



Annual Report 2025

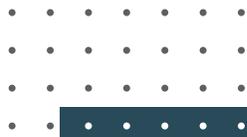
**HEALTH AND HUMAN
SERVICES AGENCY**

EL DORADO COUNTY

Transforming Lives and Improving Futures

HHS WEBSITE

A message from our director



Olivia Byron-Cooper



I am proud to share the remarkable progress and outcomes achieved by our Health and Human Services Agency during a year marked by financial strain, increased responsibility, workforce shortages, and growing demand.

2025 was defined by resilience, innovation, fiscal stewardship, and a deep commitment to serving our communities throughout El Dorado County. In a rural county, challenges can feel magnified—but so can the impact of our work. Every success story represents lives changed and futures strengthened. The accomplishments highlighted throughout this report are a testament to the dedication of our staff, partners, and community members. Together, we will continue building a healthier, stronger community for all.

Thank you for your trust and partnership.

Olivia Byron-Cooper, MPH
Director, Health and Human Services Agency

HHSA Overview

The El Dorado County Health and Human Services Agency (HHSA) is committed to enhancing the health, safety, and overall well-being of all residents. Through a comprehensive network of programs and services, HHSA addresses critical needs across the community, ensuring access to care, support, and resources for individuals and families, while also promoting public safety and animal welfare. Our agency is comprised of the following Divisions:



Behavioral Health



Community Services



Public Health



Protective Services



Self Sufficiency



Administration and Finance



Strategic Plan Updates



Quality Improvement and Performance Management

Objectives:

Develop Standardized Policies and procedures easily accessed by staff and create a mechanism to keep updated and archive

Standardize Commission/ Committees meetings, Agendas, By-Laws, etc

Key accomplishments:

- Comprehensive review of all division policies to ensure accuracy and currency
- Development of a Policy Acknowledgement form to support training and accountability
- Published guidance to HHSA staff on how to access the centralized SharePoint site featuring a searchable database of active policies

- Identified active commissions and their purposes
- Catalogued bylaws to standardize common components.

Current efforts involve collaboration with the County Clerk to confirm El Dorado County requirements and align them with HHSA's standardized expectations.

Strategic Plan Updates



Service Expansion, Enhancement and Integration

Objectives:

Key accomplishments:

Map eligibility processes for intra-agency services and resources.

- Co-location of Self-Sufficiency staff at the Behavioral Health facility
- Successful completion of multiple staff trainings to increase awareness of HHSA services and resources

Establish an annual All-Staff Meeting

The team gathered input to identify key content areas for an annual All Staff meeting and reached consensus on optimal timing to maximize attendance. The analysis phase is complete, and planning is underway for the inaugural HHSA All Staff meeting.

Evaluate untapped funding opportunities

HHSA has secured:

- \$24 Million to build the integrated SOAR Facility
- \$180K to build a large animal evacuation site





BEHAVIORAL HEALTH

By The Numbers

3,177

Individuals received specialty Mental Health Services

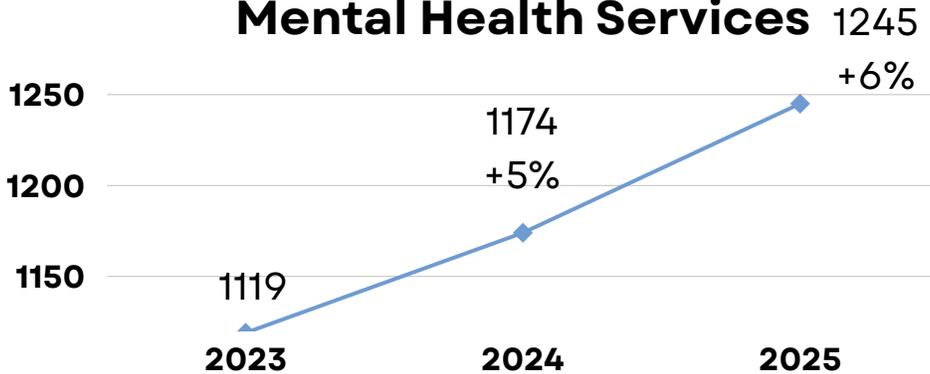
1,619

Responses to requests for Mental Health Service in El Dorado County

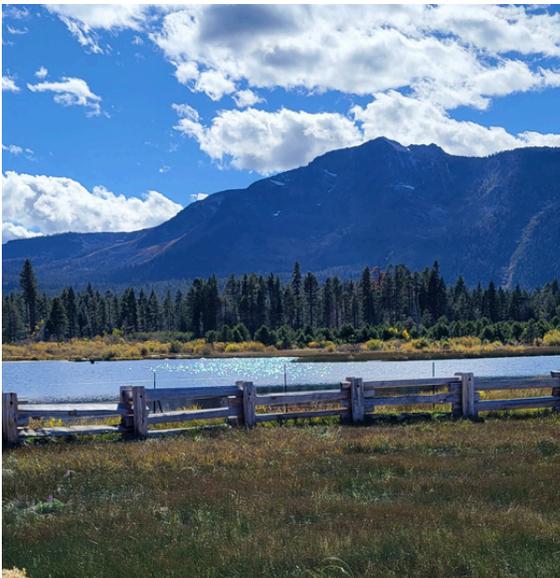
1,152

Crisis assessments provided for community members in need

Individuals Linked to Supportive Mental Health Services



1245 Individuals linked in 2025 represents **11% growth** over 3 years



Mental Health Diversion

A program designed to redirect individuals with qualifying mental health disorders away from criminal prosecution and into community-based treatment options



85 Total Referrals into the program

27 Psychosocial assessments completed

23 Individuals graduated from the program

BEHAVIORAL HEALTH

By The Numbers

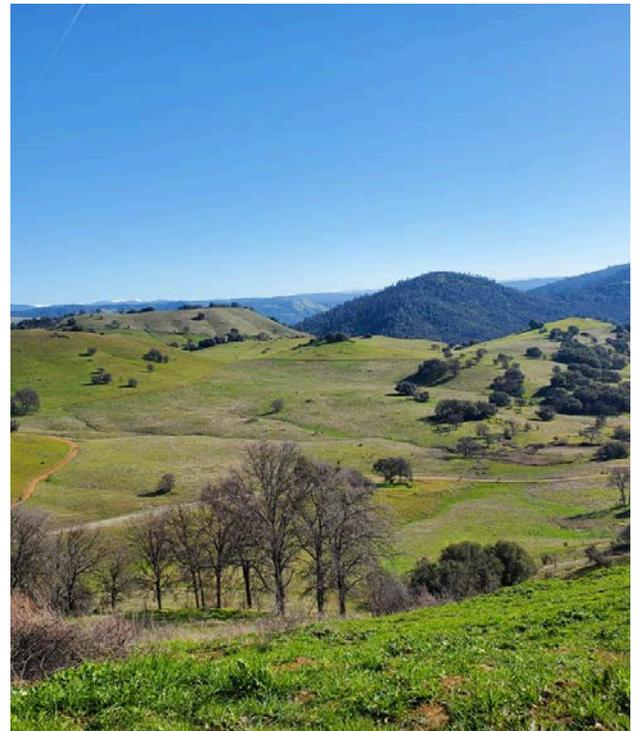


Substance Use Disorder Services- SUDS

912 Calls received by substance use disorder access center

466 New treatment episodes opened

354 Individuals assessed for substance use treatment services



Community Safety

529

Hospitalizations of individuals who were a danger to themselves, others, or gravely disabled due to a psychiatric condition

Public Guardian's Office

154 Individuals served

LPS Conservatees 59	
Probate Conservatees 53	Rep Payees 42

\$9 Million

Client assets protected and managed

40 Conservatorship investigations conducted



COMMUNITY SERVICES

By The Numbers

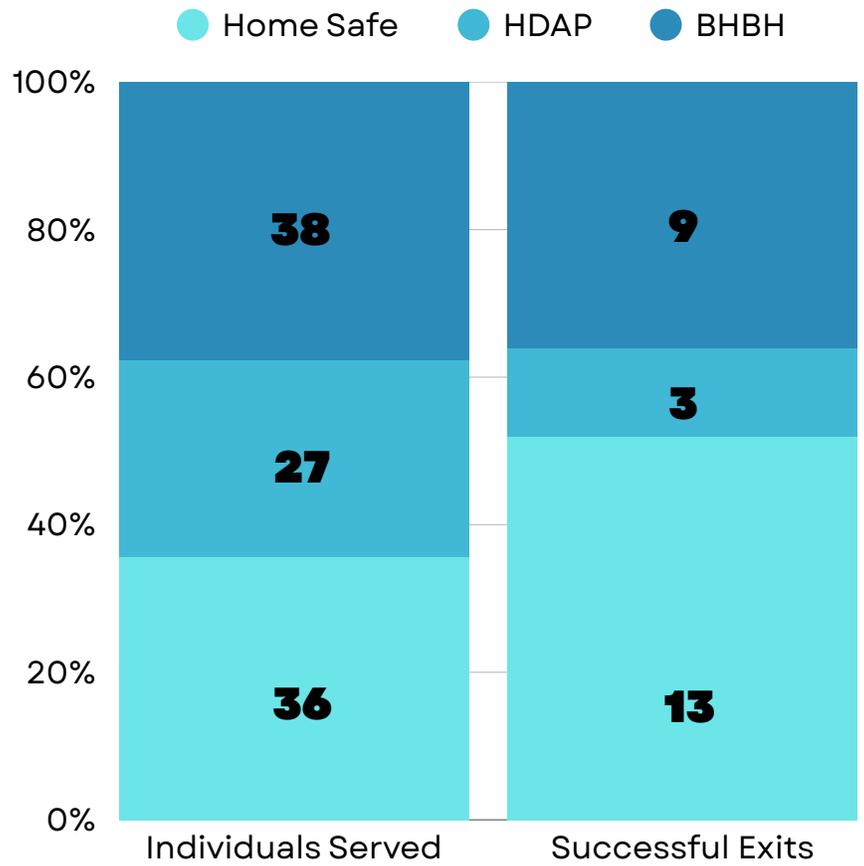
Housing and Homeless Services

In 2025 the Housing and Homeless Services Unit (HHSU) further aligned supports to better serve county residents experiencing homelessness.

Through shared referral pathways, coordinated case conferencing and joint problem solving, the HHSU further reduced systemic gaps and increased integration between housing and Child Welfare Services, Adult Protective Services and Behavioral Health.



26 successful permanent housing placements



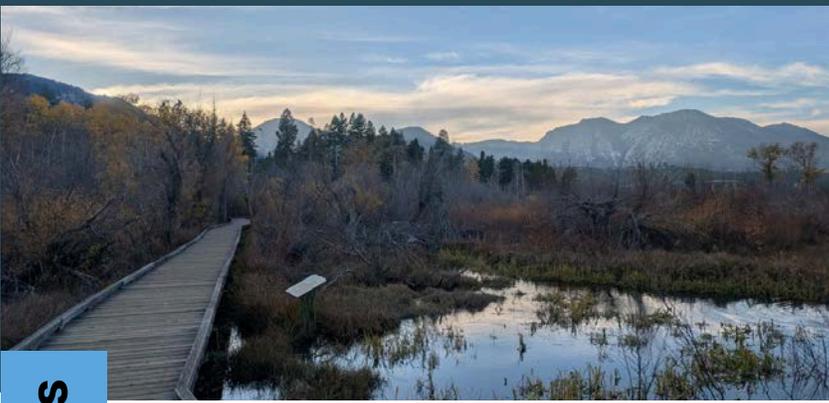
Veterans Services

\$4.38M

Retroactive benefits awarded

1,363

New Veterans assisted for the first time



COMMUNITY SERVICES

By The Numbers

Older Adult Services

4,210

Days of service provided by The Club Adult Day Services Program

178,400

Senior Nutrition Meals Served to 1,441 older adults

3,620

Client services provided by Senior Legal Services

40% of the county population is age 55+ statewide average is 28.8%

Animal Services

1338

Animals adopted



COMPARED TO 2024

Length of Stay Decrease

19.7%

Adopted cats



16.1%

Adopted Dogs

Low-Income Energy Assistance Program

HEAP

1812

Applicants received assistance

Utility Shutoffs averted
199

Utility Services restored
31

Weatherization

147

Homes received services

22
Received emergency heating or cooling services



Public Health

By The Numbers

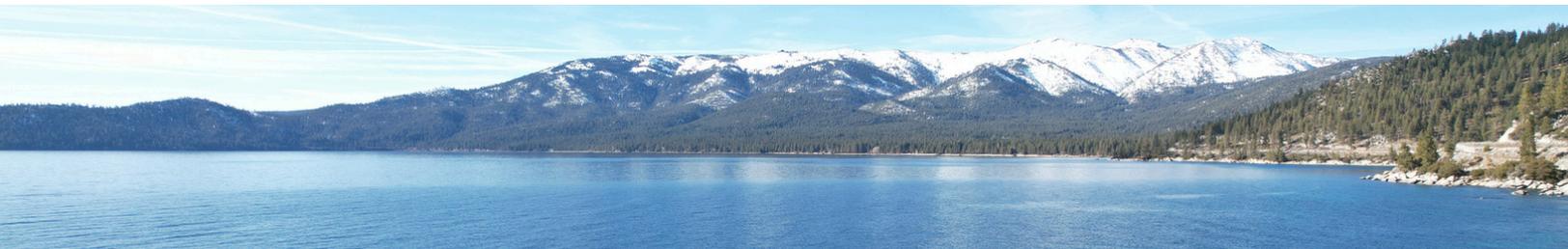
Maternal, Child and Adolescent Health

California Home Visiting

Together, these programs provide comprehensive nursing case management and home visitation to women, infants, children, and families, while also elevating the level of care in the community through partnerships with medical providers and community-based programs.

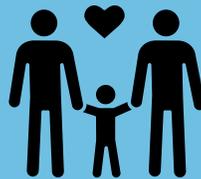
Referrals 674

Home Visits 1,371



Healthy Families El Dorado County

Full operational Status



Enrolled 23 new families

The program provides evidence-based, personalized, family-centered home visiting services that strengthen parenting, attachment, and child development. Further, the program builds sustained long-term partnership with families that promotes learning and growth as families progress through the intensive three-year program toward their goals.

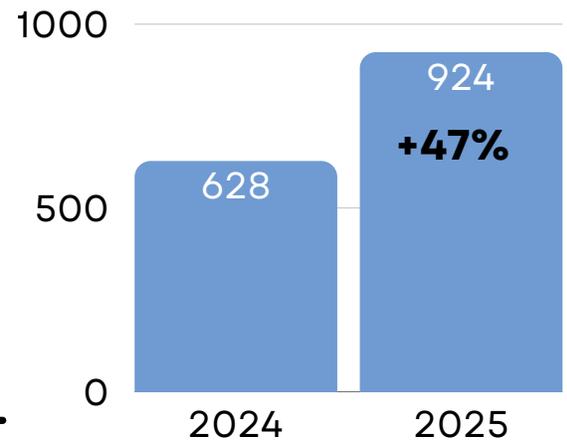
Public Health

By The Numbers

Oral Health Program

Serves students in El Dorado and Alpine counties by providing oral health education, dental disease prevention, access to care, and outreach. It is responsible for implementing the Kindergarten Oral Health Assessment, which helps schools identify children suffering from untreated dental disease and helps establish a dental home for their children.

Total Students Screened



Women, Infants and Children Program (WIC)

Serves clients in El Dorado and Alpine counties by providing participant-centered nutrition education, monthly food benefits to purchase healthy foods, breastfeeding education and support, and referrals to healthcare and other helpful community services.

Provided food access for **1,012 families** per month

Families redeemed an avg of **\$117 per month** in benefits

Resulted in **\$1.35 million** spent at local grocers

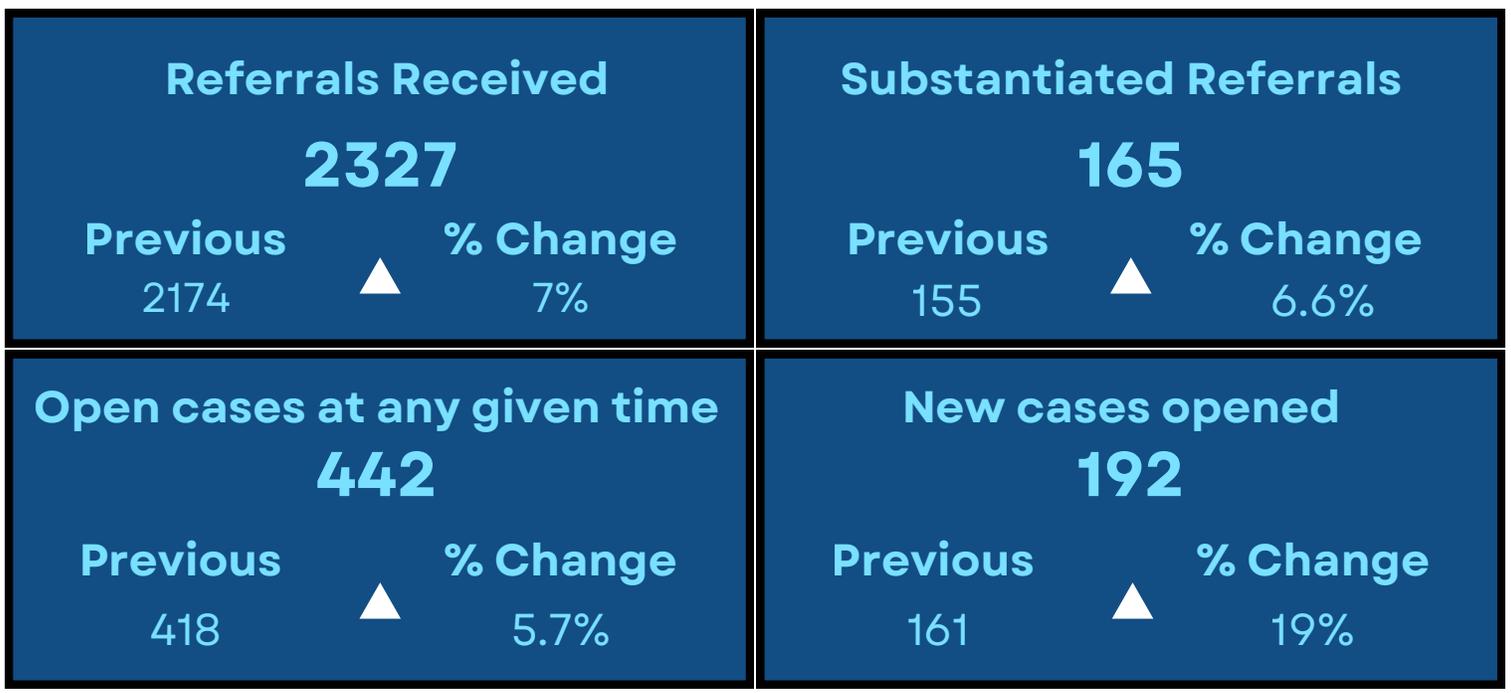
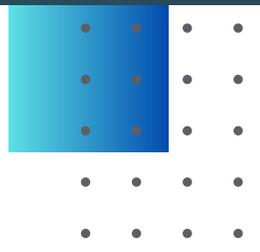


PROTECTIVE SERVICES

By The Numbers

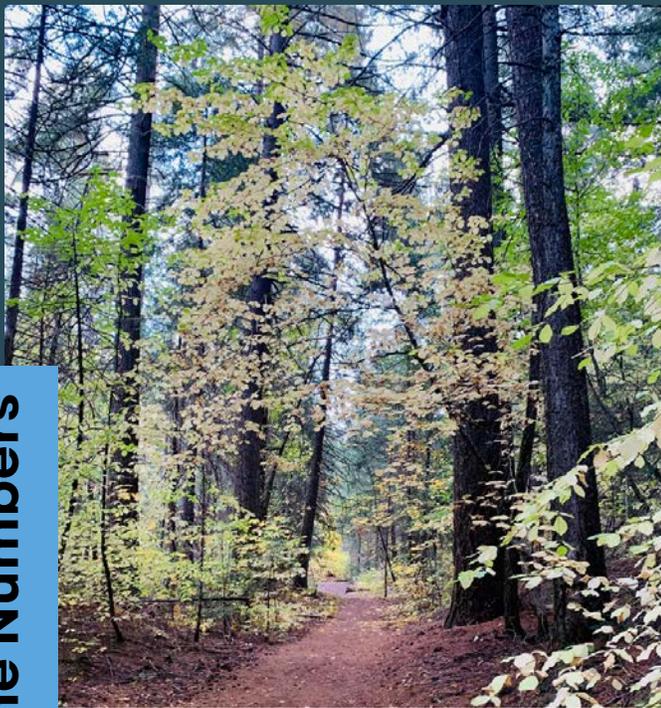
Child Welfare Services

Child Welfare Services works to ensure the safety, stability, and well-being of children and families by investigating reports of abuse and neglect, providing services and supports to strengthen families, achieving permanency, and managing the foster care program through recruiting, training, and supporting resource families.



PROTECTIVE SERVICES

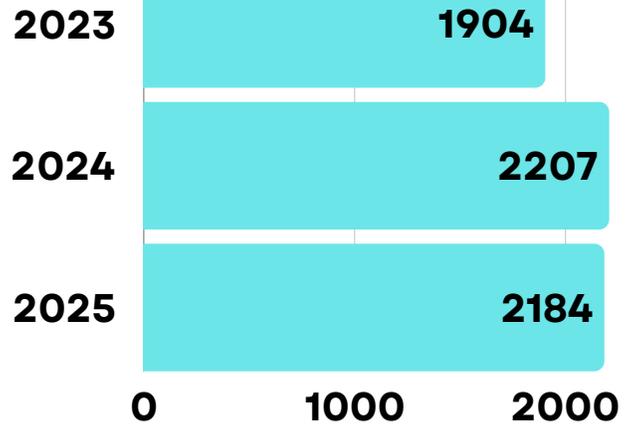
By The Numbers



APS works to protect vulnerable adults and seniors from abuse, neglect, and exploitation. APS investigates reports of physical, emotional, or financial abuse, provides crisis intervention, and connects individuals to resources that support their safety and well-being. The program also assists with developing care plans and coordinating services to help at-risk adults remain in the least restrictive and safest environment possible.

Adult Protective Services

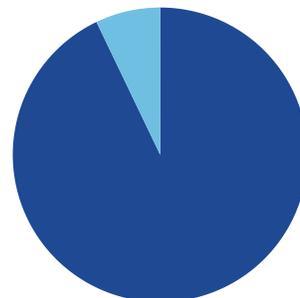
Total Referrals



In Home Supportive Services and Public Authority

IHSS received **1211 Inquiries & Referrals resulting in 2145 active recipients.** This program provides assistance to individuals at risk of placement to remain safely in their own homes rather than in institutional care. The IHSS Public Authority works alongside the program by maintaining a registry of caregivers, conducting background checks, and offering training and support to providers.

Registry Providers
158



Family/Friend
Providers
2063

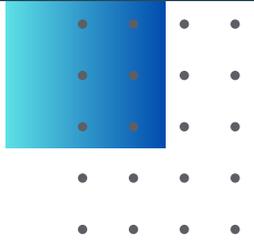
93% of all registered caregivers are friends or family to recipients

By The Numbers



SELF SUFFICIENCY

Medi-Cal
and
CalFresh



31,906

Active Medi-Cal
Recipients



8,969

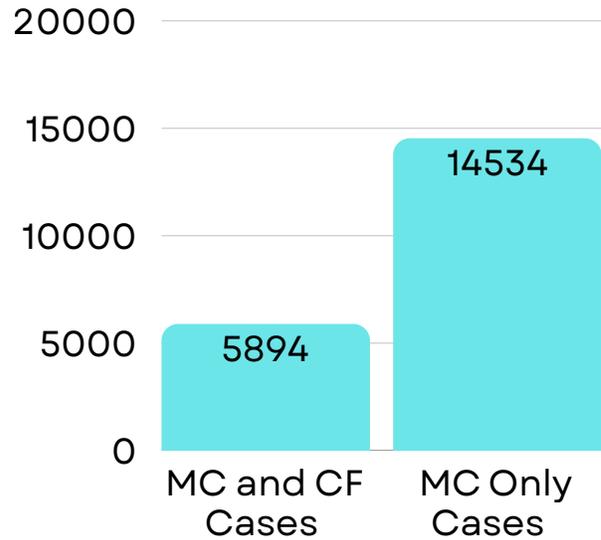
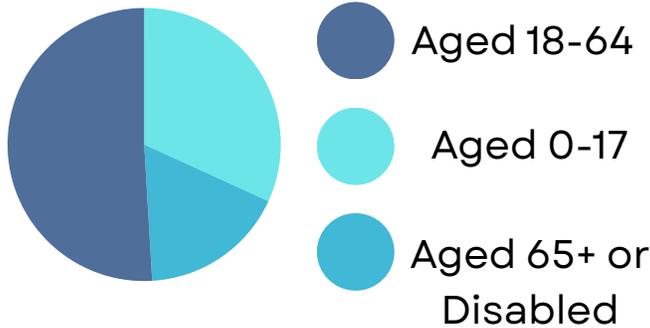
Active CalFresh
Cases



16,813

Total CalFresh and
Medi-Cal applications
processed

Medi-Cal
Demographics



Expedited CalFresh eligibility allows households with little or no income or resources to receive their first month of food benefits within three calendar days of applying.

Average 3 Day
Processing Rate

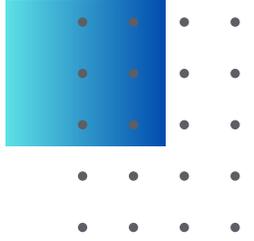
94.6%



By The Numbers



SELF SUFFICIENCY



101

Families helped through the CalWORKS Housing Support Program

CalWORKS Housing Support Program

HSP provides assistance to families with children who are homeless or at risk of becoming homeless and are receiving CalWORKS benefits.

Secured permanent housing for 56 families



CalWORKS Outcomes and Accountability Review (Cal-OAR)

A state mandated data-driven program management system that facilitates continuous improvement of county CalWORKS programs by collecting, analyzing, and disseminating outcomes and best practices.



30%

Engagement Rate of clients participating in **Welfare to Work** Program. This figure represents a **6% increase**- which meets the goal set for 2025



Annual Updates



Administrative and Fiscal Division:

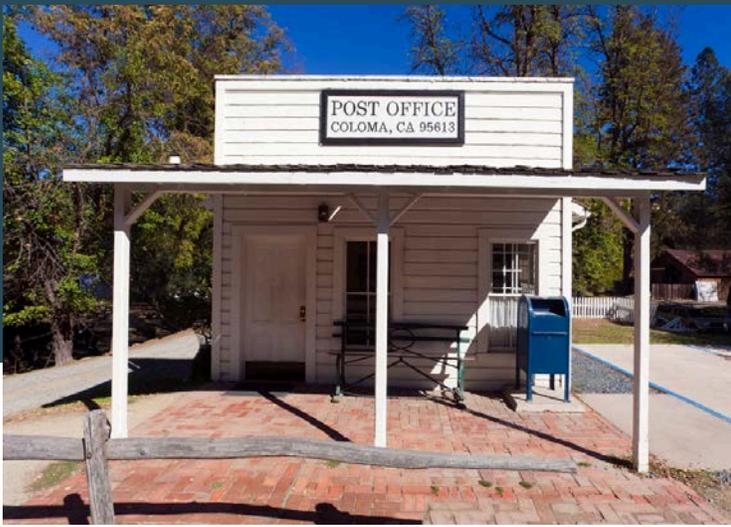
This year, the Administrative and Finance team has made significant strides in enhancing efficiency and accountability across our operations. Through streamlining business practices and policies, and implementing modern systems to improve workflows, the team has strengthened our ability to safeguard public resources. These efforts not only improve service delivery but also reinforce our commitment to responsible stewardship of taxpayer dollars. **Thanks to a variety of cost saving measures, and working closely with our Agency's Program Divisions, the Administration and Finance Division was able to support an overall decrease of approximately \$1.1M in General Fund/Net County Cost usage, which reflects a 9% savings from budget for the Department.**

40% of all APS reports relate to financial abuse

\$5.6 million in total confirmed financial losses due to financial abuse

Financial Abuse Services Team (FAST):

Adult Protective Services (APS) Financial Abuse Services Team (FAST) held its second professional training and panel discussion, entitled **“A Community Approach to Scam Prevention and Financial Abuse”**. The discussion focused on trends, challenges and innovations in the field and provided an opportunity for the broader collaborative to share their expertise and further solidify the approach to financial abuse in the County. The forum was well attended, and feedback was extremely positive with the request for the forum to continue with additional dates in 2026.



Annual Updates

CalFresh

An upcoming Federal change to CalFresh in 2026 will be the implementation of Able-Bodied Adults Without Dependents (ABAWD). Individuals that are considered ABAWD, must meet established work or training requirements (known as work requirements) to maintain eligibility to CalFresh benefits. **Individuals that do not meet the minimum work requirements and are considered ABAWD will be limited to 3 full months of CalFresh benefits every 3 years.**



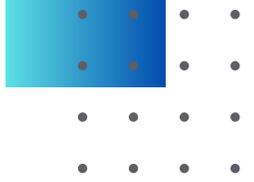
Mobile Crisis Team

Behavioral Health launched The Mobile Crisis Team in April 2025 and expanded the County's community-based behavioral health response through coordinated field interventions for mental health crises.

From April through December 2025, the team responded to **398 field-based crises**, supported **2,362 crisis line calls**, facilitated **50 involuntary holds**, conducted **89 emergency department transports**, and supported **215 law-enforcement-initiated responses**.



Annual Updates



Behavioral Health Transition

With Proposition 1 reshaping efforts to address homelessness and behavioral health, the integration of the Housing and Homelessness Services Unit (HHSU) into Behavioral Health is underway and already showing success through the BHBH program. HHSU is partnering with Behavioral Health to contract with Managed Care Plans for Community Support – Transitional Rent, aligning with the Behavioral Health Services Act housing funding expectations. This collaboration leverages Medi-Cal MCP funding to support housing stabilization while maintaining oversight to ensure appropriate use and help participants transition to long-term housing.

CWS- Kinship Care

CWS has increased focus on placing children with relatives when they have to be removed due to abuse or neglect. Research consistently demonstrates that children placed with family experience less trauma at removal, greater placement stability, fewer school disruptions, and better behavioral and mental health outcomes compared to children placed in non-relative foster care. **In the final three months of 2025, CWS has set new all-time records for placing children with relatives, underscoring the effectiveness of our focused family-finding efforts and early engagement with kin.**

Kinship Placement





Acknowledgements

Appreciation is extended to the Health and Human Services staff and community partners for their tireless efforts and unwavering commitment. This work continues to make a profound and positive impact on the lives of El Dorado County residents, contributing to a healthier and stronger community.

CONTACT US



(530) 642-7300



EldoradoCounty.CA.GOV

Agency Leadership Team



Back row: Jim Diel- Chief Assistant Director, Tammy Chako- Deputy Director of Social Services, Olivia Byron-Cooper- Director of HHSA, Lynette Stott- Deputy Director of Community Services, Jennifer Rogers- Deputy Director of Community Services, Justine Collinsworth- Director of Behavioral Health
Front Row: Leslie Griffith- Assistant Director of Social Services, Kimberly McAdams- Assistant Director of Admin and Finance, Traci Stillwell- Admin Technician, Kyle Fliflet- Deputy Director of Public Health, Salina Drennen- Deputy Director of Social Services, Jennifer Aragon- Chief Financial Officer, Timalynn Jaynes- Assistant Director of Human Services