

Successful Outcomes

- ◇ New partnerships with community groups to meet safety net needs for Sober Living Environments to help parents involved with Child Welfare to retain sobriety and provide a stable and safe life for their children.
- ◇ Expanded collaborations with the Stanislaus Child Abuse Prevention Council and First Five Children and Families Commission to continue family support services delivered in the community through Family Resource Centers.
- ◇ IHSS Fraud Prevention Activities including Quality Assurance casework reviews of IHSS assessments, fingerprinting and background checking of in home providers, and investigation of fraud referrals which prevented fraudulent or inaccurate IHSS benefits from being paid, saving the county \$106,513 in Fiscal Year 10-11.
- ◇ Opening the West Side Service Center in Patterson to expand CSA, Alliance Worknet Employment Services and Women, Infant and Children services onto the west side of the county – thus providing outstation coverage in all areas of our community.
- ◇ 2010 Grand Jury Audit of Child Welfare looked into Emergency Response and Investigation Practices and recommends that the staff and management of the Community Services Agency receive accolades from the Stanislaus County Board of Supervisors for not only adhering to policies and procedures but for exceeding California State averages.
- ◇ StanWORKS Contact Center piloted for phone and internet applications for CalFRESH and MediCAL. Partnering with the County Strategic Business Technology division, CSA installed 40 Voice-over Internet Protocol (VoIP) phones to implement a central contact center for customers to call for faster application processes and answers to questions. This Contact Center was so successful in handling volumes of calls, that it is being expanded moving into the coming fiscal year.
- ◇ Accuracy rates for case management and service delivery were above average with 96.4% in CalFRESH,
- ◇ General Assistance, available for single adults with no children and no other assets, has placed new emphasis on employment training and this has reduced costs to the county while providing individuals with more support to seek work opportunities.

CSA Vision Statement

*“Our vision is to end poverty
and family violence
in Stanislaus County”*

CSA Mission Statement

*“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 ”*

Stanislaus County Board of Supervisors

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Stanislaus County



Community Services Agency 2010-2011 Annual Report



Community Services
Agency Director-
Christine Applegate

Our Strategic Direction for the 2010 – 2011 year has been “Bridging with the community to serve people with respect, compassion and understanding.” Due to the economic downturn, we have been challenged to serve an ever growing number of people in need of safety net services with fewer resources overall. Our staff have risen to the challenge to help eligible families in need

of CalWORKS assistance, CalFRESH (formerly known as Food Stamps), Medi-Cal, Welfare to Work Employment Services, Refugee Services, General Assistance, In Home Supportive Services, Child and Adult Protective Services, Foster Care, Adoption Assistance, and Transitional Services for Foster Youth.

We have been successful in meeting the need through partnerships with the community and implementing new business efficiencies in our service delivery. Examples of new service delivery models that improve effectiveness and efficiency are: utilizing phone and internet applications for public assistance to speed case processing time and reduce wait time for services; partnering with Valley Recovery Resources, a local community-based organization, to provide Sober Living Environment and Support services to families with no cost impact to the County General Fund; co-locating the Child Abuse Interview, Referral and Evaluation (CAIRE) Center with the Family Justice Center to serve families where Domestic Violence or Child Abuse is present. Implementing efficiencies and partnering with other agencies support the Board's Priorities for a Healthy Community and a Safe Community, as well as supporting effectiveness and efficiency in business operations. As government funding has been reduced, a focus on prioritizing and improving service delivery by our staff and partnering with others has enabled us to continue to serve those in need in our County.

Fiscal Year 2010-2011 was a challenging year in which our customer service success was achieved through commitment and focus on our Strategic Priorities; Protect children and adults from abuse and neglect, Provide access, services, and support for the basic needs of living, promote personal responsibility and self-sufficiency, provide excellent customer service, hire develop and retain skilled employees, practice program and agency integrity, promote effective business strategies, and be recognized as an asset to the community.

Challenges:

- ◇ **State and federal funding for CSA reduced in FY 10/11 6.7%, or \$8.4 million, from prior fiscal year**
- ◇ **Increased demand for services from FY 09/10 to FY 10/11:**
 - Family Reunification Cases in Child Welfare up 26%**
 - Emergency Assessments in Child Welfare up 15%**
 - CalWORKS Child Care Stage 1 Cases up 24%**
 - CalFRESH (Food Stamps) Cases up 15%**
 - 2 parent family cases in CalWORKS up 12.5%**
- ◇ **In the time frame from FY 07/08 to FY 10/11, the need for safety net services has mirrored the economic downturn with a 3 year average of CalFRESH Food Stamps up 87% overall, CalWORKS Cash Assistance cases up 38%, Medi-Cal cases up 14%, and Child Welfare Family Reunification Cases up 26%.**

Local Economic Impact of Safety Net Services:

- ◇ **24% of CalWORKS Welfare to Work participants is employed locally after learning job skills through CSA programs**
- ◇ **\$5.4 million in Child Care payments are generated for Child Care providers working in the community thus enhancing local employment**
- ◇ **CalWORKS cash assistance for families returns \$1.47 to the local economy for every \$1 in benefits given to a family**
- ◇ **CalFRESH (Food Stamps) returns \$1.84 to the local economy for every \$1 in benefits given to a family**
- ◇ **Foster Care providers in the community caring for foster children generated \$12,203,581 in reimbursements utilized to provide for the children's needs.**
- ◇ **County investment of \$8 million general fund support leveraged to total community support of \$257.9 million**
- ◇ **Resources are distributed per Federal/State mandates: Temporary Assistance Benefits 29%; Support, Employment & Child Care Services 31%; Adult Protection & In-Home Supportive Services 24%; Children's Services 16%**