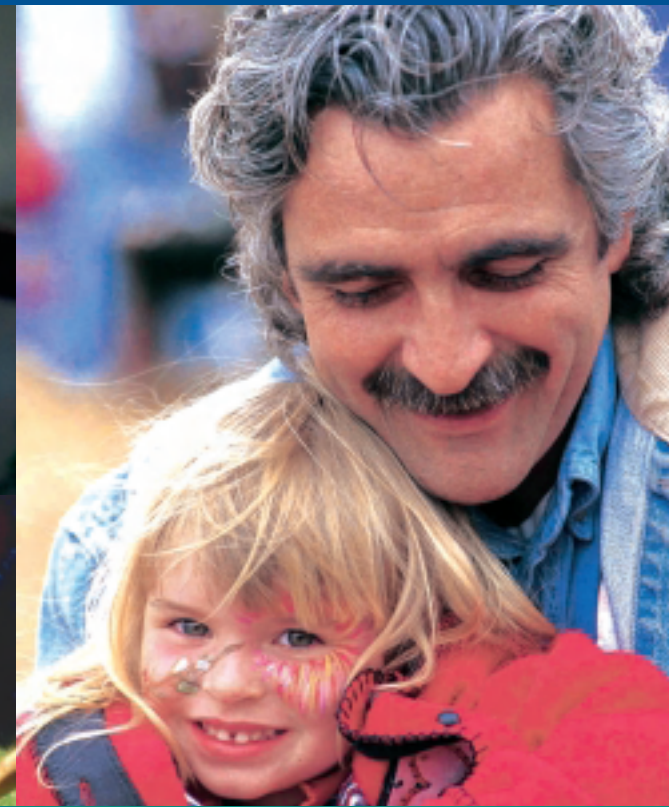




**STANISLAUS COUNTY
COMMUNITY SERVICES AGENCY**



Sponsored by the Stanislaus County Board of Supervisors

**REPORT TO THE COMMUNITY
NOVEMBER 2004**



Stanislaus County Community Services Agency Mission

*To build a stronger community,
CSA works with the people of Stanislaus County
to help with a safe place to live,
access to food, health care,
and opportunities to work.*

- Access Personnel*
- Area Agency on Aging*
- Area Hospitals and Clinics*
- Behavioral Health & Recovery Services*
- Bethany Christian*
- California State University, Stanislaus*
- Center for Excellence*
- Center for Human Services*
- Central Baptist Church*
- City of Hughson*
- City of Modesto*
- City of Turlock*
- Court Appointed Special Advocates (CASA)*
- Department of Employment and Training*
- Employment Development Department*
- Evans Communication*
- Family Connections*
- Family Partnership Program*
- Foster Family Agencies*
- Foster Parent Assoc. of Stanislaus County*
- Haven Women's Center*
- Health Services Agency*
- Housing Authority*
- Hughson Medical Clinic*
- Hughson School District*
- Job Club Center*
- Kelly Services*
- Ministerial Association*
- Modesto City Schools*
- Modesto Junior College*
- Modesto Police Department*
- Neighborhood Connections*
- Parks and Recreation*
- Probation Department*
- Regional Occupation Programs*
- Residential Treatment Centers & Group Homes*
- Services Children's System of Care*
- Stanislaus County Office of Education*
- Stanislaus County Sheriff's Department*
- Stanislaus Literacy Center*
- U.C. Davis Cooperative Extension*
- United Samaritans Foundation*
- Vocational Rehabilitation Services*

CSA Working with the Community

In an effort to make services easily accessible to customers, the Community Services Agency collaborates with many local organizations and agencies.

We would like to acknowledge and thank our many partners and the Stanislaus County Board of Supervisors for their guidance, participation and strong support of our programs.

Listed on the left are a few of our partners with whom we work to develop and provide services that promote and maintain the health, safety and well-being of Stanislaus County's children, adults and families.

*What lies behind us and what
lies before us are small matters
compared to what lies within us.*

Ralph Waldo Emerson



Director's Message

Hi. I am Ken Patterson, Director of the Stanislaus County Community Services Agency (CSA). With nearly 900 staff in seven locations, serving over 120,000 citizens each year, we are the largest social service organization in Stanislaus County. The vision of Stanislaus County is "striving to be the best county in America". That's a pretty high goal for an organization. The words of that vision convey much more than ambition. Behind those words is a strong regard for the people we serve and pride in how we serve them.

CSA can trace its "roots" to the history of people helping people. The traditions of helping others, particularly the poor, the sick and young children are found in all cultures and faiths. It wasn't until the last half of the last century that government played a significant role in meeting the needs of the poor and vulnerable. Since the 1960's there has been a dramatic growth in the number and scope of social services. The growth in government programs accompanied the recognition that churches and charities could not do the job alone.

Today, there is an interesting reversal as government recognizes that it cannot meet all of the needs of its citizens. Our success is based on the quality of partnerships we have made with churches, charities and other community agencies. CSA has over 60 separate funding sources, each designed to help a defined group. Helping others has become complex. Our challenge is to take these funding sources and organize them in a way that makes them accessible and understandable to the community and our customers. We are at our best when we take out the complexity of the program, and the customer just remembers the help they received.

The staff of CSA are recognized as some of the best in the state in doing their job. They are consistently recognized by their peers for quality work. Together we are happy to present a report on our progress.




Ken Patterson, MSW, Director

Stanislaus County Board of Supervisors



Thomas Mayfield
District 2



Ray Simon
District 4



Pat Paul
District 1



Jeff Grover
District 3



Paul Caruso
District 5



CUSTOMER AND COMMUNITY FOCUS

- \$30 million in Food Stamp benefits issued each year
- Customers utilizing the Food Stamp Program have an increased opportunity to obtain good nutrition
- Local grocers have increased sales
- With the use of EBT, the Food Stamp Program is more customer friendly
- Customers no longer need to carry sums of Food Stamp coupons with them
- Using EBT at grocery checkout is quicker, easier and more anonymous

Food Stamp Program

Stanislaus County's Food Stamp Program is designed to promote the general welfare and to safeguard the health and well-being of the community's population by raising the levels of nutrition among low-income families, children, adults, and the elderly. Food Stamp benefits help to enhance nutrition by stretching the customer's food dollar at the grocery store.

In April, 2003, the Community Services Agency made the transition from using an outdated paper and coupon method to using the Electronic Benefits Transfer (EBT). To prepare for this new technology, staff converted the case data of 10,427 households. In order to prepare and train all households using Food Stamps in Stanislaus County, staff delivered 310 EBT classes in ten different languages over a period of 19 days.

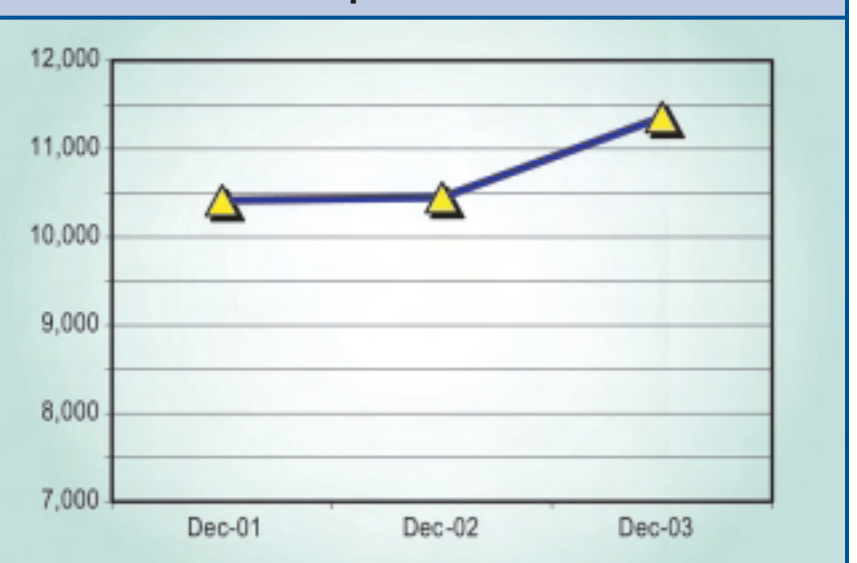
The use of EBT has updated our business technology, streamlined the food stamp process, increased service efficiency to our customers, and has enabled them to conduct their shopping transactions with the ease of swiping an ATM card when they purchase their groceries.

Eligibility for this program is based on the customer's income, property, and number of eligible members in the household. Food Stamp benefits are calculated and issued each month. As long as the household remains eligible for the program, new benefits are deposited in the EBT account each month. Customers using the EBT system report liking the convenience and privacy it affords them at the checkout counter.

An average of 10,769 households use Food Stamps every month. The number of households represent 32,395 people in our community who were able to obtain nutrition through the Food Stamp Program.



Food Stamp Cases 2001 - 2003



Child Welfare Services

Child Welfare Services are provided to protect children who are at risk of abuse or neglect from someone within their home. Child Welfare Services responds to allegations of abuse or neglect and works with families, communities, service providers, foster parents, and the courts to ensure the safety and well-being for the children within our county.

Child Welfare Services offers multiple community services, which include: Child Protection, Family Maintenance, Family Reunification, Foster Care, Adoptions and two special programs, Family to Family and Families in Partnership.

The child abuse and neglect reporting line is staffed seven days a week, twenty-four hours a day and receives an average of 1,900 calls every month. In 2003, 15,826 children were referred as possible victims of abuse or neglect. Over three thousand families and a total of 9,696 children received emergency response services. These emergency services are often referred to as Child Protective Services or CPS.

Child Welfare Services use **Family Decision Meetings (FDM)** or **Families And Community Team (FACT)** meetings that utilize multi-disciplinary

teams along with family and community involvement in an effort to make the

best decisions for children. These processes help children remain safely within their own family and community whenever possible, thereby reducing the trauma of removing children from their home and neighborhood. Services that maintain and strengthen families are offered for a 12-month period.

Families in Partnership is a multi-disciplinary team that provides intensive home-based services to families where drug addiction, neglect, and other issues need treatment over time. The goal is to keep children from being removed from their parents and placed into a foster care

setting. Child Welfare Services successfully maintains children with their family at twice the rate of the statewide average. When it is determined children cannot remain safely within their own home, they are placed with a relative or foster care home and services are provided to reunite them with their family.

If **Family Reunification** is not possible, an alternative such as adoption or guardianship is sought.



Safety and well-being of children are the paramount considerations for Child Welfare Services.

MAKING A DIFFERENCE

Child Welfare Services helps by:

- Educating the community in an effort to reduce child abuse and neglect
- Providing services to strengthen at-risk families so that children may safely stay within their own home and community
- Facilitating over 250 family meetings to explore strengths of the family, extended family and the community, to make safe decisions for children
- Partnering with youth, parents, community leaders, and service providers to improve service delivery and develop neighborhood resources so that children who must be removed from their parents may remain close to their school, neighborhood and extended family supports

CHILDREN AND FAMILIES SERVED IN 2003

- 15,826 children were referred to the Child Protection hotline regarding possible abuse and neglect
- Over three thousand families and a total of 9,696 children received Child Protection Services
 - Family Maintenance and Families in Partnership services were provided to approximately 900 children and their families
- An average of 300 children and their families receive voluntary services each month
 - Out-of-home placement of children is 4.5 per 1,000 as compared to the statewide average of 9 per 1,000 children

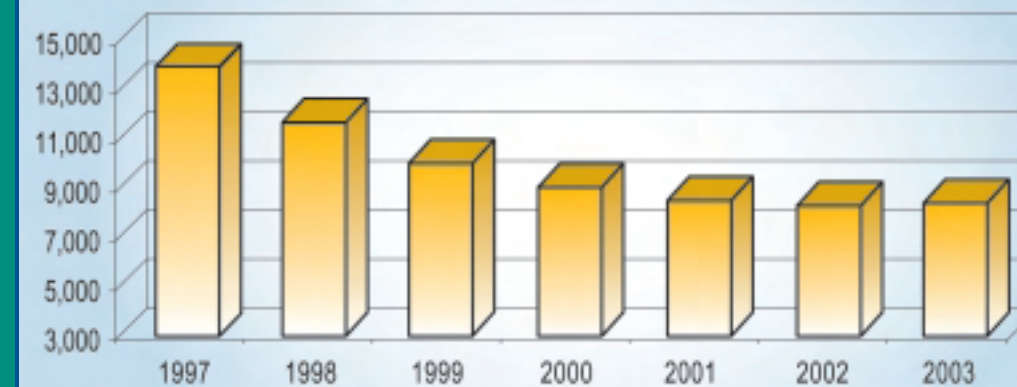
Transitions to Self-Sufficiency

In Stanislaus County, CalWORKs and Refugee Cash Aid Assistance Programs offer customers the ability to maintain their household and keep their family together while working towards self-sufficiency. These programs are time-limited and are intended to be a temporary respite for families who are experiencing difficult financial times and who have no other resources to rely upon. Cash assistance allows these families to maintain housing, pay utilities, purchase clothing, school supplies, and other necessities for living.

Since 1997, with the passage of Welfare Reform legislation, CalWORKs in Stanislaus County has experienced a 41% decrease in the number of cases being served. Currently, the Temporary Assistance to Needy Families (TANF) program provides cash aid to an average of 8,812 families in financial crisis, each month.



CalWORKs Cases (1997 - 2003)



OTHER CSA PROGRAMS SERVING STANISLAUS COUNTY

- **Cal-Learn Program**
Provides fiscal incentives and disincentives as well as case management and supportive services to encourage teen parents to stay in or return to high school or an equivalent program in order to earn a diploma
- **Recurring Special Needs Program**
Provides a small amount of cash assistance in addition to the TANF grant to persons with costs for special needs such as a therapeutic diet, pregnancy, special transportation, special laundry, employment of a caretaker, special telephone or equipment services, etc.
- **Homeless Assistance Program**
Provides cash assistance to apparently eligible TANF families to meet the reasonable costs of securing permanent housing and is also available to meet the cost of temporary shelter while the family is seeking permanent housing. Benefits are limited to once in a lifetime

Adoption Services

Adoption services are provided for children who are unable to remain with their birth parents and can benefit from new and permanent family ties. The purpose of the Adoption Program is to provide children living in a temporary situation such as foster care, a permanent legal family.

The Stanislaus County Community Services Agency Adoption Program recognizes that adoption is a lifelong process and therefore, provides additional services to the families, such as: "roots" biographical information, adoption support groups, an adoption camp for families, and referrals to search and reunion organizations. In addition to these services, CSA also provides the Adoption Assistance Program (AAP). This program helps families who adopt children with special needs. AAP provides assistance payments and Medi-Cal benefits to the adoptive children. Without this assistance, many families would not be able to provide the needed ongoing support to their adopted children. Stepparent adoption services are also provided by the Adoption Program.

The annual budget for the Adoption Program and its supportive services is \$687,114. Adoption assistance was provided in excess of 7 million dollars in 2003.



Camp A.L.W.A.Y.S... A VERY SPECIAL PLACE

Camp A.L.W.A.Y.S. provides a quality, no-cost camping experience, rich in learning and experiential opportunities for adopted children and their parents. The camp is located high in the Sierras. Families built through special needs adoption can come together and experience five days of respite, recreation, informative classes, and FUN! 2003 was the second year of Camp A.L.W.A.Y.S. On November 6, 2003, Camp A.L.W.A.Y.S., a collaboration between CSA, AASK (Adopt A Special Kid) and the U.C. Berkeley Alumni Association's, Lair of the Golden Bear, received the U.S. Department of Health and Human Services, Adoption Excellence Award.

PROGRAM HIGHLIGHTS IN 2003 ADOPTIONS

- 117 foster children became members of a permanent family through adoption
- 110 home studies were completed for prospective adoptive families
- 165 family members attended and were served by the award winning Camp A.L.W.A.Y.S.

ADOPTION ASSISTANCE PROGRAM (AAP)

- 854 adoptive families received adoption assistance every month



Adult Protective Services

Adult Protective Services (APS) plays a vital role in providing safety and protection to Stanislaus County's elders and dependent adults who are at risk of physical abuse, neglect and/or financial exploitation. Over the last decade, calls to the 24-hour Adult Protection Emergency Response hotline have been steadily increasing.



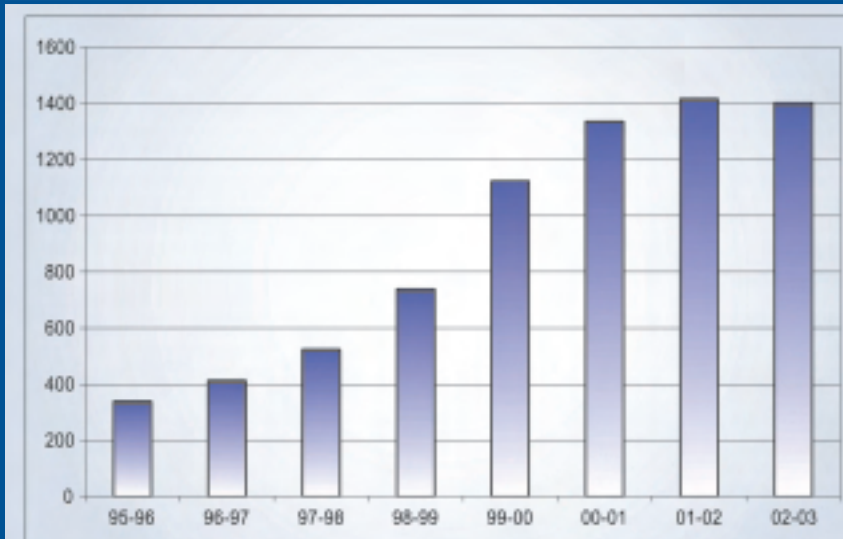
APS may receive calls from individuals requesting help for themselves or from those requesting intervention on behalf of someone else.

Once a call is received, an Adult Protective Services Social Worker investigates the situation. With the customer's permission and cooperation, APS then moves forward with the goal of immediate safety for the customer, and in many cases, an ongoing plan which helps the customer maintain a safe living situation. Strategies may include, removing the abuser from the home, obtaining emergency shelter for the customer, ongoing coordination of additional community services, respite care, obtaining In-Home Supportive Services (IHSS), or enlisting the help of Multi-Purpose Senior Services Program (MSSP).

In providing advocacy and protective services to its customers, APS works with many agencies and community organizations such as: Stanislaus Elder Abuse Prevention Alliance, Stanislaus County District Attorney's Office, law enforcement, California Rural

Legal Assistance, Valley Mountain Regional Center, Behavioral Health and Recovery Services Senior Access Team, Catholic Charities, Area Agency on Aging and hospitals. APS also works with many of these same partners to educate and raise awareness of adult abuse issues in the community. Beyond working with the individual customers and when appropriate, a customer's family, APS provides community outreach and Adult Abuse Education to hospital staff, fire departments, emergency medical technicians, Stanislaus County emergency dispatch, bank staff and the community at large through public events. Adult Protective Services has served 1,403 elders and dependent adults this past fiscal year.

Stanislaus County Adult and Elder Abuse Investigations
(F/Y 95/96 - 02/03)



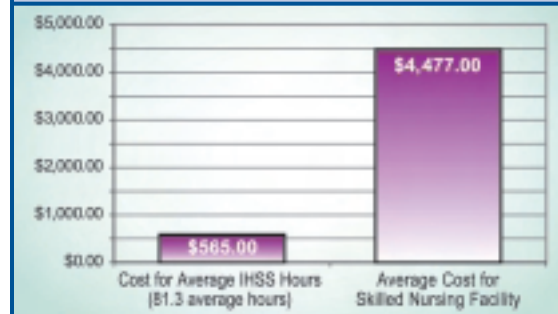
In-Home Supportive Services

In-Home Supportive Services (IHSS) provides a variety of services to aged, blind, or disabled individuals in their own home. With homemaker provider support through IHSS, elderly and dependent adults, those from a non-severely impaired status to many who are severely impaired, are able to maintain their quality of life, live safely and independently in their own home and therefore, able to avoid the considerably higher cost of institutionalization.



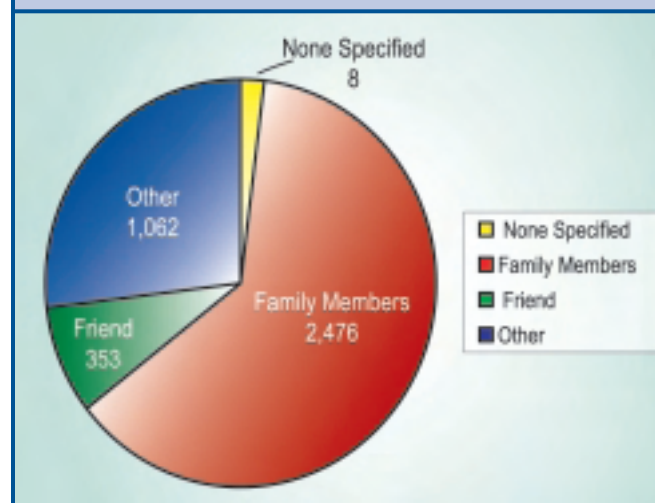
The average number of hours per month per IHSS customer totals 81.3 hours. These hours are for the customer's physical care and household chores that they are unable to perform for themselves. The homemakers who serve the dependent adult and elderly customers are county employees. 64% of the homemaker providers who serve IHSS customers are family relatives. IHSS is a state and federally mandated program. Individuals who apply for and meet the eligibility criteria for the program, are served.

2004 IHSS Cost for Average Hours vs. Average Cost for Skilled Nursing Facility



3,800 homemakers, known as "providers", are employed by the IHSS program

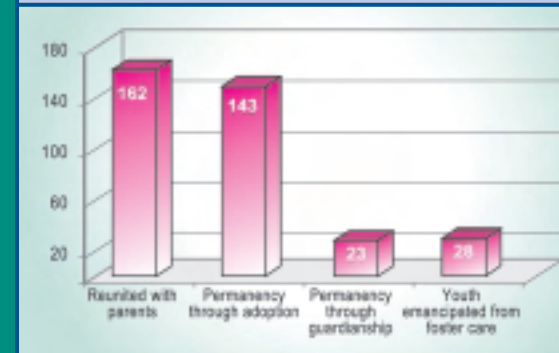
2003 IHSS Provider Relationship



Foster Care Program

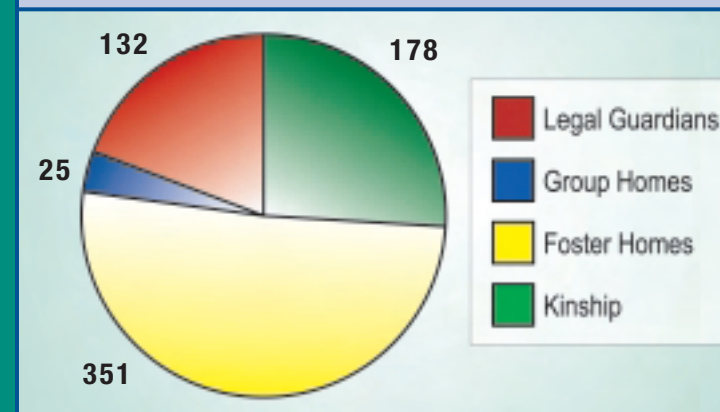
The Foster Care Program provides a safe alternative while families work to restore their capacity to safely care for and nurture their own children. Abused and neglected children have many special needs. Foster care provides services designed to meet the physical, developmental, educational, and mental health needs of these children. Children may be returned home to a safer, healthier environment, or when this is not possible, foster care assists in the development of an alternative permanent family. As children grow up, their chances for success are greatly improved when they have been provided with a safe, permanent family who has nurtured their growth and development and has supported them in their transition to adult living.

Children Who Left Foster Care in 2003



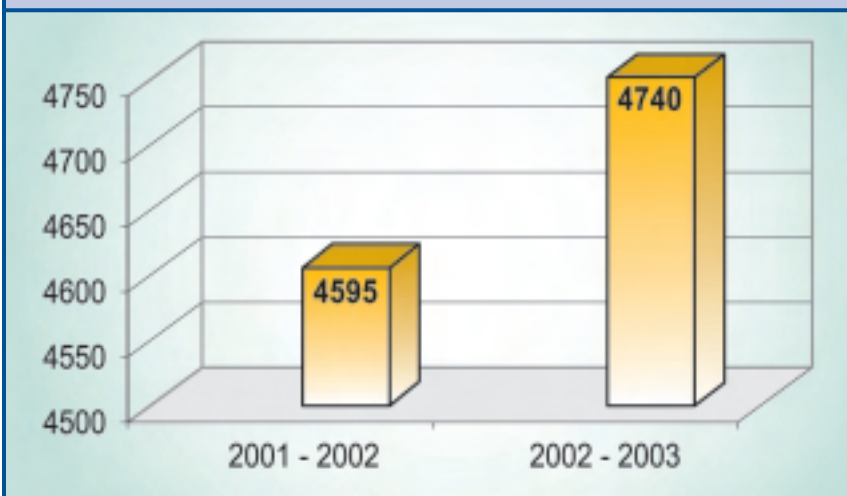
Foster care is a partnership of caregivers, social workers, the courts, mental health and public health professionals. The purpose is to provide a safe and nurturing environment, usually in a family setting, for children removed from their homes. For youth whose emotional and behavioral needs require it, foster care can provide therapeutic support and services within the foster care setting. Foster care assistance payments and Medi-Cal are provided to help caregivers meet the needs of foster children in their care.

Children in Out-of-Home Care in Year 2003 (Number of Children and Types of Placement)



Relatives of the youth are the preferred "foster care" placement for all children. A relative's home must be approved to meet the same safety standards as a licensed foster home. New laws within the past few years have allowed foster children to be placed not only in licensed foster homes and with approved relatives, but also in an approved home where the child has a "family-like" relationship, such as with a close family friend, neighbor or god-parent. Siblings are placed together whenever possible, and regular visitations between parents, children, and extended family members occur to maintain family bonds. When children cannot be returned safely to their parents, the goal for the child in foster care changes from reunification to adoption, guardianship or the development of a permanent lifelong family connection for the child.

IHSS Customers Served (F/Y 01/02 - 02/03)



\$29,483,406 is returned to the community in the form of IHSS wages paid to the providers who work for the IHSS customers



Children who are 16 years of age or older in foster care also receive Independent Living Skills Program services to prepare them for emancipation. These services include educational, vocational, and employment assistance as well as daily living and self-development skill-building. Adults or families may apply to become licensed or be approved as "resource families" for foster children by contacting the Stanislaus County Community Services Agency. CSA's Foster Care Services are accessible to parents by entering into a voluntary agreement with Stanislaus County Child Welfare Services or through a Juvenile Court order. During 2003, 162 children in foster care were reunified with their parents, 143 achieved a stable permanent legal family through adoption, 23 children achieved permanency through legal guardianship, and 28 youth emancipated from foster care.

Welfare-to-Work

Adults who receive cash assistance through the CalWORKs Program are required to participate in work related activities that will lead to self-sufficiency. The Welfare-to-Work Program is designed to assist customers in obtaining skills that will lead to employment, increased earnings and sustained self-sufficiency.

The program helps the customer to identify his or her strengths and works with the customer to develop a step by step action plan that will lead to employment.

The services focus on job search, work experience, training and skill building. Opportunities available in the area of training include vocational training, job skill development, literacy enhancement (language and math skill development), English as a Second Language (ESL classes), and Adult Basic Education (ABE classes) leading to the attainment of a High School Diploma or General Education Diploma (GED). Customers may also participate in a specialized program that identifies needed accommodations as a result of a learning disability. In addition to employment focused services, the Welfare-to-Work program works with partners such as the Behavioral Health and Recovery Services and the Haven Women's Center to provide mental health, drug, alcohol, and domestic violence counseling services. Supportive service payments are available to customers who are enrolled in the Welfare-to-Work Program. Supportive service payments may be provided to customers for transportation, clothing, shoes/work boots, tools, books, child care, uniforms, licenses, and other individual needs related to employment or training. An average of 5,148 customers per month were enrolled in the Welfare-to-Work Program during fiscal year 2002/2003.

WELFARE-TO-WORK: PREPARING A STRONG WORKFORCE FOR THE COMMUNITY

- *An average of 1,300 adults per month were employed in 2003*
- *2,888 adults actively participating in the Welfare-to-Work Program obtained employment during fiscal year 2002/2003*
- *851 CalWORKs cases were discontinued due to an increase in earnings from employment*
- *An average of 151 customers participated in Vocational Training each month*
- *An average of 660 customers participated in Community Services each month, developing and/or updating existing job skills through on-the-job experience*
- *An average of 370 customers received mental health, alcohol, drug, and domestic violence counseling services each month*

Community Services Agency Working for You

Stanislaus County is located in the northern part of the San Joaquin Valley in Central California, about 90 miles from the San Francisco Bay Area. Community Services Agency (CSA) serves nine cities in Stanislaus County: Ceres, Hughson, Modesto, Newman, Oakdale, Patterson, Riverbank, Turlock, and Waterford. In order to reach our customers, outstations staffed with Family Services Specialists and Social Workers are located throughout the county. CSA also provides services in the customer's home and in area hospitals and clinics.

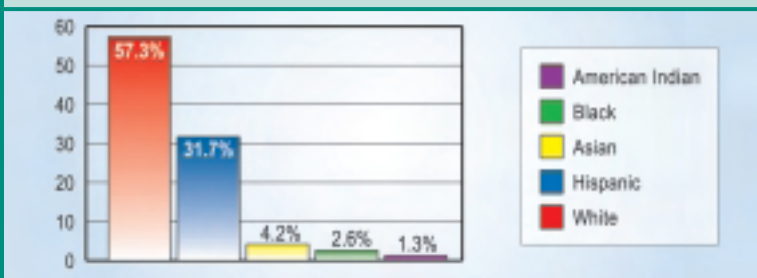
Stanislaus County is home to nearly 500,000 people. Population projections estimate that by the year 2020, Stanislaus County will be home to over 712,000 residents.

CSA currently provides services to approximately one out of every four residents in the county. These programs and services include Temporary Assistance to Needy Families (TANF), Welfare-to-Work, Medi-Cal, Food Stamps, Child and Adult Services. The programs are supported by local, state and federal funding.

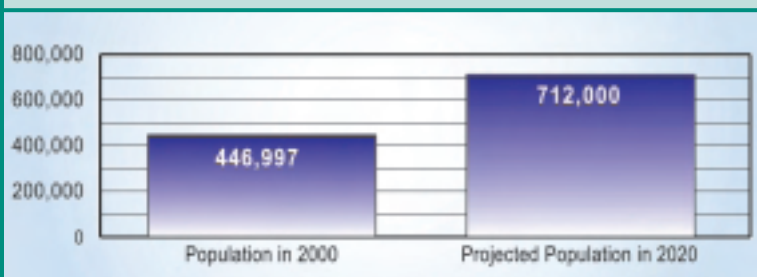
CSA uses a strength-based approach that involves the family, community partners, and faith-based organizations who come together with ideas, resources and expertise to

offer social services that will assist families in achieving basic needs such as safety, access to food, health care, mental health, domestic violence and substance abuse counseling services. CSA also assists in providing the family with job training, job search and supportive services while the family works to become self-sufficient.

Stanislaus County Population by Ethnicity (Census 2000)



Stanislaus County Population Trends Through 2020



1. County Snapshots, CA. EDD, Labor Market Information Division
2. U.S. Census Bureau, State and County QuickFacts

BEYOND BORDERS

CSA moves beyond its borders to assist, teach, partner, and learn from other organizations from around the globe. Last year:

- TANF staff met with and presented CSA's Welfare Reform Implementation Process to visitors working for a social services agency as far away as Australia
- Dignitaries from the Mexican Consulate joined CSA in the signing of a Memo of Mutual Understanding, agreeing to combine efforts to serve children of Mexican citizenship, who needed help and found themselves within our county's borders
- In an effort to enhance service delivery to our Hispanic community, five staff were selected to travel to Aguascalientes, Mexico. There they were able to observe and benchmark services offered by the Department of Social Services, Domestic Violence, Family Services and placement of children in the custody of Child Protective Services

INNOVATION AND LEADERSHIP

- In April 2004, Stanislaus County CSA was one of the first agencies in the state to "go live" with the new state mandated computer system known as the C-IV project
- CSA was chosen as one of six pilot counties in California to undertake, develop, and implement the beginning stages of Child Welfare Services Redesign focusing on prevention of child abuse and permanency for children
- Families In Partnership and the Turlock Project received the California State Association of Counties (CSAC) Merit Award for innovation
- Camp A.L.W.A.Y.S., a collaboration between CSA, AASK (Adopt A Special Kid) and the Lair of the Golden Bear, received the Adoption Excellence Award, from the U.S. Department of Health and Human Services, Children's Bureau



Access to Health Care Medi-Cal Program

Medi-Cal, nationally known as Medicaid, is a publicly funded health care program. It is the main source of health care insurance for low-income residents. In addition, Medi-Cal helps to reduce the number of uninsured individuals in the community.

Medi-Cal gives its customers an ability to access health care services, which might not be otherwise possible. The Medi-Cal program provides health insurance coverage and long-term care services to 1 in 6 Californians under age 65, paid for 42% of all births in the state in 2000, and brought in nearly \$17 billion in federal revenues to California in FY 2003, which was paid to health plans and health care providers¹.

In Stanislaus County, 24% of all residents are covered by Medi-Cal. In 2002, the community clinics in the county served 37,600 patients and provided 109,100 visits, which brought in total revenues and spending of \$11.7 million and \$11.8 millions respectively.² In the same year, Stanislaus County hospitals provided 354,700 inpatient visits, 427,200 outpatient visits, and 160,000 emergency room visits, at a total cost of approximately \$573.2 million³.

In 2002-2003, a monthly average of 95,216 customers in Stanislaus County relied on Medi-Cal as their healthy care insurance for both preventive and emergency care. Currently, customers can access the Medi-Cal Program by applying at Community Services Agency at the main office on Hackett Road in Modesto, visit the branch office in Turlock, or one of two outstation offices in West Modesto and Hughson. Community Services Agency staff also visit hospitals and clinics throughout the county to assist in taking applications from those wanting to obtain Medi-Cal for themselves or their family. Medi-Cal offers a myriad of programs and services primarily to families or adults with minor children up to age 21, pregnant women, or individual adults who are aged, blind, or disabled. Undocumented residents also qualify for certain restricted services.

Number of Medi-Cal Cases 1999 - 2003

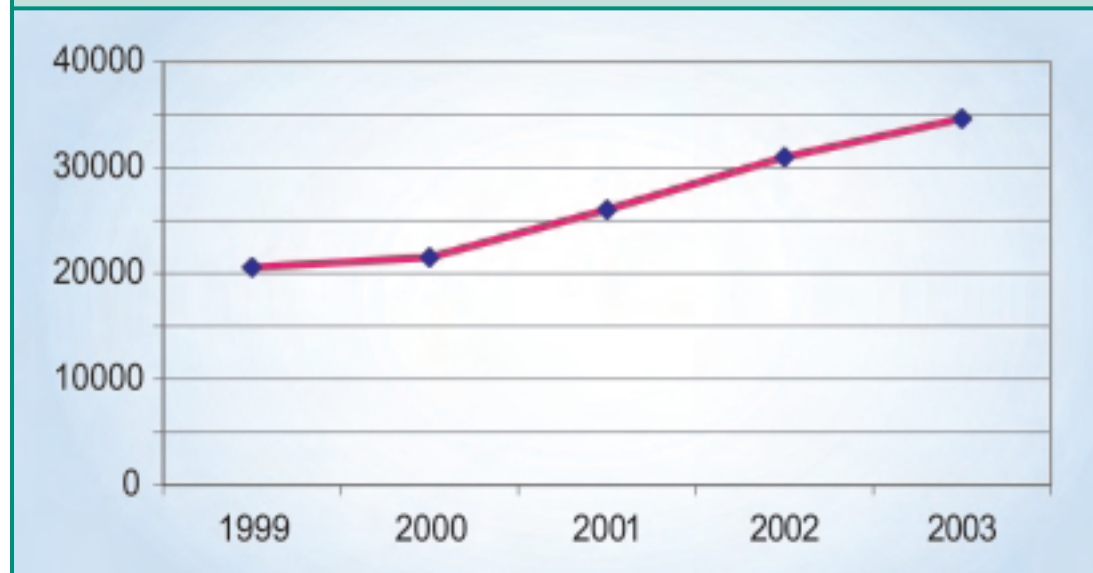


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¹ California Healthcare Foundation. Medi-Cal Facts and Figures - A Look at California Medicaid Program. January 2004
² Hickey, Megan. Overview of the Uninsured Stanislaus County 2003. Insure The Uninsured Project. Page 2
³ Hickey, Megan. Overview of the Uninsured Stanislaus County 2003. Insure The Uninsured Project. Page 5