

Humboldt County System Improvement Plan August 2017 - 2022

CALIFORNIA – CHILD AND FAMILY SERVICES REVIEW

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TABLE OF CONTENTS

INTRODUCTION	3
SIP NARRATIVE	5
CHILD WELFARE/PROBATION PLACEMENT INITIATIVES.....	38
FIVE-YEAR SIP Work Plan CHART.....	49
CAPIT/CBCAP/PSSF PROGRAMS, SERVICES AND EVALUATION	58
APPENDICES and ATTACHMENTS.....	60

INTRODUCTION

Humboldt County Department of Health and Human Services (DHHS) and the Probation Department are mandated to follow federal and state laws that oversee the welfare of children and youth whom are dependents or wards of the Court or at risk of neglect or maltreatment. The DHHS Social Services Branch, through its CWS division, is responsible to administer, partially fund, and provide local child welfare and foster care services according to the California Welfare and Institution Code Sections 300 et seq. and 16500 et seq. and Division 31 regulations. The Probation Department is also responsible to administer, partially fund, and provide local juvenile justice system services according to the California Welfare and Institution Code Section 601 (status offenders) and Section 602 (delinquency cases), according to laws and rules pertaining to foster care services.

As part of a nationwide Children and Family Services Review (CFSR) process, the federal DHHS Children's Bureau oversees a quality assurance system to review states' and counties' accountability to established outcome measures and standards for access to and quality of services for at-risk children and families, in accordance with Titles IV-B and IV-E of the Social Security Act. As a result, California counties submit their System Improvement Plan (SIP) to the state and the states submit their Performance Improvement Plan (PIP) to the federal government for review. The intent is to have a coordinated approach among federal, states, and counties' efforts and activities that are mutually supportive.

California's quality assurance system, known as the California-Child and Family Services Review (C-CFSR), is patterned after the federal CFSR. Its outcomes-based review system is intended to promote the state and counties to improve programs, services, and outcomes in safety, well-being and permanency for at-risk children and families that receive services from the county's Child Welfare Services (CWS) or Juvenile Probation systems. The C-CFSR is conducted by counties over a five-year cycle, which encompasses the County Self-Assessment (CSA) and Peer Review, which guide the subsequent five-year System Improvement Plan (SIP) and annual SIP progress updates.

The SIP is an operational agreement between the county's CWS and Probation agencies and the California Department of Social Services (CDSS), outlining how the county will improve targeted areas in their continuum of care for children and families. Humboldt County DHHS and Probation Department are responsible for the development of the strategic five-year SIP, with technical assistance from CDSS. The SIP, however, is not intended to be the county's comprehensive child welfare and probation plan. It is designed to focus on specific CFSR outcome measures and/or local systemic factors selected for improvement so as to have certain positive impacts on at-risk children and families.

The following **Humboldt County System Improvement Plan (SIP) for 2017 – 2022** was developed from the culmination of various feedback sources. CSA report findings and recommendations, as well as feedback from community stakeholders and peer reviewers, were used to inform, prioritize and guide the five-year strategic SIP. County information and data measures were analyzed, outcome comparisons to state and national standards were reviewed, and county performance trends were assessed for areas to improve for positive impacts on children/family outcomes.

The county’s CSA was conducted during the first three months of 2017 to identify the county’s system and service strengths, challenges, needs and recommendations for improvement by gathering input from various community stakeholders representing:

- local service providers, ▪ consumers/clients, ▪ older youth ▪ care providers, ▪ tribes ▪ education ▪ care providers ▪ county mental health, public health, and social services, ▪ family resource centers ▪ juvenile court ▪ Child Abuse Prevention Council ▪ law enforcement ▪ peer review counties ▪ others

The CSA process involved a community stakeholder convening, including Tribal representatives, several focus groups (care providers, transition age youth, and CWS/Probation supervisors and social workers/probation officers), and a Peer Review involving participation of representatives from nine peer counties. The peer county participants reviewed nine CWS cases and three Probation cases and interviewed nine social workers and three probation officers assigned to the cases with the purpose to gather findings, recommendations, and identify the peer counties’ best practices. All the feedback was incorporated into the county’s 2017 CSA report, found at: <http://www.cdss.ca.gov/inforesources/Child-Welfare-Program-Improvement/Child-and-Family-Services-Review/County-Self-Assessments>.

In late August and early September 2018, the SIP Core Planning Team met four times to review and prioritize CSA findings and recommendations, and to select CFSR outcome measures and a local systemic factor as goals to target for improvement in the 2017-2022 SIP. Two outcome measures and one systemic factor were selected for CWS and one outcome measure selected for Probation.

CWS Selected SIP Goals	Probation Selected SIP Goals
Outcome Measures:	Outcome Measure:
<ul style="list-style-type: none"> • Permanency Measure - (P2) Permanency in 12 Months (In Care 12-23 Mo) 	<ul style="list-style-type: none"> • Permanency Measure – (P1) Permanency in 12 Months (Entering Foster Care)
<ul style="list-style-type: none"> • Safety Measure – (2B) Timely 10-Day (Initial) Response 	
Systemic Factor:	
<ul style="list-style-type: none"> • Quality Assurance 	

The SIP Planning Team also formulated strategies for each goal and action steps for each strategy, along with time frames (refer to the 5-Year SIP Work Plan in this report). The SIP strategic work plan was presented to various community stakeholders in September of 2018 for review and input on the county’s commitment to specific measurable improvements through year 2022. SIP stakeholders consisted of the same representative groups as for the CSA. Refer to next section for a list of SIP participants.

The county has needed to extend its SIP completion date beyond the August 31, 2017 target date to allow sufficient time for the county to receive and comply with the Office of Attorney General’s (AG) final stipulated judgment for Humboldt County DHHS and the Sheriff’s Office. This judgment pertains to children’s safety and well-being and also refers to the larger disparity of American Indian children in the county’s CWS system and the need to strengthen collaboration with Tribal partners. Combining planning efforts for the SIP and the AG’s judgment orders seemed prudent since the judgment orders could impact the county SIP’s goals and strategies and the AG work plan and community task force could overlap with the SIP planning and work plan, as well as community stakeholder input process.

SIP NARRATIVE

C-CFSR Team, Core Representatives and Other Stakeholders

The Humboldt County 2017-2022 SIP reflects extensive feedback from CSA, Peer Review, and focus groups, consisting of more than 130 individuals representing a broad spectrum of interests, including the CFSR planning team, core representatives and other stakeholders. The county thanks them all for their interest and participation in this process.

Core Planning Team		
Name	Title	Agency
Stephanie Weldon	Child Welfare Services Director	Humboldt County DHHS – Child Welfare Services
Shaun Brenneman	Chief Probation Officer	Humboldt County Probation Department
Sheryl Lyons	Program Manager	Humboldt County DHHS – Child Welfare Services
Jody Green	Division Director, Juvenile Services	Humboldt County Probation Department
Cris Plocher	Quality Assurance/ Staff Services Analyst	Humboldt County DHHS – Child Welfare Services
Deb Engs	Program Manager	Humboldt County DHHS – Child Welfare Services
Alison Phongsavath	Program Manager	Humboldt County DHHS – Child Welfare Services
Veronica Meggerson	Program Manager	Humboldt County DHHS – Child Welfare Services
Brett Moranda	Supervising Probation Officer	Humboldt County Probation Department
Lydia Thrash	Administrative Analyst	Humboldt County Probation Department

Core Planning Team (continued)		
Name	Title	Agency
Ivy Breen	Child Welfare Services Deputy Director	Humboldt County DHHS – Child Welfare Services
Robin Andrews	Supervisor – Case Reviewer	Humboldt County DHHS – Child Welfare Services
Gwen Garrison	Supervisor – Case Reviewer	Humboldt County DHHS – Child Welfare Services
Susie Cha	Supervisor - Ombudsperson Office	Humboldt County DHHS – Child Welfare Services – Office of Ombudsperson
Julie Perata	Staff Services Analyst	Humboldt County DHHS – Child Welfare Services
Katie Collender	Staff Services Analyst	Humboldt County DHHS – Child Welfare Services
Dylan Fierro	Staff Services Analyst	Humboldt County DHHS – Child Welfare Services
Jeremy Coleman	Staff Services Analyst	Humboldt County DHHS – Child Welfare Services
Elizabeth Green	Staff Services Analyst	Humboldt County DHHS – Child Welfare Services
Katie Sommerdorf	Manager	California Department of Social Services, Children & Family Services Division, Outcomes & Accountability Bureau
Venus Esparza-Whitted	Consultant	California Department of Social Services, Children & Family Services Division, Outcomes & Accountability Bureau
Johnathan Gayton	OCAP Analyst	California Department of Social Services, Office of Child Abuse Prevention (OCAP)
Rachael Fritts	OCAP Analyst	California Department of Social Services, Office of Child Abuse Prevention (OCAP)

Core Representatives

Child Abuse Prevention Council	Humboldt County Tribal Representatives
Children’s Trust Fund Commission or CAPC if acting as the Children’s Trust Fund Commission	Consumers/clients
Designated agency by County Board of Supervisors to administer CAPIT/CBCAP/PSSF Programs	Probation administrators, supervisors, and officers
County Public Health administrators, supervisors, and case workers	County CWS administrators, supervisors, and case workers
County Mental Health administrators, supervisors, and case workers	Care Providers/Resource Families
CWS administrators, managers, and social workers (includes CAPIT/CBCAP Liaisons)	Youth representatives
University of California, Davis Extension, Northern California Training Academy	PSSF Collaborative
County Office of Education/Schools	Juvenile Court representatives
County Alcohol and Drug Department	Court Appointed Special Advocate (CASA)

Other Stakeholders

Law Enforcement	Department of Child Support Services
Department of Developmental Services Regional Center	Domestic Violence Prevention Provider
Family Resource Centers	Public Housing Authority
Supportive Housing Providers	Workforce Investment Board
Teen Advocacy Organization	Substance Use Disorder Treatment Service Providers

Prioritization of Outcome Data Measures/Systemic Factors and Strategy Rationale

Conducting the SIP Process

Outcome measures (goals), strategies and action steps selected for the System Improvement Plan were developed with input from the SIP Core Planning Team, in coordination with county’s executive leadership, and in negotiation with CDSS. The Planning Team reviewed CFSR outcome measures needing improvement and prioritized recommendations from the CSA, as well as reviewed findings from Case Reviews, contacts made to the county’s Office of Ombudsperson, and feedback from Tribal representatives. Several CSA recommendations were selected as priorities for the CWS SIP strategies (**highlighted in bold red**) and for Probation SIP strategies (**highlighted in bold green**):

Summary of Key CSA Recommendations
Utilize forums of knowledge exchange for inter-program communication and coordination in the county’s continuum of care.
Implement DHHS strategic planning and continuous quality improvement feedback loops to promote best practices and initiatives.
Create effective fiscal and client service data reporting systems for better data-informed program management and planning.
Hire and allocate workforce efficiently among competing demands, with sufficient staff support and innovative staff retention methods.
Ensure continuous and quality training for staff and resource families, cross-training among professional disciplines, community partners, and agencies/tribes, to achieve quality of practice.
Regionalize accessible and culturally responsive services for children and families based on level of demand for services in rural areas.
Focus sufficient resources on prevention/early intervention activities and best practices in schools, family resource centers, and health systems.
Engage and prioritize the voice of children/youth and families and involve their circles of support in family team meetings.
Peer Review Recommendations
Residential treatment programs for persons with substance abuse and alcohol addiction, especially programs allowing children to live with their father or mother;
A clean and sober living program with trained staff;
Narcotics Anonymous (NA) program for teenagers;
County group home;
Strong pro-social male figure mentoring program;
Trauma informed parenting training for foster parents;
Residential drug treatment program for youth;
More support for out of state placements for high risk youth with special needs.

CFSR Case Review Recommendations
Apply Structured Decision Making (SDM) effectively to assess safety & risk across CWS continuum
Ensure social worker visits that are timely, of sufficient quality and frequency, with child/youth, parent and/or care provider
Increase family finding, especially throughout the case life.
Conduct ongoing comprehensive assessments of needs for children/youth, parents and/or care providers
Provide timely and accessible mental health assessments and services
Train and coach staff on how to use and document Humboldt Practice Model (HPM) practices
Provide sufficient frequency and quality of parent/child visitations, where parent progress and behavior changes can be better achieved and observed
Lower caseloads for social workers to allow sufficient time to focus on motivational engagement, case planning, case management, documentation, and concerted efforts
Clarify benchmarks for case plan achievement goals in regards to drug abuse rehabilitation progress, to promote consistency in practice

CWS Office of Ombudsman Complaint Themes
Visitation: more visits; more supervised by natural supports; supervised to unsupervised
Disagreement with or not understanding why a child removed
Request different social worker
Not getting calls back from social worker or lack of communication
Not understanding why reunification hasn't happened, or why case isn't closing
CWS Office of Ombudsman Practice Themes
Caseloads too high to successfully provide active efforts, many social workers are new (under 2 years)
Child & Family Team meetings not consistently happening or documented at key decision points
ER & Ongoing not consistently following Structured Decision Making (SDM) policy
Decisions based on worries, 'what if' rather than SDM safety and risk assessment

It is not feasible to select for the SIP all the recommendations received from community stakeholders due to limited resources and the focused nature of the SIP. However, many of these recommendations are currently being worked on by administration and program management, such as sufficient staffing, improved collaboration with Native American tribes, culturally responsive services, regionalization of services and case worker staffing, forums of communication/coordination, parent/child visitations, and utilizing prevention/early intervention best practices through multi-disciplinary teams in coordination with service providers, family resource centers and schools.

Of particular focus is CWS staff shortages and high caseloads. CWS is working to develop an overall staffing recruitment and retention plan with support from Humboldt County DHHS and Human Resources. This includes developing options to provide more flexibility to staff working hours and more innovative staff retention methods. CWS is hiring supervisors and social workers on a more continuous basis and looking at ways to allocate workforce more efficiently, such as utilization of all levels of social worker job classifications and providing more social service aide support in CWS beyond supervised visitation. This also includes developing a pathway of advancement from entry-level positions, such as starting with social service aides through social worker IV classification.

DHHS is in the process of contracting with the University of Kentucky Center on Trauma and Children to conduct an organizational assessment designed to identify strengths and needs within the organization, along with policy and procedures needed to support the workforce by increasing morale and reducing workforce turnover. This will include a department-wide evaluation of the degree to which our department is secondary traumatic stress-informed using the Secondary Traumatic Stress-Informed Organization Assessment tool, followed by technical assistance to identify and implement strategies to best support our workforce.

In collaboration with the union, the county implemented in October 2018 a pay differential for CWS social workers and social service aides. In 2019, CWS will also conduct a work load study with assistance from National Council on Crime and Delinquency (NCCD) in efforts to assess and evaluate staffing patterns and needs. Keeping quality of service consistent with sufficient staffing levels and training will be a challenge, however it is the agency's goal that these plans will improve recruitment efforts and increase retention.

Populations at greatest risk of maltreatment tend to be low income and often have challenging circumstances, such as substance abuse, mental issues, domestic violence, lack of adequate stable housing, unemployment, and/or transportation challenges to access services. In the county, Native American children/youth are significantly overrepresented in the child welfare system, including foster care for both CWS and Probation. Children/youth of Native American ethnicity (primary or secondary) constitute approximately 30% of all open CWS cases and 35% of foster care cases, whereas in the county's general population approximately 7% of children are Native American (based on CWS/CMS data and U.C. Berkeley, California Child Welfare Indicators Project, Quarter 2, 2016-2018). About 25% of open CWS cases consist of ICWA eligible children (source: CSA 2017).

Humboldt County DHHS and Probation realize that in order to provide more effective and accessible services for these at-risk families, it requires integrated and coordinated service delivery to address their complex needs. DHHS has an integrated agency structure where various children/family services and funding mechanisms may be coordinated to provide a more holistic approach to address the various needs of children and families by various service providers in a continuum of care system. DHHS is working to decentralize DHHS children and family services beyond the city of Eureka (county seat) so as to make services more accessible throughout the county, especially in more rural areas where a large portion of the Native American families live.

Some significant challenges toward integration and decentralization of services within a continuum of care system, with a myriad of service providers and stakeholders, is trying to establish strong ongoing communication, coordination, staffing, and training structures, as well as systems and processes. Another challenge is engaging and motivating at-risk children and families to participate in child/family team meetings and case planning where they can identify their extended supports and voice their strengths, challenges and needs. Equally important and challenging is to accurately assess the strengths and needs of children/families and link them to effective and accessible services.

These key challenges influenced the selection of SIP goals and strategies. The broad themes include: continuous quality improvement (e.g. systems, policies, practices, services/staff quality, funding); accurate child/family assessment and effective engagement; and quality, accessibility and coordination of service delivery. Also taken into consideration with the selection of goals and strategies were the initiatives and actions taken so far by CWS and Probation toward system improvements over the last five years, such as CWS Humboldt Practice Model (HPM) and Probation's evidence-based practices (EBPs), in order to improve case worker practices and cultural awareness. These include training, coaching and mentoring social workers on how to engage children/families in assessing their strengths, challenges, and needs (including cultural needs), problem solving and identifying circles of support in family team meetings, and also incorporating their voice into their case planning.

The SIP Planning Team reviewed the seven federal CFSR outcome measures covering safety and permanency and about two dozen state measures, shown in the two tables on the following page. Refer to the county CSA report for more detailed information on these measures.

The data source for outcome measures reviewed by the SIP Planning Team was obtained from University of California at Berkeley Center for Social Services Research. Trends and progress over the last seven years were reviewed, particularly since Quarters 2, 2011 (the previous SIP baseline) through Quarter 2, 2016 (the new SIP baseline) and the more recent Quarter 4, 2016:

Reference: Needell, B., Webster, D./ Armijo, M., Lee, S., Dawson, W., Magruder, J., Exel M., Glasser, T., Williams, D., Zimmerman, K., Simon, V., Putnam-Hornstien, E., Frerer, K., Cuccaro-Alamin, S., Winn, A., Lou, C., & Peng, C. (2009). Child Welfare Services Reports for California. Retrieved from University of California at Berkeley Center for Social Services Research website available at <http://www.childsworld.ca.gov/PG1358.htm>.

Other data sources used for analyzing outcome measures in more detail involve web-based SafeMeasures and Business Intelligence, both which extract information from the county's Child Welfare Services/Case Management System (CWS/CMS).

The first table identifies CWS measures meeting national standards or showing positive trend.

CWS Outcome Measures: Meeting Standard or Shows Positive Trend

Federal	State	
Maltreatment in Foster Care (S1)	Timely (Immediate) Response Compliance - (2B)	Least Restrictive Placement (First Entry) - (4B)
* Recurrence of Maltreatment - (S2)	Timely <u>Completed</u> (Immediate) Response Compliance - (2D)	Congregate Care Placement (One Year or More) - (4C)
Permanency in 12 Months (In Care 12-23 Mo.) - (P2)	Monthly Visits <i>in Residence</i> with Child - (2F) (Out-of-Home Placement)	Timely Health Exams - (5B)
Permanency in 12 Months (In Care 24 + Mo.) - (P3)	Siblings (All Placed Together) - (4A)	Siblings (Some or All Placed Together) - (4A)

* Currently meets standard, though inconsistent
 2012-2017 SIP selected measures (goals) shaded in Blue
 2017 – 2022 SIP selected measures (goals) bolded in Red

The next table identifies CWS outcome measures showing need for improvement.

CWS Outcome Measures: Areas Showing Need for Improvement

Federal	State	
Permanency in 12 Months (Entering Foster Care) - (P1)	Referral Rates - (PR)	Monthly Visits with Child (Out-of-Home Placements) - (2F)
Re-Entry to Foster Care in 12 Months - (P4)	Substantiation Rates - (PR)	Monthly Visits with Child (In-Home) - (2S)
Placement Stability (Nbr. of Moves) - (P5)	Entry Rates - (PR)	Monthly Visits <i>in Residence</i> with Child (In-Home) - (2S)
	In Care Rates - (PR)	Rate of Timely Dental Exams - (5B)
	Timely (Initial)- 10-Day Response Compliance (2B)	Timely <u>Completed</u> - 10-Day Response Compliance (2D)

2012 - 2017 SIP selected measures (goals) shaded in Blue
 2017 – 2022 SIP selected measures bolded in Red and Probation selected measure bolded in Green

The following sections (pp.13-33) provide a detailed description of the selected three goals for CWS and one goal for Probation (also identified on page 4 and pp. 49-59), which will be the focus for improvement as part of the county's 2017-2022 SIP. Two of the three CWS goals are outcome measures and one is a local systemic factor of quality assurance. Probation's one goal is an outcome measure. Strategies and detailed action steps for each of the goals are also delineated in the following sections. These improvement goals and strategies were selected over other measures that need improvement because they align well with the prioritized CSA, Peer Review, and Case Review recommendations selected and because they are more feasible to pursue given the county's limited resources.

CWS Selected Improvement Goals and Strategies

I. Permanency Measure: (P2) Permanency in 12 Months (for children/youth in care 12-23 mo.)

Strategy Rationale: Achieve faster permanency outcomes for children/youth whom have been in out-of-home care for over a year but less than two years. Permanency may include reunification with family, adoption or tribal adoption, or placement with a legal guardian. The strategy is to achieve this goal through more effective use, frequency and timeliness of Structured Decision Making (SDM) tools for family safety and risk assessments/reassessments and of Child and Family Team (CFT) meetings in order to better engage and empower families with their identified circles of support at key decision points and for case planning.

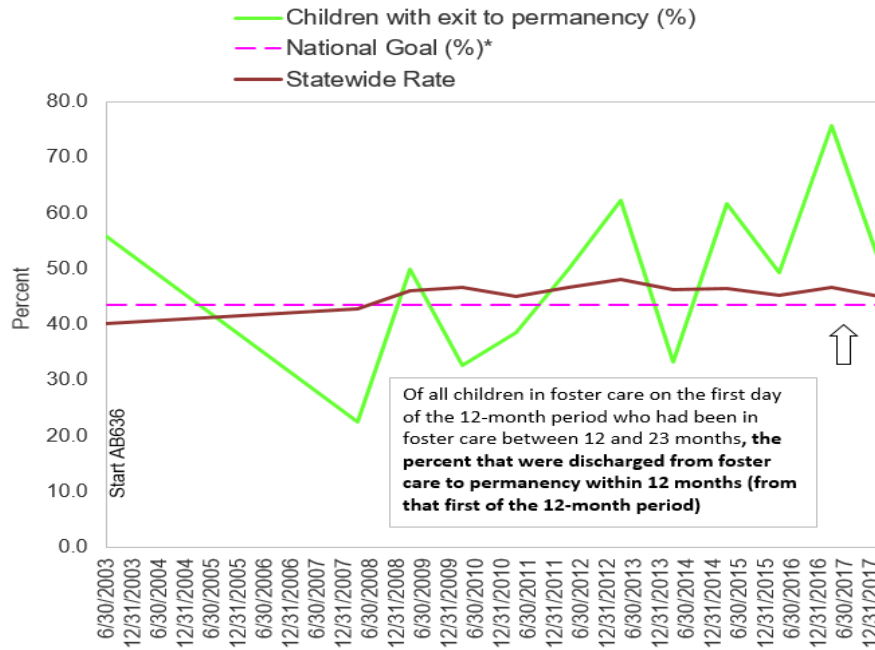
This goal demonstrates CWS continued efforts to increase permanency for children/youth in foster care, initiated through the California Partners for Permanency (CAPP) grant, and guided by the county's Humboldt Practice Model (HPM). HPM utilizes the solution-focused practice model of Safety Organized Practice (SOP), which is infused with cultural enhancements and designed to provide skills, techniques, and practice methods for CWS workers to engage families. The county will continue to receive technical assistance from the National Council on Crime and Delinquency (NCCD) and feedback from the tribes and community stakeholders regarding this goal and the other CWS goals.

According to data from U.C. Berkeley (California Child Welfare Indicators Project), the P2 permanency rate measure for CWS has shown improvements over the last ten years and has exceeded the national standard (43.6%) and statewide average (45%) over the last few years. In Humboldt County, for the year ending Quarter 4, 2016, 65% of children/youth achieved permanency within 12 months after being in out-of-home care for 12-23 months, compared to 57% average over the last five years. However, this measure is prone to downward fluctuations at times, as shown in the chart below.

Of children that achieved permanency over the last five years, about 67% are either due to adoption or legal guardianship (averaging one third each), and more recently almost half exiting care were due to adoption. The remaining 33% of children who achieved permanency were a result of reunification with family. In Humboldt County, on average it takes anywhere from six to eight months (with ideal situations, fully staffed and timely related activities) and up to an additional one to two years (with appeals) for adoption finalization to occur, once the permanency hearing (WIC 366.26) is held, where termination of parental rights is ordered by the court.

There is room for improvement in this P2 measure. These improvement efforts could also positively impact another outcome measure, (P1) Permanency in 12 Months (entering foster care), which CWS has not been able to maintain above national standard over the last five years. It has been taking families an average of 17 months to reunify, commonly due to substance abuse relapses and possible mental health challenges that contribute to a longer substance abuse rehabilitation process, as also observed for Native American families.

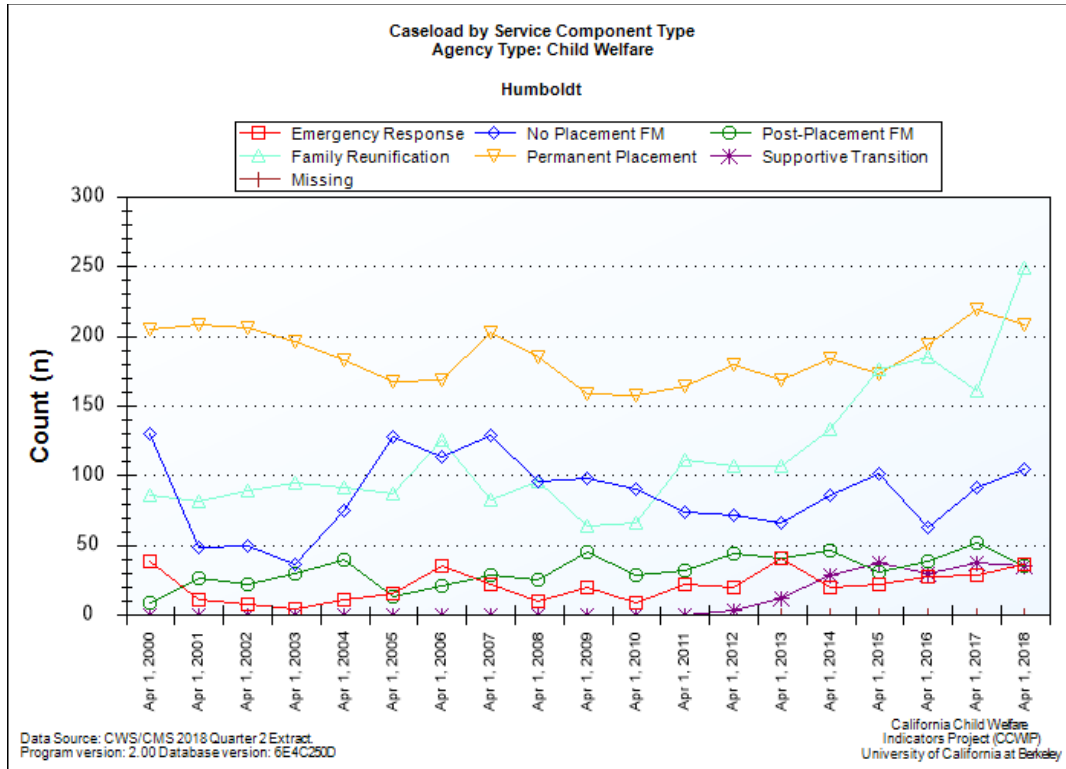
Humboldt County: 3-P2--Permanency in 12 months for children in care 12-23 months



For year ending in Quarter 4, 2016, of the 28 out of 80 children/youth who did not achieve permanency in 12 months (after being in care between 12 to 23 months), almost half of the them were still receiving family reunification services after the first 12 months from case start date. By the end of the time period reviewed (spanning two to three years in care), eight were receiving family maintenance (FM) or family reunification (FR) services and 20 were receiving permanency planning (PP) services (with case plan goal of adoption). Of those 20 children/youth receiving PP services, almost half (10) of them have received FR services for an average of 18 months prior to transitioning to PP due to termination of parental rights. This reveals there is opportunity to provide more targeted CFTs to facilitate permanency and possibly avoid termination of parental rights after the initial 12 months in care. The ages of the 28 children in this group are spread out fairly evenly across the age ranges of 0-5 years, 6-11 years and 12 – 18 years, with a slightly larger proportion of children in the 0-5 age range. Also, gender is almost evenly split between male and female. Native American children/youth make up about 26% of this group.

Over a six year period (2011 to 2017), the county’s total open CWS cases have increased by 46% (from 402 to 586 children). All service areas experienced an increase during this time in FM, FR, PP, and the new ST service component created in 2012. However, the majority of the caseload increase has occurred in FR and PP (about one third of the increase each). During this time period, the rate of

growth in FR cases has surpassed the other services areas to the point where the number of FR cases are near the number of PP cases. Staffing shortages have also adversely impacted all areas of CWS service units, from emergency response (ER) to FM and FR and also Adoptions.



Ensuring accurate and timely data entry in the CWS/CMS database of SDM and CFT activities will be a necessary and important step toward establishing reliable monitoring and review of these two strategies to improve permanency for children/youth. Currently, it is questionable whether SDM and CFT data entry is accurate enough to draw conclusions about its level of activity, particularly with CFTs.

It has been shown in the past, prior to CFT meetings replacing Team Decision Making (TDMs), that using central TDM coordinator(s)/facilitator(s) proved to be a valuable center piece in effectively conducting TDMs. This is in contrast to how CFTs are currently being done, which are mainly conducted by the individual social workers carrying the case. Due to social worker short staffing, family team meetings have declined over the last five years. Stakeholders and Tribal partners have voiced the need to improve the quantity and quality of CFTs. Additionally, the Attorney General’s stipulated judgment requires a mechanism to ensure family-led team meetings are being utilized consistently over the life of the case, involving all family meeting types, and incorporates culturally informed and family strength-based consensus decision making.

CWS is developing a policy and procedure that identifies the expected CFT process, values, and expectations for collaboration/inclusion of Tribal representatives and family/youth voice. U.C. Davis

Northern Regional Training Academy will be providing trainings on how to incorporate various decision making tools into the Child and Family Teaming process, which includes CFT meetings and other Continuum of Care Reform (CCR) improvements. These tools encompass comprehensive child/family well-being assessments, child/family strengths and needs, extended support systems, team-based care coordination and collaborative decision making, comprehensive case planning for safety, wellness and permanency, and monitoring of service delivery and children/family.

On average, SDM completion rates by social workers over the last five years has also shown room for improvement in comparison to statewide average, especially regarding safety and risk assessments, and family strengths and needs assessments (FSNA), as demonstrated below.

SDM Measure for Humboldt County	Mar-13	Variation From State Average	Mar-14	Variation From State Average	Mar-15	Variation From State Average	Mar-16	Variation From State Average	Mar-17	Jan-00	Mar-18	Variation From State Average	Humboldt Six Year Average
Hotline Tool Completion	100.0%	4.1%	100.0%	0.2%	100.0%	2.8%	99.6%	1.9%	100.0%	2.7%	100.0%	2.6%	99.9%
Safety Assessment Completion	83.3%	-3.0%	88.5%	-1.1%	68.9%	-12.8%	94.6%	2.6%	96.1%	3.7%	91.7%	2.3%	87.2%
Risk Assessment Completion	62.5%	-8.8%	62.2%	-14.3%	40.3%	-21.2%	66.7%	-7.9%	83.0%	2.2%	75.6%	1.4%	65.1%
Initial FSNA Completion	17.7%	-59.8%	10.0%	-59.7%	11.1%	-66.0%	0.0%	-64.4%	24.1%	-56.7%	4.2%	-59.4%	11.2%
FSNA Timely to Case Plan	18.9%	-35.5%	15.7%	-36.1%	22.6%	-54.5%	35.2%	-29.2%	26.3%	-54.5%	50.0%	-13.6%	28.1%
Risk Reassessment Timely to Case Plan	25.4%	-29.7%	29.4%	-22.4%	23.8%	-26.5%	34.6%	-11.8%	30.6%	-50.2%	38.2%	-15.3%	30.3%
Risk Reassessment Completion Timely to Case Closure	66.7%	6.1%	54.6%	-5.3%	66.6%	6.2%	40.0%	-15.7%	66.7%	-14.1%	84.2%	23.9%	63.1%

Data Source: SafeMeasures Compliance Feature

As part of the AG stipulated judgment, the county’s contract with NCCD was expanded from two to three years (2017- 2020) with a scope of services covering various system improvement related activities, including additional training and coaching for staff in SDM implementation and safety-organized practice. This includes reviewing of procedures for screening reports related to sexual abuse allegations. The intent is to ensure that the SDM screening tools are being used appropriately across all referrals. This expansion is in addition to NCCD’s initial contracted work to improve use of SDM assessments in all stages of service and build SDM coaching capacity.

CWS Strategies and Action Steps for Goal: (P2) Permanency within 12 months (in care 12 – 23 months)

Strategy 1: Increase use, timeliness and improved fidelity for Structured Decision Making (SDM) tools

Action Step A: Identify baseline of SDM usage

- Identify SDM usage baseline from SafeMeasures using the annual average as of March 2017. Compare future five-year annual rolling averages to the baseline for tracking purposes in the Annual SIP Progress reports.
- Review usage of the following SDM tools: Safety Assessment, (In-Home) Risk Assessment, (Out-of-home) Reunification Risk Assessment, and also Safety Assessment and Risk Reassessment Prior to Case Closure. The Family Strengths & Needs Assessment (FSNA) and Child Strengths & Needs Assessment (CSNA) tools are not included in this action step as California practice changes are imminent regarding the Child & Adolescent Needs and Strengths (CANS) assessment tool as part of the future CWS/CMS (CARES) database application, which will replace the FSNA and CSNA.

Action Step B: Develop and implement management tools to track SDM usage with technical assistance from National Council on Crime & Delinquency (NCCD)

- Schedule with NCCD during future regular site visits to meet with CWS management and analysts to develop and implement SDM management tracking tools, including utilizing SafeMeasures.
- Utilize on-site, webinar, or conference-call methods for training management and analysts on implementing SDM tracking tools to determine level of SDM usage and progress.
- Identify SafeMeasures and Business Intelligence (CWS/CMS) reports to track SDM usage. CWS CQI Team may guide development and implementation of SDM tracking system.
- Disseminate SDM tracking reports to CWS management, supervisors, and applicable CWS staff and Tribes to create a feedback loop option for review.

Action Step C: Evaluate and create current SDM policy/procedures and include in tribal protocols (government to government agreements), as desired by each tribe in Humboldt County, with tribal involvement to support joint decision making by CWS and tribes

- Priority is given to reviewing policies and procedures outlined in the stipulated judgement and meeting with the Tribes to gather input/feedback. The Policy & Procedure Subcommittee of the Community Task Force has been tasked to review and prioritize policies/procedures outlined in the stipulated judgment. CWS has committed to reviewing and incorporating feedback for all practice related policies/protocols with Tribes over time.
- Policy/procedure development is to be done by the CWS director, deputy directors, and program managers, and involve Tribes in the review of policies/procedures (e.g. Tribal Collaboration, Intake, Investigations, Mandated Reporting, New Referrals on Existing Cases or Referrals, etc.). SDM is an integral part of most or all policies reviewed so far.
- Establish protocols, that include SDM expectations, with all local Tribes that are willing to enter into government to government agreements.
- Tribes have been invited to NCCD training on SDM tools during 2018 and will continue to be invited in the future. SDM training encompasses training for trainers curriculum and covers all aspects of SDM usage, including hotline tools, safety and risk assessments, and risk reassessments for case planning and prior to case closure.

- Develop and implement a pilot project plan involving pertinent CWS staff to provide feedback and refine the SDM policy/procedure implementation process.

Action Step D: Train staff how to use SDM tools, and how SDM tools are to be completed collaboratively with tribes

- Draft a Tribal Collaboration checklist, where Tribal social worker (SW) initials the checklist denoting collaboration between the CWS social worker and Tribal social worker at multiple decision points to be used as an accountability tool, including collaboration on SDM tool completion.
- Provide staff training for each SDM tool (except FSNA and CSNA) by NCCD, and by CWS in-house trainers in the future, to CWS SW, Supervisors, Program Managers (PMs), CWS Administration & Tribes.
- CWS Ongoing program will develop internal SDM trainers, who have attended training for trainers.
- Develop ways to coach to SDM tool application with fidelity over time.
- Develop ways to involve Tribes with application of SDM tools. Continue to invite tribes to training. Develop a training calendar, including joint training on how Tribes and CWS can use SDM tools collaboratively. Any existing or future Tribal protocols may be useful for guidance.

Action Step E: Utilize NCCD technical assistance and tribal input to reinforce SDM training/coaching skills and concepts

- As part of three-year NCCD contract, NCCD will provide training to supervisors and program managers on applying case reading tools for all SDM tools, for quality assurance and training purposes.
- One method of obtaining Tribal input is through monthly case staffings with Tribes (currently scheduled monthly with four Tribes).
- Utilize the Tribal Collaboration policy & procedure and any existing or future tribal protocols for guidance in gathering Tribal input for SDM training/coaching.
- Invite Tribes to SDM technical assistance calls with NCCD.
- Consider revising contract with NCCD to provide more ongoing training for trainers to CWS staff and invite Tribes in order to maintain fidelity of application of SDM tools. Explore interfacing with other trainers and training options.

Action Step F: Monitor and evaluate usage and develop mechanism to provide feedback to staff on SDM tools

- Implement monitoring and evaluation process of SDM usage.
- SDM tools will be monitored and evaluated, using SDM management report (developed earlier in action step B). Particular focus will be on SDM tools needing improvement (identified earlier in action step A).
- Develop mechanism to incorporate SDM case reading tools and evaluation results, and also to incorporate staff feedback to management for assistance in data-informed decision making and as part of CQI process.

Strategy 2: Implement/Increase effective and timely use of Child & Family Team (CFT) meetings at key decision points throughout CWS case life

Action Step A: Identify baseline of CFT meeting usage and standards for frequency

- Establish CFT usage and frequency baseline as of 1/1/2018.
- Identify parameters for generating CFT data based on “key decision points” according to CWS policy and procedures.
- There are issues with data integrity, and it is anticipated our initial data will indicate low numbers of CFT meetings in part due to inconsistent data entry.

Action Step B: Develop and implement tracking system on CFT usage, tribal involvement, and tribal children data

- CWS CQI Team may guide development and implementation of CFT meeting tracking system. CFT meeting utilization may be tracked in accordance with key decision points and participant types (e.g. facilitator, Tribes, child, parents, various support networks, etc.) as identified in CFT policy/procedure.
- Identify SafeMeasures and Business Intelligence (CWS/CMS) reports to track CFT meeting usage and frequency.
- Disseminate CFT meeting tracking report(s) to CWS management, supervisors, applicable CWS staff and Tribes to create a feedback loop option for review
- Utilize Tribal collaboration checklist, as well as CWS/CMS contact and collateral data for identifying Tribal/child involvement in CFT meetings.
- Implement consistent centralized CFT meeting coordination and data entry process for all CFT meeting activities in order to improve data integrity

Action Step C: Evaluate and create current CFT policy/procedure and include in tribal protocols, with clear expectations of purpose, responsibilities, meeting frequency, documentation, usage, and participants, including joint-participation with Tribal representatives involving child/family assessments and key decision points

- Identify key decision points in CFT policy/procedure and ways to incorporate Humboldt Practice Model (HPM) elements with fidelity into practice.
- Policy/procedure development is to be done by the CWS director, deputy directors, and program managers, and involve Tribal input for CFT policy/procedure review and development.
- Establish protocols, that include CFT expectations, with all local Tribes that are willing to enter into government to government agreements.
- Ensure key decisions are determined jointly with tribal representation from referral stage throughout the life of a case. Address what happens when CWS and Tribal representatives do not agree on the outcome of an assessment or on a key decision. Refer to existing or future tribal protocols for dispute resolution processes or follow other agreed-upon resolution methods.
- Revisit the feasibility of reinstating (optional) designated CFT meeting facilitator(s), similar to how it was done with TDMs prior to 2013/14. Capacity to re-implement this model must be considered.

Action Step D: Develop training for staff, with tribal input, on CFT policy/practice and how to incorporate Humboldt Practice Model (HPM) with fidelity

- Identify and activate CWS training team.
- Evaluate current meeting facilitation training for possible improvements.

- Incorporate a feedback mechanism from persons training/coaching staff on CFT meetings, and share this feedback with social workers and supervisors regarding progress on skill development and needs for further development.

Action Step E: Train staff on CFT policy and practice

- Provide CFT training/coaching on CFT policy, practice and data entry to all pertinent CWS staff on regular ongoing basis. Utilize various trainer resources, such as contracted coaches, NCCD, and skilled internal CFT experts

Action Step F: Monitor and evaluate usage and feedback of CFT meetings, including tribal participation and review

- Utilize SafeMeasures CFT reports and feedback mechanism by the CWS CQI team to guide monitoring and evaluation of CFT meeting usage and progress. Technical assistance from NCCD consultants may be requested. CWS analyst team will assist with report creation to present key information and trends (e.g. tribal participation in meetings), as part of data-informed analysis and decision making.
- Develop and implement, with guidance from CWS CQI team, a CFT fidelity tool that elicits and incorporates CFT meeting feedback from various sources as part of monitoring and evaluating CFT meeting progress and maintaining fidelity. NCCD technical assistance may be needed. CQI team will compare tools included in the Integrated Core Practice Model and the Humboldt Practice Model (HPM) Fidelity Assessment. CFT feedback may come from various sources, such as CFT participation (including Tribal), review of CFTs at case staffing, CFT meeting evaluation questionnaires provided to key CFT participants (including Tribal), client satisfaction surveys, and self-evaluation forms for CFT meeting facilitator.

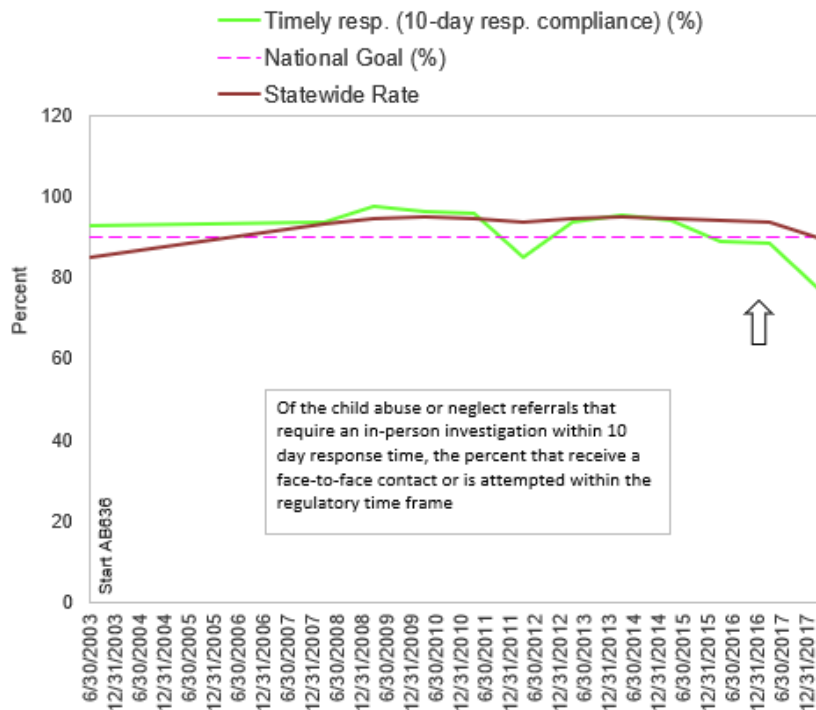
II. Safety Measure: (2B) Timely 10-day (Initial) Response

Strategy Rationale: Increase social worker timeliness of response to referrals of child abuse or neglect that are assigned as 10-day response time by CWS. The Timely 10-day (initial) Response measure consists of a first or completed attempt to make face-to-face contact with the family. In the last few years, this measure's performance was just below standard and then dropped off more sharply in the most recent periods. This measure was also identified as a significant area needing improvement through the AG investigation and pertinent to developing a plan to address backlog of investigations.

This measure has shown a decline in the past few years from its baseline in Quarter 2, 2011 of 95.1% to 89.4% in Quarter 4, 2016. This is just under the national standard of 90% and statewide average of 93 percent. Staff shortages and staff turnover have had an impact on this measure. Strategies to improve this outcomes measure include developing a work plan through a continuous quality improvement (CQI) process that involves input from staff, tribes, and Attorney General (AG) Task Force, as well as NCCD technical consulting support. The work plan will include ongoing staff training and coaching to policy and practice on timely response and documentation and more staff support services for social workers. As a result, identified barriers can be addressed and this outcome measure could be brought back up to above 90% compliance.

A significant amount of CWS work has been started, and is currently ongoing, as a result of the Attorney General stipulated judgement filed in February of 2018, pertaining to specific areas of improvement related to the Child Abuse and Neglect Reporting Act (CANRA), referrals and investigations, which may impact performance on this safety measure. These are discussed in more detail further on in this report in the Initiatives section.

Humboldt County: 2B--Timely Response (10-Day Response Compliance)



CWS Strategies and Action Steps for Goal: (2B) Timely 10-Day Response Compliance

Strategy 3: Plan, develop, and implement structure and process for data entry in CWS/CMS and tracking of 10-day referral responses utilizing CQI process

Action Step A: Utilize management tracking tools, such as SafeMeasures Dashboard reports, to review and manage timeliness of responses, with technical assistance from NCCD

- Emergency Response (ER) program manager and analyst will identify and utilize SafeMeasures referral response compliance and dashboard reports to track response timeliness and prevent late responses.
- ER Analyst will distribute response tracking reports on a monthly basis to ER manager, ER supervisors and ER social workers.
- The report will be piloted for a three-month period and monitored by ER manager and CWS CQI team.
- ER manager and ER supervisors will meet with CWS CQI team during report piloting period to ensure this reporting data is included in the overall CQI decision making.
- ER manager and ER supervisors will review monthly SafeMeasures 10-day referral response compliance reports with ER social workers.
- On a quarterly basis, CWS management and/or CWS CQI team will review SafeMeasures Dashboard for timely 10-day response compliance. NCCD technical assistance will be obtained if needed to help CWS strategize methods to improve timeliness of 10-day responses.

Action Step B: Identify barriers to timely response and develop a work plan to address barriers using quantitative data, such as late 10-day responses with contact descriptions, and qualitative data of findings from case reviews, Ombudsperson contacts, and also staff and tribal feedback

- Case reviewers and ER supervisors, with guidance from CWS CQI team, will create an ongoing feedback loop to collect and process case review data pertaining to 10-day responses and related service provision.
- Ombudsperson staff and ER supervisors, with guidance from CWS CQI team, will create an ongoing feedback loop to collect and process themes/findings based on complaints received by the Ombudsperson's office.
- Input from Tribes will be provided as per Tribal protocols or through another agreed-upon method.
- ER Analyst, with assistance from CWS Analyst team and guidance from CWS CQI team, will conduct and compile results of a short survey for ER staff to share their perspective and experience on the challenges, barriers, and rationales impacting timely 10-day responses.
- CWS CQI team will create a work plan to explore unaddressed barriers to timely 10-day referral response.

Action Step C: Create policy and procedure for investigations, with tribal input, that includes clear expectations of timely 10-day response and data entry

- CWS will create draft of updated investigation policy/procedure, which includes expectations of social worker timely 10-day investigations.
- Draft policy/procedure will be presented to local tribes for feedback.
- Finalized draft of policy/procedure will be sent out to all CWS staff for review. Policy/procedure will be reviewed with ER staff during ER unit meetings, program meetings, and coaching sessions.

- CWS will continue to work with each local tribe that desires to enter into a government-to-government agreement, which may include protocols which investigating social workers will be trained to and expected to follow.

Action Step D: Create training plan for staff on CWS/CMS data entry and using SafeMeasures tracking system, and other training that addresses identified barriers to timely 10-day response

- With guidance from CWS CQI team, the CWS Training Team will assist with developing a training plan that incorporates solutions to removing barriers from timely 10-day referral response. Training plan to achieve timely response to 10-day referrals will be shared with ER staff at the ER program meeting for feedback on implementation.
- The monthly SafeMeasures referral response compliance report will be presented at every ER program meeting for training purposes. Any barriers that are identified as system barriers will be brought to the executive leadership team and/or CWS CQI team for further brain storming.
- CWS Analyst team will support and train ER supervisors/manager on utilizing SafeMeasures Dashboard reports for monitoring and tracking of timely 10-day referral responses.

Action Step E: Implement work plan that addresses identified barriers to investigating social workers completing timely 10-day responses

- ER PM and ER supervisors will present the work plan (created in Step B) to ER program meeting to review with ER social workers.
- Each ER supervisor will create individual plans to monitor and support each investigating social worker in addressing the specific barriers they are experiencing. All individual work plans will be submitted to the ER program manager and will be reviewed during program manager/supervisor supervision on a regular basis (monthly).
- Provide training on investigations policy/procedure to investigating social workers.
- Individual plans to address barriers, and the successes and challenges the worker has with the plans, will be included in employee evaluations with the expectation the recommendation will be followed.

Action Step F: Develop work group, through CQI process with staff, to create plan for unaddressed system barriers

- System barriers identified through 10-day referral response review process will be brought to executive leadership and CWS CQI team for further brainstorming and to identify potential solutions
- Invite applicable line staff to help problem-solve system issues.
- After collection and review of quantitative and qualitative data on identified barriers to timely 10-day referral response by the CWS CQI team, a workgroup made up of ER supervisors, ER manager, ER analyst, and identified ER line staff will be formed to address solutions to the barriers.

Strategy 4: Provide staff training and guides to ensure staff is responding timely to 10-day referrals and documenting in a timely manner

Action Step A: Provide ongoing training and coaching for pertinent CWS staff on data entry methods, using SafeMeasures tracking system, and other training to address identified barriers to timely 10-day referral response

- Provide a general SafeMeasures training to applicable CWS staff.
- Build in-house capacity for all CWS analysts to provide ongoing regular SafeMeasures training as needed for each program, and across program areas
- ER program manager, ER supervisors, and ER Analyst will assist ER social workers to create their own ER Safe Measures Dashboard reports.
- ER Supervisors will ensure ER social workers bring their SafeMeasures referral response reports to supervision, along with any other SafeMeasures report(s) social worker would like to bring. Supervision will not be commenced without Safe Measures data available for review.
- ER supervisor will bring SafeMeasures reports to supervision with ER manager for review.

Action Step B: Implement tracking system

- ER analyst will distribute the SafeMeasures 10-day referral response tracking report (created in Strategy 3) on a monthly basis to ER program manager, ER supervisors and ER social workers. ER supervisors will review the reports with their social worker staff.
- The report will be piloted for a three-month period. During this time, the CWS CQI team will collect feedback on the quality and usefulness of the report and make adjustments as needed.

Action Step C: Monitor and evaluate usage and feedback of 10-day response tracking system, using SafeMeasures and other reporting methods (e.g. Business Intelligence)

- Utilize SafeMeasures activity log for targeted training and intervention.
- Utilize SafeMeasures or other reporting methods (e.g. Business Intelligence) to identify trends in missed timely 10-day responses and evaluate for possible plan of action.
- System barriers and trends identified through 10-day referral response review process will be brought to CWS executive leadership and CWS CQI team for review and further brainstorming to identify potential solutions.
- Invite applicable line staff to help problem-solve system issues.

III. Systemic Factor: Quality Assurance

Strategy Rationale: Begin applying data-informed decision making processes utilizing Continuous Quality Improvement (CQI) concepts and methods. This systemic factor may be more challenging to monitor and evaluate in terms of quantitative or qualitative data. However, since this is a new initiative with zero baseline, tracking activities and efforts can be more straightforward by using a zero baseline starting point. The rationale for this strategy is to plan, develop, implement, and streamline a CQI process in a coordinated and integrated fashion for identifying service needs, service participation, and monitoring, evaluating and improving quality and delivery of services.

A CQI structure with a circular feedback loop will be beneficial to management and program decision making. The CQI Work Group would be the central point of receiving data/information from various feedback sources, on an ongoing basis, such as tribes, SIP community stakeholders, CWS Office of Ombudsperson findings, CFSR Case Reviews, CWS staff feedback and ongoing program management and fiscal reporting tools. In return, the CQI Work Group would disseminate information to staff of its findings and action plans on a regular basis and provide training regularly as needed to support quality service delivery.

As part of the AG stipulated judgment, a Community Task Force has been created consisting of internal and external stakeholders, including Tribes, for the purpose of making recommendations to Humboldt County DHHS and Sheriff's Office. One goal of the Community Task Force will be to compile key data points and inform the community about trends related to the welfare of children in the county and to review existing options from other jurisdictions.

Systemic changes needed to support this quality assurance goal will require NCCD technical and consulting assistance and also tribal and community stakeholder input. Per AG stipulated judgment, NCCD will provide managing-by-data assistance, including bolstering CQI processes, leveraging data resources, and analytic support to improve agency practices. The objective will be to inform and coordinate local CQI efforts with other national and state CQI initiatives. Here also, data integrity across programs and systems will be a necessary and important step in establishing reliable monitoring and review of this strategy toward improving permanency for children and youth.

CWS Strategies and Action Steps for Goal: Systemic Factor – Quality Assurance

Strategy 5: Plan, develop, and implement CWS Continuous Quality Improvement (CQI) structure, purpose, process and participants

Action Step A: Identify and develop internal CWS CQI process and participants, with technical assistance from CDSS, NCCD, and other consultants as needed, and link with existing stakeholder and tribal feedback loops

- Identify CWS CQI team participant composition, with a proposed minimum representation from 1 administrator (director/deputy director), 2 program managers, 2 analysts, and 1 case reviewer or ombudsperson.
- Identify CWS CQI team structure, purpose, functions, frequency of meetings, participant roles/responsibilities, and decision making process. CQI can serve as a forum for review of agency progress and system improvement activities; it is more than monitoring data.
- Identify ways CWS CQI team can create communication and coordination process (feedback/input, reporting out, action plans) with staff, community stakeholders, and tribes, as well as with Community Task Force to support system/program and policy/practice improvements.

Action Step B: Assess the existing quality assurance process and reporting (baseline)

- Identify all current quality assurance/compliance related reports generated for and by CWS programs, administration, and mandated government reporting. Determine which ones are necessary to keep and which ones no longer are needed, with NCCD technical assistance (e.g. SafeMeasures, Business Intelligence, quarterly DHHS Trends report, client participation in activities, etc.).
- Seek technical assistance on how CWS CQI team can coordinate various quality assurance feedback sources, such as CFSR case reviews, Office of Ombudsperson, staff feedback, DHHS Trends reporting, Division 31 compliance reporting, SafeMeasures reporting on compliance measures, and SIP progress updates.
- Identify what other counties are doing with CQI and learn from other counties' experiences in order to move from quality assurance and compliance to robust CQI process.

Action Step C: Design data-based management tools and tracking mechanisms, and identify data needs and data entry methods in CWS/CMS to achieve data accuracy and quality improvement

- CWS CQI team identifies data priority needs, data gaps and data responsibilities
- Considerable degree of data inaccuracy exists in CWS/CMS, due to social workers having insufficient time to achieve the significant CMS data entry requirements. Having reliable and accessible data is a foundation for quality assurance (compliance) and CQI process (system improvements).
- As part of CWS workload study to be conducted by NCCD, explore feasibility of shifting data entry responsibilities from social workers to data entry operators or other appropriate job classifications. This may require hiring more data entry operators or other appropriate job classifications.

Action Step D: Design a mechanism, with tribal input, to provide CWS CQI data to and receive feedback from the Tribes

- Follow existing and future tribal protocols (government to government agreements) on methods for tribe and CWS to share data and feedback

- Cultural coaches and Tribal collaboration may be an additional sources of input for this purpose
- Get input from Tribes at case staffings (e.g. survey form) or consult with Tribal point-of-contact person(s) about best way to develop feedback loop with Tribes

Action Step E: Design a mechanism to provide CWS CQI data to and receive feedback from community stakeholders, including CWS staff

- Get input from Community Task Force and community stakeholders on developing feedback loop mechanism with community and CWS staff
- Develop feedback loop mechanism for community stakeholders and CWS staff to provide input to CQI and receive updates/reporting from CQI

Action Step F: Interface CWS CQI Team with other work groups to avoid duplication

- CWS CQI team coordinates with internal work groups within DHHS and CWS to share information and obtain feedback.
- CWS CQI team coordinates with Community Task Force to share information and obtain feedback.

Action Step G: Implement management tools and tracking systems to support data-informed decision making (using tools such as SafeMeasures, SDM, Business Intelligence, and other reporting methods) with technical assistance from NCCD

- CWS CQI team assigns lead person(s) for implementation responsibilities and establishes implementation steps and schedule (refer to previous planning/developing action steps to identify when/how/what needs to be implemented)

Action Step H: Develop CQI policy/procedure and ensure process is inclusive of Tribal input, using mutually agreed upon protocol to obtain feedback from tribes

- Technical assistance may be needed for development of CQI policy/procedure
- The CWS CQI Team will develop CQI policy/procedure with input from Tribes, Cultural coaches, and CWS staff

Action Step I: Train pertinent staff on data entry needs and data tracking systems, and provide training/coaching to staff on CQI policy/procedures and processes

- CWS CQI Team will coordinate CQI staff training/coaching, develop training curriculum, identify potential trainers and frequency of staff training (e.g. after hiring staff, ongoing refreshers), and may seek technical assistance from NCCD and CDSS
- Training curriculum will contain data and documentation needs for staff to support data integrity and CQI process

Action Step J: Utilize NCCD technical assistance to reinforce CQI training/coaching concepts

- NCCD provide initial readiness training/coaching on CQI concepts, processes, and activities.
- Work internally with existing internal CWS experts to create CWS CQI priorities based on CQI foundational concepts; use NCCD where needed for coordinating or for refresher CQI training

Action Step K: Monitor and evaluate CQI implementation and management tracking system, and adjust as needed

- CWS CQI Team assigns responsibilities to team members in regards to monitoring and evaluating CQI implementation and tracking progress
- CQI may cover a broad range of areas for quality assurance review, involving all aspects of CWS systems, programs and operations. Quality assurance activities may involve various analyses and reporting methods to management and administration on a regular basis, such as SIP

progress of goals and strategies/action steps, CFSR outcome and compliance measure, CFSR case review findings, ongoing community stakeholder and staff feedback on system improvements, CWS Office of Ombudsperson investigation findings, program and integrated services program data and progress updates, DHHS/CWS Trends reporting, fiscal tracking of work orders (service referrals)/invoices and budgeting, contracted service provider performance outcomes, staff work load studies, and other targeted areas of review.

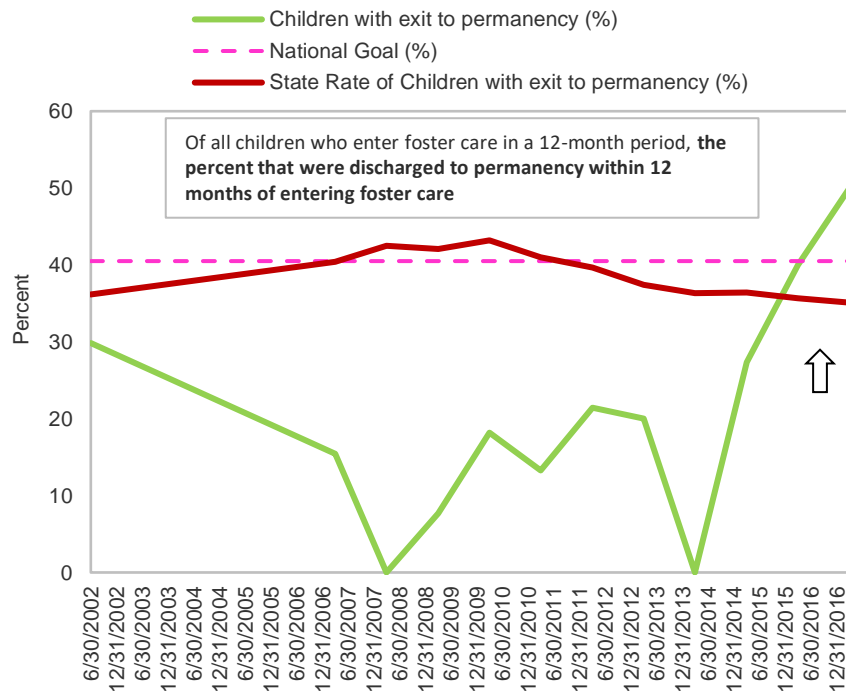
- CWS CQI team provides guidance in formulating policies/procedures, staff training, and system improvement planning based on its review of data and feedback received from various sources and providing information/communication to share with management, staff and community.
- CWS CQI Team, with input from tribes, will identify successes and challenges with implementation of CQI policy/procedure
- CDSS and NCCD consultation may be needed in the evaluation of the CQI process

Probation Selected Improvement Goal and Strategies

Probation’s selected outcome measure is Permanency in 12 Months (from the time probation youth entered foster care). The trend for this measure is illustrated in the following chart, showing a relatively recent trend toward improvement since 2015/16, from 10% in Quarter 2, 2016 to 37.5% in Quarter 4, 2016, and compared to the national standard of 40.5% and statewide average of 35.7 percent. Keeping in mind that due to Probation’s small youth population in foster care, small fluctuations in numbers can significantly impact outcome measures. Nevertheless, the trend shows significant improvement over the past 10 years when the outcome measure was 20% or lower.

Probation strategies and action steps to further improve this measure are described as follows.

Probation: P1--Permanency in 12 months for youth entering care



Permanency Measure: (P1) Permanency in 12 Months (Entering Foster Care)

Strategy 1 Rationale: Improve array and accessibility of local services for behaviorally challenged adolescents. Timely reunification efforts are more successful when youth treatment needs are met in their home community. Incorporation of family in the treatment process improves outcomes for youth and family.

Probation continues to rely on use of evidence based practices, collaborative partnerships, and inclusion of family in case planning to improve permanency outcomes. All juvenile probation staff are trained in motivational interviewing and cognitive behavioral practices. Utilizing evidence-based

practices in juvenile justice populations has been proven effective at reducing problematic behaviors which increases the likelihood of youth remaining in or returning to their family homes.

Probation began utilizing Team Decision Making meetings approximately 9 years ago as a means to avoid placement and to improve reunification efforts. Additionally, for youth in residential treatment facilities, monthly treatment teams were implemented with consistency approximately 3 years ago. Our history of utilizing TDMs and treatment team meetings has simplified the transition to utilization of Child and Family Teams and Team Meetings.

Probation maintains positive relationships with local child welfare and children's mental health systems and works collaboratively on individual cases, staff training opportunities, and youth permanency placement options. Use of teaming can improve reunification rates as parents are key to case planning and monitoring. Additionally, due to geographic location, placement of probation youth three to six hours away is not uncommon. In an attempt to reduce this hardship, parents are assisted with travel planning and expenses related to visitation.

Strategy 2 Rationale: Improve family finding and engagement efforts and establish lifelong connections for youth to give them hope and a sense of belonging which improves outcomes. Training staff with the value of familial connection and support will increase family finding efforts and increase family engagement in the case planning.

Probation has a deputy probation officer assigned specifically to assist other officers in locating family members utilizing online search tools and other strategies. However, consistent engagement of extended family and non-related extended family members continues to be a challenge especially for non-placement probation staff. It is hoped that increased training and focus on the value of family connectedness will address these challenges.

Probation Strategies and Action Steps for Goal: Permanency in 12 Months (Entry in Care)

Strategy 1: Improve array & accessibility of local services for behaviorally challenged adolescents

Action Step A: Identify currently available local service options for adolescents with challenging behavioral needs

This strategy encompasses two areas: increasing available supportive services as well as increasing placement resources for behaviorally challenged youth. The intent of this strategy is to ultimately acquire a local short term residential therapeutic program (STRTP) to increase treatment options and improve reunification. Child Welfare Services and county mental health are key partners in this endeavor. The array of services available locally is in constant flux and requires monitoring and advocacy for improving services. Action steps specific for identifying and increasing services for behaviorally challenged youth and their families will include meeting with juvenile probation staff to discuss available services and gaps.

Action Step B: Identify currently available local placement options for adolescents with challenging behavioral needs

Humboldt County Department of Health and Human Services maintains a list of all services available to Humboldt County residents; this list will be reviewed along with other community resource lists.

Action Step C: Participate in local efforts to expand local service array for adolescents with challenging behavioral needs

The Probation Department actively attends interagency meetings where new programs or grant activities are highlighted, such as Education Leadership, SARBs, Humboldt Allies for Substance Abuse Prevention (ASAP), RAC, Foster Youth Education Executive Advisory Council, MAJJCC, JJPC, etc This information will also be considered when identifying service gaps and advocating for increased services designed to improve treatment and reunification outcomes.

Action steps related to improving placement options for behaviorally challenged youth will include reviewing the local list of approved resource families and attending local foster parent association meetings with the specific intent of advocating for adolescents with behavioral issues.

Action Step D: Explore potential STRTP providers willing to provide services in county

Absent a local STRTP, some youth may be able to remain in local care with intensive support services such as Wraparound, Therapeutic Foster Care, Intensive Care Coordination, Intensive Home-Based Services, or Therapeutic Behavioral Services. Additionally, youth transitioning from an STRTP may benefit from placement in a resource family prior to reunification with their parent/guardians.

Because CWS youth could also benefit from an increase in local residential treatment services and because there must be agreement by CWS and the local mental health plan

to operate an STRTP in our county, collaboration will be a component of action steps related to this strategy.

Action Step E: Implement contract with selected provider

This will include conversations with CWS about commonality of needs for an STRTP provider to serve both agencies and a joint outreach plan to contact existing STRTP providers to explore expansion into Humboldt County. When a positive response is received, further action steps will be developed for a plan of action.

Strategy 2: Improve family finding and engagement efforts

Training staff on the value of familial connection and support will increase family finding efforts and increase family engagement in the case planning.

Action Step A: Identify and define existing processes and policies

Action steps for this strategy include identifying and defining existing processes and policies. This will be accomplished by reviewing existing policy and procedure manuals along with discussing current practices with probation officers.

Action Step B: Improve/refine existing processes and policies and develop tracking system

The next action step will be to determine which of the existing policies and practices must be updated. A potential specific step may be to update our current outreach mailings and process for follow-up contact with responding families. Incorporating more assistance from existing clerical staff will also be investigated as will the use of a social work intern.

Recognizing that not all probation youth are removed or in care, further action steps will be developed during policy revision for prioritizing the level of family finding and engagement activities required, with youth in out-of-home care being top priority through different levels of at-risk youth (e.g. incarcerations, lack of support network, etc.) who are still in custody of parents

Upon refining existing policies and procedures, steps will be taken to develop a tracking system that measures whether family finding and engagement activities are occurring. It will be based on policy/procedure criteria for conducting family finding and engagement (e.g. follow-up contacts/engagement). The Probation Department utilizes an internal case management system which is customizable; this provides the flexibility to modify the system as needed to track family finding activities.

Action Step C: Provide ongoing family finding and engagement training to staff

Action steps specific to training will include contracting with Seneca, if possible, to provide training for all juvenile probation officers and managers. The training will emphasize ongoing search and engagement efforts with families.

Action Step D: Monitor and review family finding and engagement efforts and provide feedback to staff

A tracking system will be implemented for providing family find and engagement efforts, based on policy/procedure criteria. There may be multiple quantitative and qualitative aspects of monitoring family finding and engagement that could be difficult to quantify, which makes this a challenging step. Once the tracking system is implemented, further steps related to staff feedback will developed. Information tracked will be shared with staff to inform them of areas of strength and areas needing improvement.

Current Research

There is a promising practice that could contribute to positive consequences in promoting successful reunification and permanency outcomes among children and youth in child welfare, which involves implementing family engagement strategies (Dawson & Barry, 2002). This is commonly referred to as a strength-based approach, that is family-centered and involves team-based decision making, with the overarching goal of sustaining the family-child/youth relationship (Tippett, T., *Child protection Best Practices Bulletin*, 2007). Specifically, family engagement involves the positive relationship between the worker and family who work together in achieving a goal, such as timely reunification. This promising practice supports CWS selected strategies and action steps for improving the Permanency outcome measure through family engagement in children/family team meetings.

Often this strategy as it relates to CWS and Probation also involves the participation of the family in identifying its own needs, extended supports, and developing a case plan together. Family engagement is also a practical strategy, especially for adolescent probationers, as many of the youth who “age out” of the system end up returning and maintaining contact with their family of origin; thus, actively engaging families upon initial entry into foster care may be more beneficial to these youths. Family engagement is also more than family compliance (Littell & Tajima, 2000). Though compliance involves cooperation and completing the task, family engagement involves collaboration and involvement with service planning. Yatchmenoff (2005) argued that the following factors are related to family engagement: 1) receptivity, 2) buy-in (investment and expectancy), 3) the working relationship, and 4) trust, of which the latter two are more difficult to obtain.

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Prioritization of Direct Service Needs (CAPIT/CBCAP/PSSF)

There are several federal and state funding sources that fund direct services to children/youth and families provided by CWS and Probation and are guided by the goals of the county's SIP. These include state funds, such as Child Abuse Prevention, Intervention and Treatment (CAPIT) and federal funds such as, Community Based Child Abuse Prevention (CBCAP) and Promoting Safe and Stable Families (PSSF). The CDSS Office of Child Abuse Prevention administers these funds to the counties to promote best practices and innovative approaches to child abuse and neglect prevention, intervention and treatment. County services funded by CAPIT/CBCAP/PSSF funds were planned by the same core planning team as for the SIP. Goals and strategies identified for the SIP, also guide the CBCAP/CAPIT/PSSF planning. Recommendations gathered through the CSA, Peer Review, and SIP process were incorporated into the RFP guidelines for the CAPIT. Prevention and early intervention components of the SIP are also included in the CBCAP/CAPIT/PSSF plan, such as developing extended family supports and identification of family strengths and needs through child/family team meetings.

As part of state realignment funds to counties, funding to Humboldt County for CAPIT, CBCAP and PSSF has remained relatively stable, with a slight reduction in total CAPIT/CBCAP/PSSF funding from \$181,242 in 2012 to \$179,089 in 2017.

CAPIT

CAPIT is designed to fund the prevention, intervention and treatment of child abuse in California. The realignment of state funds to counties, including CAPIT, allow for more flexibility. Since June of 2012, counties have had the ability to use CAPIT funds in-house and are no longer required to go through a competitive bid process for the selection and funding of services. Funds may also be used to contract with public or private, non-profit agencies.

Priority for services are to be given to prevention programs, including nonprofit agencies, for children who are at high risk, including:

- 1) Children being served by county welfare departments for abuse and neglect.
- 2) Children referred for services by legal, medical, or social service agencies,
- 3) Minority populations and isolated families (particularly with children five years or younger)
- 4) Services related to the needs of children, especially children under 14 years of age, such as high quality home visiting programs based on research-based models of best practice, day care, respite services, transportation, mental health services, parent education and support programs, domestic violence services, disability services, early developmental screening and assessment, and counseling services.

Humboldt County continues to award CAPIT funds to the McKinleyville Community Collaborative – Family Resource Center. CAPIT fund use has shifted focus from providing supports to county-wide eligible at-risk children/families to a more targeted approach directed to low income/at-risk population residing in the Courtyard Apartments in Arcata and Redwood Creek Apartments in McKinleyville. Up to 50 residents may be interviewed, with 25 residents trained so far to identify resident-identified needs. The majority of residents have children, but individuals are also eligible.

Also, a small portion of CAPIT funds, five percent (\$4,000) covers Child Abuse Prevention Coordinating Council (CAPCC) activities related to prevention/early intervention educational services and the review of awarding CAPIT grant funds.

CBCAP

CBCAP purpose is to support community-based efforts to develop, operate, expand, enhance, and coordinate initiatives, resources, programs, and activities to better strengthen and support at-risk families to prevent and reduce likelihood of child abuse and neglect; foster understanding and appreciation of diverse populations. Allowable activities include, but are not limited to:

- 1) Assistance to families;
- 2) Early, comprehensive support for parents
- 3) Development of parenting skills
- 4) Increase family stability
- 5) Improve access to resources available in community, including access to resources and opportunities for unaccompanied homeless youth
- 6) Support the additional needs of families with children with disabilities (e.g. respite care)

Humboldt County utilizes CBCAP funds to support three different types of Public Health Nursing home-visitation services to at-risk families, which are available county-wide (including more rural areas) to address the communities' needs for in-home visitation and parenting education. The first two services are evidence-based and the latter is evidence-informed. They include SafeCare, Nurse-Family Partnership (NFP), and Field Nursing. SafeCare and NFP are monitored by the county DHHS Research and Evaluation unit for program participation and progress. Results have shown families participating in SafeCare and NFP are making progress in areas of safety, well-being and stability/resiliency.

PSSF

PSSF is a federal program for states to operate coordinated child and family services across the continuum from prevention to treatment through aftercare to prevent child maltreatment among at-risk families, assure safety and stability of maltreated children, and support adoptive families. The four PSSF program components are:

- 1) Community-based family support services
To assure children's safety within the home and to preserve intact families in which children have been maltreated
- 2) Family preservation services
To prevent maltreatment among at-risk or in crisis families through the provision of community-based, supportive family services (including adoptive and extended families)
- 3) Time-limited family reunification services
To address the problems of families whose children have been placed in foster care so that reunification may occur safely and timely
- 4) Adoption promotion and support services
To support adoptive families by providing support services necessary for them to make a lifetime commitment to children, including such activities designed to expedite the adoption process and support adoptive families

A minimum of 20 percent of the county's total annual PSSF allocation must be spent under each of the four program components. Counties have flexibility in how the remaining 20 percent is expended. DHHS is an integrated agency that is able to blend certain funding sources for various programs and services. As needs change, so can funding levels. Over the last fiscal year (from FY16/17 to FY17/18), there has been a shift in county PSSF fund allocation from Family Preservation to the two categories of Time Limited Family Reunification and Family Support, and also using more of these PSSF funds to pay for substance abuse related services and treatment, reflecting more focus on supporting family resilience and reunifying families.

PSSF funds do not directly fund any evidence-based practices within the county's array of substance abuse treatment/services provided to parents/guardians and older youth. However, the county's Healthy Moms program is one of the best examples of providing comprehensive/wrap-around and evidence-informed substance abuse counseling/therapy and treatment for drug addicted women who are pregnant and/or have children less than 6 years of age. Service types include early recovery assessment, case management, and psycho-educational group therapy, intensive out-patient treatment classes and group counseling, and on-site mental health services and counseling, as well as child care provided on-site.

There are challenges in offering only evidence-based and evidence-informed practices in small communities such as Humboldt, where up-front training and implementation costs can be high, and relative numbers of participants are often small. In addition, based on the over-representation of Native American children/youth and families involved with various interventional systems in Humboldt County, considerations must be made for offering culturally responsive services to tribal communities, which are not necessarily evidence-based services. However, these particular services often are developed from 'practice-based evidence' stemming from generations of cultural knowledge and practices designed to protect and promote well-being in tribal communities.

CAPIT/CBCAP/PSSF funds are not limited to specific programs or evidence-based practices, but instead are allocated based on prioritized service needs of at-risk children and families, including Native American children/youth and families, and target populations at greatest risk of child maltreatment as established in the CSA. These needs are prioritized as follows:

- 1) Substance Abuse
- 2) Behavioral/Mental Health
- 3) Disparities in Access to Services/Resources
- 4) Lack of Services/Resources
- 5) In-Home Visitation (including Parenting Education)
- 6) Parent/Child-Sibling Visitation
- 7) Basic Needs/Concrete Supports
- 8) Adoption Supports (and other Permanency Supports)

CHILD WELFARE/PROBATION PLACEMENT INITIATIVES

The county is in various stages of implementing a variety of federal and/or state initiatives relative to services provided to at-risk children/youth and families that also support the goals of the county's SIP. Most of these initiatives began during the previous five-year SIP (2012-2017).

Refer also to the county's 2017 County Self-Assessment (CSA) for a comprehensive description of the county's CWS and Probation activities, evidence-based and best practices, integrated services, and community-based services and partnerships that support at-risk children/youth and families, ranging from prevention and early intervention to ongoing supportive services and after-care permanency planning.

CWS Redesign

CWS Redesign goals and strategies initiated in 2000 continue currently as long-standing over-arching themes that are based on integrated community-wide efforts and funded through braided resources. This initiative is in alignment with C-CFSR system improvement planning.

- Children/families are empowered to realize their strengths and circle of supports to achieve safety, well-being, and permanency, and youth are supported toward independent living.
- Services are based on best practices that are cross-system coordinated and responsive from prevention/early intervention to after-care planning/supports and services, in addition to being culturally responsive to the needs of children and families.
- Effective communication feedback systems, encompassing data collection/management, monitoring/evaluation, reporting of data/outcomes and recommendations to decision makers for implementing improvements.

California Performance Improvement Plan (PIP) Goals

California's round 3 CFSR process consisted of findings from 160 case reviews across 16 counties (Humboldt County not included), as well as stakeholder interviews. The state's PIP for 2017 reflects these findings through the following seven goals designed to improve the safety, permanency, and well-being of children and their families who are involved with California's child welfare system. The first five of the state's 2017 PIP goals (1-2 and 5-7) have been incorporated into the county's goals and strategies.

- 1) Strengthen the statewide quality assurance system, including case review process and capacity of state and county CQI processes.**
- 2) Increase consistent and respectful engagement of children/youth and families and their supports in tailored case planning and CFT decision making process across the life of the case for safety, permanency, and well-being, through implementation of the state's Core Practice Model (CPM).**
- 3) Enhance practices and strategies that result in more children/youth having permanent homes, stable placements, and connections to communities, culture and important adults.**
- 4) Strengthen ongoing educational and training opportunities for staff and supervisors working in the child welfare systems and upgrade tracking and reporting methodology.**

- 5) **To improve timeliness of investigations and enhance services to families to ensure safety of child by setting requirements for safety planning and supporting the use of ongoing formal and informal assessments.**
- 6) Pursuing highly qualified and prepared caregivers in the RFA process and Improve caregiver support strategies.
- 7) Better assessment of children's and matching the needs of children and families to the best caregiver through the CANS and LOC assessments; and increase statewide access to varied existing service options for children/youth and families receiving in-home and out-of-home services foster care services.

Post California Partners for Permanency (CAPP) grant

Humboldt County, along with three other counties, implemented the CAPP grant project during 2010-2017. CAPP in Humboldt County focused on improving innovative, effective, and culturally responsive strategies to improve safety, well-being and permanency outcomes (and decrease long-term foster care) for all children, especially American Indian children and families who are disproportionately represented in the child welfare system. The Child and Family Practice Model (CFPM) was inspired by the CAPP grant project and implemented by the four California counties, in coordination with community stakeholders, including Tribal partners in Humboldt County. Several key initiatives derived from the CAPP grant in Humboldt County, include:

- Humboldt Practice Model (HPM), based on the solution-based Safety Organized Practice, with added cultural enhancements, utilizes effective approaches and practice behaviors with children/youth and families that promote engagement and empowerment, advocacy, identification of strengths and needs for safety, recovery and well-being, healing trauma, cultural responsiveness, recognition and incorporation of traditional Native American parenting and child-rearing practices, well-being partnerships, power of extended family, and circles of support.
- Child & Family Team Meetings (replaced Team Decision Making) to include extended supports
- Stronger communication and coordination with the tribes regarding tribal children/families
- Contracting with cultural/practice coaches
- Providing culturally responsive services
- Ongoing staff training and coaching on HPM values and practices, immersive cultural training, and ongoing cultural/practice coaching
- System review and implementation. NICWA completed a review in 2015 and many of the recommendations are being implemented. CWS has contracted with NICWA to implement some of the key recommendations

Though the CAPP grant has expired, CWS will continue to apply the above initiatives to all children and families receiving services from CWS to achieve improved outcomes.

A comparative observation made thus far shows, in 2012 (prior to CAPP), the county's American Indian children represented approximately **40%** of the county's CWS children in foster care, whereas in 2017 this percentage dropped to **35%**. During this same time period, the county's American Indian children population declined from 7% to 6.5%.

Post System of Care Grant

In 2011, Humboldt County DHHS C&FS received a five-year planning and implementation grant from the Substance Abuse and Mental Health Administration to expand the capacity of the local System of Care (SOC), from prevention to intensive intervention, that address the needs of children and families who are facing mental health and substance abuse issues. Grant funds were used to form a comprehensive SOC planning team, using a collaborative approach to bring together DHHS staff, Probation, and community partners throughout the county, and to develop a plan for an expanded and integrated System of Care that works together to identify solutions for expanding holistic service delivery.

- Mutual agreement in place between DHHS and Education leadership team to effectively coordinate information and services for students with mental health needs.
- Upgrading the Child & Adolescent Needs & Strengths (CANS) Assessment Tool to replace the Mental Health Screen Tool (MHST) as a mental health referral and screening tool and also incorporate a trauma screening adaptation.
- Contracting with family liaison and hired several Parent Partners to guide and support families receiving mental health services and to begin integrating family voice throughout continuum of care services.
- Exploring ways to implement high fidelity wraparound for the children/youth and family as part of a multidisciplinary team in the continuum of care and include parent partners and children/youth and family in child/family team meetings. In April 2016, DHHS contracted with the National Wraparound Implementation Center (NWIC) to offer training over a two-year period to staff from Children's Mental Health, CWS, Probation, and Del Norte and Lake counties.
- DHHS has contracted with Resource Development Associates (RDA) to find ways for all children to access mental health services in C&FS and the educational system. The evaluation will also include assessing points of service entry and identifying gaps to improve referral and service coordination.

The Mental Health Services Act (MHSA), passed by the voters of the State of California in 2004, intends to expand a new generation of best-practices, recovery-focused mental health programs that demonstrate their effectiveness for people with serious mental illness. Through MHSA funding, a full-time mental health clinician position was added to the CWS interdisciplinary team in September 2006 and located in the ER program in CWS. The MHC provided face-to-face consultation and treatment direction for the child and family or caregivers, and also parental education by referral. However, since 2016 this MHSA clinician position has not been staffed due to Children's Mental Health staffing shortages. Based on county-wide stakeholder meetings and focus groups, there is renewed focus on facilitating multi-disciplinary teams to assess and link at-risk children/families with mental illness challenges to needed housing, supportive services and treatment.

Katie A. Services - Mental Health Services For CWS Special Populations

A lawsuit in 2002, Katie A v. Bonta, was filed in Los Angeles County against California Department of Social Services, California Department of Health Services, and Los Angeles County's Department of Children and Family Services concerning mental health services for foster children. The settlement agreement reached in 2011 resulted in collaboration of the California Department of Social Services (CDSS) and the California Department of Health Care Services (DHCS) developing family and team engagement approaches and best practices related to Specialty Mental Health Services (SMHS).

As part of this agreement, the state placed requirements on all counties in California to provide certain newly created specialty mental health services to CWS-involved children and youth with intensive mental health and/or behavioral health needs. Two of those specialty mental health services are Intensive Care Coordination (ICC), a targeted case management service provided to all subclass members, and Intensive Home Based Services (IHBS), a behavioral intervention and skill development activity provided as medically necessary to children and youth in the subclass and their caregivers and families. In 2013, CDSS and DHCS released the Pathways to Mental Health Services Core Practice Model Guide in support of these integrated approaches.

As of August 2017, approximately 20% of CWS clients are members of the Katie A subclass. The majority (89%) of clients eligible for Katie A. subclass mental health services are receiving ICC services and about 25% of the 129 Katie A. clients have IHBS.

California Child Welfare Core Practice Model:

The California Child Welfare Core Practice Model (CPM) is a statewide effort that has been built by integrating existing initiatives and proven practices with extensive feedback from county representatives and community and Tribal partners. The practice builds on the Katie A. Core Practice Model, Systems of Care, team-driven service models such as Family to Family and Team Decision Making, and also leverages other important child welfare work in the state, including CAPP and Safety Organized Practice.

These efforts provided a comprehensive framework for counties to address the mental health needs of children and youth involved in child welfare services and built upon team-based practices with the goal of improving outcomes for children/youth and families. In alignment with this statewide effort, led by the counties, the California Child Welfare Core Practice Model (CPM) seeks to develop and implement a framework to support child welfare practice, service delivery, and decision-making by helping child welfare workers and leaders better understand the clients they serve. The framework includes theories that lend insight into historical trauma, lifespan development of children/youth and families, interventions to sustain children/family safety, permanency and wellness, and organizational agency needs. This updated framework is now known as the Integrated Core Practice Model (ICPM), which has been blended with the requirements and guidelines for children's mental health, and will guide interactions at all levels of the child welfare agency and include a full implementation strategy incorporating a wide range of organizational factors designed to support improved practice, services, and outcomes for children and families.

The state's integrated Core Practice Model requires all children and youth who enter the CWS system (including wards of the court) be screened for mental health needs. If mental health needs are discovered, the child/youth must be referred for a full and in-depth mental health assessment. In early 2014, Humboldt County Children's Mental Health, Child Welfare Services Behavioral Health (CWBH) unit, began using the Child & Adolescent Needs & Strengths (CANS) assessment tool across the entire children's mental health system. The CANS tool is a comprehensive assessment of psychological and social factors for use in treatment planning with children and adolescents with mental, emotional, or behavioral health problems and their families. CANS is intended to be used by child and adolescent service providers to support treatment planning as well as evaluation of services.

CDSS has selected the CANS as the functional assessment tool to be used with the Child and Family Team (CFT) process to guide case planning and placement decisions, pursuant to the Continuum of Care Reform (CCR). Juvenile probation departments are not required to use the CANS assessment tool, though CANS information may be useful in situations where a youth crosses over from child welfare system to jurisdiction of juvenile probation system.

CDSS recently approved the CANS to replace the SDM Family Strengths and Needs Assessment and SDM Child Strengths and Needs Assessment. The CANS must be completed with the family's input in order to use the information effectively when developing the case plan. Children, youth and NMDs receiving specialty mental health services are assessed by CANS certified providers and certified county staff using the CANS every six months. County CWS and Mental Health agencies must share with each other completed CANS assessments and outcomes for children served by both agencies to avoid duplication.

Continuum of Care Reform (CCR):

The passage of the state's Assembly Bill (AB) 403 in 2015, commonly known as Continuum of Care Reform (CCR), provides counties with a series of comprehensive reforms in statutory and policy framework intended to reform the state's child welfare services provision. In order to work towards the goal of maintaining stable permanent families for children, CCR works to improve and tailor the provision of services and supports for families in the foster care system. Hallmarks of the CCR model include: building family engagement in service planning and decision-making through a team-based approach using the CFT model, reducing the reliance on congregate care as a long-term placement setting, and increasing the focus on providing permanency. Effective January 1, 2017, child welfare and juvenile probation departments must provide a CFT to all children/youth and non-minor dependents in foster care, both initially (no later than within 60 days of entering the foster care system) and prior to the development of the case plan in order to address placement decisions and case planning activities.

The adoption of CCR throughout the state has prompted county child welfare and mental health agencies to develop technical solutions and adaptive processes in support of team-based approaches, involving a number of tools made available by the state. Some key components of CCR include:

- 1) CCR Rates – Implementation of new Home-based Family care rate system (basic rate and additional level of care rates) to ensure that assessed needs of a child inform the foster care payments, supports, and services that children and their caregivers receive.
- 2) Child Welfare Services New System – Replacing California's child welfare data system with an updated system that provides better data mining and functionality to support CCR.
- 3) Youth Satisfaction Survey – Convening a CCR Youth Satisfaction Survey Workgroup to develop a home evaluation system that solicits valuable feedback from youth about their caregivers to enable better placement matching and target training for specific caregivers.
- 4) Special Populations – Ending or reducing the capacity of group homes and replacing with specialized, highly trained and well supported resource families.
- 5) Foster Parent Recruitment, Retention, and Support (FPPRS) – Funding and development of new and innovative approaches to finding, retaining, and supporting high-quality resource families for

all youth in care (especially harder to place youth), in addition to existing recruitment and retention models.

In Humboldt County, FPRRS funds have paid for initial placement supplies, recruitment materials, specialized trainings, childcare for caregiver meetings/trainings and financial support to families with emergency placements as they work through the RFA process. Recruitment and retention of high quality care providers are guided and supported by the **Quality Parenting Initiative (QPI)**. This collaborative effort among county staff, CDSS, and community stakeholders regularly meets to find ways to improve recruitment and retention of high quality care providers.

- 6) **Relative Equity** – Ensure foster children who are placed with relatives are receiving the same resources, supports, and services as children placed with non-relative caregivers. This is particularly the case with kin caregivers who still remain ineligible for two supplemental payments (dual agency rate for foster children who are also regional center consumers) and infant supplement for parenting foster youth.
- 7) **Mental Health Access** – Ensure all foster youth have access to appropriate trauma-informed mental health services while living in family homes. The CANS is being expanded to include trauma-based assessment for CWS children.
- 8) **Child and Family Teams (CFTs)** – Ensure CFTs are being used as a forum where teams of people involved in a child’s life come together to make decisions related to case plans, placement, and supports and services, as well as children and their family are informed of their rights, supported, and engaged to be advocates for themselves.
- 9) **Resource Family Approval (RFA)** – New caregiver approval process and training requirements, effective January 1, 2017.

Upon RFA implementation on January 1, 2017, Humboldt County added a new RFA unit within CWS to incorporate the duties previously done by Community Care Licensing (CCL), which include approval of foster family homes and assessing and approving new relative and non-related extended family members as caregivers in accordance with new RFA written directives. For placement of probation wards, the probation officer coordinates with the CWS RFA unit to ensure the completion of the RFA process. CWS and the Probation Department actively recruit families for potential resource family homes and provide information through a bi-monthly orientation to prospective care providers. The RFA unit conducts a comprehensive review of the family and home environment, including background checks and criminal exemptions if necessary, a family evaluation, and written report while families complete required training.

To better serve and represent the county’s ethnic and racial minorities, resource family recruitment events have been held in some of the underserved, outlying areas of Humboldt County. Rural and especially Tribal communities receive specific focus in order to recruit and retain caregivers that mirror the racial and ethnic makeup of the community. In partnership with local Tribal social services staff, Live Scan fingerprinting events are held in tribal areas to develop a pool of preapproved Tribally Approved Homes (TAH). TAHs are culturally appropriate placement homes approved by the tribe, with CWS conducting the background checks and criminal exemptions on the tribe’s behalf. The Upriver Caregiver Association has been formed in the tribal

community of the county's eastern region to bring caregivers together with culturally appropriate supports and trainings to better serve tribal children in their care.

The CWS RFA program is continuing to evolve and adapt as the RFA regulations continue to be fine-tuned. Program staff have become adept to new tasks since the implementation of RFA, which include completing the conversions of CCL licensed foster family homes and approved relative and non-related extended family members to resource family homes, conducting complaint investigations, and handling denials of applicants and rescissions of approvals. Streamlining and restructuring of tasks and workflow processes within the RFA program is a continuing process as needed to address changing requirements and staff workloads.

Placement Resources

In alignment with DHHS policy to place children in the least restrictive environment possible, and to preserve their cultural connections, Humboldt County has made it a priority to place children with relatives, non-related extended family members, and Tribal approved homes. Searching for relative care options early in the placement process is a priority in Humboldt County. CWS has one full time Social Service Aide dedicated to searching for relatives that meet the requirements for placement. The Probation Department has an identified probation officer to conduct family finding activities and relative placement searches and approvals and initiate relative searches on any youth detained in juvenile hall longer than 10 days. These searches increase the likelihood of locating relatives appropriate for placement. The search tools used by the CWS Placement Unit include Accurint, Zabasearch.com, Private eye.com, Facebook, and Google search engine. The search tools available to the probation officer are the same as those available to the CWS Placement Specialist. Probation officers are instructed to initiate relative searches on any youth detained in juvenile hall longer than 10 days.

With the implementation of Resource Family Approval, the process of identifying and documenting relative homes in CWS/CMS has changed. Previously the type of placement home a child/youth was placed with was easily identified by the "placement type" field in CWS/CMS. As all homes approved after January 1, 2017 are now resource family homes and the placement types of "Relative/NREFM" and "Foster Family Home" are no longer created, this identification method is no longer accurate. This has required some adjustments to the CWS internal placement documentation practices, focusing instead on the "relationship to caregiver" field in order to identify which connection a caregiver has with the placed child/youth. This is a probable reason as to why there appears to have been a dramatic decline in documentation of relative homes (from 42% to currently 25%) and a significant increase in RFA and foster homes (from 23% to 42% currently) since January 2017. This decline does not reflect an actual divergence in placement practices but rather a function of data entry errors regarding the type of relationship between a resource family and a dependent child/youth.

There are some youth whose placement options are scarce, such as for older youth, Probation youth, and youth with special needs (developmental delays, physical or learning disabilities, and trauma-induced behavior issues). Appropriate placement services for older youth, adjudicated of a sexual offense who can no longer live in the home and/or who require enhanced treatment services, can be a local challenge. Some specialty sexual offending treatment is available in the community on an outpatient basis, but this is not always the correct level of treatment and often the victim may reside in the youthful offender's

home. As Probation's overall foster youth population declines, so does a recurring need for these services. However, it remains a needed service on an occasional basis.

DHHS and Probation are engaging in recruitment with the family resource centers, local service clubs, media, and faith-based organizations that target foster homes specifically for teens. In order to comply with Katie A. mandates, DHHS is in the process of contracting with a local Therapeutic Foster Care (TFC) provider. Older youth that receive services from CWS and Probation could benefit from a coordinated partnership between local residential-type treatment facilities and TFC providers (specially trained host-type homes).

Adoption Unit

Prior to 2012, the California Department of Social Services Adoptions Services Bureau provided adoption services for dependent children/youth of Humboldt County. As result of state realignment of funding and service responsibilities to counties, Humboldt County DHHS decided to administer adoption program services beginning July 1, 2012 for this population. These services may include: adoptive placement planning, case management, court hearing activities, adoption finalization, negotiating Adoption Assistance Program (AAP) rates, and crisis intervention. Crisis intervention includes assessment of needs, referral for services and connection to local resources, placement stabilization efforts, and home visits by an Adoptions social worker in collaboration with a mental health clinician and/or public health nurse as needed. Humboldt County DHHS Adoptions unit may facilitate post-adoption services as needed and make referrals for post-adoptive families to WRAP program services. Staffing shortages in the last year or so have resulted in more limited resources.

Whenever possible and as appropriate, adoptive placements are made with family or non-related extended family members, or other local families, in order to keep the child/youth connected to their extended family and community. Adoption social workers are also able to facilitate contact with birth parents and adoptive children/families (in writing or in person) as appropriate. An experienced adoptive parent has been contracted by the county to assist and support families navigate the pre- and post-adoption process.

Family Wellness Dependency Drug Court

In August of 2018, the Family Wellness Dependency Drug Court went live. Since October 2017, the Yurok Tribal Court has partnered with the Superior Court of Humboldt County to create a new Family Wellness Court to help parents struggling to care for their Yurok children as a result of substance abuse. Input from more than 50 stakeholders was gathered in the planning process on ways to help families break the cycle of addiction, which is the root cause of many local child abuse and neglect cases. The Family Wellness Court will be a dual jurisdictional court, where a judge from Yurok Tribal Court and the Superior Court will preside over cases, convene frequent family wellness team meetings, and connect families to tribal and non-tribal services. Solutions will be developed that best fit each specific family.

The Family Wellness Court was established through an innovation grant from the California Judicial Council Created in response to Humboldt County's opioid epidemic. The goal will be to include options for extending the approach to all tribes in the region. The Yurok Tribe and the Northern California Tribal Courts Coalition have also applied to receive training and technical assistance from the Quality

Improvement Center for Research-Based Infant-Toddler Court Teams to extend the collaborative approach to Del Norte County and adapt it for Hoopa and Karuk tribes, according to the press release.

Capacity: Drug Medi-Cal Organized Delivery System

DHHS has joined with seven other small, rural northern California counties to opt-in to the Drug Medi-Cal Organized Delivery System as a region with Partnership HealthPlan of California. This regional model has been approved in concept by the State of California, pending federal approval, and will allow for greater investments in substance use services. Implementation planning by the state has not yet begun in the region.

Fostering Connections After 18 Program: Non-Minor Dependents in Extended Foster Care

Older foster youth experience significant challenges with high school graduation (around 52%), finding employment (about 60% unemployed), and challenges with life skills and substance abuse. As a result, state legislation (AB12) effective January 2012, extended foster care services to foster youth as CWS dependents or Probation wards of the juvenile court. This allows foster youth to voluntarily continue in Extended Foster Care (EFC) as non-minor dependents (NMD) from age 18 up to their 21st birthday (instead of emancipating at age 18), as long as they agree to the EFC participation criteria. Also, two additional housing options were made available to NMDs, which include Transitional Housing Program for Foster Care (THP+FC) and Supervised Independent Living Placement (SILP).

There were 9 NMDs (8 CWS and 1 Probation) in 2012 compared to 36 NMDs (35 CWS and 1 Probation) at end of 2017. Since the beginning of the county's EFC program, there were:

- 31 CWS and 2 Probation youth emancipated from EFC at age 21
- 24 CWS youth and 14 Probation youth exited EFC between ages 18 to 21
- 7 youth reentered EFC
- 13 Probation youth transitioned to CWS jurisdiction
- 1 CWS youth transitioned to Probation jurisdiction
- 1 youth transferred to CWS from another county (after one-year residency)
- 6 youth transferred from Humboldt to another county (after one-year residency)

Attorney General Judgement Order

The California Office of Attorney General (AG) conducted an investigation during 2016-2017 of Humboldt County compliance with the Child Abuse and Neglect Reporting Act (CANRA), a section of California Penal Code related to reporting child abuse and collaboration between Child Welfare Services and local law enforcement. The AG filed a stipulated judgment in February of 2018 for Humboldt County DHHS and Sheriff's Office. The investigation entails violations of CANRA such as inconsistent cross reporting by both CWS and law enforcement (Humboldt County Sheriff's Office). As part of the investigation stakeholders were consulted and data analysis and case reviews were completed by NCCD. The data report generated recommendations to numerous system improvements needed with much of the focus on the front end of the CWS system.

CWS is in the process of implementing systemic changes to process and practices that will more efficiently ensure intervention of children reported to be unsafe or at substantial risk. Some changes will require

long term solutions toward system improvements, and CWS was already making efforts to address some of the issues raised in the judgment. These changes are being implemented over a three year period with oversight by the superior court and review and input from a community task force and oversight monitoring by a third party. Some of these needed changes have been previously expressed in CSA feedback gathered from stakeholders and case reviews in early 2017 and incorporated into the SIP work plan for 2017-2022 (refer to bolded items below).

A summary of the system changes in the stipulated judgment include:

- Develop a memorandum of understanding between DHHS CWS and Sheriff's Office (and local law enforcement agencies) regarding processing of cross reporting,
- Identify third-party compliance monitor for AG judgement orders
- Participate in revising of the Child Abuse Services Team (CAST) protocol,
- Automation and electronic processing of intake system, involving 24 hour live answering system for reports made to the CWS hotline,
- Ensure all referrals are accepted, particularly those that are outside county's jurisdiction, and notification made to out-of-county jurisdictions
- Ensure that mandated reporters receive a response regarding status of referral,
- Ensure CWS timely cross-reporting to local law enforcement agencies and district attorney (and vice versa for law enforcement agencies) with supervisor weekly review of cross-reports
- Develop tracking tool for reports and cross-reports of child maltreatment referrals
- **Ensure timely investigations and develop a plan to address backlog of investigations,**
- Contract with tribal consultant to assist with collaborating with tribes and policies and procedures
- **Interagency collaboration protocols with tribes, county mental health, and other agencies/entities**
- Expand contract with NCCD for two years (fiscal years 17/18 – 18/19) to assist with HPM leadership, training/coaching on SDM, work load study, data management, business process mapping, mandated reporter guide, backlog of investigations, investigations time management plan, and integrating tribal needs into system improvements and culturally responsive services.
- Create a complaint system and procedures for the public, including time frame for handling complaints formally and informally (written and verbal),
- **Ensure a thorough evaluation is made of safety and risk of child that has a referral, including contacting all relevant collaterals**
- Revise policies and procedures regarding compliance with CANRA, mandated reporters, CWS intake, tribal collaboration involving CWS decision making, cross reporting, CWS investigations, referral/case data entry, and complaint system)
- **Ongoing training/coaching of staff to use SDM tools at key decision points, CANRA, revised policies and procedures, HPM, and culturally responsive services,**
- **Ensure family-led team meetings are utilized consistently over life of case, involving all family meeting types**
- Revise process and policy with Children's Mental Health to ensure timely assessment of children in protective custody and sharing of information,
- Ongoing staff training of policies and procedures,
- Conduct business process mapping involving key decision points throughout life of case

- Conduct a work load study,
- Develop and implement a recruitment and retention plan to bring staffing to needed levels
- Create Community Task Force of internal and external stakeholders (CWS and Probation staff, law enforcement agencies, county mental health, school districts, HCOE, , Tribes, and medical providers, especially pediatricians) to develop recommendations for improvement in the following areas through Task Force subcommittees:
 - Child protection mandated reporter guide
 - Policies and practice review and implementation planning
 - Data and continuous quality improvement (including community/agency barriers to complying with CANRA and linking clients to identified community-based resources)

Technical Assistance

CDSS provides a variety of technical assistance to counties ranging from information technology and database management to outcomes and accountability. Humboldt County welcomes CDSS technical assistance in these areas related to systems improvement planning.

Humboldt County has contractual agreements with several consultants to assist DHHS CWS improve operations, service types offered and service delivery systems, resource management, and to reduce disparity of Native American population over-representation in the CWS and Probation systems. These contractors include: National Council on Crime and Delinquency (NCCD), National Indian Child Welfare Association (NICWA), Red Deer Consulting, and in-house contracted cultural/practice coaches.

The National Indian Child Welfare Association (NICWA) has provided technical assistance services to CWS to implement the children and family services systems improvement recommendations set forth in NICWA’s report in 2016. Key tasks include: increasing Indian child welfare practice knowledge and skills of Humboldt County CWS and Tribal Indian Child Welfare program staff, increasing intergovernmental coordination and culturally appropriate service delivery to Native American families, enhancing local Indian child welfare data collection to better inform policy and practice decisions, improving supports to caregivers of Native American children, and assisting county and tribes with the development of a final implementation plan. NICWA’s system review of CWS highlighted several areas for improvement which include, but not limited to: improve service accessibility to families in their communities, address workforce issues that involve a high rate of CWS staff turnover, ensure availability/access to traditional and tribal healing practices, and develop policies to address inconsistencies in level of supports provided.

National Council on Crime and Delinquency (NCCD) has been contracted by county DHHS since fiscal year 2015-2016 for technical assistance with CWS staff and management awareness and responsiveness to clients’ cultural, trauma-based, and other differential needs and also for training of staff and tribal partners, developing and updating policies and procedures, and building internal coaching capacity for consistent and accurate use of the Structured Decision Making assessment tools at all stages of referrals and cases. In addition, NCCD is also providing assistance to increase availability and referrals to existing integrated Mental Health services for children and families early in the CWS system.

FIVE-YEAR SIP WORK PLAN CHART

CWS and Probation selected outcome measures and targeted improvement goals for year 2022:

CWS Performance Outcomes
<p>Priority Outcome Measure: (P2) Permanency in 12 Months (12 – 23 Months in Care) National Standard: 43.6% Target Improvement Goal: 70% (approximately 4 additional children from current performance) CSA/SIP Baseline Performance (Qtr 2, 2016): 60.0% Current Performance (Qtr. 4, 2016): 65.0%</p>
<p>Priority Outcome Measure: (2B) Timely (Initial) Response 10-Day Compliance National Standard: 90% Target Improvement Goal: 95% (approximately 12 additional children since current performance) CSA/SIP Baseline (Qtr 2, 2016): 75.9% Current Performance (Qtr. 4, 2016): 89.4%</p>
<p>Priority Outcome Systemic Factor: Quality Assurance National Standard: Not applicable Targeted Improvement Goal: Establish CQI team, with identified team members, and establish regular CQI team meeting frequency CSA/SIP Baseline Performance (Qtr 2, 2016): Zero base line Current Performance (Qtr. 4, 2016): Zero base line</p>
Probation Performance Measures
<p>Priority Outcome Measure: (P1) Permanency in 12 Months (Entry in Care) National Standard: 40.5% Target Improvement Goal: 50% (one additional youth since current performance) CSA/SIP Baseline Performance (Qtr 2, 2016): 10 % Current Performance (Qtr. 4, 2016): 37.5%</p>
<p>Priority Outcome Measure: Systemic Factor – Service Array National Standard: Not applicable Target Improvement Goal: Increase available services, including residential placement for probation youth with intensive treatment needs CSA/SIP Baseline Performance (Qtr 2, 2016): zero baseline Current Performance (Qtr. 4, 2016): No current STRTP serving Humboldt County probation youth within 3 hour driving radius</p>

CWS Goal: (P2) Permanency within 12 months (in care 12 – 23 months)			
Strategy 1: Increase use, timeliness and improved fidelity for Structured Decision Making (SDM) tools	<input type="checkbox"/> CAPIT <input type="checkbox"/> CBCAP <input type="checkbox"/> PSSF <input checked="" type="checkbox"/> N/A	Applicable Outcome Measure(s): (P2) Permanency in 12 Months (12-23 months)	
Action Steps:	Start Date	End Date	Entity Responsible:
A: Identify baseline of SDM usage from SafeMeasures	Start: 10/2017	End: 3/2019	CWS in consultation with contracted NCCD Consultant
B: Develop and implement management tools to track SDM using SafeMeasures and technical assistance as needed from National Council on Crime & Delinquency (NCCD)	Start: 8/2017	End: 12/2019	NCCD, CWS CQI Team (CWS Program Managers (PMs)), Analysts, Director, Deputy Director)
C: Evaluate and create current SDM policy/procedures and include in tribal protocols (government to government agreements), as desired by each tribe, with tribal involvement to support joint decision making by CWS and tribes	Start: 2/2018	End: 6/2019 and Ongoing	NCCD, PMs, Director, Deputy Director, Analysts, Tribes, Task Force Policy and Procedure subcommittee
D: Train staff how to use SDM tools, and how SDM tools are to be completed collaboratively with tribes	Start: 8/2017	End: 6/2022	NCCD, CWS Training Team, PMs, Supervisors
E: Utilize NCCD technical assistance and tribal input to reinforce SDM training/coaching skills and concepts	Start: 8/2017	End: 12/2021	NCCD, Director, Deputy Director, PMs, CWS Training Team, Practice/Cultural Coaches, Supervisors
F: Monitor and evaluate usage and develop mechanism to provide feedback to staff on SDM tools	Start: 4/2019	End: 6/2022	NCCD, Director, Deputy Director, PMs, CWS Training Team, Supervisors, Analysts, Coaches

CWS Goal: (P2) Permanency within 12 months (in care 12 – 23 months)

<p>Strategy 2: Implement/Increase effective and timely use of Child & Family Team (CFT) Meetings at key decision points throughout CWS case life</p>	<input type="checkbox"/> CAPIT <input type="checkbox"/> CBCAP <input type="checkbox"/> PSSF <input checked="" type="checkbox"/> N/A	<p>Applicable Outcome Measure(s): (P2) Permanency in 12 Months (12-23 months)</p>	
<p>Action Steps:</p>	<p>Start Date</p>	<p>End Date</p>	<p>Entity Responsible:</p>
<p>A: Identify baseline of CFT meeting usage and standards for frequency</p>	<p>Start: 3/2019</p>	<p>End: 9/2019</p>	<p>CDSS, CWS CQI Team, PMs and Analysts</p>
<p>B: Develop and implement tracking system on CFT usage, tribal involvement, and tribal children data utilizing SafeMeasures and Business Intelligence (CWS/CMS) reports</p>	<p>Start: 6/2019</p>	<p>End: 9/2019</p>	<p>NCCD, CQI Team, PMs, Supervisors, Analysts</p>
<p>C: Evaluate and create current CFT policy/procedure and include in tribal protocols, with clear expectations of purpose, responsibilities, meeting frequency, documentation, usage, and participants, including joint participation with tribal representatives involving child/family assessments and key decision points</p>	<p>Start: 6/2018</p>	<p>End: 9/2019 and Ongoing</p>	<p>NCCD, Tribes, PMs, Director, Deputy Director</p>
<p>D: Develop training for staff, with tribal input, on CFT policy & practice and how to incorporate Humboldt Practice Model (HPM) with fidelity</p>	<p>Start: 8/2017</p>	<p>End: 6/2022 and Ongoing</p>	<p>Practice/Cultural Coaches, PMs, CWS Training Team, Tribes, CWS Consultants & Partners (NCCD, Center for Family Focused Practice, UC Davis, Northern Training Academy)</p>
<p>E: Train staff on CFT policy and practice</p>	<p>Start: 6/2019</p>	<p>End: 6/2022 and Ongoing</p>	<p>NCCD, CWS Training Team, PMs, Supervisors, Tribes, Coaches</p>

F: Monitor and evaluate usage and feedback of CFT meetings, including tribal participation and review	Start: 4/2019	End: 6/2022	NCCD, Director, Deputy Director, PMs, Supervisors, Analysts, CWS Case Reviewers
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CWS Goal: (2B) Timely 10-Day (Initial) Response Compliance			
Strategy 3: Plan, develop, and implement structure and process for data entry in CWS/CMS and tracking of 10-day referral responses utilizing CQI process	<input type="checkbox"/> CAPIT <input type="checkbox"/> CBCAP <input type="checkbox"/> PSSF <input checked="" type="checkbox"/> N/A	Applicable Outcome Measure(s): (2B) Timely Response (10-Day)	
Action Steps:	Start Date	End Date	Entity Responsible:
A: Utilize management tracking tools, such as SafeMeasures dashboard reports, to review and manage timeliness of responses, with technical assistance from NCCD as needed	Start: 7/2019	End: 6/2019 and Ongoing	NCCD, CWS CQI Team, PMs
B: Identify barriers to timely response and a work plan to address barriers using quantitative data, such as late 10-day responses with contact descriptions, and qualitative data of findings from case reviews, Ombudsperson contacts, and staff and tribal feedback of identified barriers	Start: 5/2019	End: 9/2019 and Ongoing	NCCD, Director, Deputy Director, CWS CQI Team, PMs, CWS Case Reviewers
C: Create policy and procedure for investigations, with tribal input, that includes clear expectations of timely response and data entry	Start: 9/2018	End: 2/2019	NCCD, Director, Deputy Director, PMs
D: Create training plan for staff on CWS/CMS data entry and using SafeMeasures tracking system, and other training that addresses identified barriers to timely 10-day response	Start: 9/2019	End: 6/2020 and Ongoing	NCCD, PMs, CWS Training Team, Analysts
E: Implement work plan that addresses identified barriers to investigating social workers	Start: 4/2019	End: 9/2020	Director, Deputy Director, PMs, Supervisors, identified staff

F: Develop work group, through CQI process with staff, to create plan for unaddressed barriers	Start: 9/2019	End: 12/2020 and Ongoing	Director, Dep. Dir., PMs, Supervisors, Analysts, identified line staff
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CWS Goal: (2B) Timely 10-Day (Initial) Response Compliance			
Strategy 4: Provide staff training and guides to ensure staff is responding and documenting in a timely manner	<input type="checkbox"/> CAPIT <input type="checkbox"/> CBCAP <input type="checkbox"/> PSSF <input checked="" type="checkbox"/> N/A	Applicable Outcome Measure(s): (2B) Timely Response (10-Day)	
Action Steps:	Start Date	End Date	Entity Responsible:
A: Provide ongoing training and coaching for pertinent CWS staff on data entry methods, using SafeMeasures tracking system, and other training to address identified barriers to timely 10-day referral response	Start: 5/2019	End: 6/2019 and Ongoing	NCCD, CWS Analysts, Director's Analyst, CWS Training Team, PMs
B: Implement tracking system	Start: 5/2019	End: 9/2019	NCCD, CWS CQI Team, PMs, Analysts
C: Monitor and evaluate usage and feedback of 10-day response tracking system, using SafeMeasures and other reporting methods (e.g. Business Intelligence)	Start: 6/2019	End: 9/2019 and Ongoing	NCCD, Director, Deputy Director, PMs, Analysts

CWS Goal: Systemic Factor – Quality Assurance			
Strategy 5: Plan, develop and implement CWS Continuous Quality Improvement (CQI) structure, purpose, process and participants	<input type="checkbox"/> CAPIT <input type="checkbox"/> CBCAP <input type="checkbox"/> PSSF <input checked="" type="checkbox"/> N/A	Applicable Outcome Measure(s): Systemic Factor – Quality Assurance	
Action Steps:	Start Date	End Date	Entity Responsible:
A: Identify and develop internal CWS CQI process and participants, with technical assistance from CDSS, NCCD, and other consultants as needed, and link with existing stakeholder and tribal feedback loops	Start: 6/2018	End: 12/2019	NCCD, Director, Deputy Director., PMs, Analysts, CWS Case Reviewers, Ombudsperson
B: Assess the existing quality assurance process and reporting (baseline)	Start: 8/2018	End: 6/2019	NCCD, CWS CQI Team
C: Design data-based management tools and tracking mechanisms, and identify data needs and data entry methods in CWS/CMS to achieve data accuracy and quality improvement	Start: 1/2019	End: 12/2019	NCCD, CWS CQI Team, Identified CWS Supervisors and Line Staff
D: Design a mechanism, with tribal input, to provide CWS CQI data to and receive feedback from the Tribes	Start: 6/2019	End: 6/2020	NCCD, CWS CQI Team, Director, Deputy Director, PMs
E: Design a mechanism to provide CWS CQI data to and receive feedback from community stakeholders, including CWS staff	Start: 6/2019	End: 6/2020	NCCD, CWS CQI Team, Director, Deputy Director, PMs
F: Interface CWS CQI Team with other work groups to share information and avoid duplication	Start: 1/2019	End: 6/2020 and Ongoing	All Applicable CWS Workgroups, CWS CQI Team, CWS Training Team, Director, Deputy Director, PMs

G: Implement management tools and tracking systems to support data-informed decision making (using tools such as SafeMeasures, SDM, Business Intelligence, and other reporting methods) with technical assistance from NCCD	Start: 6/2019	End: 12/2019	NCCD, CWS CQI Team, PMs, CWS Analysts
H: Develop CQI policy/procedure and ensure process is inclusive of Tribal input, using mutually agreed upon process, including getting feedback from tribes	Start: 9/2019	End: 6/2020	NCCD, Director, Deputy Director, PMs, Practice/Cultural Coaches
I: Train pertinent staff on data entry needs and data tracking systems and provide training/coaching to staff on CQI policy/procedure and processes	Start: 6/2019	End: 12/2021 and Ongoing	NCCD, CWS Training Team, Director, Deputy Director, PMs, CWS Analysts, Practice/Cultural Coaches, Identified champions among supervisors and line staff
J: Utilize NCCD technical assistance to reinforce CQI training/coaching concepts	Start: 8/2017	End: 12/2021	NCCD, CWS CQI Team, Director, Deputy Director, PMs, Practice/Cultural Coaches, Identified CQI champions among staff
K: Monitor and evaluate CQI implementation and management tracking system, and adjust as needed	Start: 6/2019	End: 12/2021 and Ongoing	NCCD, Director, Deputy Director, PMs, CWS Analysts, Practice /Cultural Coaches

Probation Goal: (P1) Permanency within 12 months (entering foster care)			
Strategy 1: Improve array & accessibility of local services for behaviorally challenged adolescents	<input type="checkbox"/> CAPIT <input type="checkbox"/> CBCAP <input type="checkbox"/> PSSF <input checked="" type="checkbox"/> N/A	Applicable Outcome Measure(s): (P1) Permanency in 12 Months (entering care) Systemic Factor – Service Array	
Action Steps:	Start Date	End Date	Entity Responsible:
A: Identify currently available local service options for adolescents with challenging behavioral needs	Start: 8/2017	End: 12/2018	Probation Division Director (DD), Family Reunification Unit (FRU), Supervising Probation Officer (SPO), Administrative Analyst, Juvenile Probation staff
B: Identify currently available local placement options for adolescents with challenging behavioral needs	Start: 8/2017	End: 12/2018	Probation DD, FRU SPO, Admin Analyst, Juvenile Probation staff
C: Actively engage in local efforts to expand local service array for adolescents with challenging behavioral needs by supporting or applying for grants as appropriate and by advocating for these services in interdisciplinary settings	Start: 10/2018	End: Continuously through 12/2021	Probation Administration
D: Explore potential Short-Term Residential Therapeutic Program (STRTP) providers willing to provide services in county	Start: 10/2018	End: Continuously through 12/2021	CWS and Probation Administration
E: Implement contract with selected provider	Start: 10/2018	End: 12/2021	CWS and Probation Administration

Probation Goal: (P1) Permanency within 12 months (entering foster care)			
Strategy 2: Increase family finding and engagement	<input type="checkbox"/> CAPIT <input type="checkbox"/> CBCAP <input type="checkbox"/> PSSF <input checked="" type="checkbox"/> N/A	Applicable Outcome Measure(s): (P1) Permanency in 12 Months (entering care)	
Action Steps:	Start Date	End Date	Entity Responsible:
A: Identify and define existing processes and policies	Start: 10/2018	End: 12/2018	Probation DD, JUV SPOs, Admin Analyst
B: Improve/refine existing processes and policies and include tracking system	Start: 1/2019	End: Ongoing	Probation DD, JUV SPO, Admin Analyst
C: Provide ongoing family finding and engagement training to staff utilizing Seneca Family of Agencies and/or additional trainers	Start: 10/2018	End: Ongoing	Probation Administration
D: Monitor and review family finding and engagement efforts and provide feedback to staff	Start: 7/2019	End: Ongoing	Probation DD, JUV SPOs, Admin Analyst

CAPIT/CBCAP/PSSF PROGRAMS, SERVICES AND EVALUATION

CSA findings were used in the county's needs assessment process to plan and coordinate integrated Child Abuse Prevention, Intervention and Treatment (CAPIT), Community Based Child Abuse Prevention (CBCAP), and Promoting Safe and Stable Families (PSSF) programs within the county. Humboldt County DHHS, Social Services Branch is the designated administrator for the CAPIT, CBCAP, PSSF, and Children's Trust Fund programs. The planning team composition for the CSA and SIP was essentially the same as for the CAPIT/CBCAP/PSSF plan, since CSA recommendations and SIP goals, strategies and action steps directly impact how services and funds will be prioritized for the CAPIT/CBCAP/PSSF programs.

Designated Public Agency

Administrative oversight of CAPIT/CBCAP/PSSF program, including distribution and receipt of program funds, will remain the responsibility of the Humboldt County DHHS, Children & Family Services. This Department has been designated as the local liaison for these programs. Responsibility for oversight/monitoring of local services, program compliance, data collection, five-year plan amendments, annual reporting and annual program evaluation will also be the responsibility of the Humboldt County DHHS, Children & Family Services. This includes ensuring that programs funded by CAPIT/CBCAP/PSSF will track client participation and satisfaction and also measure program and service delivery effectiveness.

The Department Liaison for CAPIT will maintain regular communication with the contractor(s) for the CAPIT program and will have face-to-face contact at least semi-annually to review goals and monitor progress. The CAPIT contractor (McKinleyville Family Resource Center) will be required to submit quarterly narrative and statistical reports in addition to invoicing for services. The contractor for CAPIT is required to capture data needed for the OCAP annual report.

The Department Liaison for CBCAP maintains at least monthly contact with the programs funded by CBCAP to monitor expenditures and compliance with the stated goals of each program, as does the Fiscal Services Unit. Data required for the OCAP annual report will be gathered by C&FS and the Fiscal Service Unit.

The Department Liaison for PSSF maintains at least monthly contact with the programs funded by PSSF to monitor expenditures and compliance with the stated goals of each program, as does the Fiscal Services Unit. Data required for the OCAP annual report will be gathered by C&FS and the Fiscal Service Unit.

The Role of the CAPIT/CBCAP/PSSF Liaisons

The role of the Humboldt County DHHS CAPIT/CBCAP/PSSF Liaisons are to meet regularly (at least annually) with DHHS Fiscal Services, DHHS Quality Management Services/R&E and CAPCC representatives to discuss administrative oversight of the CAPIT/CBCAP/PSSF Program funds, compliance with the state guidelines of CAPIT/CBCAP/PSSF, and quality assurance of progress toward achieving planned outcomes. A DHHS CAPIT/CBCAP/PSSF Liaison and Probation representative also serve on the CAPCC Board to assist with county coordination efforts. **Refer to Section B1** of this report for Liaison contact information.

Fiscal Oversight

The Humboldt County DHHS is the designated fiscal administrator for the CAPIT, CBCAP PSSF, and Children's Trust Fund (CTF) programs. Each program is tracked separately through the Department's Fiscal Services Unit and each has a separate budget and accounting system. Each request for funding to provide services or resources is submitted by the social worker for approval by the worker's supervisor and program manager, and if over \$250 is also approved by the CWS deputy director or CWS director. Any contracted services are invoiced to the county on a quarterly basis for services rendered. To facilitate fund/data tracking, service providers are requested to submit information electronically (e.g. RFPs, data and expenditure reports, etc.).

CAPIT/CBCAP/PSSF and CTF funds will be maximized by DHHS through leveraging of funds for establishing or expanding community-based and prevention-focused programs and activities. The Department's Administrative Fiscal Unit will ensure that the CAPIT/CBCAP/PSSF and CTF funds received will supplement, not supplant, other state and local public funds and services. The county's funding streams work in tandem with community-based resources to offer comprehensive child maltreatment prevention services to all children and families in the county that need support, not just families involved in the CWS system. For example, funding from the county and local agencies such as First 5 of Humboldt may use funds to provide parenting classes, support, child care, and supplies while the Family Resource Centers provide the site and co-facilitation for the program.

Fiscal Services will assist with tracking of PSSF funds to ensure that a minimum of 20% goes to each of the four PSSF service categories (Family Preservation, Family Support, Time-Limited Reunification, and Adoption Promotion & Support). Staff will receive more training in time-studying services to PSSF and PSSF will be discussed between Fiscal and CWS leadership to ensure all PSSF services are being provided and time allocated appropriately.

Refer to the attached Appendices A and B for a description of the Five-Year Summary of CAPIT/CBCAP/PSSF Services & Expenditures.

APPENDICES AND ATTACHMENTS

APPENDIX A: FUNDED PROGRAMS AND SERVICES SUMMARY

APPENDIX B: CAPIT/CBCAP/PSSF EXPENDITURE WORK BOOK

APPENDIX C: HUMBOLDT COUNTY COMMUNITY RESOURCE LIST

ATTACHMENT: NOTICE OF INTENT

ATTACHMENT: BOARD OF SUPERVISORS MINUTE ORDER/RESOLUTION

California Office of Child Abuse Prevention (OCAP) CAPIT/CBCAP/PSSF Funded Programs and Services Summary

PROGRAM NAME (*Expenditure Workbook Line Number 1*):

Love Your Neighborhood Program

SERVICE PROVIDER

McKinleyville Community Collaborative – Family Resource Center

PROGRAM DESCRIPTION:

The McKinleyville Community Collaborative is the lead agency for the county's 17 family resource centers, and was awarded CAPIT funds, with input from community stakeholders, including public and private non-profit agencies, the CAPCC, and consumers, in order to provide services to at-risk children and families, in accordance with CAPIT state guidelines. CAPIT funds are to provide preventative child abuse services through the Love Your Neighborhood Program by building family leadership capacities within communities centered on five key protective factors: parental resilience, concrete supports in times of need, social and emotional competence of children, social connections, and parental knowledge of child development and parenting. Families and individuals living in the apartment complexes are contacted by the Collaborative's full-time program coordinator and engaged to participate in the Love Your Neighborhood Program.

The program coordinator provides one-on-one interviews with the residents to identify their needs, level of stability and risk factors and strengths. Referrals are made to the McKinleyville Family Resource Center for case management and to other community-based service providers and resources as needed. Also, trainings are provided to interested residents on identifying an area of need for themselves and their residential complex to promote community leadership centered on the five protective factors of the Love Your Neighborhood program.

The program coordinator is in the community on a weekly basis (often a few times per week) and when activities and meetings are being held. Residents are supported in organizing and implementing on-site programming, such as exercise classes, book reading club, and community composting/gardening. Furthermore, the program offers opportunities for parents to gain understanding of typical child development, age appropriate expectations for children, and screen for early mental health challenges or developmental delays. One of the tools used to support this is the Ages and Stages Questionnaire.

FUNDING SOURCES

Child Abuse Prevention, Intervention, and Treatment (CAPIT) funds of \$71,000 are contractually allocated to this program for fiscal years 16/17 through 18/19, with the option to renew for additional years. The funded service provider will assure that the agency shall demonstrate the existence of a 10 percent cash or in-kind match, other than funding provided by the State Department of Social Services.

Appendix A

SOURCE	LIST FUNDED ACTIVITIES
CAPIT	Building family leadership capacities within communities centered on five key protective factors: parental resilience, concrete supports in times of need, social and emotional competence of children, social connections, and parental knowledge of child development and parenting.
CBCAP	
PSSF Family Preservation	
PSSF Family Support	
PSSF Time-Limited Family Reunification	
PSSF Adoption Promotion and Support	
OTHER Source(s): AB 2994	

PRIORITY NEED OUTLINED IN CSA

Based on the 2017 County Self-Assessment (summarized on page 6) and stakeholder/focus group feedback identified in Appendix V of the CSA, the following needs are targeted by CAPIT funding:

- Services will be strength-based and family-oriented.
- Methods for outreach to underserved areas and children/families in remote/outlying areas of the county must be included.
- Involvement by the consumer (parents, families, communities) must be part of core services and consumer feedback a requirement.
- Emphasis on “hands-on” teaching whenever possible, as opposed to traditional classroom-type lectures.
- Priority for services shall be given to children who are at high risk, including children who are being served by the county welfare department.

TARGET POPULATION

Target population consists of low-income individuals and families, with an emphasis on at-risk children and families, who are residents of two designated low-income housing complexes. This is a community-based program that supports neighborhood connections and involvement through one-on-one interviews, where residents identify strengths and opportunities to work together toward creating a caring and thriving community. Neighbors work together to promote leadership and building strong connections between family and community to create a safe and supportive environment for children and their families. Up to 50 residents may be interviewed and up to 25 residents trained in a resident-identified area of need. Additional apartment complex partners will be eligible in subsequent years.

TARGET GEOGRAPHIC AREA

Area of service includes residents of Courtyard Apartments in Arcata and Redwood Creek Apartments in McKinleyville, located about six to 12 miles north of Eureka.

Appendix A

TIMELINE

Humboldt County DHHS contracted with the family resource center, McKinleyville Community Collaborative, for fiscal years 2016/17 through 2018/19, with the option to renew for additional years through FY21/22, in order to provide preventative child abuse services through the Love Your Neighborhood Program.

EVALUATION

PROGRAM OUTCOME(S) AND MEASUREMENT & QUALITY ASSURANCE (QA) MONITORING

Desired Outcome	Indicator	Source of Measure	Frequency
Increase children’s social and emotional development Increase parent’s knowledge of parenting and child development Empower families to identify/develop a support network in times of need through increased social connections	An increase in at least two of the assessment categories in Family Development Model outcome scores between first and second assessment	Family Development Model tool that measures risk factors and level of stability	Before and after services delivery

CLIENT SATISFACTION

Method or Tool	Frequency	Utilization	Action
Collaborative family advocates are directly involved with the clients and are able to speak to clients about satisfaction with the services provided.	Ongoing as needed	In-person communication between family advocates and clients	Areas of concern to be addressed by staff to resolve issues

Program Outcome(s) and Measurement:

The purpose of the Love Your Neighborhood program is to increase children’s social and emotional development, to increase parent’s knowledge of parenting and child development, and to empower families to identify/develop a support network in times of need through increased social connections, thus increasing child/family resiliency. Families referred to case management services, through the Love Your Neighborhood Program, are requested to complete an interview questionnaire, which is the Family Development Model outcome tool, for measuring risk factors and level of stability (before and after services delivery). Two residents are to be trained in administering the Ages and Stages Questionnaire to resident children (ages 1 month to 5.5 years of age), designed to screen and assess developmental performance of children in the areas of communication, gross/fine motor skills, problem solving, and personal-social skills.

Quality Assurance Monitoring:

The DHHS CAPIT liaison and the McKinleyville Community Collaborative have face-to-face contact at least semi-annually to review goals and monitor progress. The contractor is required to capture

Appendix A

service and client data as described in the contract's scope of services and provided in the end-of-year report to DHHS. This reporting is distributed to CWS program management to review the effectiveness of the program and determine service delivery and training needs. The performance goal of the program is to see an increase in at least two of the assessment categories in Family Development Model outcome scores from the first assessment to the second assessment. It has been learned so far that the program has shown to be successful in engaging residents especially if the residential complex has a community gathering space on site and is locally managed which facilitates communication and coordination.

Furthermore, a review of the program will be conducted through the county's CAPIT/CBCAP/PSSF annual report to the state's Office of Child Abuse Prevention (OCAP). It may be beneficial for county DHHS/CWS and contracted service provider to receive CDSS OCAP technical assistance with regard to program evaluation and monitoring. Any technical assistance and training needed may also be provided by private, nonprofit agencies to the funded agency. The county may provide training as needed to the Collaborative staff on the evidence-based SafeCare practice to enhance the quality of in-home visitation services.

Client Satisfaction:

The McKinleyville Community Collaborative family advocates are directly involved with the clients and are able to speak to clients about satisfaction with the services provided. Client comments may then be brought for discussion by the Community Collaborative Coordinator to the regular annual CAPIT meeting with CWS and Probation representatives. At this time no client satisfaction survey is being used, however CWS and McKinleyville Community Collaborative, with technical assistance from CDSS, would be willing to explore options for implementing a client survey where it is deemed needed.

Appendix A

PROGRAM NAME (*Expenditure Workbook Line Number 2*):

Child Abuse Prevention Coordinating Council (CAPCC) Activities

SERVICE PROVIDER

Humboldt County CAPCC

PROGRAM DESCRIPTION

CAPCC in Humboldt County is a non-profit corporation authorized by the state legislature to coordinate the Child Abuse Prevention Council (CAPC) efforts in the county to prevent and respond to child abuse and neglect, promote public awareness of child abuse/neglect issues, and facilitate training of professionals in the prevention/intervention of child abuse/neglect. Current membership includes representation from schools, community-based organizations, parents, community members, and County of Humboldt. CAPCC also has a Coordinator position to assist with outreach efforts, education, and coordination activities related to child abuse prevention in the community.

The function of CAPCC is to provide outreach, share common resources and innovative ideas on strategies to minimize the lasting harm of abuse, as well as administer the Children's Trust Fund monies. Other CAPCC activities relate to planning and coordinating community events, trainings and partnerships to promote public awareness, parent education, and community outreach in linking at-risk families to community-based providers and events. CAPCC activities include CAPCC Coordinator and Board efforts to promote community-based prevention/early intervention services to at-risk children and families, especially in outlying remote areas affected by poverty, substance abuse, unemployment, children with challenging behaviors/disabilities, and difficulty accessing services.

CAPCC funds child abuse prevention and awareness activities from the County Children's Trust Fund allocation. CAPCC may also award grants through an RFP process that funds community-based organizations that work in child abuse/neglect prevention, family preservation and family support. For FY17-18 there were no CAPCC grants awarded.

FUNDING SOURCES

Five percent (\$4,000) of CAPIT program funds cover CAPCC activities related to prevention and early intervention educational services and review of CAPIT grant awards, per CAPIT guidelines. According to the CAPC state guide, it stipulates:

Each county shall fund the CAPC from the county's children's trust fund. A county may also utilize their CAPIT, PSSF, CBCAP or Kids Plat funds to financially support their CAPCs. The CAPCs are required to provide a local cash or in-kind match of 33.33%. Councils unable to raise the full match for the maximum allocation are provided a partial grant in the amount of three grant dollars to each match dollar. In addition, councils must develop a protocol for interagency coordination and provide yearly reports to the county Board of Supervisors.

Appendix A

SOURCE	LIST FUNDED ACTIVITIES
CAPIT	CAPCC prevention/early intervention educational related activities
CBCAP	
PSSF Family Preservation	
PSSF Family Support	
PSSF Time-Limited Family Reunification	
PSSF Adoption Promotion and Support	
OTHER Source(s): AB 2994	

PRIORITY NEED OUTLINED IN CSA

County needs for prevention/early intervention community-based activities, services and resources for at-risk children/youth and families are identified in the 2017 County Self-Assessment (page 6) and stakeholder/focus group feedback detailed in Appendix V of the CSA.

TARGET POPULATION

At-risk children/youth and families in the county who may benefit from community-based prevention and early intervention education and services.

TARGET GEOGRAPHIC AREA

All residents of Humboldt County and also neighboring counties whose CAPCC Boards collaborate together on planning and events.

TIMELINE

FY17 through FY21 (SIP period)

EVALUATION

PROGRAM OUTCOME(S) AND MEASUREMENT & QUALITY ASSURANCE (QA) MONITORING

Desired Outcome	Indicator	Source of Measure	Frequency
Prevention/early intervention related activities and educational training to the public and service providers	Publication of prevention and early intervention community-based activities in CAPCC newsletters and public announcements will reach 80% of county residents	County CWS and Probation representatives regularly attend monthly CAPCC Board meetings, where event participation data and publication outreach data are shared	Monthly CAPCC Board meetings

Appendix A

CLIENT SATISFACTION			
Method or Tool	Frequency	Utilization	Action
CAPCC report	Annual	CAPCC presentation of annual report to County Board of Supervisors	County Board of Supervisors review of report

Program Outcome(s) and Measurement:

The CTF information is collected by the CAPCC and published in the April Child Abuse Awareness Month's CAPCC newsletter. Refer also to previous CAPIT funded program, Love Your Neighborhood Program provided by the McKinleyville Community Collaborative.

Quality Assurance Monitoring:

The county measures CAPCC effectiveness by having county CWS and Probation representatives regularly attend monthly CAPCC Board meetings. Service delivery and training needs are identified at the county program manager and supervisor levels, as well as representatives of the CAPIT contract service provider (McKinleyville Collaborative).

Client Satisfaction:

CAPCC presents a report of past and future planned activities to the County Board of Supervisors on an annual basis.

Appendix A

PROGRAM NAME (Expenditure Workbook Line Number 3):

Public Health Field Nursing, SafeCare Parenting Curriculum, and Nurse Family Partnership

SERVICE PROVIDER

Humboldt County Public Health

PROGRAM DESCRIPTION

As part of CWS Differential Response, when a CWS investigation shows a family may benefit from public health nurse visitation services, such as SafeCare, NFP, or Field Nursing, a referral is made to Public Health Nurse Home Visitation for assessment and services. These programs are available to at-risk children/families, including CWS involved children/families.

SafeCare is an evidence-based, voluntary home-visitation and parent education curriculum spanning a 15 to 20-week time frame. It is designed to reduce risk of child abuse/neglect of children, promote parenting skill, and increase child/family safety. Parents receive 1.5 hour weekly home visits for 18 weeks (3 modules with 6 sessions each) to improve skills in several areas, including home safety, health care, and parent-child communication and problem solving. It was implemented in 2013 and has served 202 individuals to date, with an average of 50 per year.

Nurse Family Partnership (NFP) is an evidence-based home visiting program launched in Humboldt County in July 2009. The Nurse Home Visitors begin seeing pregnant mothers before the birth of their first child and follow the family until the child reaches two years old. This preventive model is available to low income pregnant women (first time mothers only) between 16 and 28 weeks of gestation, including Tribal families. Since the program’s inception in 2009 there have been 620 participants with about 24% successful graduation rate. An average of 75 families enroll every year. As of July 2017, there were 110 active families that participated.

Public Health Field Nursing is a voluntary comprehensive home visiting program designed to decrease risk of abuse or neglect of at-risk children. The services include integrated case management, with home-based mental health assessments and counseling for children and families, with a focus on family strengths that contribute to child safety and the needs of families.

FUNDING SOURCES

Community–Based Child Abuse Prevention (CBCAP)

SOURCE	LIST FUNDED ACTIVITIES
CAPIT	
CBCAP	Nurse home visitation and parent education
PSSF Family Preservation	
PSSF Family Support	
PSSF Time-Limited Family Reunification	
PSSF Adoption Promotion and Support	
OTHER Source(s): AB 2994	

Appendix A

PRIORITY NEED OUTLINED IN CSA

The county’s CSA and Peer Review have contributed to identifying CBCAP needs assessment that identifies the need to increase the availability, frequency, and quality of in-home hands-on parenting. Refer to the needs summarized in the 2017 CSA (page 6) and stakeholder/focus group feedback identified in CSA Appendix V. SafeCare, NFP, and Public Health Field Nursing services address the county’s need to provide effective and accessible evidence-based practices (SafeCAre and NFP) and evidence-informed services (Field Nursing) that promote prevention and early intervention for at-risk children/youth and families.

TARGET POPULATION

There are currently three different Public Health Nurse Home Visitation service programs available to communities in the county, including more rural areas (Orick, Willow Creek and Garberville) and tribal lands (Hoopa). These include: Field Nursing, SafeCare, and Nurse Family Partnership (NFP). **Field Nursing** provides case management services for at-risk children (particularly for ages 0 to 8 years) and families who do not meet the criteria of NFP or SafeCare but would benefit from Public Health Nursing services. **SafeCare** provides home-visitation for families with children ages zero to five. **NFP** serves low-income mothers pregnant with their first child. Each mother served by this national program is partnered with a registered nurse early in her pregnancy (by week 28) and receives support and guidance through her child’s second birthday.

TARGET GEOGRAPHIC AREA

These programs and services are available to Humboldt County residents.

TIMELINE

FY17 through FY21

EVALUATION

PROGRAM OUTCOME(S) AND MEASUREMENT & QUALITY ASSURANCE (QA) MONITORING

Desired Outcome	Indicator	Source of Measure	Frequency
Parents have an increased knowledge of parenting skills and child development and also reduced parental stress Improved child behavior	80% of clients will complete course (Humboldt County average completion rate is 64% over last two-year period, 2016-2017)	Assessment surveys: Parenting Stress Index (PSI) and Eyeberg Child Behavior Inventory (ECBI), Protective Factor Survey (PSF)	Pre- and post-program

Appendix A

CLIENT SATISFACTION			
Method or Tool	Frequency	Utilization	Action
Client Satisfaction survey	Completed by participants after each module	Surveys reviewed on a quarterly basis by program staff	Problem areas addressed by staff to resolve issues

Program Outcome(s) and Measurement:

The DHHS Research & Evaluation (R&E) Unit is responsible for analyzing data and reporting outcomes and progress to program management for each EBP, including NFP and SafeCare. The NFP and SafeCare programs capture data utilizing an approved data collection form that are submitted monthly to R&E. Quality Assurance reviews are completed quarterly on the outcomes by R&E, including the number of referrals received, assessments completed, children/families served, and participation and evaluation results. The programs are reviewed quarterly to determine if needs of children and families are being met.

Engagement Outcomes: The SafeCare model includes client satisfaction questionnaires filled out by the client at the end of each of the three modules. There is also a Post Assessment satisfaction questionnaire for the overall program filled out by the client. There is opportunity for a follow-up satisfaction questionnaire (with 5 key program-specific points) to be administered via phone interview at six and twelve month post program. Since Humboldt County’s population has proportionally one of the highest numbers of American Indians in California, it is also recommended that the Client Cultural Competence Inventory (CCCI) provided by SafeCare be utilized to monitor the success of the DHHS goal to achieve cultural competence for families receiving SafeCare services.

Short-Term Outcomes: The SafeCare program utilizes the Ages and Stages Questionnaire (ASQ). It is a developmental and social-emotional screening tool for children aged one month to 5.5 years to help identify strengths and trouble spots in a child’s development, as well as educate parents about development milestones. The ASQ is highly reliable and is currently being implemented by C&FS in accordance with the Child Abuse Prevention and Treatment Act (CAPTA) requirements, referring any child under the age of three (3) involved in a substantiated case of abuse/neglect for developmental screening.

Intermediate Outcomes: After implementation of the SafeCare program, the next steps are to observe and measure progress toward the expected goals of the program. These intermediate outcomes include increasing parenting skills, reducing parental stress, and improving child behavior. There are three instruments specific to the SafeCare program to measure outcomes. SafeCare home visitors conduct observational assessments of **parenting skills** before and after the training modules, including general outcome measurements using the Protective Factors Survey.

Long-Term Outcomes: the long-term expected outcomes for families receiving SafeCare of NFP services partly funded by CBCAP include:

- 1) Reduced physical abuse and neglect

Appendix A

- 2) Increased children's safety
- 3) Improved parents' knowledge of health treatment
- 4) Improved parent-child communication and problem solving

Quality Assurance and Peer Review:

A formal process to develop and implement a peer review of CBCAP funded services is not currently being pursued by Public Health at this time, though it is recognized as a valuable component of the county's quality assurance and client service evaluation to improve effective services. This endeavor has been a challenge as it requires considerable time, resources and coordination of administrative resources, which compete with time and resource needs for direct service.

Client Satisfaction:

Both NFP and SafeCare programs have client evaluation and satisfaction evaluations built into the practice, at closure of the program and after six and 12 months post program completion. This data is included in the program's annual report. The client satisfaction review process is being used to determine how best to achieve planned outcomes and client satisfaction. For example, feedback from many parents was that the Parent Stress Index (PSI) and the Eyeberg Child Behavior Inventory (ECBI) tools were not liked, therefore the tool was changed to using the Protective Factors Survey for their input.

Appendix A

PROGRAM/SERVICES NAME (Expenditure Workbook Line Number 4):

Basic Needs and Support Services to *Promote Safe Stable Families*

SERVICE PROVIDER

Humboldt County DHHS	Humboldt Bay Housing Authority	Bear River Development Commission	Redwood Coast Real Estate Inc.,	Townhouse Motel	Willow Creek Family Apartments
Parents In Training Inc.	Love & Logic Parent Training	Wiyot Tribe Parenting Classes	Rainbow Self Storage	Pacific Gas & Electric	Blue Star Gas

PROGRAM DESCRIPTION

C&FS uses PSSF funds to help families preserve, support or reunite with their children in accordance with court requirements and CWS case plan. These services are for at-risk children/youth and families involved in the CWS system, who cannot afford or easily access these services. The funds are utilized to provide a variety of services and supports, including emergency safe housing assistance (rental deposits, repairs), transport of clients to/from services, staff-supervised parent/child visitation, child care support services, and basic needs.

• **Emergency safe housing assistance**

- To prevent the removal of a child when there are safety factors regarding a family’s home, families can be provided typically one-time or short-term motel accommodations until a home can be made safe.
- When families that receive Family Maintenance services or Reunification services are experiencing barriers to finding housing, a one-time payment of monthly rent to prevent a family from being evicted or a security deposit in order to secure housing is provided. Considerations are made regarding the family’s ability to maintain the rent thereafter, other community resources available, and other emergency housing assistance available.
- In-patient drug treatment housing occasionally may be provided in some cases when clients are not able to pay for court-ordered in-patient treatment in accordance with their case plan.

- **Transportation support** provides bus tickets to clients in order for them to get to and from services (e.g. parenting classes, counseling, drug treatment, mental health, visitation support, child care assistance, youth programs, and linkage to concrete basic needs). Mileage reimbursement is also provided to families based on their financial need in various circumstances where they need to drive to services that are specified in their case plan. Transportation assistance helps families physically access services they need in order to support and preserve family stability, unity, and empowerment to meet their challenges, as well to facilitate safe reunification of children with parents.

- **Visitation** provides staff time to supervise parent/child visitations and provide home visitation and parent education to facilitate safe reunification of the children with parents.

Appendix A

- **Child care support services** include reimbursement to care providers in situations where child care or respite services are difficult to access in order to promote family reunification and/or family support services.
- **Concrete support services** include client reimbursement for basic needs, such as food, clothing, and supplies, which the family would not otherwise be able to afford. This helps maintain children safely in the home or alleviate crises that might lead to out-of-home placement of children.

During FY17/18, approximately 65 families received a variety of services and supports funded by one of the three PSSF categories (family preservation, family support services, or time-limited family reunification).

FUNDING SOURCES

The Humboldt County Department of Health and Human Services serves in the capacity of administering the Promoting Safe and Stable Families (PSSF) funds, with planning feedback from CWS and DHHS- Financial Services. PSSF partially pays for these needed services that are provided either by the county or service providers in the community. According to PSSF guidelines, a minimum of 20% is to be allocated to each of the four PSSF categories: family preservation, family support, time-limited reunification, and adoption promotion and support. The county strives to distribute PSSF funds equally among the four budgeted categories, though this may be a challenge in certain years due to greater client need in certain categories than others and due to limited resources at times.

SOURCE	LIST FUNDED ACTIVITIES
CAPIT	
CBCAP	
PSSF Family Preservation	Services, resources, basic needs, and concrete supports
PSSF Family Support	Services, resources, basic needs, and concrete supports
PSSF Time-Limited Family Reunification	Services, resources, basic needs, and concrete supports
PSSF Adoption Promotion and Support	
OTHER Source(s): AB 2994	

PRIORITY NEED OUTLINED IN CSA

The 2017 CSA (page 6) and stakeholder/focus group feedback detailed in CSA Appendix V, identified needs in the county for accessible basic services for children/youth and families, such as housing, transportation, and child care to stabilize and support at-risk children/youth and families.

TARGET POPULATION

Children/youth and families receiving services by Humboldt County CWS are eligible to receive these funded services in areas where it is closest to the client as possible.

TARGET GEOGRAPHIC AREA

These services are available to Humboldt County residents.

Appendix A

TIMELINE

FY17 through FY21

EVALUATION

PROGRAM OUTCOME(S) AND MEASUREMENT & QUALITY ASSURANCE (QA) MONITORING

Desired Outcome	Indicator	Source of Measure	Frequency
Families basic needs and concrete supports met in times of need	80% of CWS children are able to remain in their home or be returned home	CWS tracks outcomes of families receiving PSSF funds	Annual basis

CLIENT SATISFACTION

Method or Tool	Frequency	Utilization	Action
Social workers are directly involved with the clients and are able to speak to clients about satisfaction with the services provided	Ongoing as needed	In-person communication between case worker and clients	Areas of concern to be addressed by staff to resolve issues

Program Outcome(s) and Measurement:

Social workers observe the families' use of PSSF provided services. All requests for PSSF funds are reviewed by the social worker's supervisor. The C&FS program manager reviews all PSSF requests and the deputy director reviews all requests above \$250. County purchased services are invoiced to DHHS Financial Services Unit. Work orders for client reimbursement and C&FS staff time are claimed to one of the four time-study PSSF program codes available per type of service provided.

Quality Assurance Monitoring:

CWS program managers and DHHS Fiscal Services staff meet annually to discuss the budget and service needs. Fiscal also can generate a report that identifies services requested for families and clients that received PSSF funded services, based on work orders for client reimbursement and case worker time study claim codes received. CWS conducts program evaluation by using SafeMeasures and Business Intelligence (CWS/CMS) reports to measure and monitor client outcomes in rates of reunification, removal and reentry. Service effectiveness and performance outcomes are also gauged by social workers observing the progress status of children/families that experience reunification, removal, or reentry. Service delivery and training needs are identified and addressed at the program manager, supervisor, and social worker levels to review the effectiveness of the program. In addition, a review of the services will be conducted through the county's annual report to the Office of Child Abuse Prevention (OCAP).

Client Satisfaction:

Social workers are directly involved with the clients and are able to speak to clients about satisfaction with the services provided. All conversations are recorded in the Delivered Service Log in CWS/CMS.

Appendix A

CWS will explore options for implementing a client survey, with technical assistance from CDSS OCAP, where deemed needed.

Appendix A

PROGRAM/SERVICES NAME (*Expenditure Workbook Line Number 4*):

Substance Abuse Treatment to *Promote Safe Stable Families*

SERVICE PROVIDER

Humboldt County DHHS Children & Family Services	Accurate Drug Testing	North Coast Substance Abuse Council	Alcohol Drug Care Services Inc.	Visions of the Cross Inc.	Progress House Inc.	Humboldt Recovery Center	About Time Recovery
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PROGRAM DESCRIPTION

Substance abuse treatment includes out-patient drug treatment and counseling services and in-patient residential drug treatment programs (usually 30 days, up to 60 days). There are numerous drug treatment service providers, including DHHS. Many are out of county. Refer to Humboldt County’s 2017 CSA for a detailed list in the Agency Collaborations (p.71+) and Service Array sections (p. 75+).

C&FS uses PSSF funds to help families preserve, support or reunite with their children in accordance with court requirements and CWS case plan. These services are for at-risk children/youth and families involved in the CWS system, who cannot afford or easily access these services. The funds are utilized to provide abuse treatment and related support services.

During FY17/18, approximately 65 families received a variety of services and supports funded by one of the three PSSF categories (family preservation, family support services, or time-limited family reunification). In recent years, a large portion of these services have been substance abuse treatment related services funded by PSSF categories of Time Limited Family Reunification and Family Supports.

FUNDING SOURCES

The Humboldt County Department of Health and Human Services serves in the capacity of administering the Promoting Safe and Stable Families (PSSF) funds, with planning feedback from CWS and DHHS- Financial Services. PSSF partially pays for these needed services that are provided either by the county or service providers in the community. According to PSSF guidelines, a minimum of 20% is to be allocated to each of the four PSSF categories: family preservation, family support, time-limited reunification, and adoption promotion and support. The county strives to distribute PSSF funds equally among the four budgeted categories, though this may be a challenge in certain years due to greater client need in certain categories than others and due to limited resources at times.

Appendix A

SOURCE	LIST FUNDED ACTIVITIES
CAPIT	
CBCAP	
PSSF Family Preservation	Services, resources, basic needs, and concrete supports
PSSF Family Support	Services, resources, basic needs, and concrete supports
PSSF Time-Limited Family Reunification	Services, resources, basic needs, and concrete supports
PSSF Adoption Promotion and Support	
OTHER Source(s): AB 2994	

PRIORITY NEED OUTLINED IN CSA

The 2017 CSA (page 6) and stakeholder/focus group feedback detailed in CSA Appendix V, identified needs in the county for effective and accessible substance abuse treatment for older youth and adults, both out-patient services and in-patient residential treatment.

TARGET POPULATION

Children/youth and families receiving services by Humboldt County CWS are eligible to receive these funded services in areas where it is closest to the client as possible.

TARGET GEOGRAPHIC AREA

These services are available to Humboldt County residents.

TIMELINE

FY17 through FY21

EVALUATION

PROGRAM OUTCOME(S) AND MEASUREMENT & QUALITY ASSURANCE (QA) MONITORING

Desired Outcome	Indicator	Source of Measure	Frequency
Families basic needs and concrete supports met in times of need	80% of CWS children are able to remain in their home or be returned home	CWS tracks outcomes of families receiving PSSF funds	Annual basis

CLIENT SATISFACTION

Method or Tool	Frequency	Utilization	Action
Social workers are directly involved with the clients and are able to speak to clients about satisfaction with the services provided	Ongoing as needed	In-person communication between case worker and clients	Areas of concern to be addressed by staff to resolve issues

Appendix A

Program Outcome(s) and Measurement:

Social workers observe the families' use of PSSF provided services. All requests for PSSF funds are reviewed by the social worker's supervisor. The C&FS program manager reviews all PSSF requests and the deputy director reviews all requests above \$250. County purchased services are invoiced to DHHS Financial Services Unit. Work orders for client reimbursement and C&FS staff time are claimed to one of the four time-study PSSF program codes available per type of service provided.

Quality Assurance Monitoring:

CWS program managers and DHHS Fiscal Services staff meet annually to discuss the budget and service needs. Fiscal also can generate a report that identifies services requested for families and clients that received PSSF funded services, based on work orders for client reimbursement and case worker time study claim codes received. CWS conducts program evaluation by using SafeMeasures and Business Intelligence (CWS/CMS) reports to measure and monitor client outcomes in rates of reunification, removal and reentry. Service effectiveness and performance outcomes are also gauged by social workers observing the progress status of children/families that experience reunification, removal, or reentry. Service delivery and training needs are identified and addressed at the program manager, supervisor, and social worker levels to review the effectiveness of the program. In addition, a review of the services will be conducted through the county's annual report to the Office of Child Abuse Prevention (OCAP).

Client Satisfaction:

Social workers are directly involved with the clients and are able to speak to clients about satisfaction with the services provided. All conversations are recorded in the Delivered Service Log in CWS/CMS.

Appendix A

PROGRAM/SERVICES NAME (Expenditure Workbook Line Number 4):

Mental Health Counseling to *Promote Safe Stable Families*

SERVICE PROVIDER

Humboldt County DHHS Mental Health, Mend/Wend, Humboldt Family Services, Dr. Andrew Renouf, Dr. Kevin Kelly, and Humboldt County Counselors

PROGRAM DESCRIPTION

Mental Health counseling provides family and children assessments/screenings, counseling, and health/development education to help families maintain children safely in the home or alleviate crises that might lead to out-of-home placement of children, as well as to facilitate safe reunification of children with parents.

C&FS uses PSSF funds to help families preserve, support or reunite with their children in accordance with court requirements and CWS case plan. These services are for at-risk children/youth and families involved in the CWS system, who cannot afford or easily access these services. The funds are utilized to provide abuse treatment and related support services.

During FY17/18, approximately 65 families received a variety of services and supports funded by one of the three PSSF categories (family preservation, family support services, or time-limited family reunification). In recent years, a large portion of these services have been substance abuse treatment related services funded by PSSF categories of Time Limited Family Reunification and Family Supports.

FUNDING SOURCES

The Humboldt County Department of Health and Human Services serves in the capacity of administering the Promoting Safe and Stable Families (PSSF) funds, with planning feedback from CWS and DHHS- Financial Services. PSSF partially pays for these needed services that are provided either by the county or service providers in the community. According to PSSF guidelines, a minimum of 20% is to be allocated to each of the four PSSF categories: family preservation, family support, time-limited reunification, and adoption promotion and support. The county strives to distribute PSSF funds equally among the four budgeted categories, though this may be a challenge in certain years due to greater client need in certain categories than others and due to limited resources at times.

SOURCE	LIST FUNDED ACTIVITIES
CAPIT	
CBCAP	
PSSF Family Preservation	Services, resources, basic needs, and concrete supports
PSSF Family Support	Services, resources, basic needs, and concrete supports
PSSF Time-Limited Family Reunification	Services, resources, basic needs, and concrete supports
PSSF Adoption Promotion and Support	
OTHER Source(s): AB 2994	

Appendix A

PRIORITY NEED OUTLINED IN CSA

The 2017 CSA (page 6) and stakeholder/focus group feedback detailed in CSA Appendix V, identified needs in the county for effective and accessible mental health counseling services for older youth and adults.

TARGET POPULATION

Children/youth and families receiving services by Humboldt County CWS are eligible to receive these funded services in areas where it is closest to the client as possible.

TARGET GEOGRAPHIC AREA

These services are available to Humboldt County residents.

TIMELINE

FY17 through FY21

EVALUATION

PROGRAM OUTCOME(S) AND MEASUREMENT & QUALITY ASSURANCE (QA) MONITORING

Desired Outcome	Indicator	Source of Measure	Frequency
Families basic needs and concrete supports met in times of need	80% of CWS children are able to remain in their home or be returned home	CWS tracks outcomes of families receiving PSSF funds	Annual basis

CLIENT SATISFACTION

Method or Tool	Frequency	Utilization	Action
Social workers are directly involved with the clients and are able to speak to clients about satisfaction with the services provided	Ongoing as needed	In-person communication between case worker and clients	Areas of concern to be addressed by staff to resolve issues

Program Outcome(s) and Measurement:

Social workers observe the families' use of PSSF provided services. All requests for PSSF funds are reviewed by the social worker's supervisor. The C&FS program manager reviews all PSSF requests and the deputy director reviews all requests above \$250. County purchased services are invoiced to DHHS Financial Services Unit. Work orders for client reimbursement and C&FS staff time are claimed to one of the four time-study PSSF program codes available per type of service provided.

Quality Assurance Monitoring:

CWS program managers and DHHS Fiscal Services staff meet annually to discuss the budget and service needs. Fiscal also can generate a report that identifies services requested for families and

Appendix A

clients that received PSSF funded services, based on work orders for client reimbursement and case worker time study claim codes received. CWS conducts program evaluation by using SafeMeasures and Business Intelligence (CWS/CMS) reports to measure and monitor client outcomes in rates of reunification, removal and reentry. Service effectiveness and performance outcomes are also gauged by social workers observing the progress status of children/families that experience reunification, removal, or reentry. Service delivery and training needs are identified and addressed at the program manager, supervisor, and social worker levels to review the effectiveness of the program. In addition, a review of the services will be conducted through the county's annual report to the Office of Child Abuse Prevention (OCAP).

Client Satisfaction:

Social workers are directly involved with the clients and are able to speak to clients about satisfaction with the services provided. All conversations are recorded in the Delivered Service Log in CWS/CMS. CWS will explore options for implementing a client survey, with technical assistance from CDSS OCAP, where deemed needed.

Appendix A

PROGRAM NAME (*Expenditure Workbook Line Number 5*):

Recruitment & Support of Adoptive Families and Youth Permanency

SERVICE PROVIDER

Humboldt County DHHS Adoption Unit and Contracted Adoptions Liaison

PROGRAM DESCRIPTION

Depending on the children and families' needs, adoption promotion and support services may involve pre- and post-adoptive services. Recruitment and Support of Adoptive Families and Promoting Youth Permanency focus in part on pre-adoptive family support services (e.g. concurrent family planning, facilitating adoption finalization, negotiating Adoption Assistance Program rates, and adoption court hearing activities) and partly on post-adoptive families (e.g. providing crisis intervention, family counseling, and linkage to local resources).

- **Pre-adoptive services** help children/youth and families prepare for the changes that come with adoption and develop life-skills for permanency and stability. Pre-adoptive services may include recruitment of adoptive parents and foster families to be adoptive parents since most adoptive parents start out as foster families. Other pre-adoptive services may consist of adoption related child assessment/screening, mental health counseling for children/families, Livescan fees, and services designed to expedite the adoption process. CWS social workers will continue to make sure that placements made throughout the life of the case involve concurrent permanency planning.
- **Post-adoption services** would be provided based on the needs of the family. Priority will be on maintaining children in their adoptive home. Post-adoption services may include parenting/adult education, respite, parent support groups, case management, and concrete supports to meet basic needs. Crisis intervention may include assessment of needs, referral to local services/resources, home visits by an Adoptions worker in collaboration with a mental health clinician and/or public health nurse (as needed), and expansion of Wrap program services to adoptive families. Adoption Workers will also be able to facilitate contact with birth parents and adoptive children/families (in writing or in person) as appropriate. Promoting youth permanency may also be provided through support programs that promote youth esteem building and cultural/social activities (e.g. Tribal summer camps).

Pre-adoptive services and related activities to expedite and support the adoption process, are mainly funded by county CWS allocations and in part complemented by PSSF monies to cover additional needs in these areas. Post-adoptive services are mainly funded by the county's state-realignment adoption funds and in part complimented by PSSF funds for Adoptive and Post-Adoptive Services. This form of braided funding allows for flexibility in applying resources to where the most need currently exists, without supplanting county funds.

FUNDING SOURCES

Humboldt County DHHS allocates a portion of PSSF funds for adoption support services and promoting youth permanency. Per PSSF guidelines the county allocates a minimum of 20% to each of the four

Appendix A

categories: Family Preservation, Family Support Services, Time-Limited Family Reunification Services, and Adoption Promotion & Support Services. The county strives to distribute PSSF funds equally among the four budgeted categories, though this may be a challenge in certain years due to greater client need in certain categories than others and due to limited resources at times.

SOURCE	LIST FUNDED ACTIVITIES
CAPIT	
CBCAP	
PSSF Family Preservation	
PSSF Family Support	
PSSF Time-Limited Family Reunification	
PSSF Adoption Promotion and Support	Recruitment of adoptive families and supportive services (pre and post adoptive services), such as assessment/screening, mental health counseling, parenting education, respite, parent support groups, case management, concrete supports, and youth permanency
OTHER Source(s): AB 2994	

IDENTIFY PRIORITY NEED OUTLINED IN CSA

Recruitment, retention and support services for potential adoptive families and promoting youth permanency are the main needs identified. Refer to the needs summarized in the 2017 CSA (page 6) and stakeholder/focus group feedback identified in CSA Appendix V.

TARGET POPULATION

Potential adoptive families and adoptive families and their children within Humboldt County jurisdiction

TARGET GEOGRAPHIC AREA

These services are available to Humboldt County residents.

TIMELINE

FY17 through FY21

EVALUATION

PROGRAM OUTCOME(S) AND MEASUREMENT & QUALITY ASSURANCE (QA) MONITORING

Desired Outcome	Indicator	Source of Measure	Frequency
Permanency and stability for children in adoptive homes	80% of adopted children are able to remain in their adoptive home	CWS tracks outcomes of adoptive families receiving PSSF funds	Annual basis

Appendix A

CLIENT SATISFACTION			
Method or Tool	Frequency	Utilization	Action
Social workers are directly involved with the clients and are able to speak to clients about satisfaction with the services provided	Ongoing as needed	In-person communication between case worker and clients	Areas of concern to be addressed by staff to resolve issues

Program Outcome(s) and Measurement:

Social workers observe the families' use of PSSF provided services. All requests for PSSF funds are reviewed by the social worker's supervisor. The C&FS program manager reviews all PSSF requests and the deputy director reviews all requests above \$250. County purchased services are invoiced to DHHS Financial Services Unit. C&FS staff time is claimed to the four time-study PSSF program codes available per type of service provided.

Quality Assurance Monitoring:

C&FS program managers and Fiscal Services staff meet annually to discuss the budget and service delivery. Fiscal also can generate a report of PSSF funded services provided to families, based on work orders received for client reimbursement and case worker time study claim codes. During fiscal year 17/18, the majority of the PSSF funds (in this adoption supports category) funded adoption liaison support services to pre- and post-adoptive families and their children, provided by the county's contracted service provider, who is an experienced adoptive parent.

The county measures service effectiveness and performance outcomes by social workers observing the progress status of pre- and post-adoptive families. Service delivery and training needs are identified and addressed at the program manager, supervisor, and social worker levels to review the effectiveness of the program. In addition, a review of the program will be conducted through the county's CAPIT/CBCAP/PSSF annual report to the state's Office of Child Abuse Prevention (OCAP).

Client Satisfaction:

Social workers are directly involved with the clients and are able to speak to clients about satisfaction with the services provided. All conversations are recorded in the Delivered Service Log in CWS/CMS. CWS will explore options for implementing a client survey, with technical assistance from CDSS OCAP, where deemed needed.

CAPIT/CBCAP/PSSF Expenditure Workbook
Proposed Expenditures
Worksheet 1

(1) DATE SUBMITTED: _____ (2) DATES FOR THIS WORKBOOK 7/1/17 thru 6/30/18
 (4) COUNTY: Humboldt (5) PERIOD OF SIP: 8/31/17 thru 8/31/22 (6) YEARS: 5

(3) DATE APPROVED BY OCAP _____ Internal Use Only
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(7) ALLOCATION (Use the latest Fiscal or All County Information Notice for Allocation):	CAPIT: \$ 75,000	CBCAP: \$ 14,241	PSSF: \$ 89,848
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No.	Program Name	Applies to CBCAP Programs Only	Name of Service Provider	Service Provider is Unknown, Date Revised Workbook to be Submitted to OCAP	CAPIT		CBCAP		PSSF						OTHER SOURCES	NAME OF OTHER	TOTAL
					Dollar amount to be spent on CAPIT Programs	CAPIT is used for Administration	Dollar amount to be spent on CBCAP Programs	CBCAP is used for Administration	Dollar amount to be spent on Family Preservation	Dollar amount to be spent on Family Support	Dollar amount to be spent on Time-Limited Reunification	Dollar amount to be spent on Adoption Promotion & Support	Dollar amount of PSSF allocation to be spent on PSSF activities (Sum of columns G1-G4)	PSSF is used for Administration	Dollar amount from other sources	List the name(s) of the other funding source(s)	Total dollar amount to be spent on this Program (Sum of Columns E, F, G5)
A	B	C	D1	D2	E1	E2	F1	F2	G1	G2	G3	G4	G5	G6	H1	H2	I
1	Love Your Neighborhood Program		McKinleyville Community Collaborative - FRC		\$71,000		\$0		\$0	\$0	\$0	\$0	\$0	\$0	\$0		\$71,000
2	CAPCC Activities		CAPCC		\$4,000		\$0		\$0	\$0	\$0	\$0	\$0	\$0	\$0		\$4,000
3	Field Nursing, Nurse Family Practice, and SafeCare		Humboldt County DHHS, Public Health		\$0		\$14,241		\$0	\$0	\$0	\$0	\$0	\$0	\$0		\$14,241
4	Basic Needs and Support Services		Humboldt County DHHS, CWS		\$0		\$0		\$3,533	\$5,411	\$5,516	\$0	\$14,460		\$0		\$14,460
5	Behavioral/Mental Health Services		Humboldt County DHHS, CWS		\$0		\$0		\$5,300	\$8,117	\$8,274	\$0	\$21,691		\$0		\$21,691
6	Substance Abuse Treatment		Humboldt County DHHS, CWS				\$0		\$8,834	\$13,528	\$13,789	\$0	\$36,151		\$0		\$36,151
7	Recruitment and Support of Adoptive Families (pre & post) & Youth Permanency		Humboldt County DHHS, CWS		\$0		\$0		\$0	\$0	\$0	\$17,546	\$17,546		\$0		\$17,546
8					\$0		\$0		\$0	\$0	\$0	\$0	\$0		\$0		\$0
9					\$0		\$0		\$0	\$0	\$0	\$0	\$0		\$0		\$0
10					\$0		\$0		\$0	\$0	\$0	\$0	\$0		\$0		\$0
11					\$0		\$0		\$0	\$0	\$0	\$0	\$0		\$0		\$0
12					\$0		\$0		\$0	\$0	\$0	\$0	\$0		\$0		\$0
13					\$0		\$0		\$0	\$0	\$0	\$0	\$0		\$0		\$0
14					\$0		\$0		\$0	\$0	\$0	\$0	\$0		\$0		\$0
15					\$0		\$0		\$0	\$0	\$0	\$0	\$0		\$0		\$0
	Totals				\$75,000		\$14,241		\$17,667	\$27,056	\$27,579	\$17,546	\$89,848		\$0		\$179,089
									20%	30%	31%	20%	100%				

(1) COUNTY: Humboldt

(2) YEARS: FY 2017-2018

No.	Program Name	Logic Model			EBP/EIP ONLY						Parent Involvement Activities		
		Logic Model Not Applicable	Logic Model Exists	Logic Model Will be Developed	EBP/EIP Level As determined by the EBP/EIP Checklist					EBP/EIP Checklist is on file or N/A	Planning	Implementation	Evaluation
					Program Lacking support (Level 0)	Emerging & Evidence Informed Programs & Practices (Level 1)	Promising Programs & Practices (Level 2)	Supported (Level 3)	Well Supported (Level 4)				
A	B	C1	C2	C3	D1	D2	D3	D4	D5	D6	E1	E2	E3
	Field Nursing, Nurse Family Practice, and SafeCare		X						X	X			

Humboldt Community Resource List

April 2019 (7th edition)



Category	Page	Category	Page
<i>Community Info and Referral</i>	1	Legal Services	15
Abuse (Adult/Children)	2	LGBTQ+	17
Adoption Services	3	Mediation/Conflict resolution	17
Cancer Services	3	Medical Information/Insurance	17
Caregiver Services	4	Medical Marijuana	18
Child Care	4	Medical Services	18
Civil Rights/Human Rights Advocacy	4	Mental/Behavioral Health	20
Clothing/Hygiene Resources	5	Native American Services	21
Dental Services	5	Parenting Resources	22
Developmental/Intellectual Disability Services	5	Pets/Animals	23
Disability-related Resources	6	Prenatal Services	24
Domestic/Intimate Partner Violence	6	Reduced Fee	25
Education	7	Senior Services	25
Employment & Training	8	Service Agencies, Clubs & Funders	27
Financial Assistance with Training and Supports	9	Shelters: Emergency/Crisis	27
Food – Meals	10	Spanish Language Resources & Support	28
Food – Pantries and Other Resources	10	Substance Use Disorder (SUD) Services	29
Grief & Bereavement Services	12	SUD: Residential Facilities and Clean & Sober Houses	30
Health & Wellness	13	Transportation	31
Housing: Assisted Living	13	Veterans	31
Housing: Long Term Care	14	Volunteer Opportunities	32
Housing: Permanent/Rapid Re-Housing	14	Youth Services	32
Housing: Transitional	15		

- DHHS and St Joseph's do not endorse listed services and cannot guarantee accuracy
- Send corrections and updates to CalFreshOutreach@co.humboldt.ca.us
- Semi-annual updates issued April and October

Main Category	Name	Address	Phone	Website	Brief Description
Community Info and Referral	2-1-1 Humboldt (HNFRC Member)	1707 E St. Suite 4, Eureka, CA 95501	2-1-1 or 707-441-1001, 877-460-6000	http://www.211humboldt.org/	Comprehensive database of information on resources available in Humboldt County. Call the help line from any phone in Humboldt County to talk to a real person: A caring, highly-skilled call center specialist who will link you to the right telephone numbers for real help. It's free, it's easy, and it's confidential.
Community Info and Referral	Arcata Family Resource Center (HNFRC Member)	2400 Baldwin St., Arcata, CA 95521	707-862-1002	http://www.hnfr.org/	Services offered through the HNFRC include: Food programs, health services, student and family support, counseling (substance use disorder), clothing closets, tutoring, lice checks, play groups, free access to computer/internet/fax, community events and activities and job support.
Community Info and Referral	Area 1 Agency on Aging Senior Information & Assistance	434 Seventh St., Eureka, CA 95501	707-442-3763	http://www.a1aa.org/	Helps seniors to find community resources and publishes the Senior Information Guide. Pick up a copy at the office or visit the website and print one.
Community Info and Referral	Betty Chinn- Betty Kwan Chinn Day Center	133 Seventh St., Eureka, CA 95501	707-407-3833	https://www.bettychinn.org/betty-kwan-chinn-day-center.html	Open Monday through Friday from 8:00 a.m. to 3:00 p.m. Phone calls received until 4:30 p.m. Homeless day center providing case management, employment, housing, and food-related resources.
Community Info and Referral	Blue Lake Community Resource Center (HNFRC Member)	111 Greenwood, Blue Lake, CA 95525	707-668-4281	https://www.stjoehumboldt.org/for-community/community-resource-centers/	One of five Community Resource Centers (CRCs) operated by St. Joseph Health – Humboldt County; coordinates local programs and provides community information and referrals. Also a member of the Humboldt Network of Family Resource Centers (HNFRC). Bilingual staff.
Community Info and Referral	Bridgeville Community Center (HNFRC Member)	38717 Kneeland Road, Bridgeville, CA 95526	707-777-1775	http://www.bridgevillecommunitycenter.org/	Provides a variety of community services including a monthly newsletter, annual Bridgefest event, senior programs, food pantry, family support, computer access and more. Member of the Humboldt Network of Family Resource Centers (HNFRC).
Community Info and Referral	Carlotta Healthy Start Community Center (HNFRC Member)	300 Wilder Road, Carlotta, CA 95528	707-768-3860	http://www.hnfr.org/	Services offered through the HNFRC include: Food programs, health services, student and family support, counseling (Substance Use Disorder), clothing closets, tutoring, lice checks, play groups, free computer/internet/fax, community events and activities and job support.
Community Info and Referral	Eel River Valley Multi-Generational Center	2280 Newburg Road, Fortuna, CA 95540	707-725-3300	http://www.ervmgc.com/	Provides a healthy and supportive environment that promotes interaction, understanding and respect between generations through a variety of activities, classes, programs and services. Offers bilingual classes. Staff in office Tuesdays and Wed. 10:00 a.m. to 2:00 p.m.
Community Info and Referral	Eureka Community Resource Center	35 West Third St., Eureka, CA 95501	707-442-5239	https://www.stjoehumboldt.org/for-community/community-resource-centers/	One of five Community Resource Centers (CRCs) operated by St. Joseph Health – Humboldt County; coordinates local programs and provides community information and referrals.
Community Info and Referral	Fortuna Adventist Community Services	2331 Rohnerville Road, Fortuna, CA 95540	707-725-1166	http://fortunaacs.com/	Serving the Eel River Valley, provides info on community resources and operates a thrift store, clothing closet, and food pantry. Bilingual staff available Tues/Wed 9:30 to 11:30 a.m.
Community Info and Referral	Fortuna Family Resource Center (HNFRC Member)	2089 Newburg Road, Fortuna, CA 95540	707-725-9082	https://sfe-fesd-ca.schoolloop.com/frc	Services and/or referrals include food assistance, health services, student and family support, counseling, clothing vouchers, tutoring, playgroups, free internet/fax, computer, community events and activities and job support. Member of the Humboldt Network of Family Resource Centers (HNFRC).
Community Info and Referral	Hupa Family Resource Center (HNFRC Member)	T8 Holt St., Hoopa, CA 95546	530-625-4000	http://www.hnfr.org/	Services offered through the HNFRC include: Food programs, student and family support, counseling (Substance Use Disorder), clothing closets, tutoring, lice checks, free computer/internet/fax, community events and activities and job support.
Community Info and Referral	Jefferson Community Center (HNFRC Member)	1000 B St., Eureka, CA 95501	707-497-6280	http://www.Jefferson-project.org	Part of Eureka's Westside Community Improvement Association; offers extensive, diverse community services and recreational opportunities. Also a member of the Humboldt Network of Family Resource Centers (HNFRC).
Community Info and Referral	Loleta Community Resource Center (HNFRC Member)	Loleta Elementary School, 700 Loleta Drive, Loleta, CA 95551	707-733-5239	https://www.stjoehumboldt.org/for-community/community-resource-centers/	One of five Community Resource Centers (CRCs) operated by St. Joseph Health – Humboldt County; coordinates local programs and provides community information and referrals. Bilingual Coordinator Marina Cortez-Hash. Also a member of the Humboldt Network of Family Resource Centers (HNFRC).

Main Category	Name	Address	Phone	Website	Brief Description
Community Info and Referral	<i>Manila Community Resource Center (HNFRC Member)</i>	1611 Peninsula Drive, Manila, CA 95521	707-444-9771	http://manilacrc.org/	Community Support services include food programs, student and family support, job seeker resources, play groups, counseling and medical referrals, fax/internet, connection to CalWORKs and CalFresh, community events, meeting space. Tues/Wed/Thu 1 to 5 p.m. Member of the Humboldt Network of Family Resource Centers (HNFRC).
Community Info and Referral	<i>Marshall Family Resource Centers (HNFRC Member)</i>	2100 J St., Eureka, CA 95501 and 216 West Harris St., Eureka, CA 95501	707-441-2516	http://www.eurekacityschools.org/index.php?option=com_content&view=article&id=385:marshall-family-resource-center&Itemid=265	Services offered through the HNFRC include: Food programs, health services, student and family support, counseling, clothing closets, tutoring, lice checks, free computer/internet/fax, parent support group, community events and activities and job support.
Community Info and Referral	<i>Mattole Valley Resource Center (HNFRC Member)</i>	203 Old Coast Wagon Road, Petrolia, CA 95558	707-629-3348	http://www.hnfr.org/	Services offered through the HNFRC include: Food programs, health services, student and family support, counseling, tutoring, lice checks, play groups, free computer/internet/fax, parent support, after school programs, community events and activities and job support.
Community Info and Referral	<i>McKinleyville Family Resource Center (HNFRC Member)</i>	1450 Hiller Road, McKinleyville, CA 95519	707-840-0905	http://mckfrc.org/	Services offered through the HNFRC include: Food programs, health services, student and family support, counseling (Substance Use Disorder), clothing closets, tutoring, lice checks, play groups, free computer/internet/fax, community events and activities and job support.
Community Info and Referral	<i>Mobile Outreach Vehicle, HOME Program, DHHS</i>	930 Sixth St., Eureka, CA 95501	707-441-4650	http://humboldt.gov.org/383/Mobile-Outreach-Program	Mobile unit that travels to outlying areas of Humboldt County. Provides assistance with CalFresh and other social services provided by the County of Humboldt.
Community Info and Referral	<i>Pine Hill/South Bay Family Resource Center (HNFRC Member)</i>	5230 Vance Avenue, Eureka, CA 95503	707-445-5933	https://southbayusd.org/family-resource-center	Food programs, health services, student and family support, counseling referrals, play groups, free computer/internet/fax usage, community events and activities, housing search, and Cal Fresh sign ups. Member of the Humboldt Network of Family Resource Centers (HNFRC).
Community Info and Referral	<i>Queer Humboldt Extensive Resource List (Community Info)</i>	PO Box 45, Arcata, CA 95518-0045	707-502-2890	http://www.queerhumboldt.org/resources/resource-download/	View or download a comprehensive 15 page resource list maintained by Queer Humboldt. Community service groups, open and affirming churches and spiritual organizations, youth, homelessness, crisis, social groups, mental wellness, health wellness, legal resources, wedding resources and more.
Community Info and Referral	<i>Rio Dell Community Resource Center (HNFRC Member)</i>	99 Wildwood Avenue, Rio Dell, CA 95562	707-764-5239	https://www.stjoehumboldt.org/for-community/community-resource-centers/	One of five Community Resource Centers (CRCs) operated by St. Joseph Health – Humboldt County; coordinates local programs and provides community information and referrals. Also a member of the Humboldt Network of Family Resource Centers (HNFRC).
Community Info and Referral	<i>Southern Humboldt Family Resource Center (HNFRC Member)</i>	344 Humboldt Avenue, Redway, CA 95560	707-923-1147	https://www.facebook.com/pages/Family-Resource-Center-Southern-Humboldt/124716694350164?rf=162340227123806	Services offered through the HNFRC include: Food programs, health services, student and family support, counseling (Substance Use Disorder), clothing closets, tutoring, lice checks, play groups, free computer/internet/fax, community events and activities and job support.
Community Info and Referral	<i>Willow Creek Community Resource Center (HNFRC Member)</i>	38883 Highway 299, Willow Creek, CA 95573	530-629-3141	https://www.stjoehumboldt.org/for-community/community-resource-centers/	One of five Community Resource Centers (CRCs) operated by St. Joseph Health – Humboldt County; coordinates local programs and provides community information and referrals. Also a member of the Humboldt Network of Family Resource Centers (HNFRC).
Community Info and Referral	<i>Area 1 Agency on Aging: Senior Information Guide</i>	434 Seventh St., Eureka, CA 95501	707-442-3763	http://www.a1aa.org/programs-and-services/senior-information-and-assistance/senior-information-guide	A categorized phone and internet directory of programs and services relating to seniors. Available in hard copy and online at the website.
Abuse (Adult/Children)	<i>Adult Protective Services (APS), Mental Health, DHHS</i>	808 E St., Eureka, CA 95501	707-476-2100, after 5 p.m., weekends, toll free 866-527-8614	http://humboldt.gov.org/499/Adult-Protective-Services	APS provides protective services to elders (65 and older) and dependent adults (18-64) who are unable to protect their own interests or care for themselves.
Abuse (Adult/Children)	<i>CASA of Humboldt (Abuse)</i>	2356 Myrtle Avenue, Eureka, CA 95501	707-443-3197	http://www.humboldtcasa.org/	Court Appointed Special Advocates (CASA) speaks for children in court because all children have a right to live in a safe, healthy and secure environment. Trained volunteers advocate for abused children in court, assuring that they are placed in safe, nurturing homes.

Main Category	Name	Address	Phone	Website	Brief Description
Abuse (Adult/Children)	<i>Child Abuse Prevention Coordinating Council</i>	PO Box 854, Eureka, CA 95502	707-445-7006	http://www.capcchumboldt.org	Provides training, public awareness and support regarding child abuse prevention, intervention and treatment efforts.
Abuse (Adult/Children)	<i>Child Welfare Services, DHHS</i>	929 Koster St., Eureka, CA 95501	707-445-6180	http://humboldt.gov/497/Child-Welfare-Services	Emergency Response workers investigate reports of child maltreatment. Protection of the child is the main goal, and maintaining the family unit is emphasized whenever possible. Emergency response services are available 24 hours a day, seven days a week.
Abuse (Adult/Children)	<i>Long-Term Care Ombudsman Program, Area 1 Agency on Aging</i>	434 Seventh St., Eureka, CA 95501	707-269-1330	http://www.a1aa.org/programs-and-services/ombudsman	The Long-Term Care Ombudsman Program is a community-supported program, built largely of volunteers who are trained and certified to advocate for the rights of residents of skilled nursing and residential care facilities.
Abuse (Adult/Children)	<i>North Coast Rape Crisis Team</i>	PO Box 1011, Eureka, CA 95502	Hum: 443-2737, hotline 445-2881. Del Norte: 465-6961, hot-line 465-2851	http://www.ncrct.org	Serves survivors of all ages and genders who have experienced sexual abuse and the non-offending people who care about them. 24 hour crisis line, in-person counseling, support group, advocacy, accompaniment, information and referrals, prevention education.
Adoption Services	<i>Adoption Horizons/Licensed</i>	10 W Seventh St. Suite F, Eureka, CA 95501	707-444-9909	http://www.adoption-horizons.org/	Provides adoptable children with families, state licensed home studies, counseling/adoption planning for pregnant woman, adoption education, preparation and guidance to singles and couples desiring to adopt.
Adoption Services	<i>Adoption Services Bureau, State Department of Social Services</i>	749 F St., Arcata, CA 95521	707-826-9180	http://www.cdss.ca.gov/Benefits-Services/Adoption-Services/Adoptions/Adoption-Field-Offices/Arcata-Adoption-Office	For parents who relinquish a child to an adoption agency for placement, who place a child directly, or who wish to adopt. Information available about licensed public and private adoption agencies.
Adoption Services	<i>Environmental Alternatives Foster Family Agency</i>	612 G St. Suite 104, Eureka, CA 95501	707-443-7370	http://www.ea.org/	Provides nurturing homes with love to match with foster children. Social workers visit the kids and their foster parents weekly. Operates several six-bed group homes and a 30 bed group home, as well as offering transitional rental housing for youth aged 18-24 who have aged out of foster care.
Adoption Services	<i>Infant Placement Program: Adoption Horizons</i>	10 W Seventh St. Suite F, Eureka, CA 95501	707-444-9909	http://www.adoption-horizons.org/programs/infant-placement/	The Infant Placement Program differs from other independent adoption programs. This program is geared exclusively for women who want to improve themselves through the process of adoption. Adoption Horizons assists the family through the matching and legal processes, as well as counsels and supports the birthmother.
Cancer Services	<i>American Cancer Society</i>	317 I St., Eureka, CA 95503	707-442-1436 Office # 443-2241	http://www.cancer.org/	Comprehensive source of national and local resources and information for those dealing with the challenges of cancer. ACS Thrift Store at 2942 F St., Eureka.
Cancer Services	<i>American Society of Clinical Oncology(ASCO)</i>	2318 Mill Road, Suite 800, Alexandria, VA 22314		http://www.cancer.net/	Cancer.Net provides timely, comprehensive, oncologist-approved information from the ASCO. Cancer.Net brings the expertise and resources of ASCO to people living with cancer and those who care for and about them to help patients and families make informed health care decisions.
Cancer Services	<i>Cancer Care Program, St. Joseph Health – Humboldt County</i>	2700 Dolbeer St., Eureka, CA 95501	707-269-4242, 800-477-1922	http://www.stjosepheureka.org/Our-Services/Cancer-Program.aspx	Comprehensive cancer care to reduce morbidity and mortality from cancer.
Cancer Services	<i>Cancer Support Group, Prostate (St. Joseph's)</i>	2700 Dolbeer St., Eureka, CA 95501 (St. Joseph's Hospital)	707-496-8340	http://www.stjoehumboldt.org/Our-Services/Cancer-Program/Support-Services.aspx	This support group is open to people that have been diagnosed with prostate cancer and their loved ones. Provides education, resources, and support.
Cancer Services	<i>Cancer Support Group, St. Joseph Health – Humboldt County</i>	2700 Dolbeer St., Eureka, CA 95501 (Evergreen Lodge in front of St. Joseph's)	445-8121 ext. 7521	https://www.stjoehumboldt.org/our-services/cancer-program/	Group designed for those who are currently undergoing cancer treatment or have completed treatment, along with family/friends. Offered 9:30-10:30 a.m. on the first Tuesday of each month in Evergreen Lodge.
Cancer Services	<i>Evergreen Lodge, St. Joseph Health – Humboldt County</i>	2700 Dolbeer St., Eureka, CA 95501	707-445-8121 ext. 7980	https://www.stjoehumboldt.org/for-community/evergreen-lodge/	Low-cost lodging for patients receiving cancer treatment at St. Joseph Hospital.
Cancer Services	<i>Humboldt County Breast and Gyn Health Project</i>	987 Eighth St., Arcata, CA 95521	707-825-8345	http://www.hcbhp.org	Community resource of support and education for those facing a breast health concern, gynecologic cancer concern, or a diagnosis of breast or gynecologic cancer.
Cancer Services	<i>Leukemia & Lymphoma Society</i>	3 International Drive Suite 200, Rye Brook, NY 10593	888-557-7177	http://www.lls.org	Mission is aimed towards curing leukemia, lymphoma, Hodgkin's disease and myeloma, and improve the quality of life of patients and their families. Nearest local chapters are in Sacramento or S.F.

Main Category	Name	Address	Phone	Website	Brief Description
Cancer Services	<i>National Coalition for Cancer Survivorship</i>	8455 Colesville Road Suite 930, Silver Spring, MD 20910	877-622-7937	http://www.canceradvocacy.org	Represents individuals living with, through and beyond a cancer diagnosis. Advocate for quality cancer care for all people touched by cancer and for changes in how the nation researches, regulates, finances and delivers quality cancer care.
Caregiver Services	<i>Elite Caregivers Senior Home Care</i>	PO Box 6888 Eureka, CA 95502	707-496-8499	http://www.elite-caregivers.com	Aides provide personal care, companionship and life enrichment services to help seniors and others requiring assistance to continue to live independently in the comfort of their own home. Aides work independently and in teams to meet the needs of clients. Owned and operated by John and Laura Neely for over 25 years.
Caregiver Services	<i>Humboldt Senior Resource Center/ Adult Day Health Services (Caregiver Services)</i>	1910 California St., Eureka, CA 95501	707-443-9747	http://www.humsenior.org	This licensed, therapeutic day program offers comprehensive care, activities, health monitoring, therapies, social services, meals, and transportation for adults age 18 and older with chronic conditions or disabilities. The program is designed to help participants stay mentally and physically active, reduce isolation, improve or maintain their health, and prevent decline of their abilities. Call ext. 3203.
Caregiver Services	<i>Humboldt Senior Resource Center/Alzheimer's Resource Center</i>	1910 California St., Eureka, CA 95501	707-443-9747	http://www.humsenior.org	An extensive Alzheimer's Resource Library is located at HSRC. Staff is available to provide consultations regarding dementia care and referrals to community resources. Caregiver support groups are available, as well as caregiver training workshops. Call ext. 3203.
Caregiver Services	<i>In-Home Supportive Services (IHSS), Mental Health, DHHS (Caregiver)</i>	808 E St., Eureka, CA 95501	707-476-2100, toll free 866-527-8614	https://humboldt.gov.org/502/In-Home-Supportive-Services	In-Home Supportive Services (IHSS) is an alternative to costly out-of-home care such as nursing homes; provides aid to blind, aged, and disabled individuals who are unable to remain safely in their own home without the aid of a care provider.
Caregiver Services	<i>Pacific Medical Resources</i>	612 Second St., Eureka, CA 95501	707-798-6244	https://www.pacificmedicalresources.com/	Services from light housekeeping to complex personal care, such as: children and adults with special needs; the terminally ill home in their final days; clients discharged from hospital setting who need extra care after surgery, etc. A for-profit organization.
Caregiver Services	<i>Redwood Caregiver Resource Center</i>	1140 Sonoma Avenue, Ste. 1B, Santa Rosa, CA 95405	1-800-834-1636	http://www.redwoodcrc.org/	Serves family caregivers through the National Family Caregiver Support Program (NFCSP). NFCSP serves families and informal caregivers of individuals 60 and over or individuals of any age with Alzheimer's disease or related disorders with neurological and organic brain dysfunction.
Caregiver Services	<i>Visiting Angels</i>	1112 Fifth St., Eureka, CA 95501 and 1719 Main St., Fortuna, CA 95540	707-442-8001 and 707-725-3611 and 707-825-8008	http://www.visitingangels.com/eureka/home	A national network of elder care agencies committed to providing families with the best possible in-home care. Please call to learn more and schedule an appointment at the Eureka location. The Arcata location has limited hours. Call for more details.
Childcare	<i>Changing Tides Family Services (Child Care)</i>	2259 Myrtle Ave, Eureka, CA 95501	707- 444-8293	http://changingtidesfs.org/child-care	Child Care, counseling, respite care, developmental and mental health services and other community resources.
Childcare	<i>College of the Redwoods: Child Development Center</i>	7351 Tompkins Hill Road, Eureka, CA 95503	707-476-4337	https://www.redwoods.edu/cdc	Open to the community. For children age 18 months to 5 years old. The center serves as a laboratory for Early Childhood Education students, and enriching, educational childcare for children of CR student parents, staff, and faculty.
Childcare	<i>Humboldt State Children's Center</i>	1 Harpst St., Arcata, CA 95521 (Jensen House #94)	707-826-3838	https://childrencenter.humboldt.edu/	Affordable high quality child care for children 3 months to 5 years old whose parents are HSU students, staff or faculty. Based on a sliding scale. Open Mon. through Fri., 7:30 a.m. to 5:30 p.m. Aftercare is available from 5:30 to 6:30 p.m. during the academic year.
Childcare	<i>Northcoast Children's Services</i>	1266 Ninth St., Arcata, CA 95521	707-822-7206 1-800-808-7206	http://ncsheadstart.org/	Early Head Start for 0 to 3 year olds and Head Start for 3 to 5 year olds is offered in various communities.
Civil Rights/Human Rights Advocacy	<i>American Civil Liberties Union (ACLU), Redwood Chapter</i>	917 3rd St. Suite Q, Eureka, CA 95501	707-336-2258	http://redwoodaclu.blogspot.com/	To preserve, protect and defend the essential civil liberties enshrined in the state and federal constitutions.
Civil Rights/Human Rights Advocacy	<i>Humboldt Center for Constitutional Rights (HCCR)</i>	637 F St., Arcata, CA 95521, P.O Box 685, BaysideCA 95524	707-633-9085	http://www.humrights.org	Vision is to ensure that every member of the Humboldt community feels confident expressing his or her constitutional rights and empowered by the knowledge that HCCR is ready to defend those rights, should they be violated.
Civil Rights/Human Rights Advocacy	<i>Humboldt County Human Rights Commission</i>	825 Fifth St. Room 1A, Eureka, CA 95501	866-809-4373; 707-268-2548	http://humboldt.gov.org/1308/Human-Rights-Commission	Aids in the eradication of discrimination in the county specifically in cases of employment, public services and housing.
Civil Rights/Human Rights Advocacy	<i>Western Regional Advocacy Project (W.R.A.P.)</i>	2940 16th St. Suite 200-2, San Francisco, CA 94103	415-621-2533	http://wraphome.org	Created to expose and eliminate the root causes of civil and human rights abuses of people experiencing poverty and homelessness in the community.

Main Category	Name	Address	Phone	Website	Brief Description
Clothing/Hygiene Resources	<i>Angels of Hope Thrift Store</i>	1309 10th St., Arcata, CA 95521	707-822-5019	http://youthability.org/angels-of-hope-thrift-store	Store is a training center in which disadvantaged youth and young adults learn retail skills and basic workplace knowledge. Store proceeds fund the on-the-job training program. Low cost clothing, shoes, housewares, kitchen stuff, furniture, appliances. Mon-Sat 10 a.m.-7 p.m., Sun 11 a.m.- 5 p.m.
Clothing/Hygiene Resources	<i>Arcata Pool</i>	1150 16th St., Arcata, CA 95521	707-822-6801	http://arcatapool.com/	Facility use is \$8.00 for adults, \$7.00 for seniors, and \$5.00 for youths. Discounted price is \$4.00 for recipients with proof of SSI Disability, Medi-Cal, or EBT, also offered on childrens swimming lessons.
Clothing/Hygiene Resources	<i>Betty Chinn - Betty's Blue Angel, Betty Chinn (C/H Resources)</i>	133 Seventh St., Eureka CA 95501	707-407-3833	http://www.bettysblueangel.com/	Provides clothing and hygiene products at various locations throughout Humboldt County.
Clothing/Hygiene Resources	<i>Betty Chinn at St. Vincent de Paul's Free Dining Facility</i>	35 West Third St., Eureka, CA 95501	707-407-3833	http://bettychinn.org/bettys-shower/	Showers available Monday, Wednesday and Friday from 8 a.m. to noon. First come, first served. Early arrival is recommended.
Clothing/Hygiene Resources	<i>Eureka Rescue Mission - Men's Program (C/H)</i>	110 Second St., Eureka, CA 95501	707-443-4551	http://www.eurekarescuemission.org/	Dinner and breakfast are served. For emergency shelter arrive between 5:30 to 6 p.m. People are released from 7 to 7:30 a.m. Showers are Tuesdays and Thursdays 1 to 3 p.m. Has a clothing closet. Walk-ins may be possible.
Clothing/Hygiene Resources	<i>Fortuna Adventist Community Services (C/H Services)</i>	2331 Rohnerville Road, Fortuna, CA 95540	707-725-1166	http://fortunaacs.com/	Serving the Eel River Valley, provides info on community resources and operates a thrift store, clothing closet, and food pantry. Bilingual staff available Tues/Wed 9:30 to 11:30 a.m.
Clothing/Hygiene Resources	<i>Frederick and Charles Beauty College</i>	831 F St., Eureka, CA 95501	707-443-2733	http://fandcbeauty.com/	Haircuts for \$10. Call for information on other lower cost services.
Clothing/Hygiene Resources	<i>Our Savior's Lutheran Church (C/H resources)</i>	425 Shaw Avenue, Ferndale, CA 95536	707-786-9619	No Direct Website	Free clothing closet open on Wednesdays from 1 to 4 p.m., located directly behind church on Shaw Ave. Dry goods food pantry also available.
Clothing/Hygiene Resources	<i>Raven Project, RCAA (C/H Resources)</i>	523 T St. (Drop-In Center), Eureka, CA 95501	707-443-7099	http://rcaa.org/youth-services-bureau	Provides food, clothing, showers, and other services to homeless youth 21 years of age or younger. The RAVEN Project is open Monday from 5:00-9:00 p.m., Wednesday from 1:00-6:00 p.m., Friday from 1:00-4:00 p.m., and Sunday from 1:00-5:00 p.m.
Clothing/Hygiene Resources	<i>Ruth's Room, Rio Dell Baptist Church</i>	100 Butcher, Rio Dell, CA 95562	707-764-3811	https://www.facebook.com/pages/Rio-Dell-Baptist-Church/368400067958	No cost clothing closet for everyone; Tuesday, 10 a.m. to 1 p.m.
Dental Services	<i>Denti-Cal (dental coverage for Medi-Cal beneficiaries)</i>	---	800-322-6384	https://www.denti-cal.ca.gov/	Dental Services are one of the benefits under the Medi-Cal program. Denti-Cal administers coverage. Check website for help finding a provider.
Dental Services	<i>K'ima:w Medical Center (Dental)</i>	535 Airport Road, Hoopa CA 95546	530-625-4261	https://kimaw.org/	Provides high-quality health care to the Native American people and all others seeking services on the Hoopa Valley Indian Reservation and surrounding areas.
Dental Services	<i>Open Door Community Health Centers, Burre Dental Center (Dental Only)</i>	959 Myrtle Avenue, Eureka, CA 95501	707-442-7078	http://opendoorhealth.com/opendoor/?page_id=407	DENTAL ONLY. Primary dental care, including routine and preventive dental examinations and care for children and adults. Restorative care, including fillings, root canals, partial and full dentures, available by appointment. Same day, walk-in and urgent care provided for toothache, other oral pain and infection. Currently has limited access for new adult patients, please call for more information.
Dental Services	<i>Redwoods Rural Health Center (Dental)</i>	101 West Coast Road #B, Redway, CA 95560	707-923-4313	http://www.rrhc.org/dental-clinic	Provides responsive, preventive, high quality primary health care services, through a variety of healing disciplines, to all people without regard to social or economic status.
Dental Services	<i>Smile Humboldt</i>	529 I St., Eureka, CA 95501	707-628-2119	http://www.smilehumboldt.org/	Oral Health resources, training, education, and preventive services in schools identified with high untreated rates of decay. Tobacco cessation and Rethink Your Drink resources in dental offices, and Brush, Book, Bed materials for parents of children ages 0-5.
Dental Services	<i>Smile Humboldt Family</i>	529 I St., Eureka, CA 95501	707-268-2119	https://humboldt.gov.org/655/Oral-Health	Care coordination and support for children ages 0-12 on Medi-Cal who are considered high risk. Dental coaches help families make dentist appointments, assist with specific dental needs and provide oral health education and oral health supplies to the whole family.
Developmental/Intellectual Disability Services	<i>Butler Valley (Disability Services)</i>	4635 Broadway, Eureka, CA 95503	707-442-2451	http://www.butlervalley.org/	Provides residential services and day program to individuals with intellectual disabilities; facilities in Arcata and Eureka.

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Developmental/Intellectual Disability Services	<i>Creating Behavioral and Educational Momentum (CBEM)</i>	---	707-798-6220	http://www.cbemllc.com/	Available only to Regional Center clients. CBEM provides crisis services to individuals with developmental or intellectual disabilities. CBEM prescribes to both Applied Behavior Analysis and Mental Health principles. Unlike facility-based programs, CBEM meets clients in their homes, schools, group homes and in the community.
Developmental/Intellectual Disability Services	<i>Humboldt Community Access and Resource Center (HCAR)</i>	1707 E St. Suite 2, Eureka, CA 95501	707-443-7077	http://www.hcar.us/	Serves those with developmental/intellectual disabilities by promoting individual independence, community inclusion and family unity through a wide variety of services and supports.
Developmental/Intellectual Disability Services	<i>Redwood Coast Regional Center (RCRC)</i>	525 Second St., Suite 300, Eureka CA 95501	707-445-0893	http://www.redwoodcoastrc.org	Offers services and supports for children and adults with developmental/intellectual disabilities who live in Del Norte, Humboldt, Lake, and Mendocino Counties.
Disability-related Resources	<i>CA Department of Rehabilitation (Disability Resources)</i>	1330 Bayshore Way, Suite 101, Eureka, CA 95501	707-445-6300	http://www.dor.ca.gov/	Works in partnership with consumers and other stakeholders to provide services and advocacy resulting in employment, independent living and equality for individuals with disabilities.
Disability-related Resources	<i>California Phones, CA Telephone Access Program</i>	---	800-806-1191	http://www.californiaphones.com/	CTAP offers free, specialized phones designed for individuals who have restricted mobility, speech impairments, or who are blind or deaf. A program of CA's Public Utilities Commission Deaf and Disabled Communication Program. Requires application and verification of impairment.
Disability-related Resources	<i>Dial-A-Ride (Disability Resources)</i>	HTA, 133 V St., Eureka, CA 95501	707-443-0826	http://www.hta.org	The certification process for travelers with disabilities to use paratransit/dial-a-ride services in Humboldt County is performed through Humboldt Transit Authority, although the service is a collaboration with HCAR. Visit HTA website for appropriate form.
Disability-related Resources	<i>Easy Call, Advanced Security Systems (Disability Resources)</i>	1336 Fourth St., Eureka, CA 95501	707-443-6366	http://www.advancedsecurity.us	"I've fallen and can't get up" EasyCall button for seniors/disabled.
Disability-related Resources	<i>Food For People (Homebound Delivery Program) (Disability Resources)</i>	307 W. 14th St., Eureka, CA 95501	707-445-3166 x303	http://foodforpeople.org/programs/homebound-delivery-program	Volunteers deliver a monthly bag of groceries for adults younger than 60 years old who are too ill or disabled to leave home. Requires a referral from a medical professional. See website for application and referral form.
Disability-related Resources	<i>Fortuna Senior Bus (Disability Resources)</i>	5 Park St., Fortuna, CA 95540	707-725-7625	http://friendlyfortuna.com/index.aspx?id=98	Reservation and dispatcher-based system, which means you call dispatchers to schedule the times you need the bus. Buses servicing seniors and persons with disabilities (disability under 50 with doctor's note) \$2/ride or 15 trips for \$20.
Disability-related Resources	<i>Fortuna Transit (Disability Resources)</i>	5 Park St., Fortuna, CA 95540	707-725-7625	http://friendlyfortuna.com/index.aspx?id=98	Provides transportation within the Fortuna City limits to people who are at least 50 years of age or persons with a disability; Monday through Friday 8:30 a.m. to 4 p.m.
Disability-related Resources	<i>Humboldt Senior Resource Center/Adult Day Health Services (Disability Resources)</i>	1910 California St., Eureka, CA 95501	707-443-9747	http://www.humsenior.org	This licensed, therapeutic day program offers comprehensive care, activities, health monitoring, therapies, social services, meals, and transportation for adults age 18 and older with chronic conditions or disabilities. The program is designed to help participants stay mentally and physically active, reduce isolation, improve or maintain their health, and prevent decline of their abilities. Call ext. 3203.
Disability-related Resources	<i>In-Home Supportive Services (IHSS), Mental Health, DHHS (Disability Resources)</i>	808 E St., Eureka, CA 95501	707-476-2100, toll free 866-527-8614	https://humboldt.gov.org/502/In-Home-Supportive-Services	In-Home Supportive Services (IHSS) is an alternative to costly out-of-home care such as nursing homes; provides aid to blind, aged, and disabled individuals who are unable to remain safely in their own home without the aid of a care provider.
Disability-related Resources	<i>Social Security Administration</i>	3144 Broadway St., Eureka, CA 95501	866-828-1991	http://www.ssa.gov/	Administers Social Security disability and retirement benefits. Monday, Tuesday, Thursday, Friday 9 a.m. to 4 p.m., Wednesday 9 a.m. to noon.
Disability-related Resources	<i>Tri-County Independent Living</i>	139 Fifth St., Eureka, CA 95501	707-445-8404	http://www.tilinet.org/	Services aimed towards those with disabilities. Information is available on a number of topics including finances, Social Security, accessible housing, service dogs, technical equipment, and accessibility in the community.
Domestic/Intimate Partner Violence	<i>Break the Cycle</i>	PO Box 811334, Los Angeles, CA 90081	424-265-7346	https://www.breakthecycle.org/	Provides comprehensive dating abuse prevention programs exclusively to young people. Provides empowerment through their awareness and prevention campaign, legal services, teen dating advice, in-person outreach, etc.
Domestic/Intimate Partner Violence	<i>Breaking the Cycle - Domestic Violence Treatment</i>	2830 G St. Suite D, Eureka, CA 95501	707-442-7806	https://www.facebook.com/pages/Breaking-The-Cycle-Domestic-Violence-Treatment/102696349798315	Domestic Violence counseling services, counseling and mental health.

Main Category	Name	Address	Phone	Website	Brief Description
Domestic/Intimate Partner Violence	<i>Crisis Services: Humboldt Domestic Violence Services</i>	Eureka, CA	707-443-6042, 707-444-9255 (business)	http://www.hdvs.org/	24-hour support line; emergency shelter and SafeHaven program for survivors and their children; peer support groups; emergency food, clothes, toiletries, and TAP support; advocacy and accompaniment to law enforcement, hospitals, and court; assistance with DV restraining orders and 1 on 1 peer counseling (by appointment only). All services except for the hotline require a personal intake and determination of eligibility.
Domestic/Intimate Partner Violence	<i>Family Violence Prevention Program, Public Health, DHHS</i>	908 Seventh St., Eureka, CA, 95501	707-268-2132	http://humboldt.gov.org/616/Family-Violence-Prevention-Program	Works as a lead agency with Humboldt Domestic Violence Services, North Coast Rape Crisis Team, Six Rivers Planned Parenthood, the Yurok tribe's Violence Project, and WISH (in Southern Humboldt) to implement domestic violence prevention programs in the community.
Domestic/Intimate Partner Violence	<i>Family Violence Project, Humboldt Family Service Center</i>	1802 California St., Eureka, CA	707-443-7358	http://humboldtfamilyservice.org/family-violence-project.html	Comprehensive treatment program serving families involved in domestic violence. Low-cost counseling with emphasis on children and families. Orientation group, men's group. Day/eve groups. Office hours 9-Noon, 1 to 4 p.m. Monday through Thursday, 9 a.m. too 1 p.m. Friday.
Domestic/Intimate Partner Violence	<i>M.E.N.D./W.E.N.D. (Men/Women Exploring Non-Abusive Directions)</i>	930 Third St. Suite 209, Eureka, CA 95501	707-441-8630	No Direct Website	Anger management, child abuse prevention violence prevention programs. After hours emergency 707-441-2389
Domestic/Intimate Partner Violence	<i>New Beginnings</i>	PO Box 75125, Seattle, WA 98175-0125	24/7 help line 206-522-9472; office 206-783-4520	http://www.newbegin.org/	Provides services to those whose lives have been affected by domestic violence - physical, emotional, or sexual abuse.
Domestic/Intimate Partner Violence	<i>North Coast Rape Crisis Team</i>	PO Box 1011, Eureka, CA 95502	707-443-2737 (Eureka), 707-445-2881 (Eureka hotline), 707-465-6961 (Del Norte)	http://www.ncrct.org/	Serves survivors of all ages and genders who have experienced sexual abuse and the non-offending people who care about them. 24 hour crisis line, in-person counseling, support group, advocacy, accompaniment, information and referrals, prevention education.
Domestic/Intimate Partner Violence	<i>Project Connect, Ki'ma:w Medical Center, Hoopa Valley Tribe</i>	535 Airport Road, Hoopa, CA 95546	530-625-4261 ext 401 or 402	https://kimaw.org/	A public health initiative to address domestic violence and sexual assault through community interaction and education. Focus on prevention.
Domestic/Intimate Partner Violence	<i>Safe Haven, RCAA</i>	Confidential	707-269-2075	http://rcaa.org/community-action-impact	Only the County can refer clients. Long term shelter for women and children fleeing domestic violence and abuse. Case management and Substance Use Disorder (SUD) program participation is required. Therapeutic services are offered.
Domestic/Intimate Partner Violence	<i>Two Feathers Native American Services (Domestic Violence Services)</i>	1560 Betty Court Suite A, McKinleyville, CA 95519	707-839-1933	http://www.twofeathers-nafs.org/	Social Work, Emergency Services, Counseling, Therapeutic Culture Groups. Services are free. Also helps with emergency food, clothing, and shelter (up to 3 days) for domestic violence. Contact person Kim Brown.
Domestic/Intimate Partner Violence	<i>WISH, Inc. (Women & Children Shelter) (DV)</i>	PO Box 642, Garberville, CA 95542	707-923-4100; 24/7 hotline 707-223-0043	Wishshelter.org	WISH offers temporary refuge for women and children in crisis and provides them with direct services that will assist them to move from trauma to self-empowerment.
Education	<i>College of the Redwoods</i>	7351 Tompkins Hill Road, Eureka, CA 95501	707-476-4100	https://www.redwoods.edu/cdc	A junior college offering classes that can lead to certifications and Associates Degrees. Prerequisites in IGETC (Inter-segmental General Education Transfer Curriculum) for University transfer available.
Education	<i>English Express Humboldt (Education)</i>	---	707-443-5021, Mary Ann Hytken, teacher/ maestra	http://www.englishexpresshumboldt.org/	English Express holds adult English Language Development classes at the Jefferson Community Center in Eureka and at the Multi-Generational Center in Fortuna. Childcare is free. Enrollment is free. MarketPlace English offers free, drop in instruction to ALL AGES at La Pasadita Market in Eureka and La Chapparita Market in Fortuna. Check website for current days/times.
Education	<i>Eureka Adult School</i>	2100 J St., Eureka, CA 95501	707-441-2400	http://www.eurekacityschools.org	The Career and Education Center at Eureka Adult School provides an affordable, flexible way for you to enhance your life and expand your employment opportunities. Most classes are offered on a quarterly schedule, and some are open for mid-class enrollment.
Education	<i>FAFSA (Free Application for Federal Student Aid)</i>	---	800-433-3243	http://www.fafsa.ed.gov	A federally-funded single source to find out all financial aid a person may be eligible for (including grants, loans, etc.) from one application. Part-time and full-time students are eligible, with emphasis on helping those with lower incomes.

Main Category	Name	Address	Phone	Website	Brief Description
Education	<i>Humboldt Literacy Project (Eureka)</i>	537 G St. Suite 203, Eureka, CA 95501	707-445-3655	http://www.humlit.org	Teaching adults the literacy skills they need on the job, at home, and in the community.
Education	<i>Humboldt Literacy Project (Fortuna)</i>	922 N St., Fortuna, CA 95540	707-725-0655	http://www.humlit.org	Teaching adults the literacy skills they need on the job, at home, and in the community.
Education	<i>Humboldt State University</i>	1 Harpst St., Arcata, CA 95521	707-826-3011	http://www.humboldt.edu	CA State University provides classes to achieve Bachelor's and Master's degrees.
Employment & Training	<i>Blue Lake Casino, Career Opportunities</i>	777 Casino Way, Blue Lake, CA 95525	877-252-2946	http://www.bluelakecasino.com/careers/	Career opportunities at the Blue Lake Casino & Hotel.
Employment & Training	<i>CA Department of Rehabilitation (Employment)</i>	1330 Bayshore Way Suite 101, Eureka, CA 95501	707-445-6300	http://www.dor.ca.gov/	Works in partnership with consumers and other stakeholders to provide services and advocacy resulting in employment, independent living and equality for individuals with disabilities.
Employment & Training	<i>CalJOBS, Online Job Search</i>	---	1-800-758-0398 (help desk)	www.caljobs.ca.gov	A state-run website for job seekers to find local and state-wide job openings in California. Contact the help desk Mon-Fri between 8:00 a.m. and 5:00 p.m. for assistance with account set-up, website issues, or general information.
Employment & Training	<i>CareerBuilder, Online Job Search</i>	200 N. LaSalle St., Suite 1100, Chicago, IL 60601	1-800-891-8880 (support)	www.careerbuilder.com	CareerBuilder is a global, end-to-end human capital solutions company that helps millions of people find jobs and hundreds of thousands of employers to find, hire, and manage the great talent they need.
Employment & Training	<i>County of Humboldt, Career Opportunities</i>	---	---	https://www.governmentjobs.com/careers/humboldtcountyca	List of Humboldt County job openings for all interested job seekers. Find openings for all county departments. Numerous entry level and advanced positions. Sign up for "interest cards" to be notified automatically of openings in your area of interest.
Employment & Training	<i>Education at Work, Career Technical Education, (was HROP)</i>	901 Myrtle Avenue, Eureka, CA 95501	707-445-7000	http://internet.humboldt.k12.ca.us/cte.php	Career Technical Education (CTE) programs offer both academic and career-oriented training that prepare youth and adults for a wide range of high-wage, high-skill, and high-demand careers. CTE programs are found in high schools, community and technical colleges, four year universities and more.
Employment & Training	<i>Employment Training Division, Social Services, DHHS</i>	929 Koster St., Eureka CA 95501	707-441-4600	http://humboldt.gov.org/543/Employment-Training	Provides a comprehensive range of workforce preparation and job search assistance for individuals involved with several county programs including CalWORKs, General Relief, Helping Humboldt, Probation and Transitional-Age Youth as well as wage subsidies and job placement assistance for employers.
Employment & Training	<i>Express Employment Professionals</i>	14 West Wabash St., Eureka, CA 95501	707-268-1866	http://eureka.expresspros.com/	Temp agency; Serves local businesses with both full-time and temporary staffing and job placement in addition to providing human resource services and consulting.
Employment & Training	<i>Humboldt County Craigslist: Jobs</i>	Not listed	No Phone	http://humboldt.craigslist.org/jjj/	Online local listing of job opportunities posted by employers.
Employment & Training	<i>Humboldt State University, Career Opportunities</i>	Siemens Hall 212, 1 Harpst St., Arcata, CA 95521	707-826-3626 (phone) 707-826-3625 (fax)	https://hraps.humboldt.edu/	Humboldt State University's Human Resources web page. Browse open staff, faculty, or management position quickly and easily before proceeding through the university's internal job application process.
Employment & Training	<i>Indeed, Online Job Search</i>	---	---	www.indeed.com	The world's #1 job site, with over 200 million unique visitors every month from over 60 different countries. Indeed helps companies of all sizes hire the best talent and offers the best opportunity for job seekers to get hired.
Employment & Training	<i>Monster, Online Job Search</i>	Monster Worldwide, Inc. 133 Boston Post Rd., Weston, MA 02493	978-461-8000 (phone) 978-461-8100 (fax)	www.monster.com	Monster is a global online employment solution for people seeking jobs and the employers who need great people.
Employment & Training	<i>Northern California Indian Development Council</i>	241 F St., Eureka, CA 95501	707-445-8451	http://www.ncidc.org/	Services available to American Indians [Native Americans]: job/career counseling, community service block grants for emergency services, computer use, disaster planning resources, etc.
Employment & Training	<i>Open Door Community Health Centers, Career Opportunities</i>	670 9th St., Suite 203, Arcata, CA 95521	707-826-8633 ext. 5175 F	http://opendoorhealth.com/opendoor/?page_id=394	Career and provider partnership opportunities currently offered by Open Door Community Health Centers.
Employment & Training	<i>Pathway to Payday</i>	133 Seventh St., Eureka, CA 95501	707-407-3833	http://bettychinn.org/	Pathway to Payday is a job workshop series that provides participants with application and interviewing tips as well as real interviews from businesses with open positions. The workshop takes place six times a year. Call for more information about this program.

Main Category	Name	Address	Phone	Website	Brief Description
Employment & Training	<i>Sequoia Personnel Services</i>	2930 E St., Eureka, CA 95501	707-445-9641	http://www.sequoiapersonnel.com/	Full service Employment Agency including permanent placement and temporary services; Working to help all members of the area with their employment needs.
Employment & Training	<i>The SMART Center (Formerly The Job Market, Multiple Agencies)</i>	409 K St., Eureka, CA 95501	707-444-2222 (EDD); 707-441-5627 (TJM)	http://www.edd.ca.gov/	Education and training geared towards those who have been laid off, dislocated, or are re-entering the workforce. A variety of services geared toward employment and unemployment are offered. Unemployment Insurance Benefit info.
Employment & Training	<i>The SMART Center (Website)</i>	---	-----	https://thesmartcenter.biz/job-seekers/job-seeker-services/	Site listing almost 30 local training sites across county for basic skills training, computer training, vocational training and job readiness training.
Financial Assistance with Training and Supports	<i>California Tribal TANF Partnership (Financial Resources)</i>	636 H St., Eureka, CA 95501	707-476-0344	http://www.cttp.net/	Provides educational training, career and employment opportunities toward self-sufficiency; through various supported services and programs with temporary financial assistance.
Financial Assistance with Training and Supports	<i>CalWORKs, Social Services, DHHS</i>	929 Koster St., Eureka, CA 95501; Garberville and Hoopa outstations	877-410-8809	http://humboldt.gov/525/CalWORKs	The California Work Opportunity and Responsibility to Kids (CalWORKs) program is CA's Temporary Assistance for Needy Families (TANF) program. It provides temporary financial assistance and employment-focused services to families with minor children. Must meet income/property limits.
Financial Assistance with Training and Supports	<i>General Relief, Social Services, DHHS</i>	929 Koster St., Eureka CA 95501	707-269-4106	http://humboldt.gov/527/General-Relief	A county-funded general assistance program for indigent county residents that offers repayable benefits. Individual must meet restrictive income and property limits. Assistance to disabled recipients with processing of applications for SSI/SSP. Not for people with children.
Financial Assistance with Training and Supports	<i>Healthy Kids Humboldt, St. Joseph Health – Humboldt County (Medical)</i>	2200 Harrison Ave, Eureka, CA 95501	707-442-6066	https://www.stjoehumboldt.org/for-community/healthy-kids-humboldt/	Bilingual staff provides free tax preparation services offered year round to low-to moderate-income individuals and families.
Financial Assistance with Training and Supports	<i>Hoopa Valley Tribal Temporary Assistance to Needy Families (TANF)</i>	82 Willow St., Hoopa, CA 95546	530-625-4816	http://www.hoopatanf.com/	The Hoopa Tribal TANF program is designed to provide opportunities for eligible needy native families to support in the development of native communities.
Financial Assistance with Training and Supports	<i>Karuk Tribal Temporary Assistance to Needy Families (TANF)</i>	Administration: 110 Nugget St., PO Box 1016, Happy Camp, CA 96039	530-493-1440	http://www.karuk.us/index.php/departments/tanf-dept/138-tanf	Mission: To preserve and strengthen the children and families of the Karuk Tribe and other Native American Tribes through an effective social welfare system that empowers individuals and families to work toward and achieve self-sufficiency, sobriety, and to become loving responsible parents in a culturally relevant way.
Financial Assistance with Training and Supports	<i>North Coast Regional Department of Child Support Services</i>	2420 Sixth St., Eureka, CA 95501 and 850B Main St., Weaverville, CA 96093	866-901-3212	http://humboldt.gov/DCSS	Caring professionals serving Humboldt and Trinity families living in separate households. Utilizes legal practices to establish paternity and resolve financial issues related to supporting their children.
Financial Assistance with Training and Supports	<i>Social Security Administration (Financial)</i>	3144 Broadway St., Eureka, CA 95501	866-828-1991	http://www.ssa.gov/	Administers Social Security disability and retirement benefits. Monday, Tuesday, Thursday, Friday 9 a.m. to 4 p.m., Wednesday 9 a.m. to noon.
Financial Assistance with Training and Supports	<i>Tsunami Enterprises</i>	PO Box 608, Ukiah, CA 95482	707-463-2546, 707-462-6023	http://www.tsunami-enterprises.org	Provides representative payee and money management services. Only for SSI or SSA.
Financial Assistance with Training and Supports	<i>VITA: Volunteer Income Tax Assistance, 2-1-1</i>	---	2-1-1 or 707-441-1001, 877-460-6000	https://211humboldt.org/	FREE tax preparation services offered year round for low-to-moderate income individuals and families. Bilingual services available. Services offered at various locations throughout county. Please call or visit website for more information.
Financial Assistance with Training and Supports	<i>Wiyot Tribe Health & Human Services</i>	Wiyot Tribe 1000 Wiyot Drive, Loleta, California 95551	707-733-5055	http://wiyot.us/programs-and-services/health-and-human-services	There are a wide variety of Social Services offered at the Tribal Office. Some services are based on need and/or income qualification.
Financial Assistance with Training and Supports	<i>Yurok Social Services Department, Yurok Tribe</i>	190 Klamath Blvd. PO Box 1027, Klamath, CA 95548	707-482-1350	http://www.yuroktribe.org/departments/socialservices/	Mission is to help tribal members and families achieve independence, self-sufficiency and healthy, productive communities. Services include: General Assistance, Food Distribution, Low Income Home Energy Assistance Program, Tribal TANF, and the Yurok Domestic Violence/Sexual Assault Project.

Attachment III

Main Category	Name	Address	Phone	Website	Brief Description
Financial Assistance with Training and Supports	<i>Yurok Tribal Temporary Assistance to Needy Families (TANF), Yurok Tribe</i>	Eureka: 3400 Erie St., Eureka, CA 95501 Klamath: 190 Klamath Blvd., PO Box 1027, Klamath, CA 95548	707-482-1350	http://www.yuroktribe.org/departments/socialservices/socialservicestanf1.htm	Mission Statement: To help Yurok needy families work toward and achieve self-sufficiency in a culturally appropriate way.
Food - Meals	<i>Betty Chinn - Betty's Blue Angel, Betty Chinn (Food Resources)</i>	133 Seventh St., Eureka CA 95501	707-407-3833	http://www.bettysblueangel.com/	Breakfast/dinners provided in multiple areas, Betty's mission extends far beyond food. Pick up a list at Betty Chinn's Day Center.
Food - Meals	<i>Eureka Rescue Mission - Men's Program (Meal)</i>	110 Second St., Eureka, CA 95501	707-443-4551	http://www.eurekarescuemission.org/	Hot meals offered daily. Breakfast at 6 a.m. on weekdays and 7 a.m. on weekends. Dinner begins at 6:30 p.m.
Food - Meals	<i>Eureka Rescue Mission- Women & Children's Program (Meal)</i>	107 3rd St., Eureka, CA 95501	707-443-5016	http://www.eurekarescuemission.org/	Hot meals offered. Breakfast offered at 8:00 a.m. on Tuesdays. Dinner is served daily at 5:30 p.m.
Food - Meals	<i>Humboldt Senior Resource Center/ Dining Center (Fortuna) (Food)</i>	Mountain View Village Retirement Center, 2130 Smith Lane, Fortuna CA 95540	707-725-6245	http://www.humsenior.org	If age 60 or older, donation of \$3.50 suggested but not required. If younger than 60, \$6.00 per meal. Lunch served in Fortuna, Tuesday through Friday, from 12:00 to 12:30 p.m.
Food - Meals	<i>Humboldt Senior Resource Center/Dining Center (Arcata) (Food)</i>	Arcata Community Center, 321 Dr. Martin Luther King Jr. Parkway, Arcata, CA 95521	707-825-2027	http://www.humsenior.org/	Call for reservations. If age 60 or older, donation of \$3.50 suggested but not required. If younger than 60, \$6 per meal. Lunch served in Arcata, Tuesday through Friday, from 11:30 a.m to 12:15 p.m.
Food - Meals	<i>Humboldt Senior Resource Center/Home Delivered Meals (Food)</i>	---	707-443-9747	http://www.humsenior.org/	Home Delivered Meals are available to homebound elderly in Arcata, Eureka, Fortuna, and McKinleyville. Drivers also provide "wellness checks" for clients on their routes. Call ext. 1221.
Food - Meals	<i>Humboldt Senior Resource Center/Senior Dining Center (Eureka) (Food)</i>	1910 California St., Eureka, CA 95501	707-443-9747	http://www.humsenior.org/	Call for reservations. If age 60 or older, donation of \$3.50 suggested but not required. If younger than 60, \$6 per meal. Lunch served in Eureka, Tuesday through Friday, from 11:45 a.m. to 12:15 p.m.
Food - Meals	<i>Mateel Community Center (Meal Program)</i>	59 Rusk Lane, Redway, CA 95560	707-923-3368	http://www.mateel.org	Community lunches served Tuesday, Wednesday, and Thursday from 12:00-1:00 p.m.
Food - Meals	<i>St Vincent de Paul Free Dining Facility</i>	35 W Third St., Eureka, CA 95501; 513 K St., Arcata, CA 95521	707-445-9588	No Direct Website	Hot lunch is served seven days a week, from 11 a.m. to 12:30 p.m. except for the first two weekends of the month.
Food - Pantries and Other Resources	<i>CalFresh, Social Services, DHHS</i>	929 Koster St., Eureka, CA 95501; Garberville and Hoopa offices.	877-410-8809	http://humboldt.gov.org/calfresh	CalFresh is CA's name for the federal Supplemental Nutrition Assistance Program (SNAP). Applications are taken at DHHS's Social Services Office (Mon - Fri 7:30 a.m.- 5:30 p.m.), or apply online at C4Yourself.com or GetCalfresh.org. Call 877-410-8809 to apply over the phone and for other locations/application methods.
Food - Pantries and Other Resources	<i>Food For People</i>	307 West 14th St., Eureka, CA 95501	707-445-3166	http://www.foodforpeople.org	The Food Bank for Humboldt County. Call Monday between 9:00 a.m. and 4:00 p.m. to schedule an appointment for that week. Pantry hours of operation are Monday-Thursday from 9:30 a.m. to 3:30 p.m. See website for pantry locations and other information.
Food - Pantries and Other Resources	<i>Food For People (Arcata Pantry)</i>	Trinity Baptist Church, 2450 Alliance Road, Arcata, CA 95521	707-445-3166	http://foodforpeople.org/programs/emergency-food-pantry-network	Food for People's Emergency Food pantries provide groceries to households monthly. Must meet income guidelines. Call or see website for times.
Food - Pantries and Other Resources	<i>Food For People (Arcata Pantry)</i>	Arcata Seniors, 321 Martin Luther King Jr. Way, Arcata, CA 95521	707-825-2027	http://foodforpeople.org/programs/emergency-food-pantry-network	Food for People's Emergency Food pantries provide groceries to households monthly. Must meet income guidelines. Call or see website for times.
Food - Pantries and Other Resources	<i>Food For People (Blue Lake Pantry)</i>	Blue Lake Community Resource Center, 111 Greenwood Avenue, Blue Lake CA 95525	707-668-4281	http://foodforpeople.org/programs/emergency-food-pantry-network	Food for People's Emergency Food pantries provide groceries to households monthly. Must meet income guidelines. Call or see website for times.

Main Category	Name	Address	Phone	Website	Brief Description
Food - Pantries and Other Resources	<i>Food For People (Bridgeville Pantry)</i>	Bridgeville Community Center, 38717 Kneeland Road, 95526 Bridgeville	707-777-1775	http://foodforpeople.org/programs/emergency-food-pantry-network	Food for People's Emergency Food pantries provide groceries to households monthly. Must meet income guidelines. Call or see website for times.
Food - Pantries and Other Resources	<i>Food For People (Dinsmore Pantry)</i>	Route 36 Mile Marker 42.5, Dinsmore, CA	707-777-1775	http://foodforpeople.org/programs/emergency-food-pantry-network	Food for People's Emergency Food pantries provide groceries to households monthly. Must meet income guidelines. Call or see website for times.
Food - Pantries and Other Resources	<i>Food For People (Eureka pantries)</i>	Humboldt Senior Resource Center, 1910 California St., Eureka, CA 95501	No Phone	http://foodforpeople.org/programs/emergency-food-pantry-network	Commodities distributed at Humboldt Senior Resource Center on the third Wednesday of each month between 10 and 11:30 a.m.
Food - Pantries and Other Resources	<i>Food For People (Ferndale Pantry)</i>	Ferndale Community Church, 712 Main St., Ferndale, CA 95536	707-786-4475	http://foodforpeople.org/programs/emergency-food-pantry-network	Food for People's Emergency Food pantries provide groceries to households monthly. Must meet income guidelines. Call or see website for times.
Food - Pantries and Other Resources	<i>Food For People (Fortuna Pantry)</i>	St. Joseph's Pantry Shelf, 2292 Newburg Road, Fortuna, CA 95540	707-725-1148	http://foodforpeople.org/programs/emergency-food-pantry-network	Food for People's Emergency Food pantries provide groceries to households monthly. Must meet income guidelines. Call or see website for times.
Food - Pantries and Other Resources	<i>Food For People (Free Produce Distributions)</i>	307 West 14th St., Eureka, CA 95501	707-445-3166	http://foodforpeople.org/programs/free-farmers-market-style-produce-distributions	Seasonal free produce distributions May through October, once per month, in Eureka, Fortuna, Garberville, and Redway. Must meet income guidelines. Call or see website for days, times, and locations.
Food - Pantries and Other Resources	<i>Food For People (Garberville Pantry)</i>	Christian Science Reading Room, 438 Maple Lane, Garberville, CA 95542	707-923-3295	http://foodforpeople.org/programs/emergency-food-pantry-network	Food for People's Emergency Food pantries provide groceries to households monthly. Must meet income guidelines. Call or see website for times.
Food - Pantries and Other Resources	<i>Food For People (Homebound Delivery Program) (Food Resources)</i>	307 West 14th St., Eureka, CA 95501	707-445-3166 x303	http://foodforpeople.org/programs/homebound-delivery-program	Volunteers deliver a monthly bag of groceries for adults younger than 60 years old who are too ill or disabled to leave home. Requires a referral from a medical professional. See website for application and referral form
Food - Pantries and Other Resources	<i>Food For People (Loleta Pantry)</i>	Loleta Community Church, 228 Church St., Loleta, CA 95551	707-733-5239 (Resource Center); 707-733-5751 (Church)	http://foodforpeople.org/programs/emergency-food-pantry-network	Food for People's Emergency Food pantries provide groceries to households monthly. Must meet income guidelines. Call or see website for times.
Food - Pantries and Other Resources	<i>Food For People (McKinleyville Pantry)</i>	McKinleyville Family Resource Center, 1450 Hiller Rd., McKinleyville, CA 95519	707-840-0905	http://foodforpeople.org/programs/emergency-food-pantry-network	Food for People's Emergency Food pantries provide groceries to households monthly. Must meet income guidelines. Call or see website for times.
Food - Pantries and Other Resources	<i>Food for People (Mobile Produce Pantry)</i>	307 West 14th St., Eureka, CA 95501	707-445-3166	http://www.foodforpeople.org/programs/mobile-produce-pantry	Mobile Produce Pantry is a refrigerated truck full of fresh fruits and vegetables driven to distribution locations county wide. See website for times and locations.
Food - Pantries and Other Resources	<i>Food For People (Orick Pantry)</i>	Orick Elementary School, 120918 Highway 101, Orick, CA 95555	707-488-2803	http://foodforpeople.org/programs/emergency-food-pantry-network	Food for People's Emergency Food pantries provide groceries to households monthly. Must meet income guidelines. Call or see website for times.
Food - Pantries and Other Resources	<i>Food For People (Scotia Pantry)</i>	143 Main St., Scotia, CA 95565	707-764-5239	http://foodforpeople.org/programs/emergency-food-pantry-network	Food for People's Emergency Food pantries provide groceries to households monthly. Must meet income guidelines. Call or see website for times.
Food - Pantries and Other Resources	<i>Food For People (Trinidad Pantry)</i>	Lion's Club/Town Hall, 409 Trinity St., Trinidad, CA 95570	n/a	http://foodforpeople.org/programs/emergency-food-pantry-network	Food for People's Emergency Food pantries provide groceries to households monthly. Must meet income guidelines. Call or see website for times.
Food - Pantries and Other Resources	<i>Food For People (Willow Creek Pantry)</i>	Willow Creek Community Resource Center, 38883 Highway 299, Willow Creek, CA 95573	530-629-3141	http://foodforpeople.org/programs/emergency-food-pantry-network	Food for People's Emergency Food pantries provide groceries to households monthly. Must meet income guidelines. Call or see website for times.

Main Category	Name	Address	Phone	Website	Brief Description
Food - Pantries and Other Resources	<i>Fortuna Adventist Community Services (Food Resources)</i>	2331 Rohnerville Road, Fortuna, CA 95540	707-725-1166	http://fortunaacs.com/	Serving the Eel River Valley, provides info on community resources and operates a thrift store, clothing closet, and food pantry. Bilingual staff available Tuesday and Wednesday 9:30 a.m. to 11:30 a.m.
Food - Pantries and Other Resources	<i>Hoopa Valley Tribe, Food Distribution Program</i>	PO Box 498, Hoopa, CA 95546	530-625-4646 fax 530-625-4717	https://www.hoopa-nsn.gov/the-tribal-government/departments/food-distribution	The Food Distribution Program on Indian Reservations (FDPIR) is a Federal program that provides USDA foods to low-income households living on Indian reservations. Office Hours: Mon-Fri 8 a.m. to 5 p.m. Website has food distribution forms.
Food - Pantries and Other Resources	<i>Humboldt State University, "Oh Snap!"</i>	Recreation and Wellness Center, Room 122, HSU Campus, 1 Harpst St., Arcata, CA 95521	707-826-4565	http://hsuohsnap.org/	Oh SNAP! Services for HSU students include campus food pantry, cooking classes, CalFresh app assistance. Pantry open Tuesday and Thursday at 9:00-11:00 a.m and 1:00-5:00 p.m., Friday at 9:00-11:00 a.m. and 2:00-6:00 p.m.
Food - Pantries and Other Resources	<i>Our Savior's Lutheran Church (Food Resources)</i>	425 Shaw Avenue, Ferndale, CA 95536	Transportation	<i>No Direct Website</i>	Free clothing closet open on Wednesdays from 1 to 4 p.m., located directly behind church on Shaw Ave. Dry goods food pantry also available. Grief support group meets at 4:30 p.m. on Wednesdays. Beginning September 6th, free English-Second-Language and GED courses will be offered to adults Monday/Wednesday/Friday from 1:00-4:00 p.m.
Food - Pantries and Other Resources	<i>Raven Project, RCAA (Food Resources)</i>	523 T St. (Drop-In Center), Eureka, CA 95501	707-443-7099	http://rcaa.org/youth-services-bureau	Provides food, clothing, showers, and other services to homeless youth 21 years of age or younger. The RAVEN Project is open Monday from 5:00-9:00 p.m., Wednesday from 1:00-6:00 p.m., Friday from 1:00-4:00 p.m., and Sunday from 1:00-5:00 p.m.
Food - Pantries and Other Resources	<i>Salvation Army</i>	2123 Tydd St., Eureka, CA 95501	707-442-6475	http://www.salvationarmyusa.org	Food boxes Monday through Thursday 11 a.m. to 3 p.m. Must provide ID and # of people in household (including proof of ID for each adult member and proof for children such as SS card, etc. only for first calendar year visit, then just bring adult IDs for visits after that), income eligibility proof. Limit once a month.
Food - Pantries and Other Resources	<i>See Extensive Listing of Resource Centers</i>	numerous in county		<i>No Direct Website</i>	Many of the family/community resource centers in the Community Info and Referral section offer some food services.
Food - Pantries and Other Resources	<i>The Journey Church, Rio Dell Assembly of God</i>	95 Belleview Avenue, Rio Dell, CA 95562	707-764-5460	http://thejourneyhumboldt.com/	Emergency food services. Tuesdays and Thursdays 8:30 a.m. to 1 p.m.
Food - Pantries and Other Resources	<i>Two Feathers Native American Services (Food Resources)</i>	1560 Betty Court Suite A, McKinleyville, CA 95519	707-839-1933	http://www.twofeathers-nafs.org/	Social Work, Emergency Services, Counseling, Therapeutic Culture Groups. Services are free. Also helps with emergency food, clothing, and shelter (up to 3 days) for domestic violence. Contact person Kim Brown.
Food - Pantries and Other Resources	<i>USDA National Hunger Hotline</i>	50 Broad St. Suite 1103, New York, NY 10004	866-3-HUNGRY (English); 877-8-HAMBRE (Spanish)	https://www.hungerfreeamerica.org/about/our-work/usda-national-hunger-hotline	Hotline for referrals to food programs across the US; covers SNAP/CalFresh, WIC, food pantries, summer meals, soup kitchens, other emergency food programs. From 8 a.m. to 8 p.m. eastern time, English and Spanish. (Organizations contact http://nhc.fns.usda.gov/nhc/submit to be listed.)
Food - Pantries and Other Resources	<i>Yurok Food Distribution, Yurok Tribe</i>	190 Nelson Lane, Crescent City, CA 95532	707-464-1852	http://www.yuroktribe.org/departments/socialservices/fdp.htm	Provides an alternative to CalFresh for low-income tribal members residing within non-metropolitan areas of Humboldt and Del Norte & to other low income individuals residing on the Yurok Reservation. Offers USDA food commodities & fresh fruit and produce. Also offers a tailgate option for delivery.
Grief & Bereavement Services	<i>Compassionate Friends</i>	819 15th St., Eureka, CA 95501-2455; 464 Maple Lane, Garberville, CA 95542	707-445-2197 (Carol); 707-733-1906 or 415-244-7199 (Anne)	http://www.compassionatefriends.org	National organization for members (or a friend) of a family that has suffered the death of a child. Facilitates meetings to give support. Eureka and Southern Humboldt chapters (www.compassionatefriendssohum.org/home.aspx). Eureka chapter does not have a webpage.
Grief & Bereavement Services	<i>GriefNet</i>	PO Box 3272, Ann Arbor, MI, 48106-3272 USA	-----	http://www.griefnet.org	Has over 50 e-mail grief support groups and two web sites. An integrated approach to on-line grief support provides help to people working through loss and grief issues of many kinds. Companion site, KIDSAID.com, provides a safe environment for grieving kids and their parents to find information.
Grief & Bereavement Services	<i>Hospice of Humboldt (Grief Services)</i>	3327 Timber Fall Court, Eureka, CA 95503	707-445-8443	http://www.hospiceofhumboldt.org/	Hospice of Humboldt's (HoH) vision: a community in which no one dies alone or afraid and all who grieve are comforted. Grief support services include drop-in support groups, community arts gatherings and direct 1-on-1 counseling. A comfortable, safe place to explore grief for all, incl. children; grief support services are free and available to anyone in community, regardless of previous connection with HoH.

Main Category	Name	Address	Phone	Website	Brief Description
Grief & Bereavement Services	<i>Public Health Nursing Grief Support, Public Health, DHHS</i>	317 Second St., Eureka, CA 95501	707-268-2105	http://humboldt.gov/583/Public-Health-Nursing	A Public Health Nurse will provide support when a family has experienced a fetal demise, infant or child death. Referrals area accepted from agencies, medical providers, and families may self-refer.
Health & Wellness	<i>Breastfeeding Task Force (BTF) (H&W)</i>	---	707-441-5573	http://first5humboldt.org/programs-and-partners/partners/resources/breastfeeding-task-force/	BTF's goal is to boost the duration of breastfeeding by increasing community awareness and support for breastfeeding mothers. Members include lactation consultants, health care providers, nurses, doulas, peer counselors and mothers. DHHS's Maternal Child & Adolescent Health program helps coordinate the BTF.
Health & Wellness	<i>Latino Outdoors (H & W)</i>	---	707-502-4574	http://latinooutdoors.org	Latino-led and volunteer powered organization that provides outdoor recreation opportunities to youth and families to inspire and empower Latino wellness and outdoor leadership using culturally relevant programs. Contact Ruby Rodriguez.
Health & Wellness	<i>Rx Safe Humboldt</i>	---	707-443-4563	http://www.rxsafehumboldt.org/	The Rx Safe Humboldt Coalition works to reduce overuse of opioids in Humboldt; resources for community members include a Alternative Pain Management Resource guide.
Health & Wellness	<i>Tobacco Free Humboldt, Public Health, DHHS</i>	908 Seventh St., Eureka, CA 95501	707-268-2132	http://humboldt.gov/662/Tobacco-Free-Humboldt	Works on several aspects dealing with tobacco cessation. A resource for those helping people quit smoking as well as for those who want to quit smoking. Call to learn about available resources and/or trainings.
Housing: Assisted Living	<i>Addie Meedom House</i>	1444 Parkway Dr., Crescent City, CA 95531	866-646-0142	http://www.addiemeedomhouse.com/	Addie Meedom House staff are dedicated to providing senior supported living that offers exceptional care and excellent value. They encourage you to call them Toll Free at 866-646-0142 to schedule a tour or request more information.
Housing: Assisted Living	<i>Alder Bay Assisted Living</i>	1355 Myrtle Avenue, Eureka, CA 95501	707-832-4815	http://www.alderbayalf.com/	Alder Bay Assisted Living provides a full range of exceptional senior living options. Their community offers all of the comforts of home with the added benefit of a team of experienced, caring professionals dedicated to providing you or your loved one with quality service.
Housing: Assisted Living	<i>California Department of Social Services (CDSS), Licensed Care Facilities</i>	---	1-800-952-5253, (916) 651-8848, CCLD Complaint Hotline 1-844-LET-US-NO	http://www.cdss.ca.gov/inforesources/Community-Care-Licensing/Facility-Search-Welcome	California Department of Social Services maintains an online database that contains informative listings of licensed care facilities within the state of California. The database is free to use and is constantly being updated to ensure accurate and up-to-date information.
Housing: Assisted Living	<i>Cutten Care Home</i>	6253 Berry Ln., Eureka, CA 95501	707-444-3428	http://www.cuttencarehome.com/index.html	A privately owned and operated 15 bed residential care home. Family oriented setting that promotes and enhances a positive quality of life for every resident. Family and friends are encouraged to stop by for a visit and a cup of coffee, or to join residents for lunch. Offers a selection of daily planned activities such as exercise, history trivia, bingo, and music.
Housing: Assisted Living	<i>Frye's Care Home</i>	2240 Fern St., Eureka, CA 95503	707-442-2712	http://www.fryescarehome.com/	Frye's Care Home is a privately owned and operated senior living community offering both Assisted Living and Memory Care. Please contact them to schedule a tour or to request more information.
Housing: Assisted Living	<i>Humboldt House Lodge</i>	4041 F St., Eureka, CA 95503	707-601-5561	https://www.humboldthouselodge.net/	Owned and managed by long-time registered nurse Susan Powell, Humboldt House Lodge is a senior living facility that offers independent and assisted living options. Each room is private and features its own bedroom and deck or balcony. Please call to schedule an appointment and tour the facility.
Housing: Assisted Living	<i>Riverhouse Assisted Living</i>	510 Painter St., Rio Dell, CA 95562	707-764-5505	http://riverhouseliving.com/	Riverhouse Assisted living is a small, 6-resident assisted living facility owned and managed by George and Peggy Patmore. Located near the Eel River in Rio Dell, the home offers a scenic and personal experience for its residents. Call for more information and to schedule a personal tour.
Housing: Assisted Living	<i>Sequoia Springs Senior Living Community (Avalon), Fortuna</i>	2401 Redwood Way, Fortuna, CA 95540	707-726-0111	http://sequoiasprings-sl.com/	Sequoia Springs Assisted Living Community, located in Fortuna, is an exclusive retirement community, providing independent living, assisted living and Alzheimer's and dementia care for seniors. Their beautiful community offers the perfect retirement experience for independent seniors and for those needing assistance with their daily activities.
Housing: Assisted Living	<i>Timber Ridge, Eureka</i>	2740 Timber Ridge Ln., Eureka, CA 95503	707-443-3000	http://www.timberidgecare.com/communities/eureka	Timber Ridge is a senior living community with three different locations within Humboldt County. The Eureka location features 1 to 4 bedroom and studio apartment-style homes, fine dining, and ample activities for residents to enjoy. Call or visit the website for more information on this and other Timber Ridge locations.

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Housing: Assisted Living	<i>Timber Ridge, Eureka Renaissance</i>	2780 Timber Ridge Ln., Eureka, CA 95503	707-443-3000	http://www.timberidgecare.com/communities/eureka-renaissance	Timber Ridge Renaissance communities offer personalized care for residents with Alzheimer's, dementia, and other memory diseases. With compassion and expertise, Eureka Renaissance staff work hard to ensure that residents receive the care they need. Eureka Renaissance residents enjoy therapeutic activities and a cozy home-like environment with the safety and security that families expect.
Housing: Assisted Living	<i>Timber Ridge, McKinleyville</i>	1400 Nursery Way, McKinleyville, CA 95519	707-839-9100	http://www.timberidgecare.com/communities/mckinleyville	Timber Ridge is a senior living community with three different locations within Humboldt County. The McKinleyville location features one bedroom and studio apartment-style homes, fine dining, and ample activities for residents to enjoy. Call or visit the website for more information on this and other Timber Ridge locations.
Housing: Assisted Living	<i>Timber Ridge, Mckinleyville Renaissance</i>	1400 Nursery Way, Mckinleyville, CA 95519	707-839-9100	http://www.timberidgecare.com/communities/mckinleyville-renaissance	Timber Ridge Renaissance communities offer personalized care for residents with Alzheimer's, dementia, and other memory diseases. With the same care and warmth found in their other communities, Mckinleyville Renaissance residents enjoy therapeutic activities and a cozy home-like environment with the safety and security that families expect.
Housing: Long Term Care	<i>Butler Valley (Long Term Care)</i>	4635 Broadway, Eureka, CA 95503	707-442-2451	http://www.butlervalley.org/	Provides residential services and day program to individuals with intellectual disabilities; facilities in Arcata and Eureka.
Housing: Long Term Care	<i>Eureka Rehab & Wellness Center</i>	2353 23rd St., Eureka, CA 95501	707-445-3261	http://eurekarehabwc.com/	At Eureka Rehabilitation & Wellness Center in Eureka, it is their goal to provide their patients with a caring and compassionate environment. Their short-term and long-term care programs include Physical Therapy, Occupational Therapy, Speech Therapy, and Respiratory Therapy and it's their skilled 24 hours nursing staff that assist in everyday tasks such as dressing and eating.
Housing: Long Term Care	<i>Fortuna Rehab & Wellness Center</i>	2321 Newburg Rd., Fortuna, CA 95540	707-725-4467	http://fortunarehabwc.com/	Fortuna Rehabilitation & Wellness Center offers both short-term and long-term care with programs that include Physical Therapy and Speech Therapy. High quality of 24 hour nursing care. Bereavement support provided for families with a local hospice agency, and help for patients to connect with their spiritual side.
Housing: Long Term Care	<i>Granada Rehab & Wellness Center</i>	2885 Harris St., Eureka, CA 95503	707-443-1627	http://granadarehabwc.com/	Granada Rehab & Wellness center in Eureka is a long-term care facility with 24-hour nursing staff on hand to make life as convenient and enjoyable as possible for its residents. The facility has 87 beds and offers a variety of services ranging from wound care and dietary services to religious services and a beauty shop.
Housing: Long Term Care	<i>Jerold Phelps Hospital</i>	733 Cedar St., Garberville, CA 95542	707-923-3921	http://www.shchd.org/jerold-phelps-community-hospital/	Jerold Phelps Community Hospital is a 9-bed, Medicare certified, Critical Access Hospital (CAH). Offers laboratory, radiology, mammography, physical therapy, rehab, 24-hour emergency room, and acute inpatient services, along with swing-bed services for those who need a combination of hospital and skilled nursing services.
Housing: Long Term Care	<i>Seaview Rehab & Wellness Center</i>	6400 Purdue Dr., Eureka, CA 95503	707-443-5668	http://seaviewrehabwc.com/	At Seaview Rehabilitation & Wellness Center in Eureka, they have a high quality 24 hour nursing staff that strives to build an environment of care and compassion for their patients. Their short-term and long-term care programs include Physical Therapy, Occupational Therapy, Speech Therapy, and Respiratory Therapy.
Housing: Permanent/Rapid Re-Housing	<i>Apartments First!, Arcata House Partnership</i>	1005 11th St., Arcata, CA 95521	707-822-4528	http://www.arcatahouse.org/	A permanent supportive housing program for people who are chronically homeless and disabled. Clients are helped to locate an appropriate unit and negotiate a lease with a landlord.
Housing: Permanent/Rapid Re-Housing	<i>Area 1 Agency on Aging, The Nest</i>	434 Seventh St., Eureka, CA 95501	707-442-3763	http://www.a1aa.org/homesharing	Provides tools and resources to help seniors find homesharing tenants in exchange for rent, services, or both.
Housing: Permanent/Rapid Re-Housing	<i>Carlos L. Lopez and Associates LLC (Housing)</i>	434 Seventh St., #210 Eureka, California 95501	707-267-0740 email preferred: see description	http://www.career-rehab.com/	A unique partnership between the Department of Veterans Affairs and Housing and Urban Development (HUD) that provides long-term case management, financial supportive services and permanent housing support for chronically homeless veterans. kgonzalez@career-rehab.com or k.gonzalez@VA.gov
Housing: Permanent/Rapid Re-Housing	<i>Humboldt Housing Authority (HHA) (for HUD/Section 8)</i>	735 West Everding St., Eureka, CA 95501	707-443-4583	<i>No Direct Website</i>	HHA is a local public housing agency, serving families and senior citizens of low & moderate income. Section 8 includes a housing choice voucher program, where eligible clients may work with a landlord who is willing to accept the voucher to pay for part or all of the rent.
Housing: Permanent/Rapid Re-Housing	<i>North Coast Veterans Resource Center (SSVF) (Re-Housing)</i>	109 4th St., Eureka, CA 95501	707-442-4322	http://www.vetsresource.org/vrc-north-coast.html	NCVRC operates a Supportive Services for Veteran Families (SSVF) program. SSVF is a rapid rehousing program that can assist veteran households that are homeless, or at risk of losing their housing, to become housed or remain housed.

Main Category	Name	Address	Phone	Website	Brief Description
Housing: Transitional	<i>Arcata House, Arcata House Partnership</i>	1005 11th St., Arcata, CA 95521	707-822-4528, 707-633-6236	http://www.arcatahouse.org/	Operates five houses in neighborhoods within the Arcata City limits. Each house has a capacity of six people. Clients charged small program fee scaled to their income and are expected to contribute a percentage of their income to a Client Housing Account, which is saved to cover moving/housing costs.
Housing: Transitional	<i>Betty's House Medical Respite</i>	624 C St., Eureka, CA 95501	707-407-3833	http://bettychinn.org/	Betty's House Medical Respite is a shelter that provides meals and a 21 day stay for residents referred to the program, with a total capacity of 10 adult individuals at a time. All referrals must go through the Care Transitions Team at St. Joseph Hospital, but feel free to call us at the provided number for general information.
Housing: Transitional	<i>Betty's Village</i>	DHHS Koster Campus, Washington Street, Eureka, CA 95501	707-407-3833	http://bettychinn.org/	Betty's Village is temporary transitional housing located on Washington Street, next to the DHHS Koster Campus in Eureka. The shelter serves up to 40 adult individuals at any one time, along with their pets. Mobile Medical is offered at the location on Mondays. Call for more information on this program.
Housing: Transitional	<i>Bridge House Program – RCAA</i>	904 G St., Eureka, CA 95501	707-269-9590	http://rcaa.org/	Bridge House is a large Victorian that serves as an entry home for five one- and two-parent families and, if space permits, pregnant women. Offers structure and stability to families who are ready to assume more responsibility for developing strengths and life skills. It is NOT a 24-hour staffed program.
Housing: Transitional	<i>Mercy's Haven (Housing-Transitional)</i>	PO Box 607, 311 1/2 Greenwood Rd., Blue Lake, CA 95525	707-844-3042	http://www.mercyshaven.org/	Non-denominational, faith-based transitional housing resource for adult mothers and their children. Offers structure, support, and accountability for moms willing to grow and build successful lives with their children. Please call us or visit the website to learn more about what they do and apply for residency.
Housing: Transitional	<i>North Coast Veterans Resource Center (Housing - Transitional)</i>	109 4th St., Eureka, CA 95501	707-442-4322	http://www.vetsresource.org/vrc-north-coast.html	NCVRC operates 3 programs for homeless veterans in Eureka. Transitional housing (TH) program consists of 36 VA Grant & Per Diem beds, 3 currently designated for female veterans. In TH veterans engage w/case management staff from moment they enroll; staff & veteran work to develop an Individual Service Plan to identify various barriers and develop goals to overcome them.
Housing: Transitional	<i>RCAA - Launch Pad Transitional Living Program (Housing)</i>	1100 California St., Eureka, CA 95501	707-445-1360	http://rcaa.org/youth-services-bureau	The Launch Pad is a long term transitional living program for homeless youth or youth fleeing dangerous living situations. Drop-In hours are 3:00-5:00 p.m. every Wednesday (or by appointment). During Drop-In all prospective youth meet with program staff; youth are informed of program expectations and given a brief tour of the TLP living facility.
Housing: Transitional	<i>Serenity Inn, Alcohol Drug Care Services</i>	2109 Broadway, Eureka, CA 95501	707-442-4815	<i>No Direct Website</i>	Low-cost motel with single rooms and shared living spaces/dorm style; clean and sober policy.
Housing: Transitional	<i>THP Plus, Youth Services Bureau, RCAA</i>	1100 California St., Eureka, CA 95501	707-443-8322 ext 202/206	http://rcaa.org/youth-services-bureau	A transitional housing program for 18 to 24 year olds who have been emancipated from the foster care system or probation system. Has bilingual staff and materials in Spanish.
Legal Services	<i>Blue Lake Tribal Court, Blue Lake Rancheria Tribe</i>	428 Chartin Road, Blue Lake, CA 95525	707-668-5101	http://www.bluelakerancheria-nsn.gov/govLawTribalCourt.html	Has jurisdiction over civil and criminal matters arising within the tribe's reservation as expressly provided in tribal ordinances.
Legal Services	<i>California Indian Legal Services</i>	324 F St., Eureka, CA 95501	707-443-8397, 800-347-2402	http://www.calindian.org/	Legal services to protect/advance Indian rights, foster self-determination, and facilitate tribal nation-building.
Legal Services	<i>Catholic Charities, Immigration and Citizenship Services</i>	987 Airway Court, Santa Rosa, CA 95403	707-578-6000 (Immigration Front Desk)	http://www.srcharities.org/get-help/immigration-services	Citizenship classes, refugee resettlement, DACA, preparing documents for visa petitions, adjustments of status, affidavits of support, consular processing documents, and work authorizations.
Legal Services	<i>Community Corrections Resource Center</i>	404 H St., Eureka, CA 95501	707-267-9320	http://www.humboldt.gov/1413/Community-Corrections-Resource-Center	An interagency collaborative program providing correctional supervision, substance abuse and mental health assessment and treatment, vocational services, and linkages to community-based services to those on probation. Mon-Fri 8 a.m.-noon, 1-4:30 p.m.
Legal Services	<i>Court Appointed Special Advocates (CASA) (Legal Services)</i>	2356 Myrtle Avenue, Eureka, CA 95501	707-443-3197	http://www.humboldtcasa.org/	Court Appointed Special Advocates (CASA) speaks for children in court because all children have a right to live in a safe, healthy and secure environment. Trained volunteers advocate for abused children in court, assuring that they are placed in safe, nurturing homes.
Legal Services	<i>Family Law Self-Help Center</i>	825 Fifth St. Room 303, 95501 Eureka	707-445-7256	http://humboldt.courts.ca.gov/sh/	Provides help with both family and civil law. Services are available to all parties that represent themselves regardless of income. Self-Help Center staff can provide you with information about your legal rights and obligations.

Main Category	Name	Address	Phone	Website	Brief Description
Legal Services	<i>Finding Resources and Empowerment through Education: F.R.E.E. (an HSU Club)</i>	1 Harpst St., Arcata, CA 95521	707-826-3776	https://clubs.humboldt.edu/club_sites/free-finding-resources-and-empowerment-through-education	Provides leadership by encouraging advocacy, values, and customs that will lead to the continued recruitment, retention and graduation of low-income and undocumented students; some pro bono lawyers from the Bay Area hosting webinars and giving free legal services.
Legal Services	<i>Homeless Court Services</i>	825 Fifth St., Eureka, CA 95501	707-445-7256	http://www.humboldt.courts.ca.gov/ind ex.htm	Homeless Court occurs monthly in a variety of shifting locations throughout Eureka and Arcata. Various community partners offer intake services. For more information, please contact the Courthouse at 707-445-7256.
Legal Services	<i>Hoopa Valley Tribal Court, Hoopa Tribe</i>	1186 State Highway 96, PO Box 1389, Hoopa CA 95546	530-625-4305	https://www.hoopa-nsn.gov/the-tribal-government/hoopa-valley-tribal-court	The court hears cases involving family law, child abuse and neglect, evictions, domestic violence, restraining orders, juvenile delinquency, juvenile wellness court, traffic citations, and civil complaints for monetary damages.
Legal Services	<i>Humboldt County District Attorney</i>	825 Fifth St., Fourth Floor, Eureka, CA 95501	707-445-7411	http://www.humboldt.gov.org/289/district-attorney	Prosecutes crimes occurring within the boundaries of Humboldt County, supplies legal and technical assistance to police agencies and serves as legal advisor to the Grand Jury.
Legal Services	<i>Humboldt County Probation Department</i>	2002 Harrison Avenue, Eureka, CA 95501	707-445-7401	http://www.co.humboldt.ca.us/prob/	As an agent of the Court they reduce the impact of crime in the community through investigation, prevention, supervision, collaboration, detention, and victim restitution.
Legal Services	<i>Karuk Judicial System, Karuk Tribe</i>	PO Box 629, Yreka, CA 96097	530-841-3143 ext 6	http://www.karuk.us/index.php/departments/judicial-system	The mission of the Karuk Judicial System is to restore and preserve traditional methods of resolving disputes between and among Tribal citizens to provide equality, justice, safety and security for all tribal citizens and to all people within the Karuk Tribe Jurisdiction.
Legal Services	<i>Karuk Tribe - Child & Family Services</i>	64236 Second Avenue, Happy Camp, CA 96039 Also have an office in Orleans, CA	530-493-1600	http://www.karuk.us/karuk2/home	A federally recognized tribe of Karuk people. They are an indigenous people of California, located in the northwestern corner of the state, in Humboldt and Siskiyou Counties.
Legal Services	<i>Legal Services of Northern California</i>	123 Third St., Eureka, CA 95501	707-445-0866	http://www.lsncc.info/	The mission of LSNC is to provide quality legal services to empower the poor to identify and defeat the causes and effects of poverty within their community efficiently utilizing all available resources.
Legal Services	<i>Long-Term Care Ombudsman Program, Area 1 Agency on Aging</i>	434 Seventh St., Eureka, CA 95501	707-269-1330	http://www.a1aa.org/	The Long-Term Care Ombudsman Program is a community-supported program, built largely of volunteers who are trained and certified to advocate for the rights of residents of skilled nursing and residential care facilities.
Legal Services	<i>Lorna Stewart, Disability Lawyer</i>	1402 Union St., Suite B, Eureka, CA 95501	707-445-9056 or toll free 888-423-4453	https://lsdisability.com/	Apply for Social Security Disability benefits first and wait for decision. If denied, contact a disability lawyer.
Legal Services	<i>Public Law Library of Humboldt County</i>	812 Fourth St., RM G04, Eureka, CA 95501	707-476-2356	http://co.humboldt.ca.us/law-library	The mission of the Humboldt County Law Library is to provide the public with free access to up-to-date, user-friendly and appropriate legal resources.
Legal Services	<i>Self Help Centers, Humboldt Superior Court</i>	825 Fifth St., Room 310, Eureka, CA 95501	707-445-7256	http://humboldt.courts.ca.gov/sh/	Provides assistance in the areas of both family law and non-family (civil) law. These services are available to all self-represented parties regardless of income. Provides information on legal rights and obligations; they cannot provide legal advice. Specific areas of help are listed on website.
Legal Services	<i>Teresa Foster, Immigration Consultant</i>	2180 Jefferson St. Suite 103, Napa, CA 94559	707 255-8666	<i>No Direct Website</i>	Helping immigrants re-unite with loved ones through various visa processes, up to and including residency and citizenship; based in Napa, office serves the immigrant community throughout the state. Mrs. Foster is not an attorney; she is a consultant, with a bond on file at the CA Secretary of State.
Legal Services	<i>Veterans Justice Outreach</i>	Services through SF VA Healthcare System; see website	---	http://www.va.gov/homeless/vjo.asp	A program to avoid the unnecessary criminalization of mental illness and extended incarceration among Veterans by ensuring that eligible justice-involved veterans have timely access to VHA services as clinically indicated. Specialists are responsible for direct outreach, assessment, and case management.
Legal Services	<i>Victim Witness & CA Victim Compensation, Humboldt County District Attorney</i>	825 Fifth St., fourth floor, Eureka, CA 95501	707-445-7411	http://www.co.humboldt.ca.us/distattv/	Assists victims of crime and offers support services to victims, their families and witnesses during criminal proceedings. Victim Witness Assistance Centers work directly with the CA Victim Compensation Program (CalVCP) to assist victims.

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Legal Services	VINE Line (Victim Information & Notification Everyday)	---	877-411-5588	https://www.vinelink.com	VINE helps victims of crime with information about the custody of their offender; it is provided by the Humboldt County Sheriff & the CA Department of Corrections and Rehabilitation. VINE is a free service, available 24-hours a day, seven days a week, in English and Spanish. All registrations are confidential.
Legal Services	Yurok Tribal Court, Yurok Tribe	190 Klamath Blvd., PO Box 1027, Klamath, CA 95548	707-482-1350	http://www.yuroktribe.org/tribalcourt/	The Court's role is to protect the values of the people, to support the development of those values within each member of the community, and to ensure that the responsibility to protect our traditions and traditional lands are carried out.
LGBTQ+	Eric Rofes Multicultural Queer Resource Center (ERC), HSU	Warren House 53, 1 Harpst St., Arcata, CA 95521	707-826-3795	https://www2.humboldt.edu/erc	The ERC's mission is to shift public opinion of the queer community on campus and in the local area from tolerance to acceptance. The ERC creates a hub for students to learn about events and organizations on campus.
LGBTQ+	Humboldt Pride	PO Box 111, Eureka CA 95502	---	https://www.facebook.com/pg/humboldtpride	Extensive listing of Humboldt, regional and national resources. Can subscribe to a free monthly e-newsletters on website to stay in the know on all things queer in Humboldt.
LGBTQ+	PFLAG (formerly known as Parents, Families and Friends of Lesbians and Gay)	---	---	https://www.facebook.com/pflag.eurekaarcata/	Uniting people who are lesbian, gay, bisexual, transgender, and queer (LGBTQ) with families, friends, and allies, PFLAG is committed to advancing equality through its mission of support, education, and advocacy. See website for local chapter meeting time/location.
LGBTQ+	Queer Humboldt	PO Box 45, Arcata, CA 95518-0045	707-502-2890	http://www.queerhumboldt.org	Queer Humboldt is an organization dedicated to providing resources for the queer community. Website lists local events, resources, groups, links, visitor information, news and pictures that will benefit the queer community.
LGBTQ+	Queer Humboldt Extensive Resource List (LGBTQ+)	PO Box 45, Arcata, CA 95518-0045	707-502-2890	http://www.queerhumboldt.org/resources/resource-download/	View or download a comprehensive 15 page resource list maintained by Queer Humboldt. Community service groups, open and affirming churches and spiritual organizations, youth, homelessness, crisis, social groups, mental wellness, health wellness, legal resources, wedding resources and more.
Mediation/Conflict resolution	Humboldt Mediation Services (HMS)	317 Third St., Eureka CA 95501	707-445-2505	http://www.humboldtmediationservices.org/	HMS is a community organization of trained volunteer mediators, offering conflict resolution services for disputes including divorce/separation, child custody, family conflict, workplace or business conflict and tenant-landlord issues. Neutral facilitators and consultants in the construction of agreements. Fees are on a sliding scale; no one turned away due to inability to pay.
Medical Information/Insurance	Covered CA Certified Enrollment Counselors	---	---	https://apply.coveredca.com/hix/entity/locateassister/searchentities	Find local help to enroll in health care coverage and discuss options: certified insurance agents, certified enrollment counselors, county offices.
Medical Information/Insurance	Healthy Kids Humboldt, St. Joseph Health – Humboldt County (Medical)	2200 Harrison Ave, Eureka, CA 95501	707-442-6066	https://www.stjoehumboldt.org/for-community/healthy-kids-humboldt/	Bilingual staff Marcelina Mejia de Castillo and Lucy Silveira. Services focus on children's health insurance, Medi-Cal enrollment and navigation of the health care system.
Medical Information/Insurance	Humboldt Independent Practice Association (IPA)	2662 Harris St., Eureka, CA 95503	707-443-4563	http://www.humboldtipa.com/	The Humboldt IPA provides leadership in working with health plans and health care providers to ensure that medical care is provided in a manner that enhances the public health and promotes access to quality care.
Medical Information/Insurance	Humboldt-Del Norte County Medical Society	PO Box 6457 Eureka, CA 95502	707-442-2367	http://www.hdnccms.org/	Professional Organization for Physicians. Local component of California Medical Association.
Medical Information/Insurance	Kris Kelly Health Information Center	2711 Dolbeer St., Eureka, CA 95501	707-442-9094	No Direct Website	A resource of legitimate health websites. A social worker is located inside the Evergreen Lodge at St. Joseph Hospital.
Medical Information/Insurance	Medi-Cal, Social Services, DHHS (Insurance)	929 Koster St, Eureka, CA 95501; Garberville and Hoopa outstations.	877-410-8809	http://humboldt.gov/528/Medi-Cal	Medi-Cal is CA's Medicaid program; health care coverage for low to middle income individuals and families. Applications are taken over the phone at 877-410-8809, at DHHS - Social Services (Mon - Fri 7:30 a.m. to 5:30 p.m.) and at C4Yourself.com. Call for other locations and application methods.
Medical Information/Insurance	NeedyMeds, Inc.	PO Box 219, Gloucester, PA 01931	800-503-6897	http://www.needy meds.org	Online resource for finding patient assistance programs that provide free/low-cost medications.
Medical Information/Insurance	Open Door Community Health Centers, Member Services Department	963 Myrtle Avenue, Eureka, CA 95501	707-269-7073	http://opendoorhealth.com/opendoor/?page_id=458	Committed to assisting patients and community with accessing programs and benefits they may be eligible for! Can help Open Door patients and other community members navigate Medi-Cal, CoveredCA.com, CalFresh and more. Assistance is free. Offers patients and community members navigation to the Open Door system to access medical care.

Main Category	Name	Address	Phone	Website	Brief Description
Medical Information/Insurance	<i>Partnership HealthPlan of California</i>	1036 Fith St., Suite E, Eureka CA 95501	800-863-4155	http://www.partnershiphp.org/	Managed care organization for Medi-Cal (MC) in Humboldt. Ensures MC recipients have access to quality medical care. Help finding doctors and specialists, help resolving issues. Open Monday through Friday 8 a.m. to 5 p.m.
Medical Information/Insurance	<i>Redwood Coast PACE, Humboldt Senior Resource Center</i>	1910 California St., Eureka, CA 95501	707-443-9747	http://www.humsenior.org/dmdocuments/PACE_Brochure.pdf	Program of All-inclusive Care for the Elderly, a health plan that provides medical care and supportive services for eligible frail adults age 55 and older who need a nursing home level of care, but who wish to remain at home. Service area from Trinidad to Scotia, inland to Blue Lake and Carlotta. Call ext. 1203.
Medical Information/Insurance	<i>Rx Safe Humboldt</i>	---	707-443-4563	http://www.rxsafehumboldt.org/	The Rx Safe Humboldt Coalition works to reduce overuse of opioids in Humboldt; resources for community members include a Alternative Pain Management Resource guide.
Medical Marijuana	<i>Humboldt California Association</i>	601 I St., Arcata, CA 95521	707-822-9330	http://www.theheartofhumboldt.com/	Medical marijuana dispensary. Hours Monday through Thursday 10 a.m. to 7 p.m., Friday 10 a.m to 8 p.m, Saturday 11 a.m. to 8 p.m, and Sunday 11 a.m. to 6 p.m.
Medical Marijuana	<i>Humboldt County Collective</i>	1670 Myrtle Avenue, Ste B, Eureka, CA 95501	707-442-2420	https://www.facebook.com/The-Humboldt-County-Collective-129949220363162/	Medical marijuana collective.
Medical Marijuana	<i>Humboldt Patient Resource Center</i>	980 6th St., Arcata, CA 95521	707-826-7988	http://hprcarcata.com/	Medical marijuana dispensary.
Medical Services	<i>Hospice of Humboldt (Medical)</i>	3327 Timber Fall Court, Eureka, CA 95503	707-445-8443	http://www.hospiceofhumboldt.org/	Help with end of life planning; no cost or obligation for Information Visits. Once patient with a terminal illness is enrolled, full range of medical and supportive services; an interdisciplinary team collaborates to design a Plan of Care to meet needs of patient, caregivers and families or friends.
Medical Services	<i>K'ima:w Medical Center (Medical)</i>	535 Airport Road, Hoopa CA 95546	530-625-4261	https://kimaw.org/	Provides high-quality health care to the Native American people and all others seeking services on the Hoopa Valley Indian Reservation and surrounding areas.
Medical Services	<i>Mad River Hospital</i>	3800 Janes Rd., Arcata, CA 95521	707-822-3621	http://www.madriverhospital.com/	Mad River Community Hospital is a 78-bed, acute care medical facility.
Medical Services	<i>Medi-Cal, Social Services, DHHS (Medical)</i>	929 Koster St., Eureka, CA 95501; Garberville and Hoopa outstations.	877-410-8809	http://humboldt.gov/528/Medi-Cal	Medi-Cal is CA's Medicaid program; health care coverage for low to middle income individuals and families. Applications taken at over the phone at 877-410-8809, at DHHS - Social Services (Mon - Fri 7:30 am - 5:30 pm) , and at C4Yourself.com. Call for other locations/application methods.
Medical Services	<i>Open Door Community Health Centers, Administration (Arcata)</i>	1275 Eighth St., Arcata, CA 95521	707-826-8633	http://www.opendoorhealth.com/opendoor/	Open Door Administrative Departments.
Medical Services	<i>Open Door Community Health Centers, Eureka Community Health & Wellness Center</i>	2200 Tydd St., Eureka, CA 95501	707-441-1624	http://opendoorhealth.com/opendoor	Provides high quality medical, dental and mental health care and health education to all, regardless of financial, geographical, or social barriers. Call to check if accepting new patients.
Medical Services	<i>Open Door Community Health Centers, Ferndale Community Health Center</i>	638 Main St., Ferndale, CA 95536	707-786-4028	http://opendoorhealth.com/opendoor	Provides high quality medical, dental and mental health care and health education to all, regardless of financial, geographical, or social barriers. Call to check if accepting new patients.
Medical Services	<i>Open Door Community Health Centers, Fortuna Community Health Center</i>	3750 Rohnerville Road, Fortuna, CA 95540	r 707-725-4477	http://opendoorhealth.com/opendoor	Provides high quality medical, dental and mental health care and health education, regardless of financial, geographical or social barriers. Call to check if accepting new patients and to learn more about dental services at this facility.
Medical Services	<i>Open Door Community Health Centers, Humboldt Open Door Clinic</i>	770 10th St., Arcata, CA 95521	707-826-8610	http://opendoorhealth.com/opendoor	Provides high quality medical, dental and mental health care and health education, regardless of financial, geographical or social barriers. Call to check if accepting new patients.
Medical Services	<i>Open Door Community Health Centers, McKinleyville Community Health Center</i>	1644 Central Avenue, McKinleyville, CA 95519	707-839-3068	http://opendoorhealth.com/opendoor	Provides high quality medical, dental and mental health care and health education to all, regardless of financial, geographical, or social barriers. Call to check if accepting new patients.

Main Category	Name	Address	Phone	Website	Brief Description
Medical Services	<i>Open Door Community Health Centers, Mobile Health Services</i>	Locations vary. Call for more information.	707-443-4666	http://opendoorhealth.com/opendoor	Using a combination of fully equipped mobile vans and ODCHC's eight fixed clinic sites, homeless individuals receive comprehensive care. Offers walk-in appointments in addition to scheduled appointments at all locations.
Medical Services	<i>Open Door Community Health Centers, NorthCountry Clinic</i>	785 18th St., Arcata, CA 95521	707-822-2481	http://opendoorhealth.com/opendoor	Provides high quality medical, dental and mental health care and health education to all, regardless of financial, geographical, or social barriers. Call to check if accepting new patients.
Medical Services	<i>Open Door Community Health Centers, Redwood Community Health Center</i>	2350 Buhne St., Suite A, Eureka, CA 95501	707-443-4593	http://opendoorhealth.com/opendoor	Provides high quality medical, dental and mental health care and health education, regardless of financial, geographical or social barriers. Call to check if accepting new patients.
Medical Services	<i>Open Door Community Health Centers, Willow Creek Community Health Center</i>	38883 Highway 299, Willow Creek, CA 95573	530-629-3111	http://opendoorhealth.com/opendoor	Provides high quality medical, dental and mental health care and health education to all, regardless of financial, geographical, or social barriers. Call to check if accepting new patients.
Medical Services	<i>Open Door Health Centers, Administration (Arcata Plaza)</i>	670 Ninth St., Suite 203, Arcata, CA 95521	707-826-8633	http://opendoorhealth.com/opendoor/	Open Door Administrative Departments. Headquarters of the Latino Health Coordinators which oversee Spanish language support across Open Door clinics. Offers a comprehensive health and wellness program that utilizes the Promotora Model of care to reach Humboldt County's Latino community through Mobile Health Services. Classes/special groups are held in Spanish, are free and open to the community.
Medical Services	<i>Open Door, Eureka Community Health & Wellness Center Pediatrics</i>	2200 Tydd St., Eureka, CA 95521	707-269-7051	http://opendoorhealth.com/opendoor	Comprehensive pediatric services, including health screenings, immunizations and boosters, well-child exams, acute care and more.
Medical Services	<i>Planned Parenthood of Northern CA, Eureka Health Center (Medical)</i>	3225 Timber Fall Court Suite B, Eureka, CA 95501	707-442-5700	http://www.plannedparenthood.org/srp/	Information on a variety of healthy living topics; same day appointments available; ensures access to reproductive and sexual health care for all.
Medical Services	<i>Public Health Clinic, Public Health, DHHS</i>	529 I St., Eureka, CA 95501	707-445-6200	http://humboldt.gov/557/Public-Health-Clinics	PHC offers adult, travel immunizations, and children's immunizations. Tuberculosis testing/ screening and other services available at the main clinic in Eureka. Limited services are available at the Willow Creek and Garberville clinics.
Medical Services	<i>Redwood Memorial Hospital, Fortuna</i>	3300 Renner Drive, Fortuna, CA 95540	707-725-3361	https://www.stjoehumboldt.org/	A St. Joseph Health critical access hospital; along with Eureka campuses offers comprehensive services including emergency care.
Medical Services	<i>Redwood Urgent Care</i>	2440 23rd St., Eureka, CA 95501	707-298-2011	https://redwoodurgentcare.com/	Open 365 days a year. An alternative to the emergency room for those without chronic or life-threatening conditions. Monday through Sunday 9 a.m. to 6:30 p.m., major holidays 9 a.m. to 5 p.m.
Medical Services	<i>Redwoods Rural Health Center</i>	101 West Coast Road, Redway, CA 95560	707-923-2783	http://www.rrhc.org/forward	Provides responsive, preventive, high quality primary health care services, through a variety of healing disciplines, to all people without regard to social or economic status.
Medical Services	<i>Southern Trinity Health Services</i>	PO Box 4, Mad River, CA 95552	707-574-6616	http://www.sthsclinic.org/	Provides access to quality, comprehensive, innovative, and integrated primary health care and emergency medical services regardless of ability to pay.
Medical Services	<i>St. Joseph Health Medical Group (formerly Humboldt Medical Specialists) (medical)</i>	2773 Harris St. Suite D, Eureka CA 95501	707-476-2909	http://www.stjosephhealthmedicalgroup.com/	St. Joseph Health Medical Group offers women a full range of women's health and wellness services, including obstetrical and gynecological care which is appropriate of each stage of life. Prenatal and gynecological services are also available in Spanish.
Medical Services	<i>St. Joseph Hospital, Eureka</i>	St. Joseph Hospital: 2700 Dolbeer St.; General Hospital Campus: 2200 Harrison Avenue, Eureka, CA 95501	707-445-8121, 707-445-5111	https://www.stjoehumboldt.org/	St. Joseph Hospital and General Hospital campuses are located within a block of each other in Eureka. The acute care hospital offers comprehensive services including emergency, level 3 trauma program, cardiac services, an accredited cancer program, childbirth center, neurosurgery, outpatient laboratory and orthopedic and sports medicine.
Medical Services	<i>United Indian Health Services (Fortuna) (Medical Services)</i>	3302 Renner Drive Suite C, Fortuna, CA 95540	707-725-7988	http://www.unitedindianhealthservices.org/	Direct Health Care Services are made available to eligible persons of "Indian descent" and eligible non-Indian members (married to, or a child of a person who is an "enrolled member").

Main Category	Name	Address	Phone	Website	Brief Description
Medical Services	<i>United Indian Health Services (Potawat Village, Arcata) (Medical Services)</i>	1600 Weeot Way, Arcata, CA 95521	707-825-5000	http://www.uihs.org/	Direct Health Care Services are made available to eligible persons of "Indian descent" and eligible non-Indian members (married to, or a child of a person who is an "enrolled member").
Medical Services	<i>United Indian Health Services (Weitchpec) (Medical Services)</i>	Libby Nix Community Center, Highway 96, Weitchpec, CA	530-625-4300	http://www.uihs.org/	Direct Health Care Services are made available to eligible persons of "Indian descent" and eligible non-Indian members (married to, or a child of a person who is an "enrolled member").
Mental/Behavioral Health	<i>Adult Outpatient Clinic, Mental Health, DHHS</i>	720 Wood St., Eureka, CA 95501	707-268-2945	http://humboldt.gov.org/1739/Adult-Outpatient-Services	Provides mental health screening, assessment, referral, and individual and group therapy for eligible adults.
Mental/Behavioral Health	<i>Changing Tides Family Services (Counseling)</i>	2259 Myrtle Avenue, Eureka, CA 95501	707-268-2800, 707-444-8293, 800-795-3554	http://changingtidesfs.org/mental-health	Mental health services including individual and group therapy, case management and brokerage services, therapeutic behavioral services, and other mental health services which are intended to support children and youth up to age 20.
Mental/Behavioral Health	<i>Children & Family Services, Mental Health, DHHS</i>	1711 Third St., Eureka, CA 95501	707-268-2800	http://www.humboldt.gov.org/1601/Children-Mental-Health-Services	Provides assessment, treatment, medication support, and case management for children, youth, and families.
Mental/Behavioral Health	<i>Crestwood</i>	2370 Buhne St., Eureka, CA 95501	707-442-5721	http://www.crestwoodbehavioralhealth.com/eureka	Home to a mental health rehabilitation center and a social rehabilitation program (transitional residential).
Mental/Behavioral Health	<i>Crisis Line Text Messaging Option</i>	---	Text HOME to 741741	https://www.crisistextline.org/how-it-works/	Crisis Text Line serves anyone, in any type of crisis, providing access to free, 24/7 support and information via text messages. Text HOME to 741741 about any type of crisis to reach a volunteer Crisis Counselor. The goal of any text conversation is to get you to a calm, safe place. Sometimes that means providing a referral to further help and sometimes it just means being there and listening.
Mental/Behavioral Health	<i>Crisis Stabilization Unit, Mental Health, DHHS</i>	720 Wood St., Eureka CA 95501	707-476-4094 707-445-7715 (crisis line), toll free crisis line 888-849-5728	http://humboldt.gov.org/450/Crisis-Stabilization-Unit	The Crisis Stabilization Unit (CSU) is an outpatient program that provides crisis intervention and stabilization services to individuals in need of immediate and emergency services.
Mental/Behavioral Health	<i>Garberville Mental Health Outpatient, Mental Health, DHHS</i>	727 Cedar St., Garberville, CA 95542	707-923-2729	https://humboldt.gov.org/766/DHHS-Locations	Humboldt County mental health services. Case manager onsite and outreach. Assessments, medication clinic on Wednesdays. No counselor on site.
Mental/Behavioral Health	<i>Hoopa Valley Tribe, Behavioral Health Services (Mental Health services)</i>	535 Airport Road, Hoopa, CA 95546	530-625-4261 ext 450	https://kimaw.org/	Mental health, Substance Use Disorder programs, children and family services, Parole/Probation.
Mental/Behavioral Health	<i>Humboldt Family Service Center</i>	1802 California St., Eureka, CA 95501	707-443-7358	http://humboldtfamilyservice.org	Variety of sponsored programs including substance abuse, gambling addiction, family violence and counseling services for both adults and children; Medi-Cal and other insurance accepted, and sliding fee scale is available; clinical intake form available on website.
Mental/Behavioral Health	<i>HumWORKs, Social Services, DHHS</i>	929 Koster St., Module B, Eureka, CA 95501	707-269-4179	http://humboldt.gov.org/424/HumWORKs	For CalWORKs recipients only. Group program that addresses Substance Abuse, Mental Health and Domestic Violence related barriers to employment.
Mental/Behavioral Health	<i>Medi-Cal, Partnership Health Plan of California (Beacon Health Strategies)</i>	200 State St., Boston, MA 02109	888-204-5581	http://beaconhealthstrategies.com/	Partnership Health Plan of CA (PHC) is the managed care plan for Medi-Cal (MC). PHC contracts with Beacon Health Strategies to administer some of the mental health benefits for MC. MC recipients can contact to find mental/behavioral health providers/services.
Mental/Behavioral Health	<i>Mental Health Same Day Services, Mental Health, DHHS</i>	720 Wood St., Eureka CA 95501	707-445-7715	http://humboldt.gov.org/1760/24-hour-Crisis-Services	Same Day Services and Psychiatric Emergency Services offer mental health crisis and stabilization services for persons exhibiting acute psychological distress. Outpatient therapy, outpatient medication support, and case management available.
Mental/Behavioral Health	<i>North Coast Association of Mental Health Professionals</i>	PO Box 5363, Eureka, CA 95502	707-441-3832	http://www.ncamhp.org	A clinical membership directory of local mental health professionals. Listing searchable by specialty, region, clinician name, etc. Resource is available by print or online (donations accepted).
Mental/Behavioral Health	<i>North Coast Veterans Resource Center (HCHV) (Behavioral Health)</i>	109 Fourth St., Eureka, CA 95501	707-442-4322	http://www.vetsresource.org/vrc-north-coast.html	At the HCHV behavioral health program, NCVRC employs a full-time clinician as well as a case manager to address some of the higher level needs clients may be facing including: substance abuse, healthy relationships, anger management and communication skills.

Main Category	Name	Address	Phone	Website	Brief Description
Mental/Behavioral Health	<i>Remi Vista Community Counseling Services</i>	3960 Walnut Drive, Eureka CA 95503	707- 268-8722	https://remivistainc.net/community-counseling-services/	Services include group homes, school-based and clinic-based mental health services, wrap around programs, supported living for developmentally disabled adults. Accepting referrals for transitional housing. Affordable (\$50) mental health counseling.
Mental/Behavioral Health	<i>Sempervirens Psychiatric Health Facility, Mental Health, DHHS</i>	720 Wood St., Eureka, CA 95501	707-445-7710	http://humboldt.gov/437/Sempervirens-Psychiatric-Health-Facility	Offers a locked hospital based treatment for clients who have serious and persistent mental illness that need acute psychiatric care. It is a Medi-Cal and Medicare certified 16 bed facility, and the only inpatient psychiatric hospital within a 300 mile radius.
Mental/Behavioral Health	<i>Street Outreach Services (SOS Van), Mental Health, DHHS</i>	Call for location	707-441-4614	http://humboldt.gov/383/Mobile-Outreach-Program	The DHHS Street Outreach Services (SOS) program delivers mental health, public health, and social services to homeless people; especially those experiencing mental illness. Regular services are provided in Eureka, Manila, and McKinleyville.
Mental/Behavioral Health	<i>Willow Creek Mental Health Outpatient, Mental Health, DHHS</i>	77 Walnut Way, Willow Creek, CA 95573	530-629-2410	http://humboldt.gov/766/DHHS-Locations	Call to check for availability of services.
Native American Services	<i>CA Tribal TANF Partnership (Native American Services)</i>	636 H St., Eureka, CA 95501	707-476-0344	http://www.cttp.net/	Provides educational training, career and employment opportunities toward self-sufficiency; through various supported services and programs with temporary financial assistance.
Native American Services	<i>Hoopa Valley Tribe, Behavioral Health Services (Native American Services)</i>	535 Airport Road, Hoopa, CA 95546	530-625-4261 ext 450	https://kimaw.org/	Mental health, Substance Use Disorder programs, children and family services, Parole/Probation.
Native American Services	<i>Karuk Tribal Temporary Assistance to Needy Families (TANF) (NA Services)</i>	Administration: 110 Nugget St., PO Box 1016, Happy Camp, CA 96039	530-493-1440	http://www.karuk.us/index.php/departments/tanf-dept/138-tanf	Mission: To preserve and strengthen the children and families of the Karuk Tribe and other Native American Tribes through an effective social welfare system that empowers individuals and families to work toward and achieve self-sufficiency, sobriety, and to become loving responsible parents in a culturally relevant way.
Native American Services	<i>Northern California Indian Development Council</i>	241 F St., Eureka, CA 95501	707-445-8451	http://www.ncidc.org/	Services available to American Indians [Native Americans]: job/career counseling, community service block grants for emergency services, computer use, disaster planning resources, etc.
Native American Services	<i>Trinidad Rancheria, Animal Control (NA Services)</i>	1 Cher-Ae Lane, Trinidad, CA 95570	707-599-6828	http://trinidad-rancheria.org/animal-control	The purpose of the Animal Control program is to assist the Rancheria community with animal-related issues, as well as act as a resource and educational tool regarding pet ownership and care. If you have an urgent matter to report, please call the phone number. Otherwise, please navigate to the website and fill out a Member Service Request Form.
Native American Services	<i>Two Feathers Native American Services (NA Services)</i>	1650 Betty Court Suite A, McKinleyville, CA 95519	707-839-1933	http://www.twofeathers-nafs.org/	Social work, emergency services, counseling, therapeutic culture groups. Services are free. Also helps with emergency food, clothing and shelter (up to 3 days) for domestic violence victims. Contact person Kim Brown.
Native American Services	<i>United Indian Health Services (Fortuna) (NA Services)</i>	3302 Renner Drive Suite C, Fortuna, CA 95540	707-725-7988	http://www.unitedindianhealthservices.org/	Direct Health Care Services are made available to eligible persons of "Indian descent" and eligible non-Indian members (married to, or a child of a person who is an "enrolled member").
Native American Services	<i>United Indian Health Services (Potawat Village, Arcata) (NA Services)</i>	1600 Weeot Way, Arcata, CA 95521	707-825-5000	http://www.uihs.org/	Direct Health Care Services are made available to eligible persons of "Indian descent" and eligible non-Indian members (married to, or a child of a person who is an "enrolled member").
Native American Services	<i>United Indian Health Services (Weitchpec) (NA Services)</i>	Libby Nix Community Center, Highway 96, Weitchpec, CA	530-625-4300	http://www.uihs.org/	Direct Health Care Services are made available to eligible persons of "Indian descent" and eligible non-Indian members (married to, or a child of a person who is an "enrolled member").
Native American Services	<i>Wiyot Tribe Health & Human Services</i>	Wiyot Tribe, 1000 Wiyot Drive, Loleta, California 95551	707-733-5055	http://wiyot.us/programs-and-services/health-and-human-services	There are a wide variety of Social Services offered at the Tribal Office. Some services are based on need and/or income qualification.
Native American Services	<i>Yurok Social Services Department, Yurok Tribe</i>	190 Klamath Blvd, PO Box 1027, Klamath, CA 95548;	707-482-1350	http://www.yuroktribe.org/departments/socialservices/	Mission is to help tribal members and families achieve independence, self-sufficiency and healthy, productive communities. Services include: General Assistance, Food Distribution, Low Income Home Energy Assistance Program, Tribal TANF, and the Yurok Domestic Violence/Sexual Assault Project.

Appendix C

Main Category	Name	Address	Phone	Website	Brief Description
Native American Services	<i>Yurok Tribal Temporary Assistance to Needy Families (TANF), Yurok Tribe</i>	Eureka: 3400 Erie St., Eureka, CA 95501; Klamath: 190 Klamath Blvd., PO Box 1027, Klamath, CA 95548	707-482-1350	http://www.yuroktribe.org/departments/socialservices/	Mission Statement: To help Yurok needy families work toward and achieve self-sufficiency in a culturally appropriate way.
Parenting Resources	<i>Breastfeeding Task Force (BTF) (Parenting)</i>	---	707-441-5573	http://first5humboldt.org/programs-and-partners/partners/resources/breastfeeding-task-force/	BTF's goal is to boost the duration of breastfeeding by increasing community awareness and support for breastfeeding mothers. Members include lactation consultants, health care providers, nurses, doulas, peer counselors and mothers. DHHS's Maternal Child & Adolescent Health program helps coordinate the BTF.
Parenting Resources	<i>First 5 Humboldt</i>	525 Second St., Suite 201, Eureka CA 95501	707-445-7389	http://first5humboldt.org/	Promotes comprehensive, integrated systems of services for early childhood development in order to foster secure, healthy and loving children eager to learn and develop to their full potential. Provides several play groups for 0 to 5 year olds in various communities.
Parenting Resources	<i>Growing Together Perinatal Program (GTPP) (Parenting)</i>	Redding Regional Office 3688 Avtech Parkway, Redding CA 96002	800-863-4155	http://www.partnershiphp.org	Through Partnership HealthPlan of CA for Medi-Cal (MC) recipients. Located in Redding, but services provided to multiple counties including Humboldt. Assists with access to care and care coordination services related to prenatal and postnatal community members with MC.
Parenting Resources	<i>Love & Logic, Parents In Training (PIT)</i>	PO Box 6358, Eureka, CA 95502	707-443-1401 (Office), 707-496-6070	http://www.Parentsintraining.org	Parent training provides information about gangs, Substance Use Disorder, divorce and stepparents. Also covers early childhood (birth to 3 years old) and (4 years and older). Classes held at 2734 Hubbard Lane, Eureka.
Parenting Resources	<i>Mother 2 Mother Breastfeeding Support Circle</i>	908 7th St., Eureka, CA 95501	707-441-5573	http://californiabreastfeeding.org/coalition-information/communitycoalitions/members/humboldt/	Free Mother-to-Mother support circle. A great opportunity to meet with other nursing mothers, share concerns, funny stories, and discuss day-to-day management of breastfeeding
Parenting Resources	<i>North Coast Regional Department of Child Support Services (parenting)</i>	2420 Sixth St., Eureka, CA 95501 and 850 B Main St., Weaverville, CA 96093	866-901-3212	http://humboldt.gov/DCSS	Caring professionals serving Humboldt and Trinity families living in separate households. Utilizes legal practices to establish paternity and resolve financial issues related to supporting their children.
Parenting Resources	<i>Nurse-Family Partnership, Public Health, DHHS (Parenting)</i>	529 I St., Eureka CA 95501	707-268-2105	http://www.humboldt.gov/578/Nurse-Family-Partnership	Evidence-based public health program that helps transform the lives of low-income mothers pregnant with their first child. A free, voluntary program for first time moms under 28 weeks along. Home visiting with nursing and other resources.
Parenting Resources	<i>Paso a Paso, St. Joseph Health (Prenatal Resources)</i>	2200 Harrison Avenue, Eureka, CA 95501	707-441-4477	https://www.stjoehumboldt.org/for-community/paso-a-paso-step-by-step/	Various parenting workshops offered throughout the year, as well as Positive Discipline classes. All classes presented in Spanish.
Parenting Resources	<i>Perinatal Services, Public Health, DHHS (Parenting)</i>	908 Seventh St., Eureka CA 95501	707-445-6210 707-441-5573 (Emily)	http://humboldt.gov/656/Perinatal-Services	The goal of the Perinatal Services Program is to improve the health of low-income pregnant women and give their babies a healthy start in life.
Parenting Resources	<i>Redwood Coast Parent Project® (RCPP), Humboldt County Office of Education</i>	1820 Sixth St., Eureka, CA 95501	707-445-7098	https://changingtidesfs.org/node/260	Coordinates the Parent Project®: 11 week workshops that provide parents with effective strategies & tools to influence and motivate strong-willed teens, w/ focus on turning around the most destructive adolescent behaviors: truancy/school refusal, defiance in the home, & more. Appropriate for parents with youth 10+. Available in Arcata, Eureka, Fortuna.
Parenting Resources	<i>WIC, Public Health, DHHS (Eureka) (Parenting)</i>	317 Second St., Eureka, CA 95501	707-445-6255	http://humboldt.gov/657/Women-Infants-Children-WIC	The Women, Infant, Children (WIC) Supplemental Nutrition Program is for income-eligible pregnant, breastfeeding, and nonbreastfeeding women and children under the age of 5 years old who have a nutritional need.
Parenting Resources	<i>WIC, Public Health, DHHS (Fortuna) (Parenting)</i>	Temporarily located at: 753 14th St., Fortuna, CA 95540	707-726-9427	http://humboldt.gov/657/Women-Infants-Children-WIC	The Women, Infant, Children (WIC) Supplemental Nutrition Program is for income-eligible pregnant, breastfeeding and nonbreastfeeding women and children under the age of 5 years old who have a nutritional need. (Temporary location on 14th Street until approximately May 2019; call ahead to confirm location.)

Main Category	Name	Address	Phone	Website	Brief Description
Parenting Resources	<i>WIC, Public Health, DHHS (Garberville) (Parenting)</i>	727 Cedar St., Garberville, CA 95540	707-923-2779	http://humboldt.gov/657/Women-Infants-Children-WIC	The Women, Infant, Children (WIC) Supplemental Nutrition Program is for income-eligible pregnant, breastfeeding, and nonbreastfeeding women and children under the age of 5 years old who have a nutritional need.
Parenting Resources	<i>WIC, Public Health, DHHS (McKinleyville) (Parenting)</i>	1450A Hiller Road, McKinleyville, CA 95519	707-445-6255 or 707-839-1173	http://humboldt.gov/657/Women-Infants-Children-WIC	The Women, Infant, Children (WIC) Supplemental Nutrition Program is for income-eligible pregnant, breastfeeding, and nonbreastfeeding women and children under the age of 5 years old who have a nutritional need.
Pets/Animals	<i>Animal Control, County of Humboldt</i>	980 Lycoming, McKinleyville, CA 95519	707-840-9132	http://www.humboldt.gov/377/Animal-Control-Division	Animal Control is responsible for the enforcement of State laws and local ordinances pertaining to animals and serves as a contact point for the public with regard to animal problems and issues.
Pets/Animals	<i>Arcata Animal Hospital</i>	1300 Giuntoli Lane, Arcata, CA 95521	707-822-2402	https://arcatavet.com/	Providing genuine care, comfort, and high quality veterinary medicine for patients and clients is Arcata Animal Hospital's highest mission. Browse website to learn more about the services provided. Find specific information about medical conditions as well as information about general pet care for all species in the Pet Library, view "how-to" videos and find details about upcoming events.
Pets/Animals	<i>Companion Animal Foundation</i>	88 Sunnybrae Center, Arcata, CA 95521	707-826-7387	https://www.cafanimals.org/	Companion Animal Foundation is a 501 (c) 3 non-profit animal rescue organization formed in 2002 in response to the high euthanasia rate of adoptable animals in Humboldt County. Two thrift stores, Sunny Brae and in Blue Lake. The money raised in these stores helps rescue and care for animals until permanent homes are found. Offers spay/neuter assistance for people on limited incomes, provide humane trapping methods for feral cats, run humane education programs, and a number of other services to the public.
Pets/Animals	<i>Friends for Life Animal Rescue</i>	PO Box 962, Eureka, CA 95502	707-442-5999	http://www.dogrescuers.org/index.htm	Friends for Life was founded in 2001 and is a 501 (c)(3) non-profit California corporation. It is the goal of FFL to provide a bridge for animals from homelessness or abandonment to their forever homes by offering services including: Spay/neuter program, foster cat program, shelter emergency medical fund and humane education program.
Pets/Animals	<i>Humboldt Animal Rescue Team (HART)</i>	8 West Sixth St., Eureka, CA, 95501	707-616-6440	https://www.humboldtanimalrescueteam.org/	Humboldt Animal Rescue Team (HART) is a small, non-profit, volunteer-run animal rescue specializing in cats and kittens. Open Fridays, Saturdays and Sundays noon to 3 p.m. Adoptable cats are spayed/neutered, treated for fleas/worms, vaccinated, tested for FIV. Adoption fee to cover costs is \$125 for a kitten, lower for older animals.
Pets/Animals	<i>Humboldt Dog Obedience Group (HumDOG)</i>	PO Box 6733, Eureka, CA 95502	707-444-3862	http://www.humdog.org/index.htm	HumDOG was founded in 1978 with two primary goals: 1) Promote benefits of obedience training for all dogs; 2) Encourage responsible dog ownership. Most members live on the North Coast. By their enthusiasm, help and knowledge, HumDOG is kept alive and continues to serve our community.
Pets/Animals	<i>Humboldt Spay/Neuter Network (SPAY Humboldt!)</i>	3954A Jacobs Avenue, Eureka, CA 95501	707-442-7729	http://www.spayhumboldt.org/index.htm	SPAY Humboldt! is a grassroots, all-volunteer organization working to improve the lives of animals in Humboldt County, California, by providing access to low-cost spay/neuter surgeries, assistance with trapping and fixing feral cats, and adoptions of dogs and cats to loving homes.
Pets/Animals	<i>Miranda's Rescue For Large & Small Animals</i>	1603 Sandy Prairie Road, Fortuna, CA 95540	707-725-4449	http://mirandasrescue.org/	No-kill rescue, adoption and sanctuary facility for distressed, neglected, abused and discarded animals, large and small. Finds animals loving adoptive homes.
Pets/Animals	<i>Redwood Pals Rescue</i>	PO Box 2913, McKinleyville, CA 95519	707-839-9692	http://redwoodpalsrescue.org/site/	Redwood Pals Rescue is an all-volunteer organization dedicated to support rescue and adoption efforts of animals that are at risk in the Humboldt County Animal Shelter in addition to working to improve the quality of their lives.
Pets/Animals	<i>Sequoia Humane Society</i>	6073 Loma Avenue, Eureka, CA 95503	707-442-1782	http://sequoiahumane.org/	Sequoia Humane Society provides shelter for homeless and neglected companion animals, pet adoption services, assistance in getting pets spayed or neutered, education about responsible pet ownership. Tue - Sat Noon to 5 p.m.
Pets/Animals	<i>Trinidad Rancheria, Animal Control (Pets/Animals)</i>	1 Cher-Ae Lane, Trinidad, CA 95570	707-599-6828	http://trinidad-rancheria.org/animal-control	The purpose of the Animal Control program is to assist the Rancheria community with animal-related issues, as well as acting as a resource and education tool regarding pet ownership and care. If you have an urgent matter to report, please call the phone number. Otherwise, please navigate to the website and fill out a Member Service Request Form.

Main Category	Name	Address	Phone	Website	Brief Description
Prenatal Services	<i>Growing Together Perinatal Program (GTPP) (prenatal)</i>	Redding Regional Office 3688 Avtech Parkway, Redding CA 96002	800-863-4155	http://www.partnershiphp.org	Through Partnership HealthPlan of CA for Medi-Cal (MC) recipients. Located in Redding, but services provided to multiple counties including Humboldt. Assists with access to care and care coordination services related to prenatal and postnatal community members with MC.
Prenatal Services	<i>Moonstone Midwives</i>	4677 Valley East Blvd. Suite 2, Arcata, CA 95524	707-633-3009	http://www.moonstonemidwives.com/	Prenatal Services.
Prenatal Services	<i>North Country Prenatal Services</i>	3800 Janes Road, Suite 101 Arcata, CA 95521	707-822-1385	http://opendoorhealth.com/opendoor/?page_id=413	Prenatal services, including check-ups, examinations, laboratory work, and education on a wide range of topics. The clinic provides team care, and a provider is on-call 24 hours a day.
Prenatal Services	<i>Nurse-Family Partnership, Public Health, DHHS (prenatal)</i>	529 I St., Eureka CA 95501	707-268-2105	http://www.humboldt.gov/578/Nurse-Family-Partnership	Evidence-based public health program that helps transform the lives of low-income mothers pregnant with their first child. A free, voluntary program for first time moms under 28 weeks along. Home visiting with nursing and other resources.
Prenatal Services	<i>Oliver Puttler, M.D., FACOG</i>	3798 Janes Road Suite 15, Arcata, CA 95524	707-822-1131	http://madriverrhospital.com/oliver-puttler-md-facog	Prenatal Services.
Prenatal Services	<i>Open Door Community Health Centers, NorthCountry Prenatal Services (Prenatal)</i>	3800 Janes Road, Suite 101, Arcata, CA 95521	707-822-1385	http://opendoorhealth.com/opendoor	Prenatal services.
Prenatal Services	<i>Paso a Paso, St. Joseph Health (Prenatal Resources)</i>	2200 Harrison Avenue, Eureka, CA 95501	707-441-4477	https://www.stjoehealth.org/for-community/paso-a-paso-step-by-step/	Childbirth education, parenting and breast feeding support classes offered in Spanish. This is an outreach program of St. Joseph Health-Humboldt County.
Prenatal Services	<i>Perinatal Services, Public Health, DHHS (Prenatal)</i>	908 Seventh St., Eureka CA 95501	707-445-6210 707-441-5573 (Emily)	http://humboldt.gov/656/Perinatal-Services	The goal of the Perinatal Services Program is to improve the health of low-income pregnant women and give their babies a healthy start in life.
Prenatal Services	<i>Planned Parenthood of Northern CA, Eureka Health Center (Prenatal)</i>	3225 Timber Fall Court Suite B, Eureka, CA 95501	707-442-5700	http://www.plannedparenthood.org/srp/	Information on a variety of healthy living topics; same day appointments available; ensures access to reproductive and sexual health care for all.
Prenatal Services	<i>Pregnancy Care Center of the North Coast & J. Rophe Medical Center</i>	2390 Myrtle Avenue, Eureka, CA 95501	707-442-2345; J Rophe Medical 444-0423	http://www.pcceureka.org/home.aspx	Offers compassion, direction and hope to those facing life decisions. All services are free and confidential and include: pregnancy testing, ultrasounds, accurate information on pregnancy options, assistance with maternity and baby clothing, and ongoing support. Christian orientation and focus.
Prenatal Services	<i>St. Joseph Health Medical Group (formerly Humboldt Medical Specialists) (prenatal)</i>	2773 Harris St. Suite D, Eureka CA 95501	707-476-2909	http://www.stjosephhealthmedicalgroup.com/	St. Joseph Health Medical Group offers women a full range of women's health and wellness services, including obstetrical and gynecological care which is appropriate of each stage of life. Prenatal and gynecological services are also available in Spanish.
Prenatal Services	<i>Welcoming Dawn Midwifery Practice</i>	1433 11th St., The Hilliard Building, Arcata, CA 95521	707-223-5322	http://www.welcomingdawnmidwifery.com/	Offering prenatal, postpartum and well woman care. Homebirth and birth yurt options. Insurance accepted. Referrals offered.
Prenatal Services	<i>WIC, Public Health, DHHS (Eureka) (Prenatal)</i>	317 Second St., Eureka, CA 95501	707-445-6255	http://humboldt.gov/657/Women-Infants-Children-WIC	The Women, Infant, Children (WIC) Supplemental Nutrition Program is for income-eligible pregnant, breastfeeding, and nonbreastfeeding women and children under the age of 5 years old who have a nutritional need.
Prenatal Services	<i>WIC, Public Health, DHHS (Fortuna) (Prenatal)</i>	1108 Main St., Fortuna, CA 95540	707-726-9427	http://humboldt.gov/657/Women-Infants-Children-WIC	The Women, Infant, Children (WIC) Supplemental Nutrition Program is for income-eligible pregnant, breastfeeding, and nonbreastfeeding women and children under the age of 5 years old who have a nutritional need.
Prenatal Services	<i>WIC, Public Health, DHHS (Garberville) (Prenatal)</i>	727 Cedar St., Garberville, CA 95540	707-923-2779	http://humboldt.gov/657/Women-Infants-Children-WIC	The Women, Infant, Children (WIC) Supplemental Nutrition Program is for income-eligible pregnant, breastfeeding, and nonbreastfeeding women and children under the age of 5 years old who have a nutritional need.
Prenatal Services	<i>WIC, Public Health, DHHS (McKinleyville) (Prenatal)</i>	1450A Hiller Road, McKinleyville, CA 95519	707-445-6255 or 707-839-1173	http://humboldt.gov/657/Women-Infants-Children-WIC	The Women, Infant, Children (WIC) Supplemental Nutrition Program is for income-eligible pregnant, breastfeeding, and nonbreastfeeding women and children under the age of 5 years old who have a nutritional need.
Prenatal Services	<i>With Open Arms Reproductive Health Services</i>	2505 Lucas St. Suite B, Eureka CA 95501	707-442-0400	https://www.withopenarmshealthcare.com/	Dedicated to providing a full range of options for pregnancy & childbirth at the hospital of your choice. Offering tubal ligations and vasectomy procedures. "A Practice of Aloha."

Main Category	Name	Address	Phone	Website	Brief Description
Reduced Fee	<i>Access from AT&T (low cost internet access)</i>	---	---	https://www.att.com/shop/internet/acc/ess/index.html?source=ECmi0000000000UmbU&wtExtndSource=access#/	AT&T offers low-cost wireline home Internet service to qualifying households, including households with an SSI or CalFresh recipient.
Reduced Fee	<i>Amazon</i>	---	---	www.Amazon.com	Amazon Prime is available for \$5.99 a month for qualifying customers with an EBT card or a Medicaid Card (Medi-Cal in California, card is called a BIC.) Includes the music and video streaming libraries and free shipping.
Reduced Fee	<i>Assurance Wireless (low cost cell phone/plans)</i>	PO Box 5040, Charleston, IL 61920	888-321-5880	http://www.assurancewireless.com/Public/Welcome.aspx	Assurance Wireless is a California LifeLine provider for cell phones; it is a government benefit program supported by the federal Universal Service Fund and the California LifeLine Program. Enrollment is available to consumers who qualify based on household income or who receive certain public assistance programs, like Medi-Cal or CalFresh. Form available on website.
Reduced Fee	<i>CarrollCo Energy Savings Assistance Program (Reduced fee)</i>	102 W Fourth St., Eureka, CA 95501	707-497-6235	<i>No Direct Website</i>	CarrollCo, as part of PG&E's Energy Savings Assistance Program, is responsible for helping Humboldt County renters and owners improve the weatherization of their residences. Call to learn more and see if a household qualifies for free services. Informational fliers will be provided upon request.
Reduced Fee	<i>ID Card from DMV</i>	---	---	<i>No Direct Website</i>	DMV Reduced Fee: can receive a form from DHHS-Social Services for reduced DMV fee for ID if receiving CalFresh, CalWORKs, other benefits. DMV Fee Waiver: Persons experiencing homelessness may get a form from many organizations serving persons experiencing homelessness, as well as at DHHS-Social Services.
Reduced Fee	<i>Morris Graves Museum of Art</i>	636 F St., Eureka, CA 95501	707-442-0278	http://www.humboldtarts.org/	The museum features exhibitions from artists, both local and from around the world. Families with EBT Cards (CalFresh/CalWORKs) can visit for free any day.
Senior Services	<i>Area 1 Agency on Aging (HICAP)</i>	434 Seventh St., Eureka, CA 95501	707-444-3000 (Eureka)	http://www.a1aa.org/	Health Insurance Counseling and Advocacy Program (HICAP); local non-biased help for people on Medicare. Medicare workshops, resources.
Senior Services	<i>Area 1 Agency On Aging (Senior Services)</i>	434 Seventh St., Eureka, CA 95501	707-442-3763	http://www.a1aa.org/	Provides funding for senior programs and administers the following programs: Health Insurance Counseling and Advocacy Program (HICAP), RSVP, Senior Information and Assistance, and Volunteer Center of the Redwoods.
Senior Services	<i>Area 1 Agency on Aging Stay Put Services</i>	434 Seventh St., Eureka, CA 95501	707-442-3763	http://www.a1aa.org/	Services designed to address potential safety hazards in the home. Provides a limited amount of hours to remove clutter and reorganize small spaces.
Senior Services	<i>Easy Call, Advanced Security Systems (Senior Services)</i>	1336 Fourth St., Eureka, CA 95501	707-443-6366	http://www.advancedsecurity.us	"I've fallen and can't get up" button for seniors/persons with disabilities.
Senior Services	<i>Food for People (Commodity Supplemental Food Program)</i>	307 West 14th St., Eureka, CA 95501	707-445-3166 x 303	http://www.foodforpeople.org/program/s/commodity-supplemental-food-program-csfp	CSFP provides a large box of nutritious food monthly for income-eligible people age 60+. Applications must be filled out in person. Services available for pick-up in Eureka, Arcata, McKinleyville, Trinidad and Fortuna.
Senior Services	<i>Food for People (Senior Brown Bag)</i>	307 West 14th St., Eureka, CA 95501	707-445-3166 x 303	http://www.foodforpeople.org/program/s/senior-brown-bag-program	Provides a monthly bag of groceries for seniors age 60 or older at locations throughout Humboldt County; see website. Delivery may be available to homebound seniors too ill or disabled to leave home, depending on volunteer resources.
Senior Services	<i>Fortuna Senior Bus (Senior Services)</i>	---	707-725-7625	http://friendlyfortuna.com/index.aspx?id=98	Reservation and dispatcher-based system: call dispatchers to schedule the times bus is needed. Buses servicing seniors and people with disabilities (disability under 50 with doctor's note). \$.25/ride or 15 trips for \$22.50.
Senior Services	<i>Fortuna Senior Center</i>	2280 Newburg Rd., Fortuna, CA 95540	707-726-9203	http://fortunasenior.org/	Links seniors with health and fitness, educational, social and recreational, financial, legal and other necessary service organizations, primarily in the immediate Fortuna area. Most are free of charge. Office hours Mon-Fri 10am-12 noon.
Senior Services	<i>Healy Senior Center of Southern Humboldt, Inc.</i>	456 Briceland Rd., Redway, California 95560	707-923-2399	http://www.healyseniorcenter.org/	Open to all older adults, their spouses and friends. Hot meals available Monday, Wednesday, and Thursday from 12:30 to 1:00 p.m.
Senior Services	<i>Humboldt Senior Resource Center (HSRC)</i>	1910 California St., Eureka, CA 95501	707-443-9747	http://www.humsenior.org	The Humboldt Senior Resource Center is committed to providing services, information, education, and recreation for seniors, families, and caregivers in Humboldt County. Services include: Activities Program, Adult Day Health, Alzheimer's Resource Center, Dial-A-Ride tickets, Senior Firewood, Home Delivered Meals, Multipurpose Senior Services Program, Nutrition Program, Redwood Coast PACE, and Senior Home Repair.

Appendix C

Main Category	Name	Address	Phone	Website	Brief Description
Senior Services	<i>Humboldt Senior Resource Center/ Dining Center (Arcata) (Senior Services)</i>	321 Dr. Martin Luther King, Jr. Parkway, Arcata, CA 95521	707-825-2027	http://www.humsenior.org/	If age 60 or older, donation of \$3.50 suggested but not required. If younger than 60, \$6.00 per meal. Lunch served in Arcata, Tuesday through Friday, from 11:30 a.m. to 12:15 p.m.
Senior Services	<i>Humboldt Senior Resource Center/ Dining Center (Eureka) (Senior Services)</i>	1910 California St., Eureka, CA 95501	707-442-1181	http://www.humsenior.org/	Call for reservations. If age 60 or older, donation of \$3.50 suggested but not required. If younger than 60, \$6 per meal. Lunch served in Eureka, Tuesday through Friday, from 11:45 a.m. to 12:15 p.m.
Senior Services	<i>Humboldt Senior Resource Center/ Dining Center (Fortuna) (Senior Services)</i>	Mountain View Village Retirement Center, 2130 Smith Ln., Fortuna CA 95540	707-725-6245	http://www.humsenior.org	Call for reservations. If age 60 or older, donation of \$3.50 suggested but not required. If younger than 60, \$6 per meal. Lunch served in Fortuna, Tuesday through Friday from noon to 12:30 p.m.
Senior Services	<i>Humboldt Senior Resource Center/Activities Program</i>	1910 California St., Eureka, CA 95501	707-443-9747	http://www.humsenior.org	The Activities Program offers educational classes, social events, and recreational opportunities, as well as the Senior Firewood program, computer lab, support groups, Dial-A-Ride tickets, Senior Home Repair, commodity food distribution, Are You Okay® telephone reassurance service, tax assistance, and more. The monthly activities schedule can be found on HSRC's website or at the Center. Call ext. 1228.
Senior Services	<i>Humboldt Senior Resource Center/Home Delivered Meals (Senior Services)</i>	---	707-443-9747	http://www.humsenior.org/	Home Delivered Meals are available to homebound elderly in Arcata, Eureka, Fortuna, and McKinleyville. Drivers also provide "wellness checks" for clients on their routes. Call ext. 1221.
Senior Services	<i>In-Home Supportive Services (IHSS), Mental Health, DHHS (Senior Services)</i>	808 E St., Eureka, CA 95501	707-476-2100, toll free 866-527-8614	https://humboldt.gov.org/502/In-Home-Supportive-Services	In-Home Supportive Services (IHSS) is an alternative to costly out-of-home care such as nursing homes; provides aid to blind, aged, and disabled individuals who are unable to remain safely in their own home without the aid of a care provider.
Senior Services	<i>Multipurpose Senior Services Program (MSSP), Humboldt Senior Resource Center</i>	1910 California St., Eureka, CA 95501	707-443-9747	http://www.humsenior.org	Multipurpose Senior Services Program (MSSP) is a community-based care management program that helps frail, low-income elders age 65 and older, and their families, to locate, arrange, and manage supportive services. Call ext. 3259.
Senior Services	<i>Redwood Coast Village</i>	434 Seventh St., Eureka, CA 95501	707-442-3763	http://www.redwoodcoastvillage.org/	RCV membership open to residents of Humboldt aged 50 and above who need just a little help to stay in their own homes. Matches members' needs with volunteers' services and disseminates information from member recommendations. New and growing.
Service Agencies, Clubs & Funders	<i>CarrollCo Energy Savings Assistance Program (Service Agencies)</i>	102 West Fourth St., Eureka, CA 95501	707-497-6235	<i>No Direct Website</i>	CarrollCo, as part of PG&E's Energy Savings Assistance Program, is responsible for helping Humboldt County renters and owners improve the weatherization of their residences. Call to learn more and see if a household qualifies for free services. Informational fliers will be provided upon request.
Service Agencies, Clubs & Funders	<i>Humboldt Area Foundation</i>	363 Indianola Road, Bayside, CA 95524	707-442-2993	https://www.hafoundation.org/	A local and regional advocate for community giving and a proponent of the value of local capital working for local priorities and the public good, offering: Scholarships, grants and other community services such as trainings, workshops, etc.
Service Agencies, Clubs & Funders	<i>Lions Clubs (Eureka)</i>	PO Box 274, Eureka, CA 95502	707-267-7580	http://www.e-clubhouse.org/sites/eurekaohost/	To create and foster a spirit of understanding among all people for humanitarian needs by providing voluntary services through community involvement and international cooperation. A world service organization.
Service Agencies, Clubs & Funders	<i>Lions Clubs (McKinleyville)</i>	PO Box 1336, Blue Lake, CA 95525	707-496-6695	http://e-clubhouse.org/sites/mckinleyville/	To create and foster a spirit of understanding among all people for humanitarian needs by providing voluntary services through community involvement and international cooperation. A world service organization.
Service Agencies, Clubs & Funders	<i>Low Income Home Energy Assistance Program (LIHEAP), RCAA</i>	539 T St., Eureka, CA 95501	707-444-3834	http://www.benefitsapplication.com/program_info/CA/LIHEAP	RCAA provides energy assistance to eligible clients through the Low Income Home Energy Assistance Program (LIHEAP). Assistance with payments or purchases of electricity, propane, natural gas, heating oil, or firewood.
Service Agencies, Clubs & Funders	<i>McLean Foundation</i>	1336 Main St., Fortuna, CA 95540	707-725-1722	http://mcleanfoundation.org	Empowers communities in the Eel River Valley and Humboldt County by providing funding, leadership and support.

Main Category	Name	Address	Phone	Website	Brief Description
Service Agencies, Clubs & Funders	<i>Rotary Club of Arcata</i>	Rotary Club of Arcata PO Box 4274, Arcata, CA 95518	707-822-4835	http://www.arcatarotary.org/	Organization of businesses and professional leaders united worldwide who provide humanitarian service, encourage high ethical standards in all vocations, and help build goodwill and peace in the world. Rotary is an international organization with a strong community presence.
Service Agencies, Clubs & Funders	<i>Rotary Club of Eureka</i>	Rotary Club of Eureka, PO Box 65, Eureka, CA 95502	---	http://rotary1.org/	Organization of businesses and professional leaders united worldwide who provide humanitarian service, encourage high ethical standards in all vocations, and help build goodwill and peace in the world. Rotary is an international organization with a strong community presence.
Service Agencies, Clubs & Funders	<i>Rotary Club of Fortuna</i>	Rotary Club of Fortuna, PO Box 1002, Fortuna, CA 95540-1002	---	http://fortunarotary.org/	Organization of businesses and professional leaders united worldwide who provide humanitarian service, encourage high ethical standards in all vocations, and help build goodwill and peace in the world. Rotary is an international organization with a strong community presence.
Service Agencies, Clubs & Funders	<i>Soroptimists (Arcata)</i>	Soroptimist International of Arcata, PO Box 288, Arcata, CA 95518	707-822-3579 msg	http://www.arcatasoroptimists.com/index.html	A driven group of professional women dedicated to helping women and children in the community. They spend volunteer time and money as well as organize community projects and fundraisers for opportunities such as: scholarships, education, or even lending a hand through their sisterhood.
Service Agencies, Clubs & Funders	<i>Soroptimists (Eel River Valley)</i>	Soroptimists International of the Eel River Valley, PO Box 869, Fortuna, CA 95540	---	http://www.si-founderregion.org/si-eel-river-valley.html	A driven group of professional women dedicated to helping women and children in the community. They spend volunteer time and money as well as organize community projects and fundraisers for opportunities such as: scholarships, education, or even lending a hand through their sisterhood.
Service Agencies, Clubs & Funders	<i>Soroptimists (McKinleyville)</i>	Soroptimist International of McKinleyville, CA, PO Box 2239, McKinleyville, CA 95519	---	http://www.si-founderregion.org/si-mckinleyville.html	A driven group of professional women dedicated to helping women and children in the community. They spend volunteer time and money as well as organize community projects and fundraisers for opportunities such as: scholarships, education, or even lending a hand through their sisterhood. e-mail mckinleyville@soroptimist.net
Service Agencies, Clubs & Funders	<i>Union Labor Health Foundation</i>	363 Indianola Road Bayside, CA 95524	707-442-2993 msg	http://www.ulhf.org/	In partnership with the Humboldt Area Foundation; services to improve the health and wellbeing of the residents and communities of Humboldt County; provides small grants to meet immediate medical or health related needs (Angel Fund).
Service Agencies, Clubs & Funders	<i>Women and Children's Fund</i>	1707 E St., Eureka 95501	707-441-1001	http://www.211humboldt.org/	A partnership between service providers with clients identifying they have unmet needs. Deeply committed to achieving lasting solutions – not just quick fixes – for the entire community.
Shelters: Emergency/Crisis	<i>Arcata Adult Shelter, Arcata House Partnership</i>	501 Ninth St., Arcata, CA 95521	707-633-6236	http://www.arcatahouse.org/home/	Twenty bed shelter facility for men/women; check-in and intakes take place at the bus annex at 2:30 p.m. Dinner, breakfast, showers (limit 15 minute) for those staying the night; asked to do chores.
Shelters: Emergency/Crisis	<i>Betty's House Family Shelter</i>	624 C St., Eureka, CA 95501	707-407-3833	http://bettychinn.org/	Betty's House Family Shelter serves families with children aged 0-17 years old. The shelter offers case management, resource referrals, meals, and a stay of up to 6 months. Referrals are accepted from CalWORKS or Child Welfare Services. Call the provided number for more information.
Shelters: Emergency/Crisis	<i>Eureka Rescue Mission-Men's Program (Shelter)</i>	110 Second St., Eureka, CA 95501	707-443-4551	http://www.eurekarescuemission.org/	The doors of the Mission are opened each evening at 5:30 p.m. At that time men are given the opportunity to sign up for a bed, enjoy a spirit filled chapel service, partake of a hot, filling meal, enjoy a hot shower, and exchange their dirty clothing for clean clothing. Must be sober, male, over the age of 18, and possess valid photo id. Breathalyzer used. Coordinates emergency weather shelter activities in Eureka.
Shelters: Emergency/Crisis	<i>Eureka Rescue Mission-Women & Children's Program (Shelter)</i>	107 Third St., Eureka, CA 95501	707-443-5016	http://www.eurekarescuemission.org/	The Women & Children's Shelter provides a sober, structured environment with daily responsibilities and Bible study. An interview and picture ID are required to utilize services at the shelter. An interview may be scheduled at 4:45 p.m. any day of the week. Must be sober, female with or without kids the age of 12 years and under, and possess valid photo identification. Breathalyzer used.
Shelters: Emergency/Crisis	<i>Fortuna Adventist Community Services (Housing resources)</i>	2331 Rohnerville Road, Fortuna, CA 95540	707-725-1166	http://fortunaacs.com/	Shelter is geared towards those escaping domestic violence.

Main Category	Name	Address	Phone	Website	Brief Description
Shelters: Emergency/Crisis	<i>Humboldt Domestic Violence Services</i>	PO Box 969, Eureka, CA 95502	707-443-6042; 707-444-9255	http://www.hdvs.org/	Emergency shelter geared towards those escaping domestic and intimate partner violence, sex, and human trafficking.
Shelters: Emergency/Crisis	<i>McKinleyville Family Resource Center - Extreme Weather Shelter</i>	1450 Hiller Road, McKinleyville, CA 95519	707-840-0905	http://mckfrc.org/	Open when weather info contacts them during extreme conditions. They open for dinner/showers, then people are transported to church locations for overnight stay.
Shelters: Emergency/Crisis	<i>North Coast Veterans Resource Center (Emergency Housing)</i>	109 4th St., Eureka, CA 95501	707-442-4322	http://www.vetsresource.org/vrc-north-coast.html	NCVRC operates a 15-bed Health Care for Homeless Veterans (HCHV) behavioral health program. In total, NCVRC is able to provide temporary housing and services to 50 homeless veterans at a time.
Shelters: Emergency/Crisis	<i>Our House, Youth Services Bureau, RCAA (Housing)</i>	---	707-444-2273	http://rcaa.org/division/youth-service-bureau	Provides shelter services for youth who may be experiencing homelessness, severe family conflict, or fleeing from a dangerous living situation. Our House Shelter is a temporary residential program with the goal of family reunification. Call the 24-Hour Crisis Hotline to learn more about the program and the entrance procedure.
Shelters: Emergency/Crisis	<i>Parents and Children in Transition Program (PACT)</i>	---	---	No Direct Website	PACT is a confidential, 3-month long shelter program that serves homeless families with children, with an intense focus on obtaining and maintaining permanent housing. Staff provide case management, financial literacy, and support services for the entire family. Referrals for the program can be obtained through many DHHS programs, including Healthy Moms, DHHS-Alcohol and Other Drugs, and Child Welfare Services.
Shelters: Emergency/Crisis	<i>WISH, Inc. (Women & Children Shelter) (Shelter)</i>	PO Box 642, Garberville, CA 95542	707-923-4100	http://www.wishshelter.org/	WISH offers temporary refuge for women and children in crisis and provides them with direct services that will assist them to move from trauma to self-empowerment.
Spanish Language Resources & Support	<i>Changing Tides Family Services (Spanish Language Support)</i>	2379 Myrtle Avenue, Eureka, CA 95501	707-445-1195	http://changingtidesfs.org	Bilingual staff that can assist with child care, respite, mental health and special needs services.
Spanish Language Resources & Support	<i>English Express Humboldt (Spanish Language Resources)</i>	---	707-443-5021, Mary Ann Hytken, teacher/ maestra	http://www.englishexpresshumboldt.org/	FREE adult English Language Development classes at the Jefferson Community Center in Eureka and at the Multi-Generational Center in Fortuna. Childcare is free. MarketPlace English offers free, drop in instruction at La Pasadita Market in Eureka and La Chapparita Market in Fortuna. Check website for current days/times. Part of the Humboldt Network of Family Resource Centers (HNFRC).
Spanish Language Resources & Support	<i>Healthy Kids Humboldt, St. Joseph Health – Humboldt County (Spanish Language)</i>	2200 Harrison Avenue, Eureka, CA 95501	707-442-6066	https://www.stjoehumboldt.org/for-community/healthy-kids-humboldt/	Bilingual staff Marcelina Mejia de Castillo and Lucy Silveira. Services focus on children’s health insurance, Medi-Cal enrollment and navigation of the health care system.
Spanish Language Resources & Support	<i>Latino Net (Latino Community Provider Network)</i>	908 Seventh St., Eureka, CA 95501	707-583-9137	http://latinonet.org/	The Latino Community Provider Network or “LatinoNet” is a community coalition of over 150 members representing over 50 agencies from areas such as health care, social services, education, business and children’s services. The Mission of LatinoNet is to improve the quality of life for Spanish-speaking families of the North Coast through networking, information, collaboration, and advocacy.
Spanish Language Resources & Support	<i>League of Women Voters</i>	PO Box 3129, Eureka, CA 95502	707-444-9252	http://www.votersedge.org/ca/es	The LWV, a nonpartisan political organization, encourages informed & active participation in government and works to increase understanding of public policy issues. LWV provides materials in Spanish on elections including information on measures on ballot & guide to help make a decision.
Spanish Language Resources & Support	<i>North Coast Translate</i>	363 Indianola Road, Bayside CA 95524	707-442-2993	https://www.hafoundation.org/Nonprofit-Resources/North-Coast-Translate	A resource for language interpretation and translation needs throughout California’s far northern coast. This site serves as a central location for resources that support Spanish-English and Hmong-English interpretation and translation in Humboldt and the neighboring region. A list of interpreters available to hire in the region and guidelines for hosting effective multi-lingual meetings is also available.
Spanish Language Resources & Support	<i>Northern California Translators Association</i>	2261 Market St., #160, San Francisco, CA 94114-1600	510-845-8712	http://www.ncta.org/	Finding language professionals for translation and interpretation needs. It also assists translators and interpreters with their profession.
Spanish Language Resources & Support	<i>Paso a Paso, St Joseph Health (Spanish Language)</i>	2200 Harrison Ave, Eureka, CA 95501	707-441-4477	http://www.stjoehumboldt.org/For-Community/Paso-a-Paso-Step-by-Step-	Childbirth education, parenting and breast feeding support classes offered in Spanish. This is an outreach program of St. Joseph Health-Humboldt County.

Main Category	Name	Address	Phone	Website	Brief Description
Spanish Language Resources & Support	<i>Sacred Heart Church, Eureka</i>	2085 Mytle Avenue, Eureka, CA 95501	707-443-8429	http://www.facebook.com/sacredhearteureka	Sacred Heart Church offers services in Spanish: Mass Wednesday at 7 p.m. and Sunday 12 p.m."
Spanish Language Resources & Support	<i>Spanish Translation & Interpretation Club, HSU</i>	1 Harpst St., Arcata, CA 95521	spantran@humboldt.edu	https://clubs.humboldt.edu/club_sites/spanish-translation-interpretation-club	Dedicates time to interpret and translate documents for local businesses, non-profit organizations, and community members.
SUD Services	<i>"Substance Use Disorder (SUD) Programs in Humboldt County," DHHS List</i>	---	---	http://humboldt.gov.org/DocumentCenter/View/844	DHHS-Mental Health maintains a listing of Substance Use Disorder (SUD) Programs in Humboldt County. See SUD.
SUD Services	<i>Adult Drug Court</i>	825 Fifth St. Room 301, Eureka, CA 95501	707-476-2371	http://www.humboldt.gov.org/157/Adult-Drug-Court	The program works to provide judicial oversight, community supervision, case management and drug treatment to felony non-violent adult criminal offenders. Each offender undergoes a Substance Use Disorder assessment and is referred to an appropriate treatment program.
SUD Services	<i>Al-Anon</i>	PO Box 6425, Eureka, CA 95502	707-443-1419 / 888-425-2666 (Toll Free)	https://www.ncwsa.org/district-01/	Support group for family/friends of those struggling with Substance Use Disorder. Various meeting places and times throughout Humboldt.
SUD Services	<i>Alcohol Drug Care Services</i>	585 Fifth St., Eureka, CA 95501	707-445-1391, 707-445-3869 (Detox)	<i>No Direct Website</i>	Offers detoxification services as well a complete care program for persons dealing with substance abuse, dual diagnosis and other related issues.
SUD Services	<i>Alcoholics Anonymous (AA)</i>	PO Box 7102, Eureka, CA 95502	844-442-0711 (Humboldt #)	http://aahumboldtelnorte.net/	Support group for those struggling with substance use disorders. Only requirement for membership is a desire to stop drinking. Multiple meeting locations and times across Humboldt; go to website for current listings-changes often.
SUD Services	<i>Behavioral Health, United Indian Health Services</i>	1600 Wiyott Way, Arcata, CA 95521	1-800 675 3693 707-825-5000	http://www.unitedindianhealthservices.org	Supportive counseling to Indian children, adolescents, and adults who are struggling with personal adjustments, emotional issues, or Substance Use Disorder. Individual, couple, group therapy. Outpatient services.
SUD Services	<i>Detox: Alcohol Drug Care Services</i>	1335 C St., Eureka, CA 95501	707-445-3869	<i>No Direct Website</i>	First step to a clean and sober lifestyle includes home cooked meals, group education, and staff support, 3-7 day detox and referrals to aftercare support, groups and meetings.
SUD Services	<i>Drug Education Program, Humboldt Family Service Center</i>	1802 California St., Eureka, CA 95501	707-443-7358	http://humboldtfamilyservice.org/index.html	A court-ordered 20-hour program that focuses on drug education, HIV, domestic violence, stages of use, blood alcohol concentration, drug effects on sleep, neurophysiology of MDMA and meth amphetamines. Fee is \$300.
SUD Services	<i>Faith Center Recovery Ministries: Celebrate Recovery</i>	1032 Bay St., Eureka, CA 95501	707-442-1784	http://eurekafaithcenter.org/	Program offered on Mondays at 7 p.m.
SUD Services	<i>Healthy Moms, Mental Health, DHHS</i>	2910 H St., Eureka, CA 95501	707-441-5220	http://humboldt.gov.org/417/Healthy-Moms-Program	Substance Use Disorder program; goals are to assist women in treating their addictions and to support them to become healthy, productive women and mothers. Childcare is provided on site for children 5 and under; offers mental health counseling.
SUD Services	<i>Humboldt Alcohol Recovery Treatment (HART)</i>	Fortuna Adventists Community Services, 2331 Rohnerville Road, Fortuna, CA 95540	707-725-9381, 800-98-Sober	http://fortunaacs.com/hart	Program is for any individual arrested or convicted of Driving Under the Influence of alcohol or drugs. Goal is to assist client to recognize his/her level of chemical dependency, and to aid in their recovery.
SUD Services	<i>Humboldt Area Center for Harm Reduction</i>	PO Box 7365, Eureka CA 95502-7365	Not listed	https://hachr707.org/home/	Provides comprehensive community-wide education programs, trainings and workshops; advocacy, empowerment, and support for drug users and other high-risk communities; overdose prevention; direct services, counseling, and referrals; safe injection supplies; and advocates for more humane drug policy.
SUD Services	<i>Humboldt County Programs for Recovery, Mental Health, DHHS</i>	720 Wood St., Eureka, CA 95501	707-476-4054 Toll free 866-930-6384	http://humboldt.gov.org/411/Alcohol-and-Other-Drugs-Treatment-Service	Treats adults who are experiencing substance use problems. Treatment is conducted in groups. Outpatient Group counseling packet can be picked up at mental health and after filling it out the application can be dropped off at 720 Wood street. Intake hours are every Monday at 2 p.m., Wednesday at 9 a.m. and 2 p.m., and Friday at 9 a.m.
SUD Services	<i>Mothers Against Drunk Driving</i>	2233 Watt Avenue #230, Sacramento, CA 95825	916-481-6233	http://www.madd.org/	Action oriented support group for family and friends of victims of drunk drivers. Email: ca.state@madd.org.

Main Category	Name	Address	Phone	Website	Brief Description
SUD Services	<i>Narcotics Anonymous (NA)</i>	PO Box 6634, Eureka, CA 95502	707-444-8645 Toll Free: 1-866-315-8645	http://www.humboldtna.org/	NA is a nonprofit fellowship of men and women for whom drugs had become a major problem. Recovering addicts meet regularly to help each other stay clean. This is a program of complete abstinence from all drugs. There is only one requirement for membership, the desire to stop using. Go to website for current printable list of meetings.
SUD Services	<i>North Coast AIDS Project(NorCAP), Public Health, DHHS</i>	908 Seventh St., Eureka, CA 95501	707-268-2132; Outreach (call or text) 707-599-6318	http://www.humboldt.gov.org/620/North-Coast-AIDS-Project-NorCAP	Offers non-medical case management, counseling, housing assistance, resource referral and advocacy services for people living with HIV/AIDS. HIV and hepatitis C testing and referral services, counseling, support, syringe exchange, homeless outreach services. Trainings to organizations and individuals on HIV, hepatitis C, PrEP and Narcan(opioid overdose reversal medication).
SUD Services	<i>Substance Abuse Treatment Services For Youth (SATS), United Indian Health Services</i>	1600 Wiyott Way, Arcata CA 95521	707-825-5000	http://unitedindianhealthservices.org/bhavioral-health/	Youth outpatient substance abuse treatment program incorporates culturally appropriate services as well as the traditional 12-step model.
SUD Services	<i>Substance Use Disorder Services, Open Door Community Health Centers</i>	2426 Buhne St., Eureka, CA 95501	707-269-7073 Email: SUDServices@opendoorhealth.com	http://opendoorhealth.com/opendoor/new-patient-information/substance-use-services/	For those who want to stop using opioids. Includes Medication Assisted Treatment, one-on-one and group counseling, and support to make healthy choices in a non-judgmental environment. Check website for a program near you.
SUD: Residential Facilities and Clean & Sober Houses	<i>AJ's Transitional Living</i>	PO Box 2562, McKinleyville, CA 95519	707-630-3619	https://www.ajsliving.org	The transitional living house operates on a 12-step model and operates on a cooperative model where residents share house duties and chores. Residents are permitted to make mistakes without being rejected, within limits. Rooms generally cost from \$300 to \$400 per month.
SUD: Residential Facilities and Clean & Sober Houses	<i>Alcohol and Drug Care Services, Women's Residential Treatment Program, formerly Bonnie Brown</i>	1742 J St., Eureka, CA 95501	707-444-2232	No Direct Website	Transitional Housing and part of Waterfront Recovery Services
SUD: Residential Facilities and Clean & Sober Houses	<i>Cornerstones Transitional Housing</i>	Not listed	707-725-9252	No Direct Website	Cornerstones is a transitional housing program for men based in Eureka and Rio Dell.
SUD: Residential Facilities and Clean & Sober Houses	<i>Crossroads: North Coast Substance Abuse Council</i>	1205 Myrtle Ave, Eureka, CA 95501	707-445-0869	No Direct Website	This is a 22 bed residential facility; 90 percent of SSI goes to program; average 90-day program; six beds are reserved for women.
SUD: Residential Facilities and Clean & Sober Houses	<i>Dale Ward: Clean and Sober Houses</i>	Not listed	707-496-1709	No Direct Website	Dale Ward oversees several clean and sober houses in Humboldt County
SUD: Residential Facilities and Clean & Sober Houses	<i>Humboldt Recovery Center</i>	PO Box 6310, Eureka, CA 95502	707-444-6262 (men), 707-443-0514 (women)	http://www.humboldt-recoverycenter.org/About_Us.html	Licensed and certified residential substance abuse treatment facility. Provides treatment and recovery services to men and women who wish to develop meaningful, drug-free lifestyles.
SUD: Residential Facilities and Clean & Sober Houses	<i>Men's Program, Eureka Rescue Mission</i>	100 Second St., Eureka, CA 95501	445-3787 Admin, 443-4551 men's shelter	http://eureka-rescuemission.org	Faith based residential program. Go to the Mission to fill out an assessment with house manager. One year long program.
SUD: Residential Facilities and Clean & Sober Houses	<i>Mercy's Haven (SUD)</i>	PO Box 607, 311 1/2 Greenwood Road, Blue Lake, CA 95525	707-844-3042	http://www.mercyshaven.org/	Non-denominational, faith-based transitional housing resource for adult mothers and their children. Offers structure, support, and accountability for moms willing to grow and build successful lives with their children. Please call or visit the website to learn more about they do and apply for residency.
SUD: Residential Facilities and Clean & Sober Houses	<i>Mission Teens, Inc. Mountain of Mercy</i>	PO Box 55, Honeydew, CA 95545	707-601-3403	http://www.missionteens.com/	Non-denominational Christian Discipleship. Free program (excluding SSI clients who pay \$210/mo) helping people who struggle with life-controlling problems/drug addiction. Residential 8-10 months treatment with 5.5 hrs/day bible classes, 2 hrs/day work projects 5/days a week. One on one counseling.
SUD: Residential Facilities and Clean & Sober Houses	<i>Redwood Teen Challenge</i>	2212 Second St., Eureka, CA 95501	707-268-8727	http://www.redwoodtc.org/	Programs for those 18 and over: Men's Center and Women's Center. A faith based solutions program to the drug epidemic; free, one year live-in program.
SUD: Residential Facilities and Clean & Sober Houses	<i>Shelly, Tim: Clean and Sober Houses, Plumbing</i>	Not listed	707-499-1266	No Direct Website	Tim Shelly oversees several clean and sober houses in Humboldt County.
SUD: Residential Facilities and Clean & Sober Houses	<i>Singing Trees</i>	2061 US Highway 101, Garberville, CA 95542	707-247-3495	http://www.singingtreesrecovery.com/	Detoxification services in all of their primary programs which include: 7-Day Detox, 14, 30, 60 and 90-Day Residential Treatment Programs (no Medi-Cal).

Main Category	Name	Address	Phone	Website	Brief Description
SUD: Residential Facilities and Clean & Sober Houses	<i>Waterfront Recovery Services</i>	2413 Second St., Eureka, CA 95501	707-269-9590	<i>No Direct Website</i>	Waterfront Recovery Services (WRS) is a new 56-bed medically managed detoxification and residential addiction treatment center located at the former Multiple Assistance Center next to Target. The intake coordinator is available Mon-Fri from 9:00 a.m. to 5:00 p.m. for those wanting to complete the screening process for new residents 18 years of age or older.
Transportation	<i>Amtrak</i>	925 E St., Arcata, CA 95521	800-872-7245 (Redding Station)	http://www.amtrakcalifornia.com/	Amtrak is a publically funded service operated and managed as a for-profit corporation to provide intercity passenger train service in the United States.
Transportation	<i>Angel Flight West</i>	3161 Donald Douglas Loop South, Santa Monica, CA 90405	888-426-2643	http://www.angelflightwest.org	Angel Flight West is a nonprofit, volunteer-driven organization that arranges free, non-emergency air travel for children and adults with serious medical conditions and other compelling needs.
Transportation	<i>Arcata & Mad River Transit</i>	925 E St., Arcata, CA 95521	707-822-3775	http://www.arcatatransit.org/	Provides bus service throughout Arcata.
Transportation	<i>Area 1 Agency on Aging Volunteer Driver Program</i>	434 Seventh St., Eureka, CA 95501	707-442-3763	http://www.a1aa.org/	Provides local non-emergency medical transportation to eligible clients.
Transportation	<i>Community Bike Kitchen, Jefferson Family Resource Center</i>	1000 B St., Eureka, CA 95501	707-269-2061	https://www.facebook.com/CommunityBikeKitchenAtJeffersonSchool	The Community Bike Kitchen is open for general hours on Tuesday, Wednesday and Sunday evenings from 6 to 8 p.m. Women's and trans only open hours are on the first and third Sundays of the month.
Transportation	<i>Dial-A-Ride (Transportation)</i>	HTA, 133 V St., Eureka, CA 95501	707-443-0826 (HTA) 707-443-7077 (HCAR)	http://www.hta.org	The certification process for travelers with disabilities to use paratransit/dial-a-ride services in Humboldt County is performed through Humboldt Transit Authority, although the service is a collaboration with HCAR. Visit HTA website for appropriate form.
Transportation	<i>Fortuna Transit (Transportation)</i>	---	707-725-7625	http://friendlyfortuna.com/index.aspx?id=98	Provides transportation within the Fortuna City limits to people who are at least 50 years of age or persons with a disability; Monday through Friday 8:30 am to 4 pm.
Transportation	<i>Greyhound</i>	925 E St., Arcata, CA 95521	707-825-8934, 800-231-2222	http://www.greyhound.com	A public bus transportation system.
Transportation	<i>Humboldt Transit Authority</i>	133 V St., Eureka, CA 95501	707-443-0826, 707-822-3775, 707-668-5101	http://www.hta.org	Sells a variety of different bus passes: daily/monthly, Eureka Transit, Redwood Transit, Southern Humboldt.
Transportation	<i>SFVAMC Shuttle, Eureka VA Outpatient Clinic</i>	930 W Harris St; Eureka, CA 95501	707-269-7500	https://www.sanfrancisco.va.gov/locations/Eureka.asp	Two shuttles can be used for medical appointments at S.F. or Santa Rosa VA clinics. Must provide proof of appointment; must have a "hotel" (Lodging through the V.A.). Leaves Mondays at 7 a.m., Tuesdays through Thursdays 7 and 10:30 a.m.
Transportation	<i>Transportation Assistance Program (TAP), Social Services, DHHS</i>	929 Koster St; Eureka, CA 95501	707-269-4106	http://humboldt.gov/530/Transportation-Assistance-Program	Provides permanent relocation assistance for those seeking to leave the county, who have verified employment or housing waiting for them.
Veterans	<i>Carlos L. Lopez and Associates LLC (Veterans)</i>	434 Seventh St., #210 Eureka, California 95501	707-267-0740 email preferred: see description	http://www.career-rehab.com/	A unique partnership between the Department of Veterans Affairs and Housing and Urban Development (HUD) that provides long-term case management, financial supportive services and permanent housing support for chronically homeless veterans. kgonzalez@career-rehab.com or k.gonzalez@VA.gov
Veterans	<i>Counseling for Veterans</i>	2830 G St., Suite A Eureka, CA 95501	707-444-8271	https://www.va.gov/directory/guide/facility.asp?id=513	For veterans who have served in any combat zone; help for veteran and their family with readjustment counseling, military sexual trauma and outreach services. Contact person Deborah Reeves.
Veterans	<i>Eureka VA Outpatient Clinic: U.S. Dept. of Veteran Affairs</i>	930 West Harris St., Eureka, CA 95503	707-269-7500	http://www.sanfrancisco.va.gov/locations/Eureka.asp	Offers a wide range of preventative and primary care to Humboldt County veterans. Appointments are required. Clinic hours are Mon. through Fri. 8 a.m. to 4:30 p.m.
Veterans	<i>North Coast Veterans Resource Center (HCHV) (Veterans)</i>	109 Fourth St., Eureka, CA 95501	707-442-4322	http://www.vetsresource.org/vrc-north-coast.html	NCVRC operates a fifteen-bed Health Care for Homeless Veterans (HCHV) behavioral health program. In total, NCVRC is able to provide temporary housing and services to fifty homeless veterans.
Veterans	<i>North Coast Veterans Resource Center (HCHV) (Veterans)</i>	109 Fourth St., Eureka, CA 95501	707-442-4322	http://www.vetsresource.org/vrc-north-coast.html	At the HCHV behavioral health program, NCVRC employs a full-time clinician as well as a case manager to address some of the higher level needs clients may be facing including: substance abuse, healthy relationships, anger management and communication skills.

Appendix C

Main Category	Name	Address	Phone	Website	Brief Description
Veterans	<i>North Coast Veterans Resource Center (SSVF) (Veterans)</i>	109 Fourth St., Eureka, CA 95501	707-442-4322	http://www.vetsresource.org/vrc-north-coast.html	NCVRC operates a Supportive Services for Veteran Families (SSVF) program. SSVF is a rapid rehousing program that can assist veteran households that are homeless, or at risk of losing their housing, to become housed or remain housed.
Veterans	<i>North Coast Veterans Resource Center (Veterans)</i>	109 Fourth St., Eureka, CA 95501	707-442-4322	http://www.vetsresource.org/vrc-north-coast.html	NCVRC operates four programs for homeless veterans in Eureka. The transitional housing (TH) program consists of 36 VA Grant & Per Diem beds, four currently designated for female veterans. In TH, veterans engage with case management staff upon enrollment. Staff and veteran work to develop an Individual Service Plan to identify various barriers and develop goals to overcome them.
Veterans	<i>USDVA, Bereavement Services</i>	2830 G St. Suite A, Eureka, CA 95501	202-461-6530	http://www.vetcenter.va.gov/bereavement_counseling.asp	Assistance and support to people with emotional and psychological stress after the death of a loved one. Bereavement counseling includes a broad range of transition services, including outreach, counseling, and referral services to family members.
Volunteer Opportunities	<i>Court Appointed Special Advocates (CASA) (Voluntariado)</i>	2356 Myrtle Avenue, Eureka, CA 95501	707-443-3197	http://www.humboldtcasa.org/	Court Appointed Special Advocates (CASA) speaks for children in court because all children have a right to live in a safe, healthy and secure environment. Trained volunteers advocate for abused children in court, assuring that they are placed in safe, nurturing homes.
Volunteer Opportunities	<i>Food for People, Volunteer Opportunities</i>	307 West 14th St., Eureka, CA 95501	707-445-3166 (phone) 707-445-5946 (fax)	https://www.foodforpeople.org/volunteering	Volunteers are at the heart of Food for People. It takes a community of volunteers to make programs successful. All volunteers are required to attend an orientation to begin volunteering. Orientations are held at the Food for People headquarters in Eureka every Monday at 2:30 p.m., except on holidays.
Volunteer Opportunities	<i>Friends of the Dunes</i>	PO Box 186, Arcata, CA 95518	707-444-1397	http://www.friendsofthedunes.org/	Friends of the Dunes is dedicated to conserving the natural diversity of coastal environments in Humboldt County, California, through community supported education and stewardship programs.
Volunteer Opportunities	<i>Humboldt County Library, Volunteer Opportunities</i>	1313 Third St., Eureka, CA 95501	707-269-1918	https://humboldt.gov/711/Volunteer	Apply to volunteer at the Humboldt County Library in Eureka by navigating to the website and printing out the volunteer application form. Alternatively, the application can be requested from any public service desk in the area.
Volunteer Opportunities	<i>Latino Outdoors (Volunteer Opportunities)</i>	---	707-502-4574	http://latinooutdoors.org	A Latino-led, volunteer-powered organization that provides outdoor recreational opportunities to youth and families to inspire and empower Latino wellness and outdoor leadership using culturally relevant programs. Contact Ruby Rodriguez.
Volunteer Opportunities	<i>North Coast Big Brothers Big Sisters (Volunteer)</i>	428 C St., Suite G, Eureka, CA 95501	707-445-4871	http://www.ncbbbs.org/	Providing children facing adversity with strong and enduring, professionally supported 1-to-1 relationships. BBBS partners with parents/guardians, volunteers & others in community to hold all accountable for each child in program achieving higher aspirations, avoidance of risky behaviors, & educational success.
Volunteer Opportunities	<i>Retired Senior Volunteer Program (RSVP), Area 1 Agency on Aging</i>	839 Ninth St., Arcata, CA 95521	707-630-5081	http://www.a1aa.org/programs-and-services/volunteer-center-redwoodsrsvp	Recruits, refers, supports, and insures community members 55 years of age and older. Connects them with local non-profit organizations in Humboldt County.
Volunteer Opportunities	<i>St. Joseph Hospital, Volunteer Opportunities</i>	2700 Dolbeer St., Eureka, CA 95501	707-445-8121	https://www.stjoehumboldt.org/about-us/volunteer-opportunities/eureka-volunteers/	St. Joseph Hospital Eureka has a very dynamic volunteer program comprised of many individuals of all ages. Depending on individual interests, dedicated volunteers serve in several areas of the hospital and in the community as well. Each year the volunteers raise thousands of dollars through the recycling program and gift shop sales, with all proceeds going to benefit patient care and scholarships for care providers.
Volunteer Opportunities	<i>VolunteerMatch</i>	VolunteerMatch 409 13th St., Suite 800 Oakland, CA 94612	---	https://www.volunteermatch.org/	VolunteerMatch is an online search engine that allows non-profit organizations and prospective volunteers to find and connect with each other based on location, preferred fields of work, and other variables.
Youth Services	<i>4-H, UC Cooperative Extension</i>	5630 South Broadway, Eureka, CA 95503-6998	707-445-7351	http://cehumboldt.ucdavis.edu/4-H-Program-270/	4-H is the world's largest youth-serving organization open to ages 5-19. Over 200 hands-on projects are offered from crafts, gardening, guide dogs and horses, to robotics, computers, cooking and outdoor adventure. Clubs throughout the county. Contact Thomas Stratton.
Youth Services	<i>Boys and Girls Club of the Redwoods</i>	939 Harris Avenue, Eureka, CA 95503	707-441-1030	http://bgcredwoods.org/	Services to enable all children in grades K-12 to reach their full potential as productive, caring, responsible citizens. It is a youth development program; services include the Teen Centers and Club House. Teen Courts (for first time juvenile offenders) is a restorative justice program that receives referrals directly from law enforcement.

DHHS and St Joseph's do not endorse listed services, and cannot guarantee accuracy or completeness. For information only.

Main Category	Name	Address	Phone	Website	Brief Description
Youth Services	<i>Boys Town</i>	---	Hotline 800-448-3000	http://www.boystown.org/	Reuniting kids with their families, finding foster homes for others, providing a Boys Town family for those with nowhere else to turn. National headquarters 402-498-1300, CA headquarters 714-558-0303
Youth Services	<i>Food for People (Backpacks for Kids)</i>	Check with the child's school.	No Phone	http://www.foodforpeople.org/programs/backpacks-kids	Backpacks for Kids provides income-eligible children with a bag of food on Fridays during the school year. The bag contains enough food for breakfast, lunch, and dinner for two days. Enrollment happens through the school.
Youth Services	<i>Food for People (Children's Summer Lunch)</i>	307 West 14th St., Eureka, CA 95501	707-445-3166 x309	http://foodforpeople.org/programs/childrens-summer-lunch-program	Food for People's Children's Summer Lunch Program operates June through August, when school (and school lunch) is out. Check website for locations.
Youth Services	<i>Foster Youth and Homeless Education Services, Humboldt County Office of Education</i>	901 Myrtle Avenue, Eureka, CA 95501	707-445-7187	http://www.humboldt.k12.ca.us/foster-youth.php	Ensures foster/homeless youth receive every opportunity to education students are entitled to. Works in collaboration with Humboldt County school districts/DHHS to fully implement state & federal laws which protect the educational rights of foster and homeless youth and children. Contact person Roger Golec.
Youth Services	<i>Head Start & Early Head Start Programs, (Northcoast Children's Services)</i>	Main Office, 1266 Ninth St., Arcata, CA 95521	707-822-7206 800-808-7206	http://ncsheadstart.org/	Work in partnership with parents to provide child and family-centered services through half and full-day child development and parent education. Numerous locations throughout Humboldt. Head Start ages 3-5, Early Head Start ages 0-3.
Youth Services	<i>Humboldt County Transition-Age Youth Collaboration (HCTAYC), DHHS</i>	433 M St., Eureka, CA 95501	707-476-4922	https://humboldt.gov/542/Transition-Age-Youth-Programs	HCTAYC helps to foster and build skills in the areas of youth leadership, policy change, youth advocacy, community engagement and wellness. Aided by the Youth Advisory Board, the program works to empower transition-age youth and transform systems to better serve them in their formative years.
Youth Services	<i>Independent Living Skills Program, DHHS</i>	433 M St., Eureka, CA 95501	707-382-4522	http://humboldt.gov/541/Independent-Living-Skills-Program	Independent Living Skills Program is voluntary and designed to assist youth transitioning from the foster care system. Youth who have been in foster care after their 16th birthday are eligible for ILSP services until 21st birthday.
Youth Services	<i>Latino Outdoors (Youth Services)</i>	---	707-502-4574	http://latinooutdoors.org	A Latino-led, volunteer-powered organization that provides outdoor recreational opportunities to youth and families to inspire and empower Latino wellness and outdoor leadership using culturally relevant programs. Contact Ruby Rodriguez.
Youth Services	<i>North Coast Big Brothers Big Sisters (Youth)</i>	428 C St. Suite G, Eureka, CA 95501	707-445-4871	http://www.ncbbbs.org/	Providing children facing adversity with strong and enduring, professionally supported 1-to-1 relationships. BBBS partners with parents/guardians, volunteers & others in community to hold all accountable for each child in program achieving higher aspirations, avoidance of risky behaviors, & educational success.
Youth Services	<i>Our House, Youth Services Bureau, RCAA (Youth)</i>	---	707-444-2273	http://rcaa.org/division/youth-service-bureau	Provides shelter services for youth who may be experiencing homelessness, severe family conflict, or fleeing from a dangerous living situation. Our House Shelter is a temporary residential program with the goal of family reunification. Call the 24-Hour Crisis Hotline to learn more about the program and the entrance procedure.
Youth Services	<i>Raven Project, RCAA (Youth)</i>	523 T St. (Drop-In Center), Eureka, CA 95501	707-443-7099	http://rcaa.org/youth-services-bureau	Provides food, clothing, showers, and other services to homeless youth 21 years of age or younger. The RAVEN Project is open Monday from 5:00-9:00 p.m., Wednesday from 1:00-6:00 p.m., Friday from 1:00-4:00 p.m., and Sunday from 1:00-5:00 p.m.
Youth Services	<i>RCAA - Launch Pad Transitional Living Program (Youth Services)</i>	1100 California St., Eureka, CA 95501	707-445-1360	http://rcaa.org/youth-services-bureau	The Launch Pad is a long term transitional living program for homeless youth or youth fleeing dangerous living situations. Drop-In hours are 3:00-5:00 p.m. every Wednesday (or by appointment). During Drop-In all prospective youth meet with program staff; youth are informed of program expectations and given a brief tour of the TLP living facility.
Youth Services	<i>Street Outreach, Raven Project, Youth Services Bureau, RCAA</i>	523 T St. (Drop-In Center), Eureka, CA 95501	707-443-7099	http://rcaa.org/youth-services-bureau	Street Outreach Workers take to the streets with resource materials, safer sex supplies, first-aid supplies, and toiletries, socks, and snacks. Goal is to interact with individuals who cannot, or have not yet accessed services through the drop-in center.
Youth Services	<i>Transition-Age Youth Program (TAY), DHHS</i>	433 M St., Eureka, CA 95501	707-476-4944	https://humboldt.gov/542/Transition-Age-Youth-Programs	Integrated division including behavioral health, Independent Living Skills (ILS), and Humboldt County Transition-Age Youth Collaboration (HCTAYC). TAY partners with Public Health and Employment Training Division, offers counseling, workshops, youth leadership, wellness and advocacy to youth between the ages of 16 and 25. Open Mon. through Fri. from 8 a.m. to 4:45 p.m. Drop-in hours are Wed. from 2 to 5 p.m.