



COUNTY OF SONOMA

575 ADMINISTRATION
DRIVE, ROOM 102A
SANTA ROSA, CA 95403

SUMMARY REPORT

Agenda Date: 4/14/2026

To: Board of Supervisors

Department or Agency Names: Human Services, Health Services, and Child Support Services

Staff Name and Phone Number: Angela Struckmann, 707-565-5800; Gigi Mertle, 707-565-4140; Nolan Sullivan, 707-565-7901

Vote Requirement: Majority

Supervisorial District: Countywide

Recommended Action:

Adopt a Gold Resolution recognizing and celebrating the launch of Open Doors Mobile Services.

Executive Summary:

The Human Services Department, in collaboration with the Department of Health Services and Department of Child Support Services, is launching Open Doors Mobile Services to bring safety net services to Sonoma County residents who face geographic and other barriers to accessing services. Open Doors Mobile Services will be provided using two new outreach vans, in partnership with community-based organizations and other partners who will host the vans in priority locations across the county.

Discussion:

In March 2021, the Board adopted the County's Five-Year Strategic Plan, including the Resilient Infrastructure pillar, Goal 1, Objective 4, which calls for establishing resilient neighborhood/regional and satellite service centers, in order to improve equitable public access to services across the entire county. In alignment with this objective, the Board approved funding to purchase two mobile service vans to travel to areas of unmet need, including Sonoma Valley and North and West County, providing services to residents who may otherwise have difficulty accessing services.

In January 2025, the Human Services Department (HSD), the Department of Health Services and the Department of Child Support Services acquired two Mercedes Sprinter vans which have since been outfitted to provide mobile outreach services while ensuring compliance with all applicable safety, accessibility, and programmatic standards. The vans are designed to function as mobile offices, allowing County staff to deliver key services directly to communities across the county.

To guide implementation, staff convened a cross-departmental mobile services workgroup that met for approximately a year to coordinate planning efforts and develop this innovative service delivery model. Staff collaborated to determine the scope of services, staffing models, identification of community partnerships, development of a soft launch deployment schedule and service locations, and creation of a cohesive brand identity.

The name Open Doors Mobile Services builds upon the momentum of the Open Doors campaign launched in September 2025, which embodies the County's commitment to a "no wrong door" approach (Healthy and Safe Community Goal 1, Objective 3) to service access and delivery. During an initial soft launch phase,

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expected to begin near the end of April, mobile services will be provided to the community at a small number of predesignated partner agency sites. Additional locations will be added as mobile services delivery needs are evaluated and staffing capacity allows. A schedule of mobile services locations and hours of operation will be posted on opendoorssc.com and shared on the County's social media platforms.

Prior Board Actions:

02/07/2023: Received Strategic Plan annual update and approved Year 2 Strategic Plan funding recommendations

02/01/2022: Received Strategic Plan update and approved Strategic Plan Funding recommendations

03/02/2021: Approved Five-Year Strategic Plan (2021-2026)

FISCAL SUMMARY

Narrative Explanation of Fiscal Impacts:

Not applicable.

Narrative Explanation of Staffing Impacts (If Required):

Not applicable.

Attachments:

Resolution

Related Items "On File" with the Clerk of the Board:

Not applicable.