

Ann Edwards, Director

County of Sacramento, Department of Human Assistance
Biographical Profile

Ann Edwards has been Director of Human Assistance for the County of Sacramento Department of Human Assistance since June 2014. She is responsible for the day-to-day operations of a Department comprised of over 2200 employees and a budget of over \$634 million with oversight of key programs including homeless and eligibility. Her key focus areas now are the Service Delivery Redesign for all bureaus with an emphasis on enhanced customer service and experience, as well as the Department-wide training in the Pacific Institute Investment in Excellence program to refine and develop organizational performance and structure, as well as enhancing organizational culture.



Previous to returning to Sacramento County, Ann was Director of Health and Social Services in Solano County where she was responsible for a Department comprised of five Divisions, over 1200 employees and a budget of over \$280 million. Prior experience with Sacramento County included serving as Chief Deputy County Executive for Countywide Services, where she was responsible for executive leadership and budget and policy analysis for Countywide Services Departments including: Health and Human Services, Human Assistance, Child Support Services, Environmental Management, Public Defender, Conflict Criminal Defender, Voter Registration and Elections, Agricultural Commissioner and Sealer of Weights and Measures, and the Office of the Coroner; as liaison with Probation, First 5 Sacramento Commission, and In Home Supportive Services Public Authority; as First 5 Commissioner; and as an Executive Committee Member of the Community Corrections Partnership Committee, as well as Chair of the Workload Policy Board.

As Director of Health and Human Services, Ann oversaw five divisions and over 1,800 employees, a budget of \$550 million and over 500 contracts. In that capacity, Ann successfully re-designed mental health service delivery and brought on psychiatric health facilities and additional Federal revenue; led the reorganization of Child Protective Services (CPS); reduced staff by over 30% and improved outcomes in critical areas; re-designed In Home Supportive Services (IHSS) to contain provider payments costs; established an independent Quality Assurance Section and developed and instituted a Quality Assurance Policy for investigating death, near death, and critical incident cases; worked closely with law enforcement on high risk, high profile cases; oversaw implementation of a new Information Technology system for tracking and billing mental health services and hired key personnel including Public Health Officer, Deputy Directors for Behavioral Health Services, Child Protective Services, Primary Health Services, Departmental Administration, and Division Chief for Senior and Adult Services.

Ann is experienced in speaking before the Board of Supervisors, other elected officials and large community groups with an approach combining conceptual and practical components. She has chaired many Boards and Committees in the field of social services.

Ann was Educated at California State University in Sacramento where she obtained her MS in Counselor Education and her BA in Social Work.