2022

Annual Report
A Message from Our Director

In service to our community, I am honored to present the 2022 Annual Report of the Napa County Health and Human Services Agency. It has been a tremendous year of change and progress toward our shared goals. This annual report highlights our employees' dedication and commitment to enhancing our programs and strengthening our partnerships. We are honored to serve our community throughout the County by providing essential safety-net services. Our programs and services are available to families, youth, children, individuals, and our growing older adult population.

Our dedicated staff has been ensuring Medi-Cal and CalFresh access for all, and bolstering programs such as Child Welfare and Adult Protective Services designed to keep children and adults safe and thriving. In 2022, we brought new housing supports directly linked to our programs such as "Bringing Families Home" and "Home Safe" to our community. We also enhanced services to help those struggling with substance use or mental health issues, including a new "Mobile Response Team" designed for crisis intervention and continued our multi-year work on behavioral health integration. The year also saw a resumption – as we continued emerging from the pandemic – of other work directed at positively impacting community health through partnerships and services focused on all populations.

This fourth Annual Report represents a fraction of the work that HHSA has accomplished over the past year. Our collective goal to which we remain steadfastly committed is to realize our vision of a “community where all people have the opportunity to live fulfilling lives.” The outstanding staff at HHSA, including our Executive Leadership Team and our new position of Deputy Director of Behavioral Health, make this impactful and meaningful work possible. Together, we endeavor for excellence in public service as we carry out our mission of serving our community and supporting its health and well-being. On behalf of everyone at HHSA, thank you for your partnership, support, and interest!

With gratitude,

Jennifer Yasumoto
Jennifer Yasumoto, Agency Director
Napa County Health & Human Services
Napa County Health and Human Services Agency (HHSA) is an integrated “Super Agency” spanning six program and three administrative divisions who serve the residents of Napa County.

These services span across the six program divisions and include:
- Alcohol and Drug Services Division (ADS)
- Comprehensive Services for Older Adults Division (CSOA)
- Child Welfare Services Division (CWS)
- Mental Health Division (MH)
- Public Health Division (PH)
- and Self Sufficiency Services Division (SSSD)

Our “Programs and Services guide for 2023” provides a comprehensive overview of available resources our Agency provides. Please visit our website at www.countyofnapa.org/hhsa.

Our administrative divisions, Fiscal, Quality Management, and Operations are the Agency's backbone, providing the necessary support for our program divisions to provide direct client services. The majority of the Agency's funding comes from Federal or State grants or allocations, and the Fiscal Division works with programs to ensure that revenue is maximized and the myriad of complex funding and auditing requirements are met. Through a robust compliance and quality management program, the Quality Management Division supports our culture of ethical conduct and commitment to continuous quality improvement as a learning organization. The Operations Division carries out administrative processes that help foster a culture in which staff are supported and thrive in a safe environment with the tools and technology to deliver excellent services to our community. The interconnected nature of our work requires a collaborative approach, we value and support one another, and we could not serve efficiently without the outstanding contributions provided by these divisions.
Diversity, Equity, and Inclusion

HHSA remains committed to the principles of diversity, equity and inclusion, promoting access to all of our programs through a lens of compassion, collaboration, and this shared commitment. Expanded training opportunities for staff members on Allyship, a Race Equity Cohort for senior leadership, a cross-Divisional Diversity, Equity and Inclusion (DEI) committee that includes representation from all levels of the organization, and shared organization-wide training on issues of DEI have strengthened our efforts in these areas in 2022 as we continue to execute on the deliverables laid out in our organization’s DEI Strategic Plan.

Collaborative Management Principles

During 2022, HHSA reaffirmed our commitment to the Collaborative Management framework as our shared approach to upholding the values of our Agency and the important work we do together. We provided self-reflection tools for all management and supervisors and have initiated a series of trainings to enhance our organizational leadership and promote these shared approaches for our operations. Additional one-on-one meetings with staff to encourage principles of communication and coaching and provide supportive and thoughtful feedback have resulted in meaningful conversations which continue to advance our shared understanding and organizational embodiment of this critical approach to our work.
Strategic Plan Reporting

Napa HHSA remains committed to our Agency and Divisional Strategic Plans and the past three years have resulted in significant organizational enhancements in areas of communication, community partnerships, integration of our services, and diversity, equity and inclusion as we continue our progress towards actualizing all elements of this ambitious document. The legacy of this work includes development of an integrated “universal” Release of Information (ROI) permitting greater coordination for shared clients both within the organization and with community partners, development of community facing informational resources such as our GIS service map, expanded community-based locations of staff to increase service access, and many other benefits for our clients and community. This intentional focus on integrating and enhancing services continues as the HHSA Strategic Plan sunsets in June of 2023. The Agency has committed to engaging in a new planning process to build on these accomplishments with the new Strategic Plan cycle commencing in Fiscal Year 2023-2024.

Mission, Vision, & Values

- We are on a **MISSION** to serve our community and support its health and well-being

- Our **VISION** is a community in which **ALL** people have the opportunity to experience fulfilling lives

- Our values include **COMMITMENT** to our community, **COLLABORATION** with our community, and **COMPASSION** for our community
Alcohol and Drug Services

In 2022, Health and Human Services Agency (HHSA) Alcohol and Drug Services provided 7,447 services, including:

- 2,543 services provided through telehealth
- 4,934 services provided in-person
- HHSA-ADS Division served 653 Napa residents
- This number represents our total clients served in ADS from all programs
- Of those clients, 67 were under the age of 18

Child Welfare Services

In 2022, HHSA’s Child Welfare Services received a total of 1,468 reports of suspected child abuse:

- This is a 10% increase from the 1,327 reports of suspected child abuse received in 2021
- Of those reports received and assigned for investigation 72 met the legal definition of child abuse and/or neglect
- This is a 14% decrease from the 84 reports that were substantiated for child abuse and/or neglect in 2021
- Despite this increase in reports of suspected child abuse, there was a reduction in confirmed incidents of child maltreatment
Comprehensive Services for Older Adults

In 2022, HHSA hired a new Veterans Services Representative, raising the number of staff submitting claims from two to three.

- During calendar year 2022, the Veterans Services Office filed 1,343 claims on behalf of Veterans, the most in any single year.
- Over 99.4% of claims are initially approved by the State, resulting in several million dollars annually in new monthly benefits and/or lump sum payments for our local Veterans.

On January 1, 2022, California lowered the age at which a person is eligible for Adult Protective Services (APS) from 65 to 60, outside of dependent adults, providing greater protection to the aging population.

In 2022, Napa County APS received 1,079 reports of abuse (ROAs), often with allegations of multiple types of abuse.

A total of 941 counts of abuse were confirmed:
- 68% self-neglect
- 14% financial exploitation
- 18% other types of abuse/neglect

Mental Health

In 2022, HHSA provided specialty mental health treatment services to 2,082 unduplicated individuals and provided a total of 35,943 services. These services range from outpatient treatments, including psychotherapy, case management and medication management, to inpatient psychiatric hospitalization, depending on individual need.
Public Health

In 2022, HHSA continued to respond to the COVID-19 pandemic and processed 18,417 COVID-19 case reports.
- 412 COVID-19 outbreaks in congregate facilities
- 12,875 COVID vaccinations to the community
- PH also investigated over 800 non-COVID cases and managed the large Legionnaire’s disease outbreak that involved 17 case investigations and environmental testing at 11 sites

Self Sufficiency Services

Starting in March 2020, CalFresh emergency benefits raised each household’s regular monthly CalFresh allotment to the maximum allowable benefits based on their CalFresh household size in response to the COVID-19 pandemic.
- In 2022, HHSA served 7,899 individuals through November of 2022, a 38% increase since 2018
- On average, $2,091,771 in combined regular and emergency assistance CalFresh benefits were issued each month
- Since the pandemic started in March 2020, over $23 million dollars have been issued to Napa County residents to support their access to food
HHSA has continued to support our commitment to offer Napa County’s community members services which are evidence-based, best practices for the treatment of substance use disorder. We recently added and were able to hire a fulltime, bilingual alcohol and drug community education and prevention staff member into our Alcohol and Drug Services division.

In addition to coordinating presentations to local schools, our Prevention Coordinator is dedicated to offering education about the use of Narcan to reverse opioid overdose. HHSA also contracted with a local community-based organization who distributed over 740 fentanyl test strips to youth, and prevention resources for underage alcohol and nicotine, including “vaping.”

The Alcohol and Drug Services division of HHSA has also widened our already close collaboration with the Napa Opioid Safety Coalition and is happy to report that, in 2022, 100% of the people enrolled in withdrawal management for opioids or alcohol were offered direct enrollment with Medication Assisted Treatment.

Finally, as the result of our efforts to increase the use of clinical interventions such as care coordination, relapse prevention, and motivational interviewing at the level of withdrawal management, 2022 saw a decrease in the number of people with multiple admissions to detox from 17% to just 11%.
In 2022, Napa County HHSA also saw a decrease in the number of children who were in out of home care. The monthly average of children/youth in out of home care was 92, which is a decrease of 17% from a monthly average of 111 youth in 2021.

Through contractual agreements with a myriad of organizations and providers such as COPE Family Services, Lilliput/Wayfinder Services, Expressions of Hope, VOICES and private providers, families complete court ordered services to reunify with their children, older youth can exit with skills for independent living and children who do not reunify are adopted into permanent “forever homes.” There were 19 children/youth adopted this year. Of the 19 children/youth adopted 12 children/youth were part of a sibling group. This is the largest number of sibling adoptions within a ten-year period. One of the adoptions was that of a 21-year-old adult, a rare yet special occurrence, that demonstrates the value of family at any age.

For context, HHSA set out to deepen its working relationship with key partners. HHSA believes that these expanded relationships both within the Health and Human Services Agency and beyond the department through its contractual relationships with community-based organizations are contributing factors to the reduction in incidents of child abuse and neglect. For example, as partners in an integrated agency, our Agency staff now regularly accompany Child Protective Social Workers on home visits and participate in Child Family Team Meetings to offer families housing support, food resources, access to employment and training opportunities and other basic needs. Poverty is a known risk factor for child abuse. Providing access to economic self-sufficiency reduces the risk of child maltreatment.
Napa County HHSA acts to protect older and dependent adults through the local Adult Protective Services Program, which investigates and responds to reported maltreatment and exploitation of those vulnerable members of our community. On January 1, 2022, California lowered the age at which a person is eligible for Adult Protective Services (APS) from 65 to 60, outside of dependent adults, providing greater protection to the aging population.

Beginning in the summer of 2022, Napa County HHSA’s Adult Protective Services (APS) program has prevented homelessness for nine individuals thanks to the resources available through the new Home Safe Program. This exciting program was established to support the safety and housing stability of individuals who are experiencing or are at imminent risk of homelessness due to elder or dependent adult abuse, neglect, self-neglect, or financial exploitation.

Home Safe programs utilize a range of strategies to prevent homelessness and support housing stability for eligible participants, such as one-time rental payments or monthly “shallow subsidies” to help cover otherwise unaffordable rent increases and prevent homelessness, as well as providing housing to those already unhoused. This has been accomplished through establishing collaborative relationships with Abode Services and other community partners, developing new relationships with local landlords and/or property management, and contracting with local community based organizations to provide services such as ramp installations and clutter clean-outs. Home Safe funding has allowed Napa County APS and our partners to help sustain or obtain housing for among the most vulnerable in our community.
In early 2022, HHSA embarked upon a new partnership with the Napa County Library by co-locating mental health staff within the library in downtown Napa. Two Senior Mental Health Workers are available Monday-Saturday to support individuals in need of mental health services and offer linkages to community resources like housing, food resources, employment, and medical care.

Mental health workers are available to provide brief crisis intervention and de-escalation for patrons experiencing mental health challenges at the library and offer support to those experiencing homelessness. Recent interventions have included assisting in making Access (intake) appointments with HHSA-Mental Health, helping apply for EBT cards to address food insecurity and linkages to Abode services for housing support.

Since April 2022, embedded mental health workers have served 93 community members. As a result of this partnership, 16 individuals have been referred to mental health services, 49 people were referred to other HHSA or community-based services and 20 people received immediate on-site mental health support. This new resource available within the library system has resulted in increased access to services and, in the upcoming year, Mental Health will have available hours at the American Canyon Library.
In 2022, HHSA continued to address the needs identified in our Community Health Assessment (CHA) and worked with multiple community partners via Live Healthy Napa County (LHNC). This work is informed by current health research which indicates that a community is healthier when each person can cultivate social relationships, has access to resources and support, feels valued and respected, and feels part of their community.

Using Human Centered Design, action planning teams designed and launched projects focused on language inclusion, LGBTQ safe spaces, mental wellness, and youth engagement. These projects center the experience and expertise of community members and seek to share decision-making power. In 2023, HHSA-Public Health and LHNC are proud to partner with Providence Queen of the Valley Medical Center for the next CHA cycle and put our collective efforts towards the shared goal of a healthier, more connected, community.

For more information on how you can get involved visit our website at LiveHealthyNapaCounty.org
Napa County HHSA administers the California Medi-Cal program, which pays for a wide range of medically necessary services for children and adults and increases access to care. Medi-Cal provides covered beneficiaries in our community access to doctor visits, immunizations, behavioral health, dental care, pharmacy services, and other critical health benefits. Through our partnerships with Napa Children’s Help Initiative (CHI) and our network of community providers, Napa County HHSA is making significant strides in our efforts to engage people who qualify for this benefit into enrollment, and ensure they stay enrolled in health coverage.

During the public health emergency, declared in March 2020, Medi-Cal beneficiaries were provided continuous coverage without risk of eligibility due to change in circumstance resulting in a caseload growth of 30% since 2019. This and other State policy changes, such as waiving documentation requirements for older adults and increases to asset limits, have resulted in significant Medi-Cal expansion by over 8,000 individuals to a total of 35,177 Napa County residents receiving this important benefit. Napa County HHSA processed more than 400 applications per month based on 2022 data, and is working to ensure our residents have all relevant information to prevent loss of coverage as we prepare to unwind the public health emergency status in the coming year.
Meet Our Executive Leadership Team

LATOYA AKIL
DEPUTY DIRECTOR
QUALITY MANAGEMENT
COMPLIANCE/PRIVACY OFFICER

CASEY ROCKWOOD
DEPUTY DIRECTOR
OPERATIONS

CASSANDRA ESLAMI
DEPUTY DIRECTOR
BEHAVIORAL HEALTH

CHRISTINE WU
DEPUTY DIRECTOR
PUBLIC HEALTH
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JENNIFER YASUMOTO
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KIMBERLY DANNER
DEPUTY DIRECTOR FISCAL
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JIM DIEL
HHSA ASSISTANT DIRECTOR

LYNN PEREZ
DEPUTY DIRECTOR SELF-
SUFFICIENCY SERVICES

VERONICA PIPER-JEFFERSON
DEPUTY DIRECTOR CHILD
WELFARE SERVICES

KRIS BROWN
DEPUTY DIRECTOR
COMPREHENSIVE SERVICES FOR
OLDER ADULTS
Our Agency has executed a tremendous number of accomplishments this past year. All of this is made possible by the dedication and commitment to excellence that everyone brings each and every day. These efforts result in achievements across all of our divisions, allowing us to reach new objectives in collaboration with our partners and our community. We are grateful for the opportunities to serve our community, to promote greater community awareness of the resources we provide, and to build on our successes.

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