

**County of Santa Cruz  
Human Services Department  
FY 2012-13  
Annual Report**



*Serving people in need in Santa Cruz County*

## Director's Message

The Human Services Department is proud to provide a wide range of safety net services to **protect the county's most vulnerable populations and provide assistance to individuals and families** struggling financially. This report provides an overview of the many ways the Department served residents of Santa Cruz County in FY 12-13 and also includes strategic priorities for the year ahead.

Economic woes continued in our community in FY 12-13. Approximately 59,000 people within the county who were struggling with poverty and received benefits from one or more public assistance programs, including food assistance (CalFresh), medical insurance (Medi-Cal) and cash aid (CalWORKs and General Assistance). The average unemployment rate for the County was 10%, which was higher than the California average, and the Watsonville rate was double the countywide rate.

The high level of need in our community and stretched resources demanded new approaches to service delivery. The Department promoted self service options offering greater access to services including taking online applications through [www.benefitscalwin](http://www.benefitscalwin). We also focused on strengthening relationships with community partners in order to protect vulnerable children, the elderly, and dependent adults at risk of abuse. Furthermore, in partnership with the local business community, we promoted employment and job training opportunities and made services more easily accessible to the public.

In the coming year, we are excited to be a part of implementing the Affordable Care Act by increasing access to Medi-Cal and helping all residents receive health insurance. To this end we are changing our business models, improving our **use of technology, upgrading facilities where we interact with the public, and building our staff's capacity to provide exceptional customer service.** Through all these changes, we will continue to focus on our commitment to protect the most vulnerable, lift individuals and families out of poverty, and improve the quality of life for residents of Santa Cruz County.



**Cecilia Espinola**  
**Director**

Cecilia Espinola, Director  
Human Services Department

## ***Our Vision***

*Every child, adult, and family in Santa Cruz County  
is safe, healthy, and financially secure*

## **Our Mission**

We strengthen our community by protecting the vulnerable, promoting self-sufficiency, alleviating poverty, and improving the quality of life

### **We Value:**

- ◆ Excellent Service
- ◆ Compassion
- ◆ Integrity
- ◆ Partnerships
- ◆ Effective Practice



*We are dedicated to making a difference for people in need in our community*

## Human Services Department FY 2010-13 Strategic Plan FY 2012-13 Accomplishments

*Working to strengthen our community by protecting the vulnerable, promoting self-sufficiency, alleviating poverty, and improving the quality of life for residents of Santa Cruz County.*

### Strengthened Community Supports

- ◆ Launched FosterEd project with community partners to improve educational outcomes for foster care youth
- ◆ Continued recruitment efforts to promote increased community support for children in foster care

### Provided Self Service Options

- ◆ Offered self-service check-in to improve customer service
- ◆ Promoted MyBenefitsCalWIN website for online public assistance applications and online reporting

### Conducted Outreach to People in Need

- ◆ Worked with community partners to increase CalFresh enrollments and launched CalFresh Awareness Month in May 2013

### Coordinated Seamless Services

- ◆ Created a one-stop customer service center in south county to promote enhanced service coordination

### Improved Access to Information & Data

- ◆ Launched CMIPS II, a new case management system to better serve IHSS clients and their providers



*Dedicated to making a difference  
for people in need in our community*

### Created New Paths to Employment

- ◆ Increased access to subsidized employment and other employment options for job seekers
- ◆ Launched marketing campaign to local businesses to promote direct job placements, on-the-job training opportunities, and layoff aversion services

### Prepared for Health Care Reform

- ◆ Obtained regional grant to promote new health care options under the Affordable Care Act
- ◆ Implemented lobby and intake redesign project to help meet increased demand for services

# Human Services Department

## Our Goals

**Increase economic potential and decrease poverty**

**Reduce abuse and neglect**

**Improve well being and quality of life**

**Improve health and mental health**

## FY 2012-13 Snapshot of What We Did & Who We Served



**49,492**

Provided Medi-Cal benefits to 49,492 county residents



**33,355**

Provided CalFresh benefits to 33,355 county residents



**15,000**

Served 15,000 job seekers at three Career Centers and online Career Center



**2,558**

Received 2,558 reports of child abuse/neglect



**603**

Received 603 reports of elder abuse/neglect



**2,250**

Provided In-Home Supportive Services to 2,250 seniors & dependent adults



**57**

Gave 57 children a permanent home through adoptions

## Family and Children's Services Division

### FY 2012-13 Program Highlights

- ◆ Expanded AB 12 Extended Foster Care services initiated in January 2012 for youth over the age of 18, including the establishment of a licensed *Transitional Housing Program Plus* foster care program.
- ◆ Implemented innovative *FosterED* initiative to create stronger educational supports for children in foster care, in collaboration with the County Office of Education, National Center for Youth Law, and the Juvenile Court.
- ◆ Continued to provide specialized developmental assessments and evidence-based home visiting and therapy services **to young children affected by their parents' methamphetamine use through *Leaps & Bounds***, a federally funded grant program.
- ◆ Continued efforts to increase the number of resource families particularly for older youth and developed plans to sustain key elements of the *Roots & Wings* project when federal grant funds end in September 2013.

### Strategic Priorities for FY 2013-14

- ◆ Expand Team Decision Making meetings to the Investigations program to make better informed **decisions about child removals, expand placement options, and enhance collaboration with families'** formal and informal support systems.
- ◆ Assess effectiveness of permanency and concurrent planning efforts and implement changes and/or redistribution of social worker tasks to better serve children and families.
- ◆ In collaboration with Santa Cruz Community Counseling Center, implement a *Transitional Housing Program Plus* Foster Care program to expand housing options for non-minor dependents.

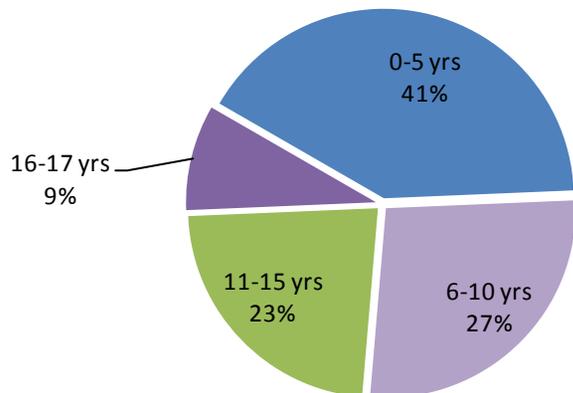
## Protecting children from abuse & neglect and strengthening families

### Child Welfare Services

Family & Children's Services is required by State and Federal law to provide child welfare services to children who have been abused, neglected, or who are at risk of abuse or neglect.

Emergency Response Dependency Investigations	FY 12-13
Abuse/Neglect Referrals (families)	2,457
Children Referred (unduplicated)	2,558
Children with Substantiated Referrals (unduplicated)	383

**Children With Substantiated Referrals  
By Age**



### Types of Child Welfare Services

- ◆ Emergency Response & Dependency Investigations
- ◆ Family Maintenance or Family Preservation
- ◆ Family Reunification & Permanency Planning



### Supportive Adolescent Services

Supportive Adolescent Services is a collaborative program that offers a broad continuum of services including specialized social work and mental health services as well as independent living skills services to assist teens in accomplishing their educational and employment goals. Transitional housing and other specialized services are provided to assist youth in the transition to an independent adult life.

Number Served in FY 12-13:

Independent Living Program (Serves ages 15-21)	150 youth
Transitional Housing Program (Serves ages 18-24)	30 youth

## Promoting permanent homes and permanent relationships for children

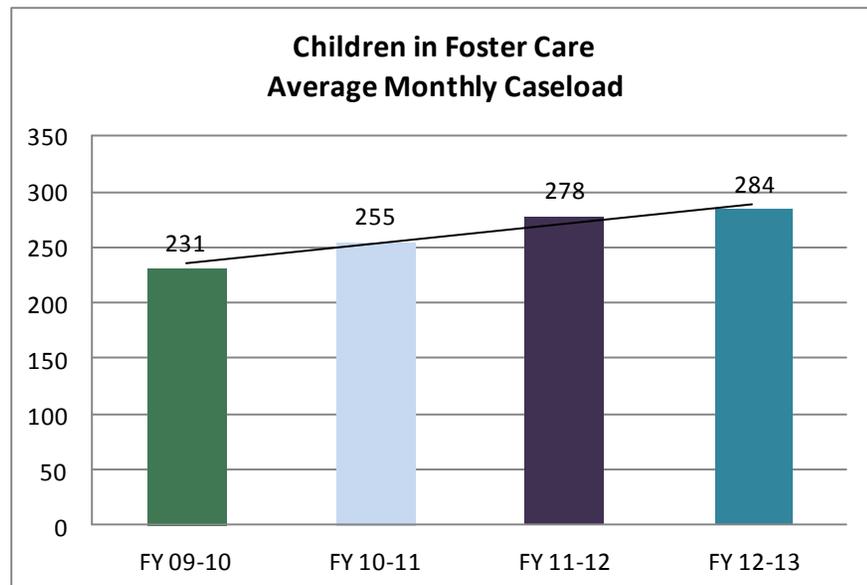
### Foster Care

Foster parents and relative caregivers, also known as resource parents, are a very important source of support for children when they are not able to remain safely in their own homes. They share their lives with children in need and provide a nurturing stable home environment for children while their parents receive counseling, parenting education and other services to enable them to be reunited with their children.

In any given month, approximately **284 children** were in out-of-home placement and about half were placed with relatives. Approximately three out of four children were placed with some or all of their siblings.



*If parents cannot provide a safe environment, children must be placed in foster care or relatives' homes until they can safely be returned to their own homes or placed with an adoptive family.*



### Forever Families Adoption Program

As a licensed Adoptions Agency, we place children in permanent homes. Services include the recruitment and screening of prospective adoptive parents, finalizing adoptions, and providing post adoption services, including the Adoption Assistance Program (AAP). We also provide services for children whose parents voluntarily relinquish their parental rights.

Adoptions & Adoption Assistance	FY 12-13
Finalized Adoptions	57
Adoption Assistance Cases	530

## Reducing risk factors for abuse and neglect

### Prevention & Early Intervention Programs

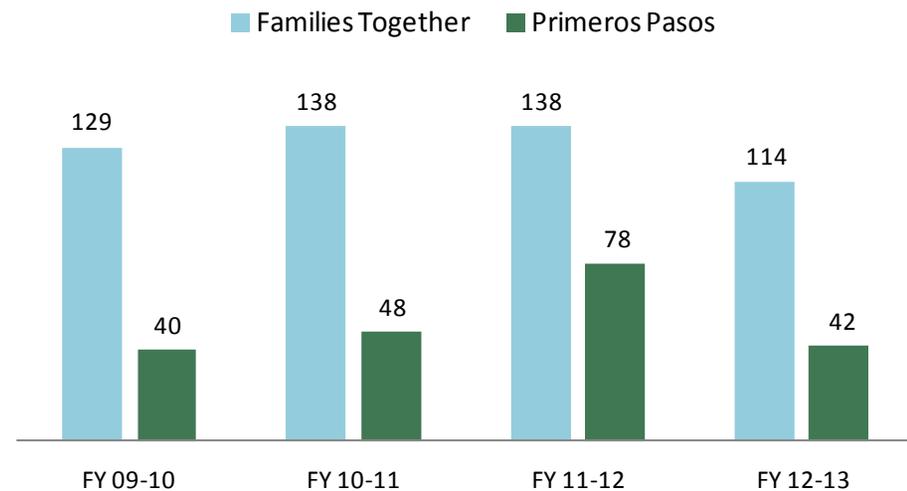
Grant-funded prevention and early intervention programs served 156 families in FY 12-13. These programs offer supportive services and provide resources to struggling families *before* they become a child welfare case.



**Families Together** serves pregnant women and families who have at least one child under the age of five. **High risk families that don't become child welfare cases** are also eligible to participate. The program is a collaborative effort between Santa Cruz Community Counseling Center, First Five, and the Human Services Department.

**Primeros Pasos** serves Latinas who have a young child or are pregnant and struggling with substance abuse issues. Grant funding supports this program led by Santa Cruz Community Counseling Center.

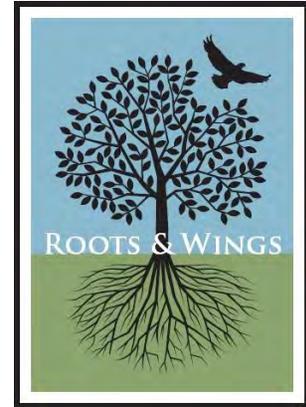
Families Served By  
Prevention Programs



## *Reducing risk factors for abuse and neglect*

### **Roots & Wings**

With the support of a five-year federal grant, the Roots and Wings program has enabled Family & Children's Services to reach out to the community to recruit more foster parents in neighborhoods throughout the County so children in foster care can remain in their schools and local communities. The program has also provided enhanced support to foster parents to promote lifelong connections and forever families. Grant funding for Roots & Wings will end in September 2013 and Family & Children's Services is looking at ways to sustain key elements of the program to improve stability and promote permanent placements for children in foster care.



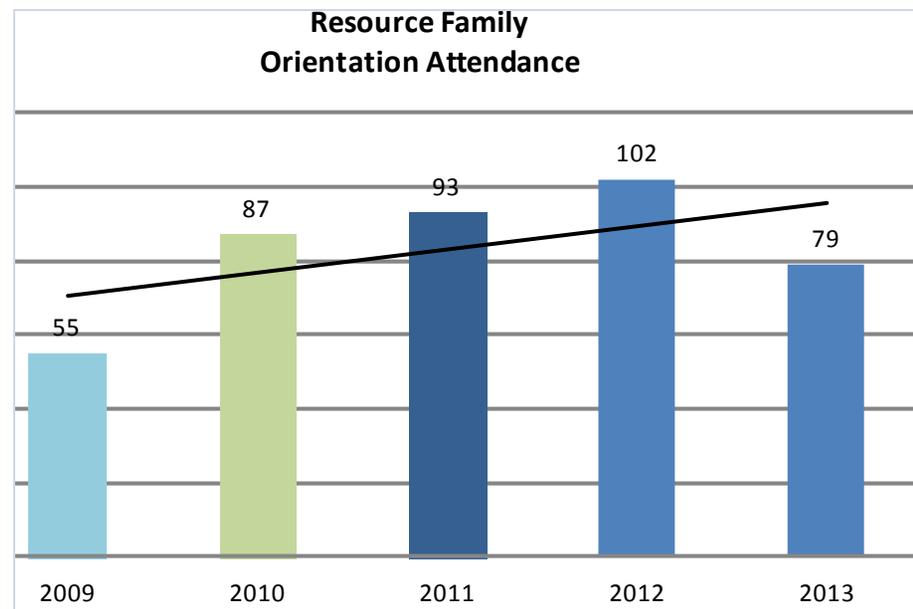
*Helping children develop strong roots to family and their community to help them thrive and give them wings to fly.*

Resource Family Liaisons are stationed at Live Oak Family Resource Center and La Manzana Community Resources in Watsonville. They provide intensive supportive services to foster parents and relative caregivers, including:

- ◆ Home visits
- ◆ Referrals to support groups and mentors
- ◆ Trainings and workshops

In FY 12-13, approximately **200 resource families** were served by Roots & Wings Resource Family Liaisons.

Roots & Wings staff also work to recruit new foster parents, especially for older and hard to place youth, so that children in foster care can remain in their own neighborhoods, attend local schools, and maintain familiar community supports.



## *Reducing risk factors for abuse and neglect*

### **Leaps & Bounds**

The Leaps & Bounds program is designed to support the healthy development of children 0 to 5 years of age whose parents are recovering from methamphetamine or other drug use and who are participating in the County's Dependency Drug Court Program. The program provides an array of services to strengthen bonds between parents and their children. Staff work with parents to help them gain an understanding of children's developmental needs and provide support and parenting education through home visits.



**Leaps & Bounds  
Children & Families Served**

<b>Client Type</b>	<b>Total Served 10/2012– 5/2013</b>
Children	58
Adults	44
Families	40

Leaps & Bounds is funded with a four-year federal grant from the Substance Abuse and Mental Health Services Administration grant. The program is a collaborative effort of the Human Services Department, the Health Services Agency Alcohol and Drug Programs, First 5 Santa Cruz County and the Parents Center.

### **Program Interventions**

- ◆ **Promoting First Relationships** is the training curriculum used to promote attachment and positive parent-child interactions for children 0 to 3 years of age.
- ◆ **Ages & Stages Screening** tools focus on developmental areas of communication, fine and gross motor skills, problem-solving, and social-emotional behaviors.
- ◆ **Parent-Child Interactive Therapy** is an evidence-based program addressing young children's behavior problems and dysfunctional attachment with parents.
- ◆ **Home Visits** engage parents in activities with children to promote healthy growth and development and strengthen attachment bonds.



## **Adult & Long Term Care**

### **FY 2012-13 Program Highlights**

- ◆ Expanded Veterans Services Office staffing to address growing community needs.
- ◆ Implemented a new automated Case Management Information and Payroll System (CMIPS II) with comprehensive case management capabilities and the ability to process advanced payroll requirements.
- ◆ Streamlined business processes in the In-Home Supportive Services (IHSS) Program to increase efficiencies and enhance timely access to IHSS services.

### **Strategic Priorities for FY 2013-14**

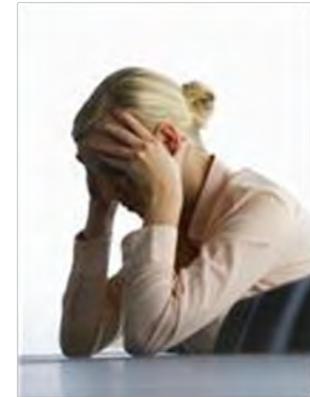
- ◆ Expand outreach efforts in Adult Protective Services program to the monolingual Spanish-speaking community as well as to community partners.
- ◆ **Accomplish successful transition of Veterans Services back to Veteran's Memorial Building.**
- ◆ Maintain a Public Authority registry list that is active and current to facilitate successful recipient/provider matches.
- ◆ Continue communications with Central California Alliance for Health to plan for the IHSS program transition to managed care in September of 2015.

## Protecting the elderly and disabled from abuse and neglect

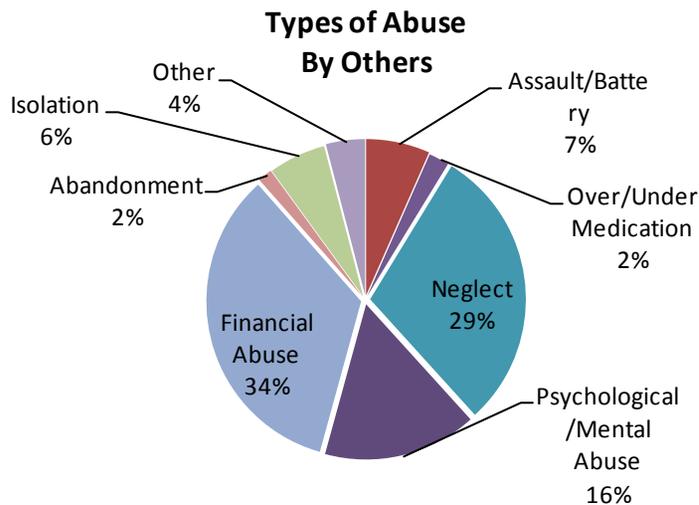
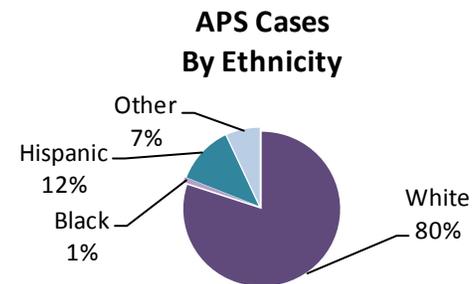
### Adult Protective Services

Adult Protective Services (APS) is a state mandated program that provides investigation and intervention services to protect elderly or dependent adults who may be victims of physical, emotional, or financial abuse or neglect or who may be self-neglecting due to physical or mental decline. About three-quarters of the people referred to APS are elders and the remaining one-quarter are dependent adults.

In FY 12-13, APS responded to 603 reports of elder or dependent adult abuse and neglect. Approximately 64% of those warranted an in-person investigation.



APS Referrals	FY 12-13
Abuse/Neglect Referrals	603
Abuse/Neglect In Person Investigations	388
Abuse/Neglect Cases	598



### Elder Financial Abuse

Financial exploitation of elderly and dependent adults continues to be a growing concern, representing 30% of reports of abuse by others. Individuals exploited in this manner risk losing their homes as well as significant assets. Referrals from financial institutions continue since mandated reporting began in 2007.

APS collaborates with the District Attorney's Office and law enforcement as members of the Financial Abuse Specialist Team (FAST) to respond to reports of elder financial abuse.

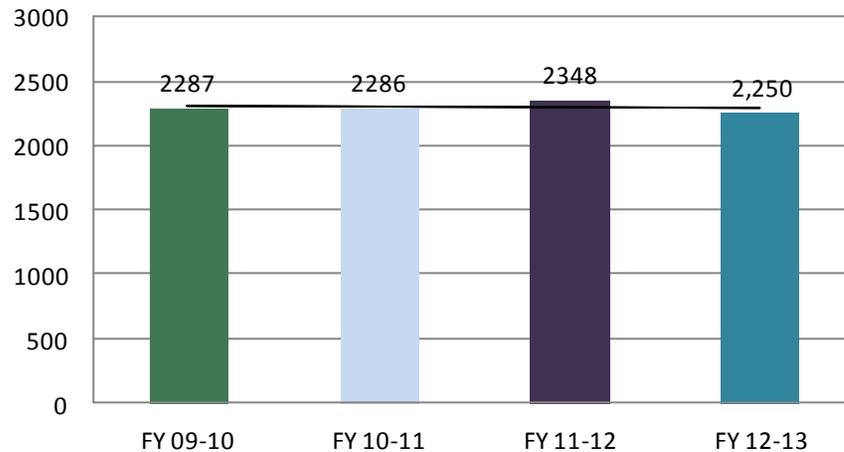
## Helping seniors and people with disabilities stay safely in their homes

### In-Home Supportive Services Program (IHSS)

The In-Home Supportive Services Program (IHSS) is a state mandated program that provides assistance to a monthly average of 2,250 low income frail elderly adults and disabled persons of all ages to enable them to remain safely in their own homes. The need for out-of-home care can often be prevented through provision of services that support daily living activities. For income eligible individuals, IHSS Social Workers conduct assessments and authorize payment for services based on need. IHSS provides a cost effective alternative to institutional care for the elderly and people of all ages with disabilities.



**In-Home Supportive Services  
Average Monthly Caseload**

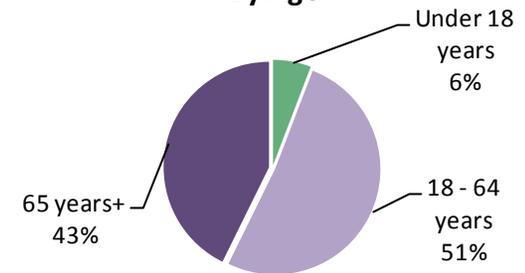


IHSS services are provided by approximately 2,380 care providers every month. Over 1000 providers attended a new provider orientation in FY 12-13. An average of 100 providers attend orientations every month to become new IHSS providers.

### In Home Supportive Services Assist in Activities of Daily Living

- ◆ Basic Housekeeping
- ◆ Meal Preparation & Clean-up
- ◆ Personal Care

### IHSS Consumers By Age



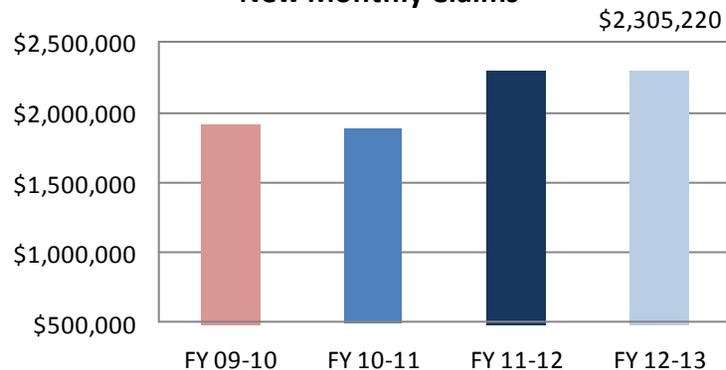
## Helping local veterans access benefits and services



### Veterans Services Program

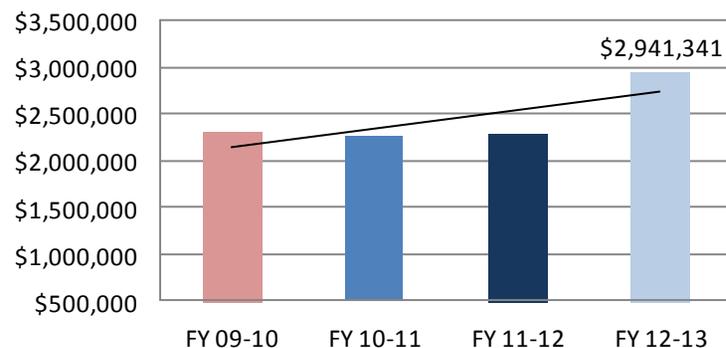
The Veterans Services Office (VSO) provides a range of services to Santa Cruz County veterans and their families including helping veterans access benefits accrued from military service from **local, state, and federal governments, providing information and referral and veterans' advocacy services, and providing claims and appeals assistance.**

#### Veterans Benefits New Monthly Claims



In FY 12-13 710 veterans were assisted with claims and \$2,305,220 in new annual benefits were generated for Santa Cruz County veterans and their dependents. Retroactive and one time only benefits rose to nearly \$3 million.

#### Veterans Benefits Retroactive & OneTime Only



### Palo Alto Veterans Administration Medical Services

The VSO coordinates provision of medical services through the Veterans Administration (VA) to our most vulnerable veterans. In FY 12-13, the VSO arranged transportation for approximately **150** riders providing approximately **100** round trips to the Palo Alto VA Medical Center.

### Medical Outreach Team

The VA Medical Outreach Team provides initial access to VA healthcare, medical screenings, referrals to medical and mental health care specialists, and to substance abuse and rehabilitation programs with the Palo Alto VA Health Care System. The VSO hosted 50 outreach team visits providing 275 consultations with local Santa Cruz County veterans in FY 12-13.

## **Employment & Benefit Services Division**

### **FY 2012-13 Program Highlights**

- ◆ Prepared for Health Care Reform implementation including the successful first phase transition of children enrolled in Healthy Families to Medi-Cal's new **Targeted Low Income Children's Program**.
- ◆ Developed and implemented a CalFresh Outreach Plan and conducted a CalFresh Awareness Campaign to increase CalFresh enrollments.
- ◆ Completed the south county space consolidation and intake and lobby redesign efforts to provide a one stop customer service center at 18 W. Beach Street in Watsonville.
- ◆ Implemented additional enhancements and client access to online benefits applications and case information.

### **Strategic Priorities for FY 2013-14**

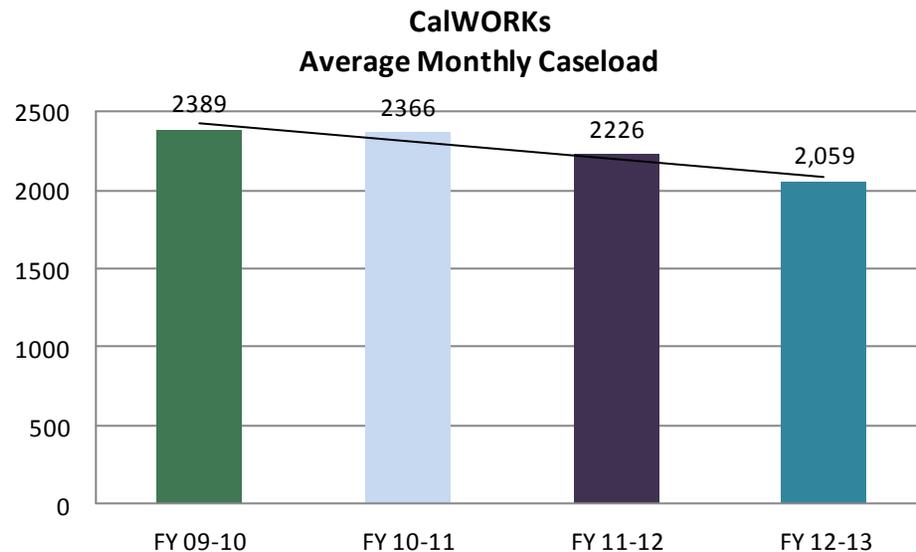
- ◆ Prepare for and implement Health Care Reform in January 2014.
- ◆ Continue efforts to increase enrollments in CalFresh program.
- ◆ Increase the CalWORKs Work Participation Rate.
- ◆ Improve customer service and increase efficiencies for staff through intake and lobby redesign in north county.

## Responding to meet basic needs during difficult economic times

### CalWORKs & Welfare to Work

CalWORKs offers employment services and cash assistance to needy families who have children under 19 years of age. The program helps meet basic needs for shelter, food, clothing, while increasing job readiness skills. Most adult recipients must meet work participation requirements as a condition of receiving cash assistance. The current lifetime limit for cash aid benefits for adults is a cumulative 48 months. New state rules effective January 1, 2013 limit CalWORKs recipients to 24 months of flexible Welfare to Work services within the 48 months.

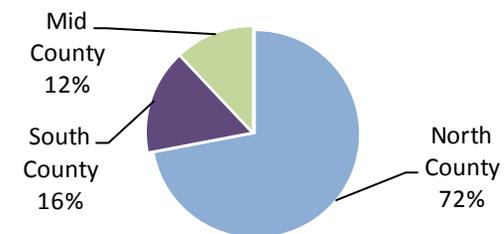
As of June 2013, 1,441 people had active Welfare to Work cases and approximately 26% were exempt for good cause due to a disability or because they were caring for young children.



### General Assistance

The General Assistance program is mandated by the State Welfare and Institutions Code. The program is 100% County funded and provides cash assistance to eligible disabled or unemployed county residents who are ineligible for other aid programs and provides disabled individuals with SSI application assistance. In FY 12-13, the number of people receiving General Assistance in an average month was 174.

### General Assistance Recipients By Geographical Area of Residence



Almost **\$1 million** in CalWORKs benefits were provided locally every month in FY 12-13, or approximately **\$11.5 million** to stimulate the Santa Cruz County economy in FY 12-13.

## *Working to ensure that no one goes hungry*

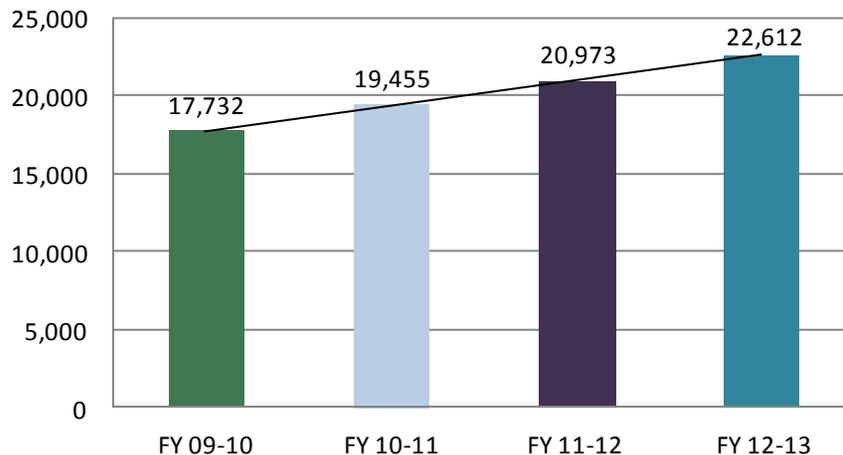
### **CalFresh**

CalFresh, formerly known as the Food Stamp Program, serves as the first line of defense against hunger. CalFresh benefits provide critical basic support to low income families and individuals enabling them to purchase nutritious food with an Electronic Benefit Transfer card.

Increasing people's access to CalFresh was a high priority in FY 12-13 and the number of CalFresh cases has risen due to new outreach efforts and improved integration with other services. In FY 12-13 an average of 22,612 people received CalFresh benefits on a monthly basis and 33,123 received it over the course of the year.



**CalFresh**  
**Average Number of People Served Monthly**



*In FY 2012-13, approximately 59,000 people, or one out of every five county residents, received aid from one or more of our public assistance programs at some time during the year.*



[www.MyBenefitsCalwin.org](http://www.MyBenefitsCalwin.org)

The BenefitsCalWIN website provides information about public assistance benefits and the public can use the website's online application to apply for CalFresh, CalWORKs, and Medi-Cal.

*In FY 12-13, the County issued **\$3.5 million** in CalFresh benefits every month.*

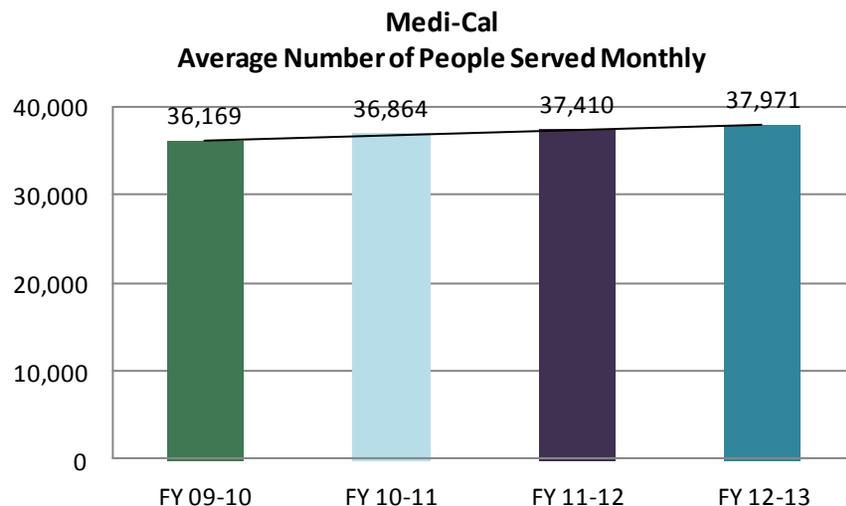
*Total CalFresh benefits issued for FY 12-13 was approximately **\$41.5 million**.*

## Providing medical insurance for needy families

### Medi-Cal Program

The Medi-Cal program is a health insurance program for low income families and disabled and aged adults. The Central California Alliance for Health is the county's Medi-Cal managed care health plan that helps recipients access health care from local participating providers.

The Medi-Cal caseload has grown slowly over the past few years, however that will change with Health Care Reform (HCR) and expanded Medi-Cal eligibility. It is anticipated that 8,600 County residents will become newly eligible for Medi-Cal with the launch of HCR in January 2014, in addition to people who are currently enrolled in MediCruz Advantage, the County's Low Income Health Program.



*Medi-Cal is the largest public assistance program. Aproximately 38,000 people were served by the Medi-Cal Program on a monthly basis.*

### Preparing for Health Care Reform

In FY 12-13, preparation was underway for upcoming program and service delivery changes with the implementation of Health Care Reform.

- ◆ **Healthy Families Transitions to Medi-Cal**  
In March 2013, 6,800 children previously served by Healthy Families began to transition to the new **Targeted Low Income Children's Medi-Cal** program.
- ◆ **New Staff Hired to Meet Increased Service Demands**  
Additional staff were hired to address increased Medi-Cal caseloads and the new requirement to provide Covered California enrollment.
- ◆ **Redesign Efforts & New Technology Purchased**  
New technology was purchased to offer more self-help options and an automated client check in process. The intake and lobby redesign efforts underway will improve customer service and increase efficiencies for staff.

## **Workforce Investment Board**

### **FY 2012-13 Program Highlights**

- ◆ Created a Business Services Division for the Workforce Investment Board (WIB) with a Business Services Representative promoting WIB services to local business community.
- ◆ Launched a marketing campaign through the Workforce Santa Cruz County Collaborative to inform the business community about services available through the WIB and its community partners.
- ◆ Worked with local businesses and community partners to promote support for the 2013 Work4Youth Summer Youth Employment Program and provided employment opportunities for 49 youth.

### **Strategic Priorities for FY 2013-14**

- ◆ Align workforce development strategies to support economic development.
- ◆ Increase effectiveness of local and regional workforce development system to better meet job seekers, business and community needs.
- ◆ Develop strategic relationships with educators, employers, and community partners to:
  - ⇒ Increase the skill levels of youth and adult job seekers
  - ⇒ Increase support for the Summer Youth Employment Program
  - ⇒ Create opportunities for employment, career mobility, and self-sufficiency

## Responding to the needs of local employers and local job seekers

### Workforce Investment Board

The Workforce Investment Board (WIB) helps connect local job seekers with employers who are seeking qualified job applicants. Working with members of the business and education communities, local government, and community members, the WIB provides resources to respond to the needs of local employers and County residents seeking employment.

### Adult & Dislocated Worker Services

In partnership with the Employment & Benefit Services Division, Workforce Investment Act Services (WIA), Shoreline Workforce Development Services, the Employment Development Department, Cabrillo College, Adult Schools and local partners, services and training scholarships were awarded to assist workers dislocated as a result of layoffs, plant closures, or downsizing. In FY 12-13, the Adult Program served 181 job seekers and 296 dislocated workers.

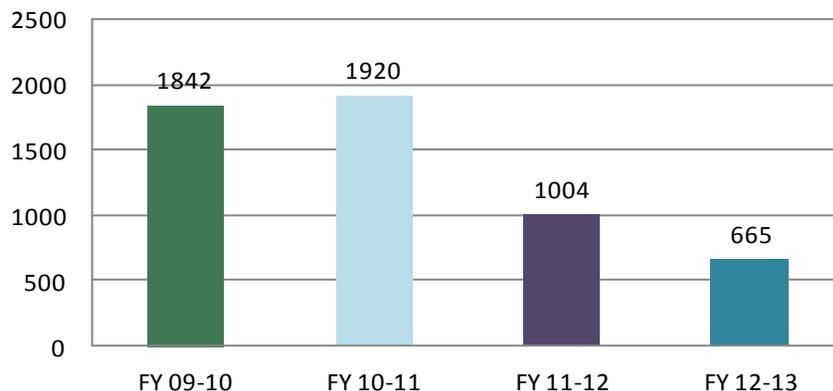


### Santa Cruz County Unemployment Rates

While down from the prior year, the County's unemployment rate of 10% was still slightly above the state's unemployment rate of 9.6 %.

- ◆ Santa Cruz County 10%
- ◆ City of Watsonville 21 %

Participants in WIA Enrolled Services  
Adults, Dislocated Workers, & Youth



Decline in WIA enrolled services is a result of the loss of American Reinvestment & Recovery Act (ARRA) funding.

### FY 12-13 Youth Employment Services

- ◆ **188** low income youth, age 14 to 21 years, received services through the WIA funded Sueños Program operated by Santa Cruz County Office of Education in FY 12-13.
- ◆ **49** youth, age 14 to 24 years, participated in career readiness activities, and 14 received jobs through the 2013 Work4Youth Summer Youth Employment Program.

## Community Partners

In partnership with the community, we provide services that support and protect adults, children and families, the elderly and dependent adults, and provide resources and job training opportunities for the unemployed.

The Human Services Department contracts with the following non-profit agencies and organizations in our community to provide services and support for our clients.

Cabrillo College	Santa Cruz Community Counseling Center
Child Development Resource Center	Santa Cruz County Office of Education
Community Action Board	Second Harvest Food Bank
Community Bridges	Senior Network Services
Court Appointed Special Advocates	Shoreline Occupational Services
El Pajaro Community Development Center	United Way of Santa Cruz County
Families In Transition	<b>Walnut Avenue Women's Center</b>
Homeless Services Center	Watsonville Law Center
Parents Center	<b>Women's Crisis Support</b>

The Human Services Department participates in coalitions and collaborative workgroups to improve the quality of life for residents of Santa Cruz County.

Child Welfare System Improvement Plan Steering Committee	Healthcare Outreach Coalition
<b>Children's Network</b>	Healthy Kids
Financial Abuse Specialist Team	Homeless Action Partnership
First Five Commission	United Way of Santa Cruz County
Go For Health Collaborative	2-1-1 Steering Committee

*Together we work to promote the health and well-being of the people we serve, promote self-sufficiency, strengthen families, and create nurturing homes and safe communities.*

**Report Child Abuse**  
**1-877-505-3299**

**Report Elder Abuse**  
**1-866-580-4357**

## **Contact the Human Services Department**

Visit our website at [www.santacruzhumanservices.org](http://www.santacruzhumanservices.org)



**For Public Assistance Programs call the Benefits Call Center at 1-888-421-8080 or TTY 454-4763**  
**or**  
**Apply for CalFresh, Medi-Cal, and CalWORKs Online at [www.MyBenefitsCalWIN.org](http://www.MyBenefitsCalWIN.org)**

<b>Family &amp; Children's Services</b>	1400 Emeline Avenue, Santa Cruz 18 W. Beach Street, Watsonville	454-4222 763-8800	TTY 454-4233
<b>Adult &amp; Long Term Care</b>	1400 Emeline Avenue, Santa Cruz 18 W. Beach Street, Watsonville	454-4101 763-8800	TTY 454-4774
<b>Employment &amp; Benefit Services</b>	1020 Emeline Avenue, Santa Cruz 18 W. Beach Street, Watsonville	888-421-8080	TTY 454-4763
<b>Veterans Services</b>	1040 Emeline Avenue, Santa Cruz 215 E. Beach Street, Watsonville	454-4761	CA Relay Service 711

### **Workforce Santa Cruz County Career Centers**

#### **Capitola**

2045 40<sup>th</sup> Avenue  
464-6286  
TTY 464-4358

#### **Shoreline Santa Cruz**

350 Encinal Street  
423-8611  
CA Relay Service 711

#### **Watsonville**

18 W. Beach Street  
763-8700  
CA Relay Service 711

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