

We make a difference by...

Providing mental health services:

We outreach to some of the most significantly mentally ill community members to deliver medication and mental health services, help get them to medical appointments, and provide wellness education and support to help them reach their treatment goals.

Providing income support:

We help struggling people apply for Medi-Cal, CalFresh and other benefits. Together, we help ensure that people do not go without food or healthcare in our community.

Providing medical case management to foster children:

We help with medical records, appointments, going out into the field for assessments, and on-the-spot assessments of medically or physically neglected children who are brought into the office.

Protecting the vulnerable:

We help some of the community's most vulnerable, marginalized people, including the homeless, the elderly, the disabled and the children in our care, because all people are worthy of dignity and capable of growth and recovery.

Providing job opportunities for the disabled:

We provide employment and training to people with developmental disabilities who might otherwise not have meaningful work.

Educating families about nutrition:

We help low-income families learn about breastfeeding, family nutrition and smart shopping.

Preventing problems before they start:

Our programs educate people about the benefits of avoiding drugs, alcohol and tobacco; eating healthy and getting plenty of physical activity; preventing injuries; preventing suicide; and much more.

Preparing for work:

We teach skills and mentor CalWORKs clients on how to search for jobs, go through a job interview and follow up on applications, empowering clients to set goals and realize their full potential.

Community organizing:

We work in neighborhoods to help people who feel powerless recognize their strengths, and learn how to make positive and lasting changes in their lives and their communities.

Controlling communicable diseases:

We investigate reportable diseases and sexually transmitted infections to stop the spread of disease. Our "disease detectives" find the people who have been exposed to a disease and ensure they know how to prevent its spread.

Overcoming barriers:

We help community members overcome numerous obstacles and link them with critical services, like mental health care, substance abuse treatment and shelter.

From the Director



When three departments combined in 2006, our direction from the Board of Supervisors was to coordinate services to better serve clients, increase efficiency, maximize funding and reduce duplication. Today, we have a unified vision and mission and have reorganized and consolidated services to be target-population specific.

We strive to help with social, physical, and behavioral health and issues at once. As we celebrate our 10-year anniversary, I have reflected on some of the reasons that this Agency is effective in fulfilling our mission:

Collaboration. Collaboration now happens as a matter of course. Some of the many examples include our Mental Health Services Act funded projects, alcohol and drug programs, the Strengthening Families collaborative, the Prosperity Initiative and Linkages.

Integration. Many services have been integrated, allowing us to serve clients more efficiently. Examples include Public Guardian and mental health, public health nurses/dietitians and In-Home Supportive Services, suicide prevention and alcohol and other drug prevention in Public Health, eligibility for public assistance and WIC, Opportunity Center cleaning crews inside HHSA buildings, and children's mental health and child welfare.

Access. We have expanded the role of our regional offices, and now provide eligibility, public health and other services in five offices countywide. We also have increased online and phone services to accommodate our clients' transportation barriers.

Flexible funding. We are more easily able to address community needs through different funding streams within the agency. Examples include housing, the Prosperity Initiative, Adverse Childhood Experiences prevention, community mental health services and drug and alcohol prevention.

We look forward to continuing to build a healthy, safe and thriving community for years to come.

Sincerely,
Donnell Ewert
Director, Shasta County Health and Human Services Agency



Health and Human Services Agency

Celebrating 10 Years



Healthy people in thriving and
safe communities

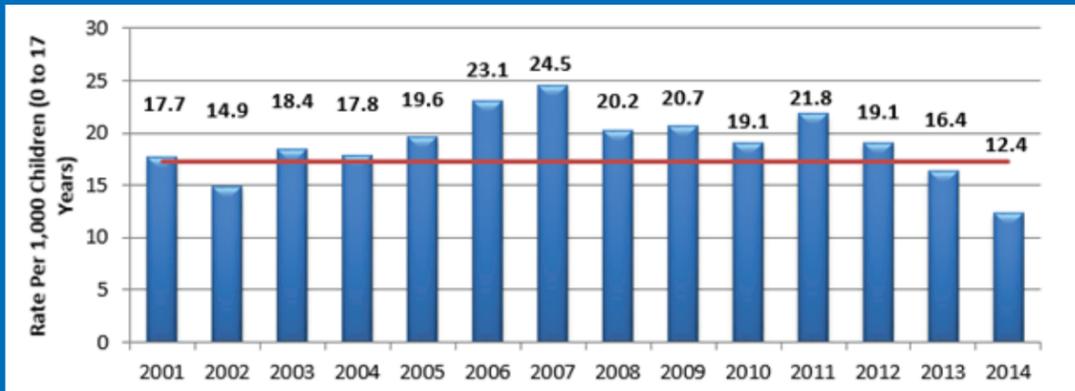
(530) 229-8400
www.shastahhsa.net

These are just a few of the many ways the Health and Human Services Agency makes our community healthier every day.

By the numbers

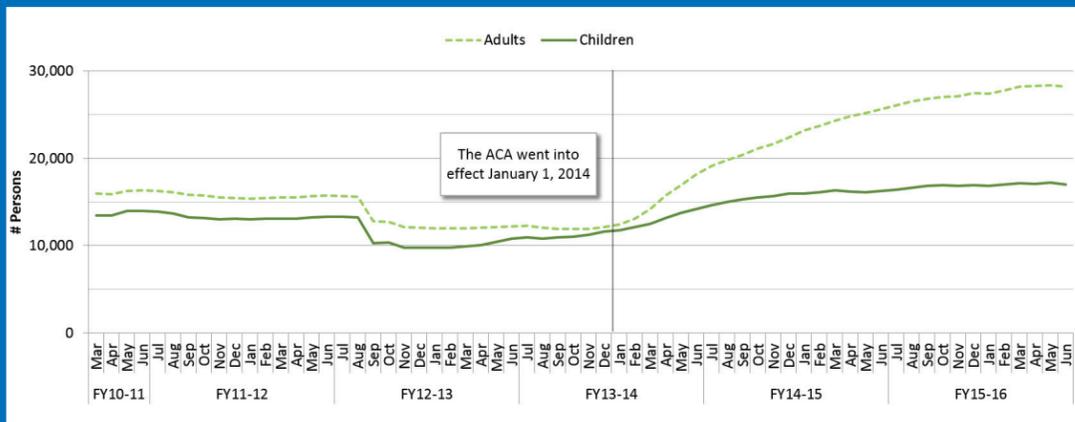
Reaching our goals, one client at a time

Goal:
Prevent adverse childhood experiences



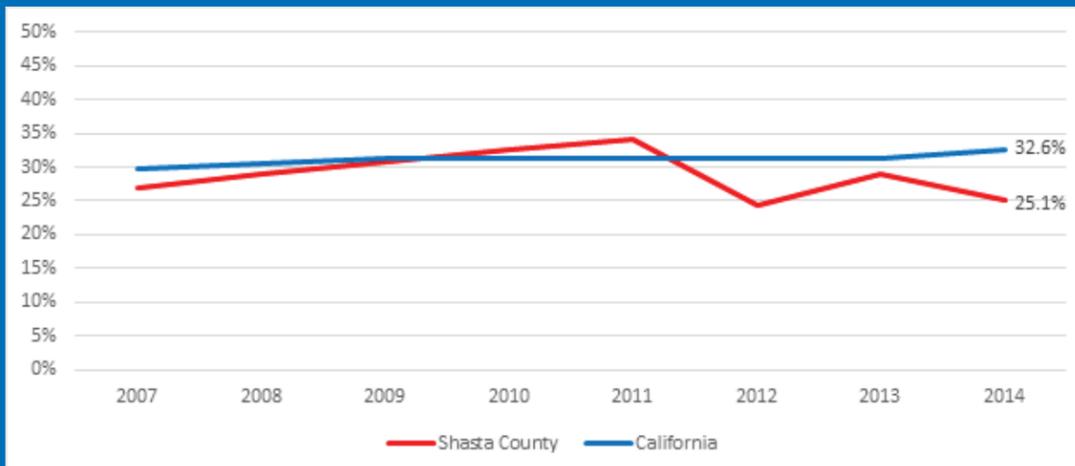
Substantiated cases of child maltreatment (per 1,000 Shasta County residents age 0-17 per year)

Goal:
Empower independence and self-sufficiency



Growth in Medi-Cal enrollment

Goal:
Decrease the use of tobacco, alcohol and other drugs



Percentage of adults aged 18 and older who reported binge drinking in the past year

Top 10 HHSA Accomplishments

1

Expanded services offered in Regional Offices – we are serving more people in neighborhoods, including adding a regional office in Enterprise.

2

Increased access to healthcare – largely because of the Affordable Care Act, we expanded Medi-Cal enrollment, more than doubling the percentage of residents who have medical insurance. We established the call center, added more online services, and participated in the creation of the Health Information Exchange.

3

Addressing Adverse Childhood Experiences - we implemented evidence-based practices such as Triple P, Safe Care and Nurse Family Partnership, and helped found the Strengthening Families Collaborative.

4

Increased housing resources - we used various funding streams to develop housing case management programs and resources for families and unsheltered adults.

5

Behavioral Health Court – this intensive program gives offenders access to comprehensive, coordinated behavioral health services, with the goal of increasing public safety, reducing recidivism and reducing abuse of alcohol and other drugs.

6

Child welfare integration - public health nursing, mental health services, alcohol and drug and evidence-based practices have been integrated with child welfare services, simplifying implementation of Pathways to Mental Health and Continuum of Care Reform.

7

Behavioral health program integration - substance abuse prevention, suicide prevention and prevention of Adverse Childhood Experiences have been incorporated into Public Health.

8

Expanded role for Community Health Advocates - this team once worked solely in Public Health and now does eligibility outreach, which has increased enrollment in CalFresh and Medi-Cal.

9

Implemented programs funded by the Mental Health Services Act – highlights include establishment of wellness centers, the Triple P Positive Parenting Program, The Woodlands housing project, the Suicide Prevention Workgroup and the Brave Faces destigmatization project.

10

Electronic Benefit Transfer (EBT) access at Farmers' Markets – we expanded and sustained EBT access at Farmers' Markets in partnership with Healthy Shasta, which has helped low-income people purchase fresh, locally grown produce.