320	\$151,953,872
3. General Assistance	\$8,330,980	\$2,160,352	\$6,170,628
4. CSD	\$416,955,809	\$204,412,242	\$212,543,567
5. IHSS Public Authority	\$11,267,376	\$—	\$11,267,376
6. Adult Services (IHSS)	\$999,755,072	\$34,907,452	\$964,847,620
7. APS	\$33,558,590	\$27,211,765	\$6,346,825
8. Medi-Cal	\$99,689,109	\$99,689,109	

DPSS Executive Leadership Team FY 21/22



SAYORI BALDWIN

*Assistant County Executive Officer
of Human Services & DPSS Director*



JENNIFER CLaar

Managing Director



MARIANNA SARMIENTO

*Assistant Director
of Administrative Services*



TODD BELLANCA

*Assistant Director
of Adult Services*



ALLISON GONZALEZ

*Assistant Director
of Self-Sufficiency*



CHARITY DOUGLAS

*Assistant Director
of Children's Services*



MONICA L. BENTLEY

*Assistant Director
of Finance & Forecasting*

Riverside County Leadership FY 21/22



JEFF VAN WAGENEN
County Executive Officer



JUAN PEREZ
Chief Operating Officer



JEFF HEWITT - Chair
Fifth District Supervisor



KEVIN JEFFRIES
First District Supervisor



V. MANUEL PEREZ
Fourth District Supervisor



KAREN SPIEGEL
Second District Supervisor



CHUCK WASHINGTON
Third District Supervisor





RIVERSIDE COUNTY

DEPARTMENT OF PUBLIC SOCIAL SERVICES

4060 County Circle Dr., Riverside, CA 92503

Phone: (951) 358-3000

rivcodpss.org

Report Adult Abuse: (800) 491-7123

Report Child Abuse: (800) 442-4918



[Riverside County Job Opportunities](https://bit.ly/dpssjobs)

<https://bit.ly/dpssjobs>