

Stanislaus County Community Services Agency



Report to the Community
2005

Message from the Director...

Thanks for taking a few minutes to read the Community Services Agency (CSA) report for 2005. We have tried to capture the highlights and challenges we have experienced in serving over 120,000 citizens of Stanislaus County.



There are three reasons that we have made strong progress on achieving our mission in 2005. First, we are grateful for the spirit of giving and volunteerism that sustains the many non-profit and faith based organizations in Stanislaus County. Our ability to partner with them and other public agencies is a key element in getting the job done. Second, we are grateful for the caring employees who work at CSA. They bring their skills, understanding and compassion to work every day. Third, we are grateful for the customers who trust us to assist them with their social service needs. It often becomes necessary for them to discuss personal, private and sensitive matters with our staff. We value the confidence they place with us.

Our report is organized around the progress we are making on the seven objectives of our Strategic Plan. Our cover resembles a pyramid and is intended to reflect the model we use to think about our work. Abraham Maslow developed a theory about what motivates human behavior.

He reasoned that people must have their basic needs for safety, shelter and food met before they could be successful in forming successful relationships, caring for others and developing a vocation that will make them economically self-sufficient. In Maslow's model the pyramid becomes symbolic of climb one must make to become self sufficient and independent. The base of the pyramid is having the basic personal needs met. The higher levels reflect addressing the challenges of making and maintaining family relationships and learning the skills that help a person become successful in the workplace.

We believe that CSA has effective services that help citizens at all level of their life journey and that promote their independence and self-sufficiency.

If you have questions about this report or CSA please contact us at the numbers on page 15 or write us at P.O. Box 42, Modesto, CA. 95353-0042.

Table of Contents

Director Message.....	2
Table of Contents.....	3
Protect at Risk Populations.....	4-5
Provide Access to Basic Needs for Living.....	6
Promote Personal Responsibility & Self-Sufficiency.....	7
Provide Excellent Customer Service.....	8
Practice Program & Agency Integrity.....	9
Promote Innovative, Effective Business Strategies.....	10-11
Be Recognized as an Asset to the Community.....	14
Information Page.....	15



#1- Protect at Risk Populations

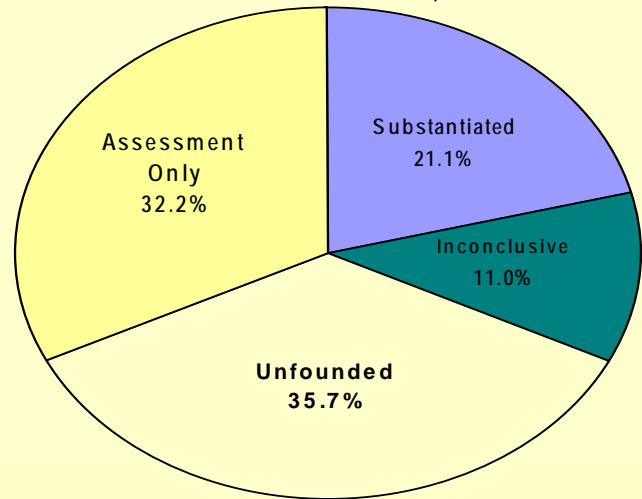
Protecting at risk populations ensures a safe and healthy community and is the top priority for the Community Services Agency.

Child and Family Services Intake

Mandated reporters and community members report suspected child abuse and neglect to our agency 24 hours a day. In Fiscal Year 04/05 the number of children with one or more referrals totaled 10,066. Disposition of those referrals is shown in the chart.

We have strong **Voluntary Family Maintenance and Family Preservation** programs to assist families whose children are at risk of abuse and neglect. These programs prevent many children from entering foster care and build strong, self-sufficient families within our community.

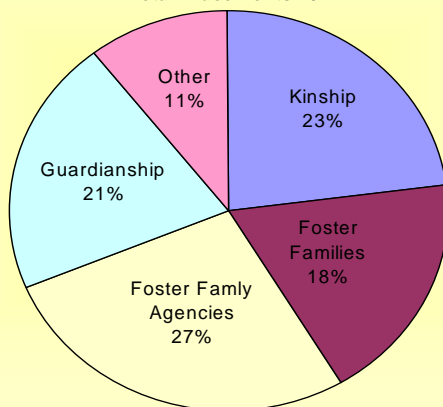
Child & Family Services Division
Statistics for Child Protection
Calendar Year 2004
Total Referrals - 10,066



The **Foster Care Program** provides a safe alternative while families work to restore their capacity to safely care for and nurture abused and neglected children.

- o Stanislaus County's foster placement rate is 1.6 children per 1,000. California's statewide average is 3.8 per 1,000.
- o In the past year, there was an average of 672 children in Foster Care placement in Stanislaus County; an almost 7% decrease from the prior year.

Child & Family Services Division
Foster Care Placement Type
Calendar Year 2004
Total Placements - 671



Stanislaus County now uses "family finding" techniques for children in foster care. Internet research helps identify relatives and other committed adults for youth in the foster care system. In less than a year, Stanislaus County has found relatives and other "lifelong connections" – adults committed to enduring relationships – for 200 foster youth. Many of these adults have agreed to have the foster youth placed in their home and some agree to guardianship or adoption of the child.

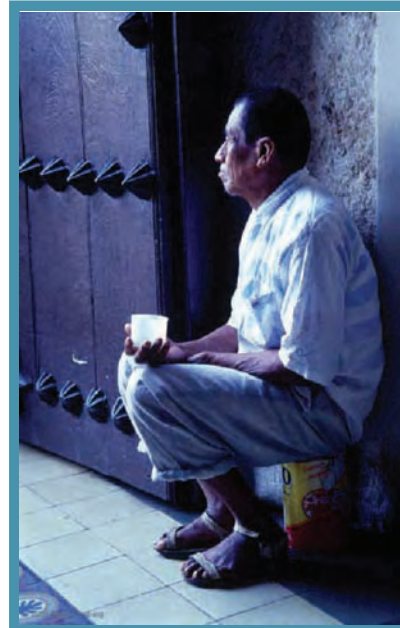
ADULT PROTECTIVE SERVICES



Adult Protective Services provides safety and protection to Stanislaus County's elders and dependent adults who are at risk of physical abuse, neglect, and/or financial exploitation. As with Child and Family Services, mandated reporters and members of the community call in referrals to Adult Protective Services. In addition, individuals may request help for themselves.

HOMELESS POPULATION

The Community Services Agency administers two programs for qualified families that lack a permanent nighttime residence. The homeless programs are Temporary Shelter and Permanent Housing Assistance. In F/Y 04/05 Stanislaus County aided a monthly average of 58 families (481 days) for temporary shelter and 22 families for permanent shelter.



**Adult Protective Services
Emergency Response for Fiscal Year
04/05 was 1631.**



Public Authority - Linked Care of Stanislaus County became operational on December 9, 2004 as a result of the agreement reached with the United Domestic Workers in August 2004. The PA's purpose is to serve as a mechanism to:

- ◆ Draw down additional State funding for In Home Supportive Services provider wages
- ◆ Serve as Employer of Record for labor relations
- ◆ Operate a registry of qualified providers
- ◆ Conduct background checks on providers
- ◆ Conduct training for consumers and providers

#2 - Provide Access to Basic Needs for Living

**F/Y 04/05 Monthly Average
Medi-Cal Active Persons
69,046**

MEDI-CAL, nationally known as Medicaid, is a publicly funded health care program intended to protect and improve the health of all Californians. It is the main source of health care insurance for low-income residents in Stanislaus County. Based on a recipient's income Medi-Cal may cover all medical costs for an individual or may cover the balance after a share of cost is met.

FOOD STAMPS is a federally-sponsored program administered by the County that assists low-income households with purchasing food. The amount of food stamp benefits is based on the number of eligible persons in the household and their income.

**F/Y 04/05 Monthly Average
Food Stamp
Active Cases = 14,242
Active Persons = 38,262
Issuance Value = 3.5 m**

**F/Y 04/05 Monthly Average
General Assistance Active
Persons 338**

GENERAL ASSISTANCE is a county funded cash program for eligible adults and children who are not eligible for State or Federal cash assistance. The majority of General Assistance recipients are pending approval of Social Security Disability payments.

IN HOME SUPPORTIVE SERVICES - IHSS provides personal care and domestic services for elderly or disabled individuals and allows them to stay in their homes rather than in costly and less desirable placement facilities.

**F/Y 04/05 Provided for 5,192 customers
to employ approximately 4,000 providers.**

CalWORKS CASE INFORMATION FOR F/Y 04/05

CalWORKs provides temporary financial assistance to low or no income families who apply for and are eligible to receive benefits.

- Average Cases aided = 9,187; total persons = 21,959
- Caseloads increased by approximately 4% over prior fiscal year
- Average number of monthly applications = 709
- Expenditures for aid paid = \$4,948,967
- Average monthly grant paid to two parent families = \$639.45 per month and \$526.17 for all other families
- Average family size of 3.8 persons for two parent families and 2.2 persons for all other families



Special Programs Available to Welfare-to-Work Participants

Child Care services allow participants to attend work or training programs, job search, or maintain employment. In FY 04/05 Stanislaus County paid \$7,775,957 in child care costs for eligible families, averaging 1,426 families and 2,713 children per month.

The Learning Disabilities Program provides specialized attention and support to customers who have a learning disability. Customers receiving this assistance are more successful in their work activities which may include vocational training, educational classes, job search

activities, job placement, and employment. In April '05 the Learning Disabilities Team was honored by the Modesto Junior College American's with Disabilities Act Committee for "treating all people with dignity and respect equally, irrespective of disability."

Welfare-to-Work Program

Adults receiving financial assistance through the CalWORKS program are required to participate in Welfare-to-Work activities designed to assist them in obtaining skills that will lead to employment.

The following Welfare-to-Work activities report significant increases in participation during the December '04-January '05 period:

Unsubsidized Employment	+46%
Self-Employment	+64%
Vocational Training	+54%
Job Search/Job Readiness	+67%
Adult Basic Education	+29%
Mental Health Services	+90%
Substance Abuse Services	+106%
Domestic Violence Services	+64%



Kim Hernandez and Kelly McDaniel

#3 - Promote Personal Responsibility & Self Sufficiency

#4 - Provide Excellent Customer Service

Integrated Services



California's CalWORKS/Child Welfare Partnership Project (Linkages) was implemented in 2000 to provide coordinated services to families. In 2005 the Community Services Agency implemented Integrated Services and Coordinated Case Planning for all CSA customers who participate in the Welfare- to-Work program and who also receive services from Child Welfare Services Voluntary Family Maintenance or Families in Partnership programs. Family Services Specialists, Social Workers, along with partners from Behavioral Health and Recovery Services, Haven Women's Center, and the Department of Employment and Training work together as a multidisciplinary team. These agencies provide services to families with a shared goal of self-sufficiency and child safety.

Stanislaus County has been showcased as a model for other California counties.

Outstation Locations:

Turlock – CSA

101 Lander Avenue - 664-8150

Family Practice Outstation

830-A Scenic Drive., Modesto - 558-4220

Hughson Outstation

2413 3rd Street - 558-4564

Riverbank Outstation

2201 Morrill Rd., Riverbank - 552-2401

Scenic Outstation

1014-A Scenic Dr., Modesto - 558-4820

Urgent Care Outstation

830-B Scenic Dr., Modesto - 558-7530

West Modesto Community Center

401 Paradise Rd., Bldg.F - 558-5142



Customer Comments

“Thank you for helping me feel that my home is my own. I once again feel safe in my home.”

Client whose family members had moved in, isolated her in her bedroom, and exploited her financially.

“I had the good fortune to work with [2 APS social workers]. It was a difficult case and they went out of their way to help. Our two agencies are often called upon to work together as a team. [The 2 social workers] clearly understand what a positive impact this can have on our community. I am proud to include them as part of my team here at SATT.”

BHRS Partner

“My caseworker is absolutely GREAT. Always very helpful, always returns calls promptly, and most of all she treats you with respect and care. It is like your case is her only one. Always willing to help and not feel like you are just “another number.”

“Community Services really helped me and my children, for I was a victim of domestic violence and I had no other resources, plus I attended domestic violence classes along with Parenting Trauma I & II classes, which were very helpful in our time of need. Thank you so much for the County’s support to all the needy families who really need your support.”

“My worker made me feel very welcome. Being homeless I was embarrassed to come in but she was very helpful and did not make me feel as though I was homeless or my standards not good enough. She treated me better and spoke to me better than I could imagine being treated especially being homeless. I thank my worker for making me feel like a person that mattered to her. Thank you. You’re great. Being new only 3 years to this area she made it feel more like it can be home.”

Community Outreach

The Community Services Agency participates in community outreach activities to educate residents about the Medi-Cal, Food Stamp, and Child Care programs. Making sure the community is informed improves the overall health and well being of the children and families in Stanislaus County.

Outstations

The Community Services Agency serves over 120,000 county residents each year. It is the largest social service organization in Stanislaus County with 890 staff. The main office is located at 251 E. Hackett Rd., Modesto, and outstations are located in



Modesto (4), Turlock (1), Hughson (1), and Riverbank (1). Customers benefit from the presence of services being located in their community because it provides them a convenient

and accessible location. Through collaborative partnerships with public and private agencies, the CSA is able to assist families and individuals with referrals to community resources or is able to connect them to a partner co-located at an outstation. Providing excellent customer service and delivering quality services to individuals and families demonstrates the efforts in support of the agency’s 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.”

The Special Investigations Unit (SIU) is a law enforcement unit within the Community Services Agency that is responsible for investigating the TANF, Food Stamp, General Assistance, and Child Care programs. The mission of the Special Investigations Unit is to



enforce program and agency integrity through awareness, detection, and prevention of fraud while promoting personal accountability through recovery and prosecution.

SIU Accomplishments F/Y 04/05

- \$751,275 in savings based on denial, discontinuance, & reductions of benefits
- \$1.6m in overpayments identified and established
- \$529,649 in promissory notes obtained
- 3,380 referrals received for investigation
- 62% fraud finding on referrals
- 18 Administration Disqualification Convictions
- 60 cases referred for criminal prosecution
- 95.4% conviction rate

To report welfare fraud to the SIU, please call our hotline at 558-2020.

State Hearings Unit:

- ◆ 697 requests for State Hearings regarding CalWORKS or Food Stamp case actions were received; 489 (70%) were resolved prior to a hearing and to the customer's satisfaction.
- ◆ 41 requests for General Assistance, Tax Intercept, or Child Care hearings were received; 29% were resolved prior to hearing and to the customer's satisfaction, 65% were denied/denied or closed.
- ◆ All Civil Rights requests were resolved to the customer's satisfaction

County Performance Measurement Unit:

From July 1, 2004 through June 30, 2005, the unit reviewed and verified conformity with State and Federal policy on:

- ◆ 3,120 Welfare-to-Work cases
- ◆ 152 Temporary Assistance to Needy Families cases
- ◆ \$59,588 in Food Stamp benefits

GA Recovery

Total cases: 202
 Total SSI Amount Received (approximately): \$727,993.21
 Total GA Amount Recouped: (approximately): \$355,434.02
 Total Client Amount (approximately): \$372,559.19 into the community

Previous year

Total cases: 153
 Total SSI Amount Received (approximately): \$474,316.20
 Total GA Amount Recouped (approximately): \$240,899.33
 Total Client Amount (approximately): \$233,416.87

Stanislaus County continues to maintain a Food Stamp accuracy rate under the Federal tolerance level and Welfare-to-Work participation rates that exceed State and Federal guidelines.

Benefit Recovery and Maintenance is responsible for recouping monies that have been paid to individuals/families that were later determined to be ineligible. This can occur for a variety of reasons, including but not limited to, fraud, inability to provide recipient with 10 day negative notice of action, and administrative error. Below is a chart outlining recovery efforts for FY 04/05.



Outcome Based Contracts

Governments measure performance because it strengthens accountability, enhances decision-making, improves customer service, assists governments in determining effective resource use, creates fiscal and program integrity, and supports strategic planning and goal-setting. Outcome-Based Contracts is a best practice strategy that is strength-based and focuses on the success of a program or service which is measured in outcomes. Outcomes may be short, intermediate, or long term in range and focus on whether the customer or family experienced a change in their lives as a result of the program or service that they used.

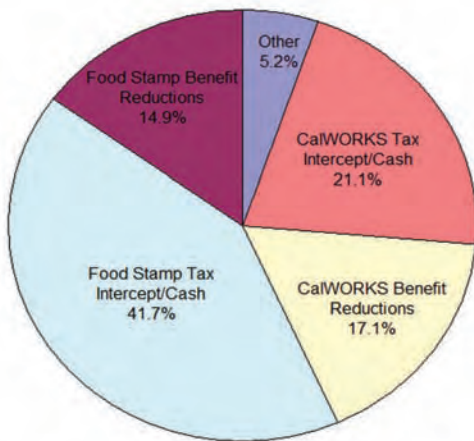


Outcome-Based Contracts are important because CSA values:

- * Customers striving to achieve self-sufficiency and child well being
- * Contractors and the services they provide
- * Continuous improvement of services
- * Programs and services that promote the family's strengths, enhance the customer's skills, promote cultural competencies, and increase the customer's participation in activities that will lead the family to self-sufficiency

In F/Y 04/05, which is the fourth year, CSA has 25 outcome based contracts; 87% of total outcomes met or exceeded were based on data from CSA Business Results Scorecard. Last 2 fiscal years percentage of outcome based contracts increased by 12% & 38% respectively.

**Benefit Recovery and Maintenance
Fiscal Year July 2004 thru June 2005
Totals by Program**



**Benefit Recovery & Maintenance
Unit and Fraud Collections totaled
\$2,129,458.50 in fiscal year
2004-2005**

#5 - Practice Program and Agency Integrity

#6 - Promote Innovative Effective Business Strategies

Consortium IV (C-IV)

C-IV is the automated eligibility determination system used by the Stanislaus Community Services Agency for eligibility and case management activities for the Medi-Cal, CalWORKS, Food Stamps, and Foster Care programs. The C-IV counties are: Stanislaus, Merced, Riverside, and San Bernardino.

C-IV was implemented in Stanislaus County in April 2004. Major changes have occurred since the original “go live” date with modifications and adjustments being made on a regular basis. The C-IV System currently has over 800,000 recipients across the 4

Imaging

In conjunction with C-IV implementation in April '04, Stanislaus County began imaging case information in April '04. During the past year, it is estimated nearly 2.1 million pages have been imaged into the system.



Above: “Soon to be a thing of the past”

Lifelong Connections

Lifelong Connections focuses on building many life-long relationships and connections with committed adult support for children in the foster care system. Out of 89 youth likely to emancipate from the foster care system in the next few years, 79 youth (88%) have established lifelong connections to assist them.

Electronic Benefits Transfer (EBT)

EBT allows automated benefit delivery to the customers served by the Community Services Agency. EBT allows customers to access their cash and Food Stamp benefits by using a debit card technology at Point-of-Sales (POS) devices and Automated Teller Machines (ATM) that have a “Quest” symbol. Stanislaus County implemented

Food Stamp EBT in March 2003 and cash EBT for CalWORKS customers in January 2005.

Families in Partnership

Families in Partnership provides intensive child and family services to high risk families. This program prevents an average of 150 children per year from entering foster care at a cost savings of more than \$1 Million in foster care payments. In addition to cost savings, by maintaining children with their own families, statistics show these children will be more likely to grow up to be successful adults. During 2005, Families in Partnership brought nearly 500 children up to date on their immunizations and provided more than 600 health assessments.

The Child Abuse Prevention Committee

(CAPC) of Stanislaus County is a local forum, made up of community based organizations, public agencies, and parent partners, for interagency cooperation and coordination of services as it relates to child abuse and neglect. In 2004, the CAPC sponsored its first annual art contest entitled "through the eyes of a child." Over 150 children from grades K-12 were invited to participate. The winning entries were displayed at a local art gallery and touted throughout the county.



The 2005 calendar was distributed throughout the county.

CSA's Child and Family Services Division partnered with the Children and Families Commission to fund neighborhood-based services at Family Resource Centers (FRCs) throughout the County. As a result, a broad range of services are provided to families with children ages 0 - 5 years. When a child is determined to be at low to no risk of child abuse/neglect, the family is referred to a Family Resource Center for assistance and support. As a result of this partnership, families in 14 communities are receiving services at one of 8 Family Resource Centers.



Adoptions

The Community Services Agency has been a licensed adoption agency since 1949. In F/Y 04/05 113 adoptions were finalized which is close to double the state requirement for Stanislaus County. This year 125 adults and children attended the 4th Annual Camp ALWAYS, which is a collaborative effort between the Community Services Agency, Adopt a Special Kid (AASK), and the Lair of the Golden Bear, to provide respite, education, an opportunity for networking and recreation for children and their adoptive families





The Stanislaus County Employee Mentor program was unanimously approved by the Stanislaus County Board of Supervisors in June of 1999. Employees can participate in one-on-one or team based mentoring environments. The Employee Mentor Program continues to grow each year and is a true testimonial to the corporate citizenship model that is

embodied by Stanislaus County employees. In 2004, over 300 Stanislaus County employees have actively participated, are currently mentoring, or in the process of being matched with a young person in the community. The Community Services Agency actively participates in the Employee Mentor Program and partners with Fairview Elementary School.

- A team of 38 CSA walkers collected pledges totaling over \$5,000 for the Heart Association's projects. This is more than triple the pledges from the previous year.

- Contribution collected from CSA's employees in 2004 for use by the United Way in 2005 totaled \$14,976

In Memoriam

Jeff Jae

1943-2005



*CSA Director from
1995-2002*

"Jeff was a master at creating partnerships with other agencies and community social organizations. He made it about the community doing it together rather than the power of the organization."

**-Ken Patterson
CSA Director**

#7 - Be Recognized as an Asset to the Community

Information Page

Emergency Numbers:

Adult Abuse & Neglect - 24-Hour Reporting Line	1-800-336-4316
Child Abuse & Neglect Emergency Response	1-800-558-3665

Contact Numbers

General Information	558-2777
Adult Services Information Line	558-2637
In-Home Supportive Services	558-2899
Anti-Fraud Hotline	1-800-822-6222
Department of Health Services Medi-Cal Fraud	1-800-822-6222
Welfare Fraud Hotline	558-2020
Welfare Fraud	1-800-344-8477

Outstation Locations-Listed on Page 9

Scenic Outstation	558-4820 558-4827 (fax)
West Modesto Site	558-5142 558-5034 (fax)
Hughson Collaborative	558-4247 558-4249 (fax)
Turlock CSA	664-8150

GLOSSARY OR TERMS USED IN THIS REPORT

TANF = Temporary Assistance to Needy Families
FIP = Families in Partnership
IHSS = In Home Supportive Services
APS = Adult Protective Services
HAP = Homeless Assistance Program
GA = General Assistance
PA = Public Authority
SIU = Special Investigations Unit

Board of Supervisors

District 1 -
William O'Brien

District 2 -
Thomas Mayfield

District 3-
Jeff Grover

District 4 -
Ray Simon

District 5-
Jim DiMartini

