

*Stanislaus County*

*Community Services Agency*

*Annual Report 2012*

*Building Foundations  
for Tomorrow*



*This report covers Fiscal Year 2011-2012*

## Director's Message



Christine Applegate-  
CSA Director

At the Community Services Agency in Stanislaus County, we have focused the last three years on "Bridging with the community to serve people with respect, compassion, and understanding." As our county has been battered by the economic recession, we saw the number of people in need of safety net services of food, safe places to live, health care and job opportunities swell to the highest number we've ever served. This past year we began to see some leveling off of the numbers of children and families served, but there is still a great need in our community for

employment and therefore the ability to become and remain self-sufficient.

We have focused on efficient and effective service delivery trying to utilize our resources as an agency to best serve the large numbers of customers we see every day. To facilitate this, we made a number of big changes to our service delivery model in our StanWORKS division, where staff assist customers with eligibility applications for CalFRESH (formerly known as Food Stamps), Medi-Cal and Cash Assistance. We moved to a Customer Service Center with more staff on the phone to take applications and assist customers who apply or interact with us by phone or through the internet with computer based applications. We also instituted a Customer Benefits Center to handle much of the paperwork that comes in related to applications and ongoing casework documentation through a task-based approach where a group of employees works on processing paperwork rather than assigning certain cases to particular workers. It is a huge paradigm shift in the way we handle the volumes of paperwork we process, and while it has improved the work flow in some ways, it has not been without challenges in implementation. Staff at all levels are in work groups to work the kinks out and make sure we have made a smooth transition by the end of 2012.

In the Adult, Child and Family Services Division, there has continued to be an emphasis on community partnerships in terms of serving the families and individuals at risk of abuse or neglect. We have continued working with many nonprofit agencies, schools and churches, and other county agencies as we connect families and individuals with the support they need to maintain safety in the home. Also, we have implemented the federal reform of extended foster care for youth age 18-21 years of age, legislated and approved as AB 12 in California. This allows former foster youth to continue to be supported as they transition into adult hood with further education, job training, and life skills learning from transitional housing arrangements. Program Quality Assurance in In Home Supportive Services (IHSS) casework, and Program Integrity in IHSS Fraud Referrals/ Investigations continue as we monitor those programs for the best results for customers and stewardship of public funds.

In our Administrative areas, we have focused on fiscal accountability and worked closely with our contracted partners for accurate reporting and outcome monitoring. Also, internally our Information Technology staff have supported a number of large scope internal projects such as bringing up the Customer Service Center, with its computer and call center technology and

infrastructure upgrades to servers and software platforms. All of this ensures our staff have the tools to do their jobs efficiently, and that we are monitoring ourselves and our contracted service partners to produce good outcomes.

In spite of continued federal and state funding cutbacks within our StanWORKS program areas, our Children and Adult Services programs have been "realigned" at the state level which means that counties now receive directly the sales tax revenue equivalent of what used to be a state allocation for those programs. This allows more flexibility, and as that revenue pool grows, as it has in the last year, more ability to offer services to abused and neglected children and adults. Every year there is a balance to be made in CSA between cuts to funding, and additional revenue; especially when funds cannot be mixed or used for purposes other than their original one. It is because of the dedication and skill of our staff members, and the commitment of our community partners, that we can continue to serve community members in need of safety net services and protective services for children and elders. Every day staff are committed to our Mission: "CSA serves the community by protecting children and adults and assisting families towards independence and self-sufficiency."

*Christine C. Applegate*

### CSA's Mission Statement

*CSA Serves our community by protecting children and adults and assisting families towards independence and self sufficiency*

### CSA's Vision Statement

*Safe, Healthy, Thriving Communities*

### Stanislaus County Board of Supervisors

District 1  
William O'Brien

District 2  
Vito Chiesa

District 3  
Terry Withrow

District 4  
Dick Monteith

District 5  
Jim DeMartini



# Financial Facts & Figures

## Return on Investment

- ◇ In FY 11/12, the county saved and avoided paying fraudulent IHSS benefits of \$1.20 for every County \$1 spent. Total savings to the county was calculated at \$96,054. Total cost avoidance was over \$540,000 attributed to the work of the IHSS Integrity & Investigations Program.
- ◇ In FY 11/12 for every \$1 spent on SSI Advocacy, the County saved \$1.63 in General Assistance costs; a total savings of over \$215,000
- ◇ Cal Fresh benefits provided in Stanislaus County generate approximately \$1.80 economic impact for every \$1 issued in food and hunger prevention. The estimated benefit of the CalFresh program in FY 11/12 is over \$268 million in our Community.
- ◇ In FY 11/12 for every \$1 spent on Foster Care Wraparound benefits, the County saved \$.09 in Foster Care Group Home cost avoidance. The total amount saved was \$69,815.

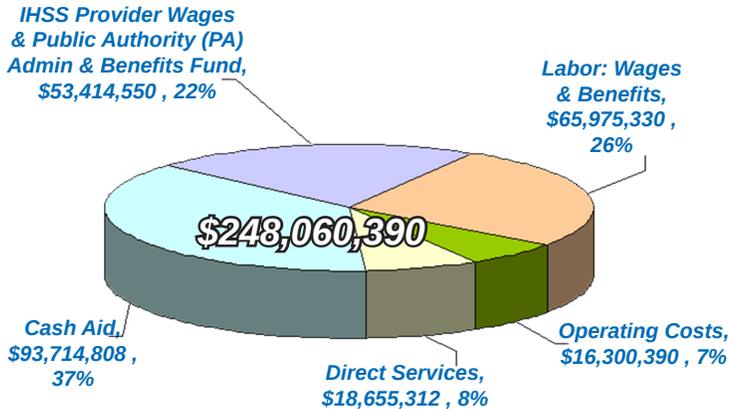
## Our Audit Results...

Annual audits are consistently excellent. The Auditors' report that the Fiscal Year 2010/2011 Child Care financial statements present fairly, in all material respects, the financial position of CSA's Stage 2 and Stage 3 Child Care programs as of June 30, 2011. There are no findings in the Interim FY 2011/2012 Child Care Auditors' report. The Final FY 2011/12 Child Care audit is scheduled to be completed by November 15, 2012.

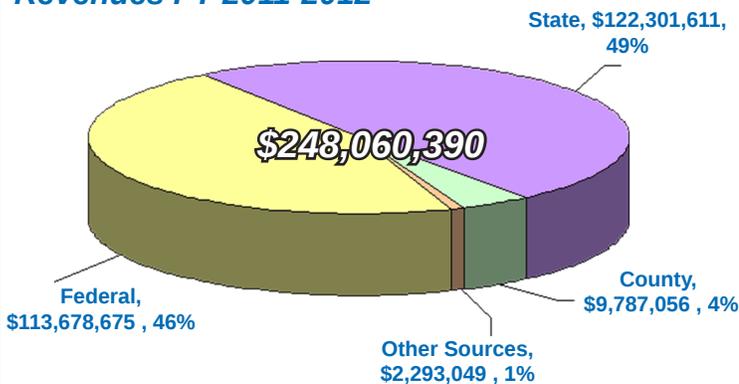
- ◇ The most recent County Financial and Single Audit noted no deficiencies in financial reporting or federal funds management. In fact, Auditors were complimentary of the accounting internal controls and performance of CSA and noted this County as benchmark in having no federal compliance findings in the current year, which is unusual in their review of other governments.

In addition, CSA was congratulated for having addressed and resolved all past prior recommendations with immediacy and thoroughness. We are proud of our accounting accuracy!

### Community Services Agency Fund: Expenditures FY 2011-2012



### Community Services Agency Fund: Revenues FY 2011-2012



## Community Outreach

Maintaining community partnerships throughout the County is essential to our ability to continue to serve our mutual customers. CSA continues to partner with local governments and community based organizations to provide services not only at our main Hackett facility but also at multiple sites around the County. Two examples of our outreach, to be accessible throughout the County, are our newest outstations; the Westside Service Center located in the city of Patterson and the East County Service Center located in the City of Oakdale. Both sites are providing public assistance programs/services such as CalWORKs, Welfare to Work, CalFresh, and Medi-Cal, and are co-locating with other agencies. In addition to CSA staff on site the following agencies are also on site: Alliance Worknet; Women, Infants and Children (WIC); and Modesto Jr College. Alliance Worknet conducts Job Readiness classes and provides a Resource Center at both locations to assist our mutual customers in preparing for and applying for jobs. These facilities are also available to visiting staff from agencies such as Community Housing and Shelter (CHSS), Behavioral Health and Recovery Services (BHRS), and CSA's Child and Family Services.

CSA served over 5,000 customers in these two locations who were applying for cash benefits, food and nutrition assistance and medical coverage.

## Customer Service Center and Customer Benefit Center

On May 11, 2012, the StanWORKs Division of CSA opened a Customer Service Center (CSC.) The move to a call/contact center model was due to continued growth in the public assistance programs: CalWORKs, CalFresh, and Medi-Cal. CSA anticipated the change to a contact center would increase efficiencies and improve customer service outcomes. The contact center vision was piloted in FY 09/10, and then expanded on in FY 11/12 for CalFresh and Medi-Cal and its success encouraged the move to expand to the CSC for all programs and to include the necessary tools for its success. CSA is in the early stages of full implementation and so far, overall, has seen good business outcomes. Our county is now poised to expand our Customer Service Center, if necessary, due to additional caseload growth or

additional activity due to Health Care Reform.

In correlation with the implementation of the Customer Service Center, the StanWORKs Division of CSA expanded its pilot Customer Benefit Center (CBC) to include all ongoing case management for: CalWORKs, CalFresh, and Medi-Cal. The Customer Benefit Center moves away from individual caseload management to task-based case management, which means a group of staff is responsible for managing certain assignments within a case. It is anticipated task-based case management will help increase efficiency by streamlining the authorization process. Over the course of the next year, we expect to continue to modify our processes to increase the positive outcomes for our customers.

## SNAP- ED

CSA, working in collaboration with Health Services Agency, contracts with local Community Based Organizations (CBOs) to provide healthy eating and nutrition education to CalFresh applicants, recipients, and individuals whose gross income is at or below the federal poverty level of 185%. The SNAP-Ed Pilot Project started in January 2012 followed by the SNAP-Ed Innovative Project in March 2012.

The SNAP-Ed Projects' objectives are to:

- ◇ Increase nutritional education services
- ◇ Implement community nutrition interventions
- ◇ Educate CalFresh participants on making healthier choices within their limited budget.

CSA continues to partner with agencies such as Center for Human Services, Sierra Vista Children's Center and Catholic Charities to meet the objectives of SNAP-Ed to meet the Board's goal of a Healthy Community.

Community Services Agency Persons Receiving Food and Health Care 2011-2012			
Program	Person Count		
Cal-Fresh Non-Public Assistance	65,822		
Medi-Cal excluding Public Assistance	81,539		
Monthly Average # of Non-Public Assistance Persons Receiving Food & Health Care	147,361		
Average of Persons Served	Monthly Average Persons Served	County Population	CSA % of Population Served
	147,361	518,522	28.4%

***This means that CSA serves 1 out of every 3.5 persons in the County***

