Why Do We Need This Plan?

Rising costs of living and pressing needs for human services are a daily reality for the many vulnerable in our community and those who live on the edge of the safety net. As told to us in community conversations in South San Francisco, Pescadero / La Honda, and East Palo Alto, and by our Community Input Advisory Group, examples of service consumers need today and over the next five years include needs for:

- child care
- clean drinking water
- affordable housing
- culturally appropriate counseling
- transportation to jobs
- jobs at self-sufficiency wages
- youth services for immigrants
- literacy training
- a laundromat
- literacy training
- youth services for immigrants
- jobs at self-sufficiency wages
- culturally appropriate counseling
- affordable housing
- clean drinking water
- child care
- culturally appropriate counseling
- accessible customer service
- easier access to HSA services
- responsive customer service
- and more.

Our local response of delivering human services also face challenges including the challenge of operating in a fiscally uncertain environment, the threat of fiscal sanctions if federal and state standards are not met, a need to be more visible throughout the county, and the challenge of targeting limited resources based on evidence and need.

We are very concerned about the issue of racial disproportionality disparity within HSA programs. We accept this challenge as we want to thank members of our Community Input Advisory Group who met throughout the planning process to advise on the strategic directions, and the directors of One East Palo Alto, Puente de la Costa Sur, and North Peninsula Neighborhood Services Center who hosted geographic focus groups. A roster of individuals and organizations who participated in the planning process is provided in the complete (detailed) HSA Strategic Plan document.

Thank You

The Human Services Agency’s Strategic Plan is the result of the dedication and commitment of many individuals and organizations in San Mateo County, including Agency staff and the firm of Applied Survey Research. We especially want to thank members of our Community Input Advisory Group who saw throughout the planning process to address unmet needs, and local faith-based and community organizations, including the PeninsulaWorks Daly City, PeninsulaWorks Redwood City, Coastal Community Action Partnership, and the School Connectedness and Learning Center at PeninsulaWorks Daly City, who hosted geographic focus groups. A roster of individuals and organizations who participated in the planning process is provided in the complete (detailed) HSA Strategic Plan document.

For More Information

To read the detailed strategic plan and appendices log on to http://www.chnsa.ca.gov/strategic-plan-2003 or call the Human Services Agency Public Information Office at 650-301-8720.
The San Mateo County Human Services Agency is pleased to present you with an Executive Summary of our five-year strategic plan. This plan was developed to chart our course to ensure that San Mateo County residents are given the opportunity to thrive in their own communities.

Vision
Every child, adult, and family in San Mateo County Lives in a safe, healthy, thriving community.

Mission
San Mateo County Human Services Agency
Assists individuals and families to achieve community self-sufficiency
Promotes community and family strength
Works to ensure child safety and well-being

Letter to the Community
Director, San Mateo County Human Services Agency
In 2008, the San Mateo County Human Services Agency became the first county public assistance agency in California to integrate service delivery and accountability evaluations.

As we create our future, we know we are living in fiscally uncertain times. Rising costs of living and pressing needs for human services require us to address those challenges.

Our strategic plan is the first step in delivering a new model of human services in San Mateo County. It is based on our five C.L.E.A.R. agency values, and it defines goals and outcomes to shape human services in San Mateo County. It is based on our five C.L.E.A.R. agency values, and it defines goals and outcomes to shape human services in San Mateo County. It is based on our five C.L.E.A.R. agency values, and it defines goals and outcomes to shape human services in San Mateo County. It is based on our five C.L.E.A.R. agency values, and it defines goals and outcomes to shape human services in San Mateo County.

The theme of our five-year strategic plan is "Inspiring individuals. Empowering Communities." This theme reflects the core message of our plan, which defines actions and commitments to change how we deliver human services in San Mateo County.

• Foster more just and equitable outcomes for all consumers in our income security, child welfare, and safety net programs.
• Build on the strengths and assets of targeted communities.
• Work in close collaboration with community agencies to deliver services to our clients.
• Ensure greater self-sufficiency among the members, eligible residents of San Mateo County by increasing employment, increasing and retaining enrollments in our Medi-Cal program, and contributing to our community’s efforts to increase food security.

What Are Our GOALS and OUTCOMES for the Next Five Years?

GOALS

Prevention and Early Intervention

Child Welfare

Agency Director

Economic

Self-Sufficiency

Program Support

Targeted Communities

• HSA is involved in community, neighborhood and city-level planning initiatives and policies that are addressing the: (a) residents’ basic needs (e.g., food, housing, health insurance) and (b) community well-being (e.g., community programs, the health, youth development, and family resource network).

• HSA contributes to prevention and early intervention services in regional communities with services that are appropriately supported by local government, health agencies, and other partners.

• Individuals and families in targeted communities can thrive, in part because they have access to programs and services below personal or family basic needs.

HSA Consumers

• Feel that their initial meetings with HSA staff were welcoming, reassuring, and linguistically and culturally respectful.

• Report that staff helped them navigate the system to ensure a timely access of services that were appropriate to the basic needs of their family.

• Report that their basic needs were met.

• Transitions out of their relationship with the agency equipped with a menu of HSA and community supports, services, and staff contacts they can continue to access if needed.

Outcomes

Promote child, youth, and family strength by providing a continuum of early intervention, prevention and permanency services that focus during safety and maintain child and family well-being.

Create a proactive agency culture structured to respond, in real time, to changes in the San Mateo County services environment that will support growth, innovation, and community-based support services.

Financial, Emergency, Urban Support

Health Care

Food Security

Employment

Support the implementation of effective outreach strategies for the Food Stamp program that will increase food security for targeted consumers.

Increase enrollment and retention in the Medi-Cal program.

Ensure more equitable outcomes for those who receive services in the San Mateo County child welfare system.

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