Exhibits:

Exhibit 1: Senior Focus Group Report

Exhibit 2: Child Welfare Presentation - English

Exhibit 3: Child Welfare Presentation - Spanish

Exhibit 4: Outreach Organizations list

Exhibit 5: Statement from the Annual Training Plan

Exhibit 1

County of Monterey

Area Agency on Aging (AAA)

Senior Focus Group Report:

A Rural Snapshot

January 2024

Introduction

Background & Purpose

The County of Monterey has a vast range of socio-economic communities that includes areas of wealth like Pebble Beach, and areas of poverty like Castroville. Rural communities like Castroville have limited accessible resources and are prone to isolation, which can negatively impact families and seniors as they age. Understanding the needs of seniors living in rural areas is the focus of this report by the Area Agency on Aging (AAA). This report provides a snapshot of three rural communities within Monterey County.

Under the umbrella of the California Department of Aging (CDA) and the County of Monterey's Department of Social Services (DSS), the AAA administers, plans, funds, and oversees programs that serve older adults, adults with disabilities, family caregivers, and residents in long-term care facilities. These programs are funded through the federal Older Americans Act (OAA), and the Older Californians Act.

The range of services and supports offered by the AAA enable older adults to live at home and in their communities with optimal health, well-being, independence, and dignity. AAA services are contracted out to a network of community-based partner agencies that serve seniors, adults with disabilities, and caregivers.

Additionally, the California Master Plan for Aging provides a 10-year blueprint for agencies and networks that serve families throughout the state with its five bold goals of housing, health, equity, caregiving, and affordability for all ages and stages.

Locally, there are over 90,000 seniors residing in Monterey County that are age 60 or older and are expected to represent a quarter of the population by 2030. Ensuring that needed services meet the challenges of this growing population will be critical.

To better plan where to invest funding resources to meet community needs, the AAA conducts surveys and gathers community input regarding needed services. This report provides a summary of insights gathered from three senior focus groups with a total of 80 participants living in rural areas that were held in North and South Monterey County during a two-month period.

Acknowledgments

We would like to thank the following agencies and groups that collaborated with us:

1. Central Coast Center for Independent Living (CCCIL) for facilitating the workshops and assisting with the cost of food.
2. North County Recreation and Park District (NCRPD) for allowing us the use of their Japanese School House, providing lunch to senior participants in Castroville and Prunedale, and helping to recruit participants from their senior program.
3. Hartnell Community College for allowing us to use their South County community rooms to hold workshops.

4. Prunedale Senior Center for the use of their facility and assistance with participant recruitment.
5. DSS, AAA, and CCCIL staff for assisting with planning and moderating small focus group discussions.
6. All the seniors who took time to participate in these focus groups and provided us their valuable input.

Methodology

The County of Monterey AAA partnered with CCCIL to conduct workshops and small senior focus groups in rural areas of North and South Monterey County to obtain qualitative data. The workshops provided information on the Master Plan for Aging and gathered valuable insight from seniors living in these areas regarding service needs.

A total of three workshops were held in King City, Prunedale, and Castroville during the months of August and September of 2023. A fourth was planned for the City of Soledad, but due to lack of participation, the workshop had to be canceled.

Based on the Older Americans Act's service group prioritization, the workshop locations were selected to reach seniors that live in rural areas, have language barriers, economic or social needs, and/or are from an underserved population.

Two workshops were conducted in Spanish and one in English. A total of 80 individuals attended the workshops and provided their input on needed services. The majority were 60 and older. Participants were provided with food, an opportunity to win raffle prizes, and eligible participants were provided with Farmers Market Vouchers with a $50 value.

Workshop fliers were created, and outreach for the workshops was done with the help of the In-Home Supportive Services Program (IHSS), CCCIL, Prunedale Senior Center, NCRPD, Hartnell College, and the American Legion (Prunedale). Additionally, personal calls were made by the AAA staff to register and remind participants of the workshops.

During the focus group discussions, a total of six questions were asked related to needed services that included what services are the hardest to access, how do you learn about services, which are the most helpful, what is the most significant need, and do you know how to access mental health and/or memory care services. The last question was regarding needs for grandparents caring for their children; however, none of the participating seniors in the focus groups were raising and/or caring for their grandchildren full time.

Focus Group Findings

Castroville

The Castroville focus group discussions were held in Spanish at the Japanese School House with 36 participants, most of whom were 60 and older low-income Hispanic seniors. These seniors reported having limited Social Security income and struggled to

meet basic needs. For the few that were homeowners, they also had challenges with food insecurity, paying utility bills, gas, and could not afford needed home repairs. The most common needs identified by participants were assistance with rent, food, and transportation.

> ***"I receive $1,300 a month from Social Security, which is not enough to pay for rent, food, and transportation."***
>
> ***"It would be helpful if the bus stopped more often, we can't walk that fast, if we are late a couple of minutes, we have to wait for the next bus."***

Additional needs included access to doctors, and a pharmacy because Castroville does not have one. There was also a need for accessible mental health services, classes, and support groups for depression, stress, anxiety, and dementia.

> ***"By the time you get to a pharmacy, they tell you they didn't call it in, and you must go back to the doctor and start over, which is hard when you don't have a car."***
>
> ***"Tenemos que mantener nuestra tristeza y ansiedad adrentro; lo tragamos." "We have to keep our sadness and anxiety inside; we have to swallow it."***

Participants also expressed the need for safe, walkable, well-lit sidewalks and parks since many areas of Castroville do not have sidewalks, walking trails, and parks.

> ***"It is difficult to take my 90-year -old father for a walk because he is in a wheelchair, and when we are walking all of the sudden the sidewalk ends."***
>
> ***"We need a park with shade to be able to sit and talk."***
>
> ***"We need trails and places to walk for health and exercise."***

They also wanted a dedicated senior center to socialize, take classes (computer, swimming, music, dance, cooking, etc.) and have activities, cultural events, and day trips. They found the local Castroville Community Center's senior meal program helpful, but expressed concern that the one-to-two-hour program was not sufficient time, and they must leave due to the Center's competing need for other community and youth activities.

> ***"I get to spend time with my friends and get out of the house (at the Community Center), but we need more time and a place of our own."***
>
> ***"I would like to see more exercise classes in Spanish so we can get together and have a great time."***

The monthly North County Senior Social (NOCOS) events sponsored by Meals on Wheels of the Salinas Valley, with various activities, entertainment, and information sharing was identified as an event participants enjoyed, and where they learned about services. Other forms of service information came from the Castroville Community Center's Senior Lunch Program, friends, the library, and church. They liked agency presentations and expressed a need for more.

> ***"We need more presentations to obtain more information."***

Prunedale

The Prunedale focus group discussions were held in English at the Prunedale Senior Center with 26 participants, most of whom were 60 and older with higher income levels and included veterans. Participants with multiple income sources and who were homeowners reported that they did not need supportive services.

> ***"I have a retirement plan, health insurance, and social security, and can take care of my own needs."***
>
> ***"We are financially secure, have a 401K, pension, VA and SSA benefits."***

However, concerns were expressed regarding the fire, ambulance, and Sheriff response times, financial scams, safe water, affordable homeowners fire protection insurance, and getting reliable help for house and yard maintenance.

> ***"We have fire and emergency safety response issues because our road is isolated."***
>
> ***"Insurance is being increased or cancelled because of the area where we live."***
>
> ***"I need help with cleaning the house and yardwork."***
>
> ***"Our water is not safe to drink; arsenic levels are high."***

Participants who were less financially stable expressed the need for affordable transportation to medical appointments and the senior center, affordable medications, housing assistance, and more bus stops.

> ***"I wish I could receive transportation to and from medical appointments and maybe even to the senior center."***

> ***"There is no affordable housing available."***
>
> ***"There is no bus access, stops are too far from home."***

Overlapping concerns included long wait times to see a healthcare provider, traffic issues, access to mental health services, lack of sidewalks, and needed road repairs.

> ***"We wait so long for medical appointments; it takes two, three, four months. Where have all the doctors gone?"***
>
> ***"Traffic in Prunedale is horrendous on the weekends, especially on 156. You're trapped here."***

Participants enjoyed the array of activities offered by the Prunedale Senior Center, including yoga and tai chi classes, games, a senior lunch program, and an opportunity to connect and socialize with their friends and neighbors.

> ***"The senior center has activities every day. Bob (the director) does a great job."***

The Prunedale Senior Center was also a place to get information on available resources and services, in addition to the NOCOS, AAA, Aging and Disability Resource Guide, Alliance on Aging (AOA), internet, friends, 211, church, and the American Legion located next to the Senior Center.

> ***"NOCOS is a good social activity and has lots of information about services."***

King City

The King City focus group discussions were held in Spanish at the King City Hartnell College Community Room with 18 Hispanic participants most, of whom were 60 years and older and lived in King City and Greenfield.

Like the Castroville group, most of the King City participants had limited income and struggled to meet basic needs. The most common needs were access to affordable housing, food, medication, and transportation.

> ***"We can't make it on $1,500 a month."***
>
> ***"The rent is so high that I have to go to all the Food Bank places to make ends meet."***
>
> ***"We need affordable transportation for disabled and ill individuals who don't qualify for free transportation to Stanford."***

For the few that were homeowners with more financial stability, they also struggled to meet basic needs due to the rising cost of living, taxes, insurance, PG&E, and water bills, and could not afford home repairs or modifications to help with their physical limitations. The need for safe sidewalks and streets was also identified.

> ***"It's difficult to pay our bills; we don't qualify for assistance."***
>
> ***"We don't have the resources to cover emergencies."***
>
> ***"It's hard to get into the bathtub; I have to place a towel inside to avoid falling."***
>
> ***"I tripped on the sidewalk and broke my ribs."***

Concerns were expressed about the high cost of food in the small grocery stores located in King City and Greenfield, in addition to the high cost of the water bills.

> ***"The smaller stores are overpriced."***
>
> ***"My water bill is very expensive, $110 to $130 per month and it's just the two of us."***

Access to healthcare providers and mental health services were a concern. Some participants stated they were aware of mental health services but there were too many obstacles to access them. They wanted support groups, more information on depression, art therapy classes, and prevention and intervention services.

> ***"The are no doctor appointments when I need help; the appointments are three months away."***
>
> ***"Me siento sola; me encierro en el cuarto cuando me siento deprimida."***
> ***"I feel alone; I lock myself in the room when I am depressed."***

Participants enjoyed and obtained resource information from the monthly South County Senior Social events (SOCOS) sponsored by the Meals on Wheels of the Salinas Valley program. They also learned about senior resources through Radio Bilingüe and El Campesino, Facebook, friends, flyers, newspapers, church, word of mouth, and health care providers. They expressed a need for more workshops and senior activities.

> ***"We like the SOCOs events but it's only once a month."***
>
> ***"There are not enough workshops to learn about available services."***

Like the Castroville group, the King City and Greenfield participants don't have a designated senior center, therefore it's difficult for them to know where different activities are being held. They reported a need for a senior center where they can gather,

socialize, take classes, dance, and engage in activities and cultural events. One participant talked about her love of music and sang a couple of songs for the enjoyment of the group.

> ***"A senior center to gather and for daily activities and classes like art, tai chi, hydro planting, and Zumba would be helpful."***
>
> ***"We visited the Monterey Senior Center; it was very nice with lots of activities. Why can't we have one like that here?"***

Conclusion

Seniors from the three rural communities who participated in the focus groups were representative of the socio-economic range that exists in Monterey County, and the challenges they face. They want to live in their homes and communities, are currently facing financial hardships, or will face financial vulnerability as their assets, health, and independence are depleted.

In general, the focus group seniors who were financially secure, homeowners, and with multiple income sources such as pensions, stocks, savings, and Social Security benefits, did not express a need for supportive services at this time.

By contrast, seniors who were renters, had lower income, and received only Social Security benefits, experienced financial insecurity and needed help with various services; the top three needs were food, transportation, and housing assistance. Seniors who were homeowners that depended on Social Security and had a little more financial security, also experienced challenges meeting basic needs, paying bills, and paying for home repairs.

Common themes for both low- and high-income seniors living in these rural communities were a need for accessible health care and mental health providers. This included access to doctors, transportation to medical appointments, affordable medications, mental health counselors, and support groups.

Having walkable and safe sidewalks, street lighting, parks, and safe roads was also important for the focus group participants.

The need for connection and having a senior center to gather with friends, socialize, take classes, learn about resources, and participate in activities and cultural events was very important to the seniors that live in rural areas where isolation, access, and transportation are barriers. One of the strategies listed in the Master Plan for Aging is the need to have accessible outdoor spaces and centers in the communities within a ten-minute walk from where seniors live that offer a variety of programs and services.

Lastly, according to the CDA statewide AAA CA 2030 report by Collaborative Consulting, current and emerging trends for older Californians includes:

1. Living longer

2. Being more racially and culturally diverse
3. Facing housing shortages and homelessness
4. Facing caregiving shortages
5. Needing more support services
6. Facing increased mental and behavioral health challenges
7. Facing increased isolation, loneliness, Alzheimer's, and dementia, and
8. Facing financial vulnerability

If we don't address the challenges seniors face, the financial and human cost will be much greater regardless of income, ethnicity, and locale. This is especially true for seniors living in rural areas and underserved communities due to isolation, accessibility issues, and transportation barriers.

Monterey County's AAA, along with a network of community service providers and government agencies, can collectively have an immense impact in meeting the challenges of our growing senior population. As funding and resources become available, it will be important for the AAA to support agencies and programs that help meet senior services needs identified by the focus group participants living in rural areas, in addition to other underserved communities.

Exhibit 2

1

Child Welfare

- Welfare and Institutions Code 300 (WIC 300) is a section of the California Welfare and Institutions Code that **lists the circumstances under which a minor child under 18 years old can be declared a "dependent child of the court"**[1][2][3][4]. The section emphasizes that declaring a child a dependent of the court is a last resort, and that the juvenile court's ultimate goal is parent reunification if possible[1].

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Goals of Child Welfare

- **Child Safety: Preventing and Responding to Maltreatment of Children**
- **Child Permanency: Stabilizing children's living situations and preserving family relationships and connections**
- **Child Well-Being: Enhancing families' capacity to meet their children's physical, behavioral, mental health, and educational needs**

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Types of Abuse or Neglect

Physical abuse
Sexual abuse
Emotional abuse
Neglect

4

Child Abuse or Neglect

- Any recent act or failure to act on the part of the parent or caretaker which results in death, serious physical or emotional harm, sexual abuse or exploitation or an act or failure to act which present an imminent risk of serious harm.

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What Happens in Monterey County FCS?

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Let's talk about Services

- **Voluntary Family Maintenance**
  - Court **is not** involved; family voluntarily agrees to participate in services
  - Assigned Social Worker and Family create a CASE PLAN (Service Objectives & Client Activities)
  - Social Worker meets with Family once per month (at least) to review progress of the case plan
  - CFTs held every 90 days
  - Case does not stay open longer than 6 months

- **Court Family Reunification/Family Maintenance**
  - Court is involved, and all services are Court-Ordered
  - Assigned Social Worker and Family work with CASE PLAN created by previous social worker
  - Social Worker meets with Family once per month (at least) to review progress of the case plan
  - CFTs held every 90 days
  - FR Case remains open up to 18 months (sometimes 24); if FR is successful, then FM is offered up to 12 months
  - If FR fails, case moves on to Permanency (LTFC, Guardianship, Adoption)

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CFTs what we are doing:

- Engaging the **FAMILY** in their own process
- "Nothing about me, without me"
- Full Disclosure about Department's position with the family present

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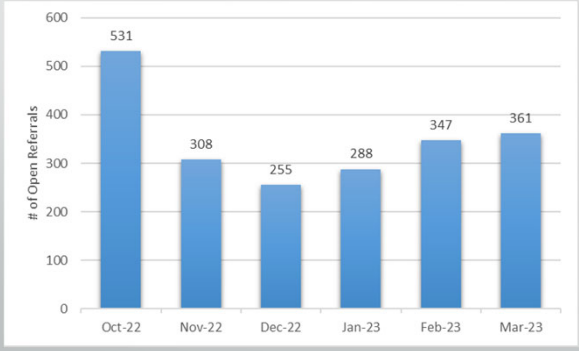
Intake Data

August 2023

- FCS received 445 referrals
- of 132 those referrals required an in-person investigation



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Children in Foster Care

Placement Facility Type	Count	%
Foster Family Home	0	0.0%
Group Home	8	4.0%
RFA - Relative/NREFM Home	37	18.3%
RFA - Resource Home	67	33.2%
Foster Family Agency	26	12.9%
Supervised Independent Living	22	10.9%
Guardian Home - Non-Dependent	41	20.3%
Guardian Home - Dependent	0	0.0%
Other	1	0.5%
Total	**202**	**100%**

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Numeros Importantes:

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Preguntas?

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12

Exhibit 3

MONTEREY COUNTY

Family & Children's Services

Eva Jeronimo, Directora del Departamento de Niño's y Familias

1

Departamento de Protección de Niño's

- El código de Bienestar e Instituciones 300 (WIC 300) es una sección del Código de Bienestar e Instituciones de California que enumera las circunstancias bajo las cuales un menor de 18 años puede ser declarado "hijo dependiente de la corte". La sección enfatiza que declarar a un niño dependiente de la corte es un último recurso, y que el objetivo final de la corte de menores es la reunificación de los padres, se es posible.

MONTEREY COUNTY Family & Children's Services

2

Objetivos del Departamento de Protección de Niños

- **Seguridad infantil: prevención y respondiendo al maltrato infantil**
- **Permanencia infantil: estabilizar las situaciones de vida de los niños y preservar las relaciones y conexiones familiares.**
- **Bienestar infantil: mejorar la capacidad de las familias para satisfacer las necesidades físicas, conductuales, de salud mental y educativas de sus hijos.**

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3

Tipos de abuso o negligencia

Abuso físico
Abuso sexual
Abuso emocional
Descuido

4

Abuso o negligencia infantil

- Cualquier acto reciente o falta de acción por parte del padre o cuidador que resulte en muerte, daño físico o emocional, abuso o explotación sexual o un acto o falta de acción que presente un riesgo inminente de daño grave.

MONTEREY COUNTY Family & Children's Services

5

¿Qué sucede en el Departamento de Niños y Familias - Condado de Monterey?

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6

Hablemos de Servicios

Mantenimiento Voluntario Familiar

- Corte **no está** involucrado; La familia acepta voluntariamente participar en los servicios.
- El trabajador social y la familia crean un PLAN DE CASO (objetivos de servicio y actividades del cliente)
- El trabajador social se reúne con la familia una vez al mes (por lo menos) para revisar el progreso del plan del caso.
- Las reuniones de CFTs se llevan a cabo cada 90 días
- El caso no permanece abierto más de 6 meses

Reunificación Familiar/Mantenimiento Familiar por la Corte

- Corte está involucrado y todos los servicios son ordenados por la corte.
- Trabajador social y familia trabajan con el PLAN DE CASO creado por el trabajador social anterior.
- El trabajador social se reúne con la familia una vez al mes (por lo menos) para revisar el progreso del plan del caso.
- Las reuniones de CFTs se llevan a cabo cada 90 días
- Casos de Reunificación Familiar permanece abierto hasta 18 meses (a vez 24 meses); si Reunificación Familiar tiene éxito, entonces se ofrece Mantenimiento Familiar por 12 meses
- Si Reunificación Familiar falla, el caso pasa a Permanencia (Dependiente de la Corte hasta los 18 años, Guardián de Custodia, Adopción)

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Reuniones de CFTs, lo que estamos haciendo:

- Involucrar a la **FAMILIA** en su propio proceso
- "Nada sobre mí, sin mí"
- Divulgación completa sobre la posición del Departamento con la familia presente

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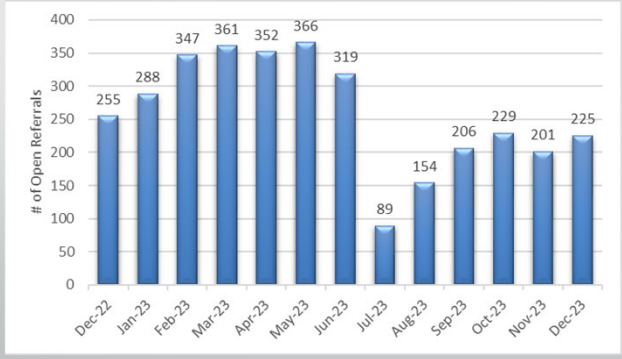
Datos de Entrada

Agosto 2023

- FCS recibo 331 llamadas de Abuso o Negligencia en Diciembre
- De esa llamadas 124 necesitaba una investigación en persona



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9

Niños en cuidado temporal

Placement Facility Type	Count	%
Foster Family Home	0	0.0%
Group Home	8	4.0%
RFA - Relative/NREFM Home	37	18.3%
RFA - Resource Home	67	33.2%
Foster Family Agency	26	12.9%
Supervised Independent Living	22	10.9%
Guardian Home - Non-Dependent	41	20.3%
Guardian Home - Dependent	0	0.0%
Other	1	0.5%
Total	**202**	**100%**

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Números Importantes:
Reportar Abuso o Negligencia Infantil
831-755-4661
Abrir su Hogar para un niño en necesidad de cuidado temporal o a largo plazo
831-755-4475

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Preguntas?

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12

Exhibit 4

Date	Outreach Name	Number of Direct Contacts Made	Target Audience
1/5/2023	Veterans Treatment Court / Military Diversion Court	8	Veterans
1/10/2023	Quarterly Newsletter	6743	Veterans
1/11/2023	Military and Veterans Affairs Advisory Commission	15	Community
1/11/2023	December 2022 DMV and DD214 Mailing	111	Veterans
1/19/2023	Veterans Treatment Court / Military Diversion Court	16	Veterans
1/21/2023	VFW Outreach	15	Veterans
1/26/2023	Veterans Collaborative	12	Service Provider
1/27/2023	Fort Hunter Liggett Outreach	3	Veterans
1/28/2023	VA PACT ACT Outreach	42	Veterans
1/31/2023	VIAC Meeting	16	Community
2/2/2023	King City Library Outreach	2	Veterans
2/9/2023	Hartnell College 02/09/2023	8	Veterans
2/14/2023	January 2023 DMV and DD214 Mailing	86	Veterans
2/15/2023	TAP Class- NSA/NPS	18	Veterans
2/16/2023	Veterans Treatment Court / Military Diversion Court	19	Veterans
2/17/2023	Wreaths Across America Trailer	4	Veterans
2/22/2023	United Veterans Council Meeting	15	Veterans
2/23/2023	VIAC Meeting	18	Veterans
2/23/2023	Vet Collab	10	Community
3/2/2023	King City Library Outreach	2	Veterans
3/2/2023	American Legion Post 31	19	Veterans
3/3/2023	Homeless Veteran Special Court Appearance	1	Veterans
3/8/2023	MVAAC Meeting	20	Community
3/9/2023	Hartnell College 03/09/2023	9	Veterans
3/10/2023	Hartnell Education Summit	85	Community
3/10/2023	February 2023 DMV and DD214 Mailing	53	Veterans
3/17/2023	CalTap Seminar	17	Veterans
3/23/2023	VIAC Meeting	15	Community
3/23/2023	Vet Collab Meeting	11	Community
3/29/2023	United Veterans Council Meeting	17	Veterans
4/6/2023	King City Libarary	2	Veterans
4/13/2023	March 2023 DMV and DD214 Mailing	56	Veterans
4/13/2023	Hartnell College 04/13/2023	14	Veterans
4/14/2023	Carmel American Legion Outreach Presentation	15	Veterans
4/19/2023	TAP Class- NSA/NPS	12	Veterans
4/20/2023	Veterans Treatment Court / Military Diversion Court	28	Veterans
4/24/2023	Lotus Day - Monterey County Fairgrounds	4	Veterans
4/24/2023	Community Benefits Presentation	25	Community
4/27/2023	Veterans Issues and Advisory Council	20	Community
4/27/2023	Veterans Collaborative	8	Community
4/27/2023	United Veterans Council Meeting	20	Veterans
4/28/2023	Fort Hunter Liggett Outreach	3	Veterans
5/4/2023	Veterans Treatment Court / Military Diversion Court	19	Veterans
5/4/2023	Retiree Council Meeting	8	Veterans
5/4/2023	King City Libarary	5	Veterans
5/10/2023	MOAA Luncheon	20	Veterans
5/11/2023	Hartnell College 05/11/2023	8	Veterans
5/15/2023	Salinas High School Presentations	80	Community
5/15/2023	April 2023 DMV and DD214 Mailing	67	Veterans
5/17/2023	VA PACT ACT Outreach- 730 La Guardia	15	Veterans
5/25/2023	VIAC Meeting	10	Veterans

5/25/2023	Veterans Collaborative	8	Service Provider
5/26/2023	Memorial Day Observance- Veterans Cemetary	30	Veterans
5/26/2023	MC Veterans ERG Outreach	6	Veterans
5/26/2023	Fort Hunter Liggett Outreach	1	Veterans
5/29/2023	Memorial Day Observance- Carmel	20	Veterans
5/31/2023	Homeless Veteran Special Court Appearance	1	Veterans
6/1/2023	Retiree Council Meeting	7	Veterans
6/7/2023	TAP Class- NSA/NPS	12	Veterans
6/15/2023	Veterans Treatment Court / Military Diversion Court	15	Veterans
6/15/2023	Aging and Disability Resource Connection Meeting	15	Service Provider
6/22/2023	VIAC Meeting	18	Community
6/26/2023	May 2023 DMV and DD214 Mailing	17	Veterans
6/28/2023	United Veterans Council	17	Veterans
6/28/2023	Undersecretary of the VA Meeting	20	Service Provider
6/30/2023	Homeless Veteran Special Court Appearance	1	Veterans
7/6/2023	Retiree Council Meeting	12	Community
7/8/2023	CSUMB Outreach	10	Community
7/12/2023	MVAAC Meeting	20	Veterans
7/17/2023	Retiree Appreciation Day	40	Veterans
7/20/2023	Veterans Treatment Court / Military Diversion Court	21	Veterans
7/26/2023	United Veterans Council Meeting	16	Community
7/27/2023	VIAC Meeting	20	Community
7/27/2023	June 2023 DMV and DD214 Mailing	59	Veterans
7/31/2023	Congressman Panetta PACT Act Round Table	40	Veterans
8/3/2023	Retiree Council Meeting	10	Community
8/7/2023	Veterans Transition Center LTORRP Presentation	20	Veterans
8/7/2023	MPC Student Outreach	10	Veterans
8/9/2023	NPS TAPS	12	Veterans
8/14/2023	July 2023 DMV and DD214 Mailing	64	Veterans
8/17/2023	Veterans Treatment Court / Military Diversion Court	32	Veterans
8/24/2023	Veterans Issues Advisory Committee	21	Community
8/24/2023	Veterans Collab Meeting	16	Community
8/25/2023	Homeless Veteran Special Court Appearance	1	Veterans
8/29/2023	Salinas Parade Rib Cook-Off	20	Veterans
8/30/2023	United Veterans Council Meeting	22	Veterans
8/31/2023	Monterey County Fair Senior / Veteran Resource Event	50	Veterans
9/7/2023	Veterans Treatment Court / Military Diversion Court	15	Veterans
9/8/2023	Laguna Seca Raceway	4	Veterans
9/9/2023	Laguna Seca Raceway	6	Veterans
9/10/2023	Laguna Seca Raceway	11	Veterans
9/11/2023	ARM1c Wilbur Mitts Honors	110	Community
9/13/2023	Monterey County Military and Veterans Affairs Advisory Comn	26	Community
9/13/2023	Eligibility Worker Presentation	22	Community
9/14/2023	Hartnell College 09/14/2023	8	Veterans
9/15/2023	County ERG Meet up	15	Community
9/15/2023	August 2023 DMV and DD214 Mailing	52	Veterans
9/25/2023	VA Clinic Tour with D4 Supervisor	7	Veterans
9/27/2023	United Veterans Council Meeting	23	Veterans
9/28/2023	Veterans Issues Advisory Committee	18	Community
9/28/2023	Veterans Collaborative Meeting	15	Community
9/28/2023	Veteran Special Court Appearance	2	Veterans
10/3/2023	Veteran Special Court Appearance	2	Veterans
10/4/2023	City of Salinas Health & Wellness Fair	15	Community

10/5/2023	Retiree Council Meeting	18	Veterans
10/11/2023	September 2023 DMV & DD214 Mailing	71	Veterans
10/11/2023	Quarterly Newsletter	7752	Veterans
10/12/2023	Hartnell College 10/12/2023	10	Veterans
10/24/2023	Salinas Unified School District Outreach	14	Community
10/25/2023	United Veterans Council Meeting	20	Veterans
10/26/2023	VIAC Meeting	15	Veterans
10/28/2023	Heroes Open Tournament	25	Veterans
11/2/2023	Veterans Treatment Court / Military Diversion Court	14	Veterans
11/3/2023	Veteran of Year Awards Dinner	50	Veterans
11/3/2023	Lightfighter Village Wall Raising Ceremony	15	Veterans
11/7/2023	Veterans Mental Health Awareness TV Interview	4	Veterans
11/8/2023	Military and Veterans Affairs Advisory Commission	10	Veterans
11/9/2023	Hartnell College 11/09/2023	8	Veterans
11/9/2023	CSUMB Veteran Day Celebration	21	Veterans
11/11/2023	Veterans Day Parade	50	Community
11/11/2023	Central Coast Veterans Cemetery Veterans Day Memorial	15	Veterans
11/20/2023	City of Monterey Homelessness Meeting	12	Community
11/21/2023	October 2023 DMV and DD214 Mailing	80	Veterans
11/29/2023	United Veterans Council Meeting	20	Veterans
12/4/2023	TAP Class- Presidio	20	Veterans
12/5/2023	TAP Class- NSA/NPS	13	Veterans
12/12/2023	VA Social Worker Outreach Meeting	6	Service Provider
12/13/2023	November 2023 DMV + DD214 Mailing	66	Veterans
12/14/2023	EDD VSO Benefits Presentation	20	Service Provider
12/21/2023	Veterans Treatment Court / Military Diversion Court	10	Veterans

Exhibit 5

MCDSS MONTEREY COUNTY DEPARTMENT OF SOCIAL SERVICES

WORKING TOGETHER FOR OUR COMMUNITY

Annual Plan Part II Program Statement

2022-2023 Accomplishments
2023-2025 Goals and Objectives

Staff trainers work in each of the Department's branches including, Human Resources (HR), Community Benefits (CB), Aging and Adult Services (AAS), CalWORKs Employment Services (CWES) and Family and Children's Services (FCS).

The HR Training, Mentoring and Development (TMD) unit includes a training manager, one generalist staff trainer, and one office assistant. HR TMD is responsible for providing notification and tracking the completion of federal, state and local mandated training for all employees in all branches. In addition, this unit provides contract management and coordination services for the:

- UC Davis Inter-County Training Consortium
- Title IV E Internship Program through the California State University at Monterey Bay (CSUMB) and San Jose State University (SJSU)
- Bay Area Social Services Consortium
- Deaf and Hard of Hearing Service Center
- SkillSurvey

The CB Staff Development unit includes a supervising staff trainer, a program manager and ten staff development trainers. They are responsible for providing and coordinating eligibility worker induction for new hires as well as providing annual refresher trainings for CalWORKs, MediCal, CalFresh, and General Assistance staff and supervisors.

The Aging and Adult Services (AAS) Branch is staffed by a social work supervisor who is responsible for providing and coordinating induction for new hires as well as providing/coordinating annual refresher trainings for staff in the Adult Protective Services, In Home Supportive Services, Public Authority, Quality Assurance, SSI Advocacy, and the Information, Referral & Assistance units.

The CalWORKs Employment Services (CWES) Branch is staffed by one staff development trainer responsible for providing and coordinating induction for new hires as well as providing/coordinating annual refresher trainings for employment and training workers, supervisors, analysts and clerical staff.

The Family and Children's Services (FCS) Branch is staffed by a social work supervisor who is responsible for providing and coordinating onboarding for new hires, overseeing Title IV E interns as well as ensuring all social work staff complete mandated training as required by law for licensing.

FY 22.23 Training Accomplishments
Each branch ensured completion of all program specific and mandated training as required by the Federal, State and local regulations.

In FY 22/23 375 courses were completed by 846 employees.

Staff Development Goals & Objectives July 1, 2023 - June 30, 2024

1. Continue to ensure all staff have access to and complete mandatory training as required by law.
    a. Train new supervisors to use the learning management system (LMS) to track their employee's training accomplishments.
        i. Use settings in the LMS to send reminders and overdue notices to staff and supervisors.

2. Continue to provide training that supports employees in meeting job performance expectations and continuity of practice.
    a. Assess to determine skills gaps, and primary learning style;
    b. Provide training tailored to individual learning styles;

3. Provide opportunities to ensure staff have access to complete training related to their professional development goals
    a. Train supervisors to assign training in the learning management system that support growth and development of individual employees
    b. Train staff to self-enroll in course that interest them
    c. Use the Training, Mentoring and Development monthly newsletter to highlight specific courses and ways to enroll

Aging & CalWORKs Training Goals FY 23/24

To help sustain/strengthen our skills/knowledge, promote mindfulness though wellness and maintain office safety by providing the appropriate UC Davis Trainings in the addressed areas.

Community Benefits Training Goals FY 23/24

To promote and support employee development and provide a solid foundation of knowledge and skills to help them become confident and successful. With the goal that selective trainings will not only enhance productivity and quality of work, but overall Branch morale as well.