

**COMMISSION for PUBLIC SOCIAL
SERVICES Work Plan Goals 2025-2028**

Work Plan Purpose Statement

This work plan establishes guidance for Department of Public Social Services (DPSS) leadership and other presenters in preparing presentations to the Commission for Public Social Services, ensuring alignment with the Commission's role to advise the Board of Supervisors and the Director of Public Social Services (Director) on the provision, management, and effectiveness of public social services; assess programs, policies, and operations; incorporate public input; and review legislative impacts.

All presentations shall center equity, access, and inclusivity by explicitly identifying disparities impacting marginalized groups and protected classes and demonstrating how programs, policies, and services address those disparities.

Presentations shall aim to align with DPSS's Strategic Plan priorities and reflect a commitment to advancing economic stability, reducing inequities, and improving outcomes through anti-racist, customer-centered service delivery grounded in CARE values: Collaboration, Accountability, Responsiveness, and Empathy.

GOAL 1: STRENGTHEN THE CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO KIDS (CalWORKs) PROGRAM TO IMPROVE DPSS's PERFORMANCE IN ADMINISTERING SUPPORTIVE SERVICES FOR CalWORKs FAMILIES

STRATEGIC OBJECTIVES:

- Assess program participation rates among residents who are potentially eligible for CalWORKs
- Examine challenges faced by CalWORKs families in meeting program requirements and achieving desired outcomes
- Review DPSS's efforts to strengthen staff professional development, supporting efforts to ensure employees possess the skills, experience, and disposition needed to effectively communicate with applicants and recipients

Commission Activity

- Identify barriers that may limit resident access to CalWORKs and develop actionable recommendations to address them
- Explore opportunities and partnerships to promote sustainable economic outcomes and housing stability for CalWORKs participants, while addressing disparities
- Continue engagement in discussions on DPSS staff training and communication strategies that prioritize CARE values
- Explore how consumers can maintain their stability as a means of measuring sustainability support over the long term

GOAL 2: SUPPORT THE TRANSFORMATION OF THE GENERAL RELIEF (GR) SKILLS AND TRAINING TO ACHIEVE READINESS FOR TOMORROW (START) PROGRAM TO HELP IMPROVE DPSS'S PERFORMANCE ON ADMINISTERING SUPPORTIVE SERVICES TO GR PARTICIPANTS

STRATEGIC OBJECTIVES:

- Assess the final phase of the START redesign and evaluate the new/modified services
- Collaborate on feedback from internal and external stakeholders and the community
- Explore any demographic gaps in the implementation of programs, especially those designed to support living income and housing security for consumers

Commission Activity

- Explore how DPSS is offering or facilitating a range of support services, such as housing, food, and nutrition, that assist consumers in achieving sustainable employment and living income
- Explore how consumers can maintain their stability as a means of measuring sustainability support over the long term

GOAL 3: EVALUATE PROGRAM SERVICES AND TRAINING FOR EMERGENCY EVACUATION PROCEDURES

STRATEGIC OBJECTIVES:

- Evaluate DPSS programs, policies, and services as it pertains to consumers through a lens of anti-racism and equity
- Promote the socialization of emergency management-related products and information among the whole community
- Explore the physical and programmatic accessibility of emergency-related operations

Commission Activity

- Learn about community organizations/programs serving individuals with disabilities, older adults, and people with access or functional needs
- Obtain an understanding of any disproportionate impact disasters have on individuals with disabilities, older adults, and people with access or functional needs
- Become familiar with emergency management concepts, access and functional needs-related planning considerations, and whole community disaster response challenges

GOAL 4: RECOMMEND ENHANCEMENT OF IN-HOME SUPPORTIVE SERVICES (IHSS) PROGRAM TRAINING AND COORDINATION NETWORK BETWEEN SOCIAL WORKERS, PROVIDERS, AND RECIPIENTS

STRATEGIC OBJECTIVES:

- Identify a framework to support eligibility workers to provide holistic program offerings and solutions to individuals and families seeking IHSS while maintaining customers' right to retain their own provider
- Assess the effectiveness of the participant/provider handbook
- Identify the processes of a social worker's ability to assess and determine elder/dependent and chronically ill adult abuse in IHSS and other settings

Commission Activity

- Review proposed Federal, State, and local legislation and regulations for potential impacts on the County and make recommendations to the Director and the Board

GOAL 5: CONTINUE TO BUILD CALFRESH SERVICE EXCELLENCE AND PARTNERSHIPS THROUGH THE CALFRESH PROGRAM AND OUTREACH SERVICES TO REDUCE FOOD SCARCITY AND IMPROVE EQUITY, DIVERSITY, INCLUSION, AND ACCESS

STRATEGIC OBJECTIVES:

- Assess barriers in application, recertification, and ongoing use of CalFresh, with a focus on dignity, accessibility, language access, and culturally responsive service delivery grounded in CARE values
- Make recommendations to DPSS on leveraging relationships with community-based organizations, schools, healthcare providers, and local agencies to expand coordinated outreach, enrollment, and wraparound support tied to food stability and economic mobility
- Make recommendations to DPSS that will help promote data-informed, community-driven program improvements to increase participation, support sustained enrollment, and connect CalFresh to broader stability outcomes (housing, health, employment)

Commission Activities

- Use Commission meetings and hearings to bring forward input from community-based organizations, advocates, and participants to identify challenges and validate DPSS strategies
- Gather insight from individual professional and community roles (e.g., education, health, labor, community organizations) and identify patterns to inform formal Commission feedback
- Translate findings into clear, practical guidance to make recommendations about outreach strategies, partnership models, service delivery improvements, and policy or administrative changes that increase access and reduce food insecurity

GOAL 6: SUPPORT DPSS WITH EMERGING MEDI-CAL PROGRAM POLICIES TO IMPROVE SERVICES FOR FAMILIES WHO ARE ELIGIBLE

STRATEGIC OBJECTIVES:

- Assess any barriers in Medi-Cal access, enrollment, retention, and utilization, with a focus on simplifying eligibility processes, improving language access, and ensuring culturally responsive service delivery grounded in equity, dignity, and CARE values
- Make recommendations to DPSS on how they might leverage relationships with managed care plans, community-based organizations, healthcare providers, schools, and local partners to strengthen coordinated outreach, improve enrollment continuity, and expand wraparound supports that connect health coverage to family stability and wellbeing
- Make recommendations to DPSS on how they might promote data-informed and community-driven policy implementation improvements that increase equitable access, reduce administrative burdens, and strengthen alignment between DPSS systems, Medi-Cal managed care, and community-based service delivery networks

Commission Activity

- Use Commission meetings, briefings, and public hearings to identify the needs of the community through input from community-based organizations, Medi-Cal beneficiaries, advocates, and service providers to identify implementation challenges
- Gather insights from Commissioners' professional and community roles (e.g., healthcare, education, social services, labor, and advocacy) and synthesize patterns to inform formal Commission recommendations to DPSS leadership
- Translate findings into clear, actionable guidance on outreach strategies, interagency coordination, service delivery improvements, and administrative or policy adjustments that improve access, continuity of care, and equity in Medi-Cal services

GOAL 7: SUPPORT CASH ASSISTANCE PROGRAM FOR IMMIGRANTS (CAPI) AND REFUGEE CASH ASSISTANCE (RCA) PROGRAMS TO IMPROVE PERFORMANCE AND ADMINISTRATIVE SUPPORTIVE SERVICES FOR IMMIGRANTS

STRATEGIC OBJECTIVES:

- Assess any barriers to access, enrollment, and retention in CAPI and RCA programs, with a focus on eligibility complexity, language access, cultural responsiveness, and the unique needs of immigrant, refugee, and asylee populations
- Make recommendations to strengthen coordination between DPSS, refugee resettlement agencies, community-based organizations, and legal service providers to improve outreach, application support, and continuity of benefits for eligible individuals and families
- Make recommendations to DPSS on how they might promote data-informed and community-driven improvements to increase program participation, streamline administrative processes, and enhance supportive services that connect cash assistance to housing stability, healthcare, employment, and social integration

Commission Activity

- Use Commission meetings, briefings, and public hearings to gather input from immigrant-serving organizations, refugee service providers, advocates, and participants to identify challenges and gaps in CAPI and RCA program implementation
- Gather insight from Commissioners' professional and community roles (e.g., legal services, workforce development, education, healthcare, and community organizations) and synthesize trends to inform formal Commission feedback to DPSS leadership
- Translate findings into clear, actionable guidance on outreach strategies, service delivery improvements, administrative efficiencies, and policy or procedural adjustments that increase access, reduce barriers, and improve outcomes for immigrant and refugee populations