



Social Services Community Liaison: Get Connected, Stay Connected

What is Social Services?

Social Services is one of three branches of the Humboldt County Department of Health & Human Services (DHHS), an integrated agency. Social Services programs focus on the safety of vulnerable children, youth and adults, while assisting families and individuals in their journey toward self-sufficiency. Social Services mandates include administering benefit and safety programs such as CalFresh, Health Care Coverage including Medi-Cal, CalWORKs and General Relief.

What is the Community Liaison?

The Social Services community liaison works with partners on issues related to enrollment and retention in CalFresh, CalWORKs, Welfare-to-Work and Medi-Cal. The community liaison also supports communication with the Employment Training Division, General Relief and the Transportation Assistance Program. The community liaison can also link partners to information about other DHHS programs such as Adult Protective Services, Child Welfare Services and Children's Behavioral Health.

What does the Community Liaison do?

The Community Liaison is charged with:

- Facilitating productive communication between partners and eligibility services.
- Assisting community partners with increasing successful enrollment and retention of customers.
- Working to develop tools that prevent conflict and resolve issues at the lowest level possible.
- Attending meetings in the community to provide eligibility program information to partners, and to address questions.
- Using the Department of Health & Human Services Operational Principle: "we value and nurture our partnerships with community stakeholders" to guide actions and decisions.
- Providing excellent customer service to internal and external customers.

What can the Community Liaison do for you?

Benefits Basics Presentation

Benefits Basics is a 3 hour long introduction to, and update, on Social Services benefit programs including CalFresh, Healthcare Coverage and CalWORKs. Part presentation and part Q&A, it's tailored to meet your needs. Benefits Basics is designed to inform both new staff who have never heard of Social Services and the experienced partner who knows the programs but could benefit from information about the many recent Federal, State, and County changes to rules and processes.

CalFresh 101 Presentation

CalFresh 101 is a 1 ½ hour long introduction to, and update, on the Social Services CalFresh program. Details about basic eligibility and who to refer will be provided, as well as how to successfully help someone access these benefits and maintain them. It is designed to inform both new staff and experienced partners with CalFresh basics and recent Federal, State, and County changes to rules and processes.

Campus Tours

I-30-30 Info Sheet revised January 2025 Eureka Call Center 1(877) 410-8809

The community liaison conducts tours of the Koster Street campus. The “field trips” are a great way for partner staff to learn more about the processes at Social Services. The tour consists of the lobby process overview, and walk through where the Call Center, Health and Nutrition Services, General Relief, and CalWORKs staff are stationed. This is especially valuable to ensure partners know how Social Services serves our shared customers.

Communication Regarding Shared Customers

DHHS Social Services wants customers and partners to have the tools needed to share information. DHHS provides a Release of Information; it can increase a partner’s ability to assist a customer. The community liaison can ensure partners have the knowledge and tools so that Social Services can legally release information in order to help shared customers.

Application Training

Whether the focus is Medi-Cal or CalFresh, initiating an application or complete case management, paper or electronic, the community liaison works with partners to ensure quality application assistance. The goal is for each step to be clear to the customer, the partner and Social Services, and for the process to result in successful applications.

Outreach Materials and Application Support

“Social Services Materials for Partners” is a listing of the brochures, fliers, etc. that are available to partners. Materials primarily cover Social Services benefit programs, with an extensive selection related to CalFresh Outreach. Partners can order brochures, application forms, Info Sheets aimed at assisters and more.

Ongoing Supports

- The community liaison works with partners to address mutual quality improvement efforts such as process changes, piloting new methods, form changes, etc.
- The community liaison can assist in resolving case-specific application/eligibility issues and questions when not able to be resolved through regular processes.
- The community liaison can attend one of your staff meetings, to answer questions or give updates.
- The community liaison can help connect you to various Social Services staff; you’ll be put in touch with the right people for your particular concern.

Contact

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