

SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



ITEM: 3.6
(ID # 20808)

MEETING DATE:
Tuesday, December 13, 2022

FROM : EXECUTIVE OFFICE:

SUBJECT: EXECUTIVE OFFICE: Appointment of Charity Douglas as the Director of the Department of Public Social Services.

RECOMMENDED MOTION: That the Board of Supervisors:

1. Appoint Charity Douglas as the Director of the Department of Public Social Services effective January 3, 2022.

ACTION:Policy



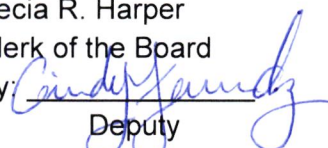
Jeff Van Wageningen, County Executive Officer 12/8/2022

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Spiegel, seconded by Supervisor Washington and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez, and Hewitt
Nays: None
Absent: None
Date: December 13, 2022
xc: E.O., DPSS

Kecia R. Harper
Clerk of the Board

By: 
Deputy

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA**

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

The Riverside County Department of Public Social Services (DPSS) provides services and assistance to protect, support and empower vulnerable people in our community. Its mission is to support and improve the health, safety, well-being and independence of individuals and families. DPSS' services reach more than one million Riverside County residents each year through the following divisions: Welfare to Work (WTW), Adults Services (ASD), Children's Services (CSD), and Self Sufficiency (SSD). The total budget is \$1.2 billion with over 5,000 positions. Services include temporary financial assistance, employment programs and training, and nutrition benefits for qualified families and individuals. The department also offers access to health care coverage and provides protective services for children and adults at risk of abuse and neglect. DPSS is one of our largest County Departments and plays a critically important role in providing needed services to the most vulnerable in our communities.

Sayori Baldwin was appointed as our DPSS Director on February 13th, 2020. Since that time, she has led our DPSS Department with distinction as they work to implement a culture of continuous improvement in many areas including the quality of care, staff development and training, recruitment and retention to reduce our case load and improve outcomes, and navigating the challenges of providing services through the pandemic. On March 11th, 2021, Sayori was also appointed Assistant Chief Executive Officer overseeing our Human Services portfolio, while maintaining the dual role of DPSS Director. The Human Services Portfolio includes the Departments of Child Support (DCSS), Housing and Workforce (HWS), First Five, Office on Aging, and Veterans Services, in addition to DPSS. This Portfolio includes over 6200 staff members with cumulative budgets exceeding \$1.75 billion.

In December 2021, the County launched the Integrated Health and Human Services System initiative. This initiative aims to incorporate the work, service provision, and data of multiple County Departments and community-based organizations into an integrated system serving our vulnerable, high-need residents. In addition to the entire Human Services Portfolio, this County-wide initiative involves partnering with our Riverside County University Health (RUHS) Portfolio (Behavioral Health, Public Health and the Med. Center), as well as our Public Safety Portfolio (particularly Probation and Public Defender). In this initial year of launching the Integrated Services initiative we have come together to assess client needs; established working groups focusing on various delivery aspects; performed system mapping; and put technical support resources in place. Looking ahead, 2023 will be a key year as we implement pilot programs to test the delivery models, and make advances in the programs and policies that we need to put in place to expand collaboration across County Departments. Ms. Baldwin will be transitioning full-time to the Executive Office in her role as Assistant CEO to focus on overseeing the Integrated Services implementation, and other important and foundational programs within the Human Services Portfolio, such as the work being done through our Ad-Hoc on Vulnerable Children and Adults.

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The Executive Office is recommending that the Board appoint Charity Douglas to serve as our Director of DPSS as Ms. Baldwin vacates that role. Ms. Douglas has been with DPSS for nine years, serving as Assistant Director over the Child Services Division since 2020. In that role, she has overseen various programs to increase the quality of our care. These include the development of special project strike teams as part of our ongoing quality assurance efforts; leading staff engagement and development; implementing continuous improvement process system changes; overseeing results-based programs with community partners; and providing policy direction on matters related to social service programs. Ms. Douglas has over 20 years of experience working with vulnerable communities and individuals, and has a Master of Science in Social Work. In her role as DPSS Director, Ms. Douglas would be reporting to Ms. Baldwin as the Portfolio Asst. CEO, and collaborating with Board offices, County Departments, community partners, non-profits, and other stakeholders as we strive to improve outcomes for the most vulnerable in our communities who are under our care.

Maxwell, Sue

From: cob@rivco.org
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Email: studio4salonhair@gmail.com
Agenda Date: 12/13/2022
Agenda Item # or Public Comment: 6
State your position below: Neutral

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Maxwell, Sue

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Email: kenmccrayjr@yahoo.com
Agenda Date: 12/13/2022
Agenda Item # or Public Comment: 6
State your position below: Oppose

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