



“Putting the partnership pieces together
in service to the community”



Community Services Agency

Annual Report 2006



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“Just as unique shapes can form a complete picture puzzle, so do successful partnerships help piece together strategies for delivering effective community services”

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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.”

Director's Message



It has been a privilege to lead the Stanislaus County Community Services Agency through what we consider another productive year. We have been very encouraged by the customer and partner feedback that we have received through our survey process. It tells us that we are on the right track and that our services are making a difference in individual and family lives.

In 2005 the *Board of Supervisors* adopted seven priorities for County Departments to follow in organizing their work. One of those priorities is creating and maintaining *Effective Partnerships*. The Community Services Agency took a lead role in further examining and developing this priority. We developed a model for understanding the different types of partnerships we have entered and then examined the status of each of those partnerships.

From our work we realized that effective *partnerships are key pieces of the puzzle of helping individuals and families* with their unique need. We found that CSA has made and maintained over 175 partnerships.

Entering partnerships to pursue and achieve a goal for our customers has become an essential CSA business practice. We do not and cannot accomplish our mission without partners. We realized that our partnerships range from non-profit community organizations to state and federal government; and from colleges and universities to faith-based organizations. We also learned that we have a responsibility for maintaining good communication with our partners so that we can be jointly accountable to our customers, elected officials and those who fund what we do. I also want to thank the CSA staff for their wisdom in using our partnerships to the benefit of our customers.

One new partnership that began to flourish during the year was with Stanislaus County *Children and Families (First Five) Commission*. The partnership allowed us to jointly provide health care access, parenting education, and child abuse prevention services to parents of young children. The services were provided through partnerships with a network of neighborhood based *family resource centers* throughout the county. You can read more about this partnership on page 6.

In 2007 we anticipate further partnership activity in implementing the changes that Congress recently made to the Welfare Reform rules. We will also be working with the District Attorney and others to pursue the creation of a *Stanislaus County Family Justice Center*, a one stop service point for victims of domestic violence and other forms of assault and abuse. We look forward to the United Way implementation of *Stanislaus 211*, an information and referral resource for all citizens seeking social and health services.

Thanks to diligent and reliable partners, together we are serving the citizens of Stanislaus County.

Ken Patterson
Director

Stanislaus County
Community Services Agency



Stanislaus County
Board of Supervisors

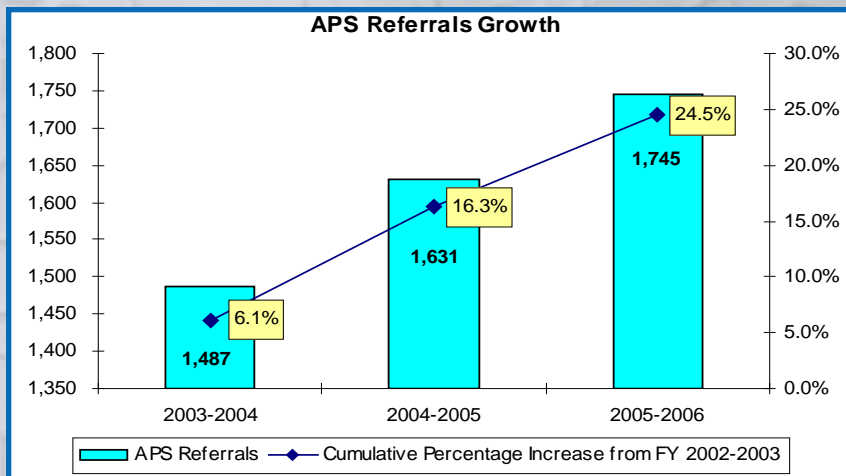
Ken Patterson Director
Egon Stammler Assistant Director Adult Services
Jan Viss Assistant Director Child & Family Services
Kathy Harwell Assistant Director StanWORKs

William O'Brien District 1
Thomas Mayfield District 2
Jeff Grover District 3
Ray Simon District 4
Jim DeMartini District 5

Helping the Elderly

Adult Protective Services (APS)

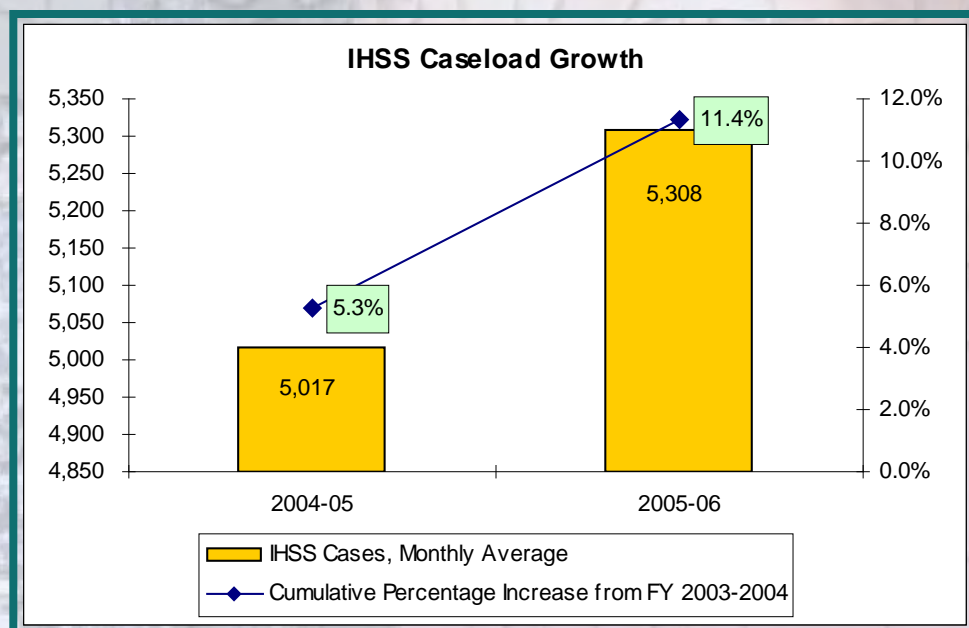
CSA's Adult Protective Services (APS) protects vulnerable elderly and dependent adults who are subject to neglect, abuse, and exploitation. APS works to keep our elders and dependent adults safe by collaborating with community partners and also by educating professionals and the public alike on the subject of elder and dependent adult abuse. Outreach results are evident by the increased referrals for APS investigations (see chart).



APS' partners include the Stanislaus Elder Abuse Prevention Alliance (SEAPA), the District Attorney, Law Enforcement, Valley Mountain Regional Center, Health, Financial and Religious organizations. Through these partnerships, APS is able to address the needs of the growing aged and disabled adult populations. APS' outreach includes teaching mandated reporters and the community about recognizing and reporting adult abuse. For example, APS partners with the Ombudsman, District Attorney's Office, and local banks to provide elder financial abuse training to banking staff.

Skilled and dedicated Social Workers assess all calls to the 24 hour hotline. Every potentially abused elderly person and dependent adult receives a private face-to-face interview. Elder abuse is a fact and APS is here to intervene and provide help.

Long Term Care Medi-Cal and



Heat Crisis - Summer 2006

The unprecedented heat wave endured by the Central Valley during the end of July 2006 created a health crisis for the elderly population. CSA's Adult Services staff played a vital role in the emergency efforts directed by the Governor to ensure the safety of all In-Home Supportive Services (IHSS) and Adult Protective Services (APS) clients.

Adult Services took the initiative to perform risk assessments at the start of the heat wave, prior to the Governor's directive, and was quick to mobilize and go out into the community once the local emergency was declared. At the height of the crisis, over a 2 day span, Adult Services staff contacted 96% of the more than 5,100 IHSS and APS clients. Adult Services' coordinated case planning model, established during the reorganization effort described in the Long Term Care Medi-Cal & IHSS section of this report, contributed to the seamless mobilization of Family Service Specialists and Social Workers.

Clients and their families were moved to acknowledge CSA's efforts, as shown by the following quotes:

- "Heartfelt thank you."
- "I am touched that you cared enough to call to check on me."
- "My mother is in placement, but I am so moved that you called to check on her."

Adult Services is applying the lessons learned from the heat crisis to develop a more effective emergency response model with the emphasis on delivering core services that protect the elderly, no matter what the situation.



In-Home Supportive Services

CSA's Adult Services Division effectively partnered with the StanWORKs Division in a reorganization effort that aligned Medi-Cal specialty units staffed by Family Service Specialists with Adult Services Social Workers. Since specialty Medi-Cal customers include **adults who can benefit from Adult Services, such as elderly persons seeking long term care solutions**, as well as disabled adults, the reorganization allows coordinated case planning between Medi-Cal workers and Social Workers to provide effective customer service.

Coordinated efforts can result in elderly customers being advised that **In-Home Supportive Services (IHSS) is a viable option to being confined in a long-term care facility**. IHSS allows elderly customers who need help with everyday tasks such as housecleaning, meals preparation, and personal care to remain in their homes. IHSS also provides local employment opportunities for caregivers.

From a business process improvement perspective, the reorganization allowed CSA to be quickly approved for and implement the IHSS Plus Waiver program that provides increased Federal funding for certain IHSS costs.

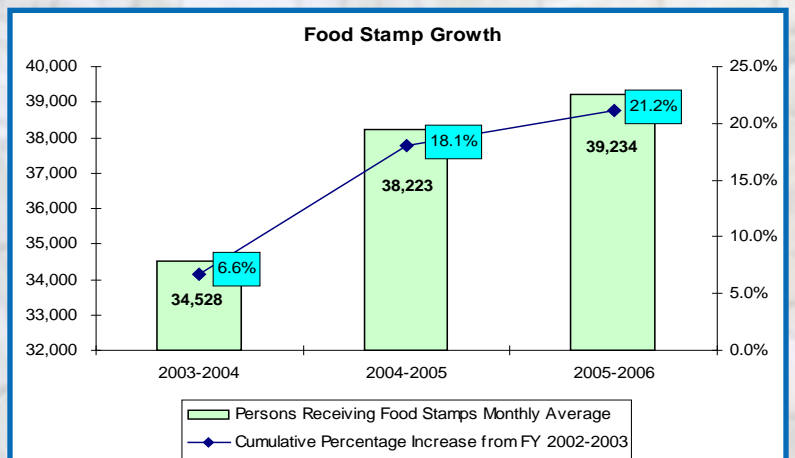
The combined effects of the reorganization have contributed to an increase in IHSS cases, as shown by the accompanying chart, which is tangible proof that this internal partnership is serving the needs of the community.

Improving Services to the Community

Food Stamp Enrollment Growth

Food stamp enrollment continues to grow in our County as evidenced by the cumulative 3 year growth rate of 21% from FY 2002-03 through FY 2005-06. The monthly average of 39,234 county residents who received Food Stamp benefits during FY 2005-06 represent low-income working and non-working families, children, adults, the disabled, and the elderly.

The CSA StanWORKs Division's outreach efforts are an integral part of Food Stamp growth as a means to help ensure a healthy community. CSA's multiple sites throughout the county help increase the public's access to services. StanWORKs conducts Food Stamp outreach by attending community outreach events; 27 in all during FY 2005-06. Examples include presentations at homeless shelters and family resource centers. Also, during FY 2005-06 StanWORKs contracted with the United Samaritans Foundation (USF) to print Food Stamp outreach information on paper sacks that USF uses to distribute their free lunches throughout county communities. CSA continues to develop effective community partnerships that help address an ever growing need for Food Stamp services.



Medi-Cal Managed Care Two Plan Model

Rising health care costs have a direct impact on Medi-Cal, California's Medicaid health care program administered locally by CSA. To help control costs, the State developed a managed care option, and now more than 50% of the almost 115,000 Medi-Cal eligible persons in Stanislaus County are enrolled in this plan. Managed care is intended to provide cost effective medical care that emphasizes preventive services.

Stanislaus is one of 12 counties statewide that operate a Medi-Cal managed care program under the Two-Plan model. Local citizens eligible for Medi-Cal managed care have the option of enrolling in either Blue Cross or Health Net of California. Both operate as Health Maintenance Organizations (HMO) with Blue Cross designated as the county organized plan that includes local safety net providers and clinics, and Health Net operating as a commercial HMO.

The managed care program places Medi-Cal customers in the health care mainstream. Medi-Cal customers can choose a health care plan and primary care physician, just like all other citizens do when deciding their medical coverage options. Choice is important, even when your resources are limited, and CSA's partnership with the California Department of Health Services in administering Medi-Cal managed care provides cost effective preventive medical care to the medically needy in our community.



Co-Locate Public Aid, Child Welfare, and Child Support Staff

CSA customers sometimes need public assistance, child welfare, and child support services. **One way to efficiently accommodate these customers is to have case workers from the various programs available when the customer walks in the door, and that is exactly what CSA has done.**

Here's how: CSA's StanWORKs Division effectively partnered with its Child and Family Services division to co-locate Family Services Specialists and Social Workers in order to provide coordinated case plans. These address a customer's basic survival and social services needs, as well as self sufficiency services, once basic needs are met. The coordinated effort eliminates redundant assessments and makes life easier for families that already **have significant stress and limited resources.**

During FY 2005-06, the Department of Child Support Services (DCSS) was added to the mix in order to assist customers with their child support issues at the time they apply for public assistance. **Having DCSS case workers coordinate their activities with CSA public aid case workers leads to efficient government services with a high degree of accountability.**

This coordinated work relationship between CSA and DCSS was successfully piloted at **CSA's Turlock office, and has now been implemented at CSA's main facility.**



Community Offices

CSA partners with local governments and community based organizations to establish community offices that better serve the public by bringing services to where they live. **The CSA StanWORKs division, which oversees public assistance programs such as CalWORKs, Food Stamps, Medi-Cal, and Child Care, has taken the lead in establishing community offices throughout the County, including Turlock, Riverbank, Hughson, West Modesto, and Scenic Drive in Modesto.**

CSA has successfully operated a community office in Turlock since 2001 providing integrated services in partnership with other County agencies, such as Behavioral Health

and Recovery Services (BHRS) and Alliance Worknet, as well as numerous community organizations including the Haven Women's Center and Literacy Center of Stanislaus County. Due to an ever increasing regional caseload, CSA took the initiative to survey the community and its operational partners, as well as other divisions within CSA, to determine whether a Turlock expansion was warranted. **In November 2005 the 'Turlock Expansion Assessment' led to the decision to move forward with a second site, due to open early 2007, in partnership with the United Samaritans Foundation. CSA's strategy of enhancing existing partnerships, as well as developing new ones, will lead**

to expanded services for the citizens of Turlock and Denair.

CSA established a community office in Riverbank during FY 2005-06 based on the results of a contracted needs assessment that took into account various demographic factors in the northeast region of the County. Riverbank is an example of CSA's ability to make services more accessible to the public by partnering with local governments and community based organizations to evaluate regional needs.

Reaching Out to the Community for the Betterment of Children

Child Welfare Differential Response

Differential Response is an integral part of the ongoing efforts to improve the state's child welfare system. Its purpose is to provide services to children and families at the earliest signs of trouble by involving community partners that can help parents take better care of their children. This means enlisting the resources necessary to provide the types of services that can assist families in need before their problems escalate to tragic proportions.

Locally, during 2005, CSA's Child Protective Services (CPS) received 10,728 reports of suspected child abuse and neglect, a rate of 72 per every 1,000 children under the age of 18. These numbers represent the challenges CPS faced in trying to develop a project that emphasizes the prevention of child abuse and neglect via early intervention strategies. These strategies focus on child safety and stable homes. Detailed implementation planning involved engaging the community in outreach efforts, and analyzing local demographic data to determine the neediest geographic areas.

Family Resource Centers (FRC) were selected as the primary service delivery model, and CSA partnered with the Stanislaus County Children

and Families Commission to fund Differential Response FRC services. FRC partners include schools, community based organizations, and local government. Eight FRC sites were initially established covering 14 local communities that displayed the highest risk factors. Expansion efforts were initiated in January 2006 to bring Differential Response services to 4 additional communities, and plans are in effect to recruit service providers that can operate Family Resource Centers in the remaining county regions.



Outcomes matter, and a strong indicator of program success is the fact that of the 1,136 children receiving Differential Response referrals from September 1, 2005 through August 31, 2006, 931, or 82% of the children's caregivers, will receive assessments by FRC service providers. This is the preventive, early intervention service delivery that can help strengthen families and make children safer.

Assisting Foster Youth via the California Connected by 25 Initiative

Children in Foster Care face a difficult transition to adulthood as evidenced by the high numbers of former foster youth that are unemployed and/or homeless. Locally, CSA's Child and Family Services Division has been working hard to reverse this trend by implementing the Foster Youth Transitions-Connected for Life project in August 2005. Then the project was expanded in March 2006 by participating in the California Connected by 25 Initiative, a youth transitions reform initiative, funded by philanthropic organizations, that is part of California's Family

to Family Initiative. CSA received grant awards of \$110,000 from the Stuart Foundation and \$150,000 from the William and Flora Hewlett Foundation to develop services that support positive youth development and successful foster youth transition to adulthood. CSA's California Connected by 25 Initiative effort focuses on several key areas to expand opportunities for foster youth as they age out of the Foster Care System:

- Assist in the development of an educational advocacy

Assuring Program and Fiscal Integrity

Preventing Fraud

While most public assistance customers are truly needy and only use CSA services for temporary assistance toward self sufficiency, there are those who abuse government services. To fight this abuse, CSA employs a Special Investigations Unit (SIU) responsible for preventing, detecting, and investigating welfare fraud



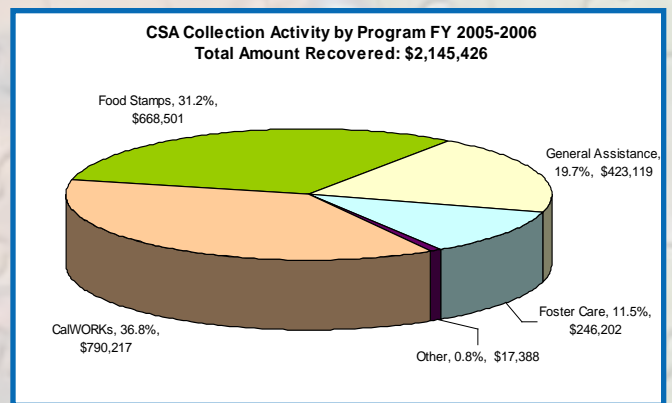
Protecting taxpayer's money is a key responsibility of any government agency. SIU performs this vital function at CSA by enforcing program eligibility guidelines and investigating fraudulent activities. SIU investigators are sworn peace officers who pursue the recovery of fraudulently obtained public assistance benefits. To assist in this endeavor, SIU has established an effective partnership with the District Attorney's Office whereby a dedicated prosecutor is assigned to work on welfare fraud cases. The resulting criminal convictions are an excellent deterrent to crime.

SIU also partners with the StanWORKs Division to provide fraud education to Family Service Specialists, the front line public aid caseworkers. SIU is proactive in its fraud detection efforts, as evident by its innovative use of a California Electronic Benefit Transfer (EBT) system report to identify potential fraud situations. This report tracks out of county/state EBT card usage by local public assistance customers.

Relevant SIU statistics from FY 2005-06 include the follow-

- Fraud collections total \$1,156,255 recovered from CalWORKs, Food Stamps, General Assistance, and Child Care program benefits
- 67 criminal convictions
- 5,365 fraud referrals received, of which 56% were found to have fraud

SIU fraud investigation is a part of the agency's overall benefit recovery/collections efforts, summarized in the accompanying chart.



and tutoring program in partnership with local schools, Huntington Learning Center, and the Stanislaus County Foster Parent Association.

- Provide funding to help in the development and sustainability of the 'Bridge to College and Career' program in partnership with Modesto Junior College, Alliance

Worknet, and the Stanislaus Economic Development and Workforce Alliance (local workforce investment board).

- Partner with the United Way, local banks, and the Alliance Small Business Development Center, to fund financial literacy, entrepreneurship, and asset development training.

- Identify adults who are willing to develop and maintain life long committed relationships with the foster youth in order to fulfill roles as positive mentors and emotional supporters of the youth.

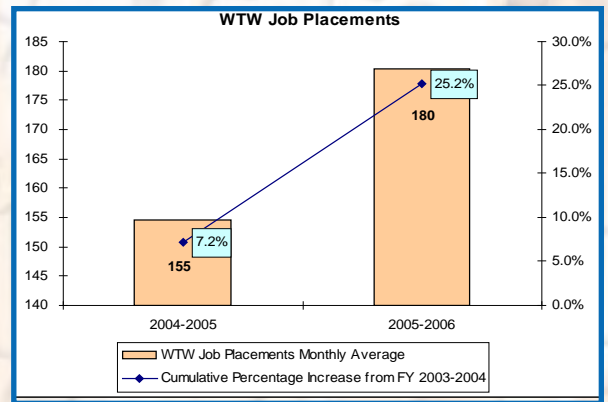
These activities are ongoing with documented benchmarks used to rate program progress and effectiveness.

Moving Public Aid Recipients Toward Economic Self-Sufficiency

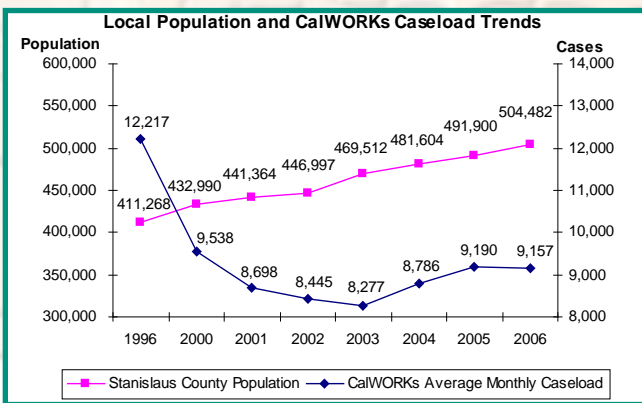
Increasing Job Placements

CSA Welfare-to-Work (WTW) monthly job placements have increased 25% since the start of FY 2004-05, July 2004 forward, a rise assisted by the effective partnerships developed by CSA to provide training and integrated services to WTW participants. Examples include CSA's agreements with other county agencies and community based organizations, such as Alliance Worknet, Behavioral Health and Recovery Services (BHRS), Central Valley Opportunity Center, and **Arbor E&T, to provide job assessment/readiness services and substance abuse and domestic violence counseling services.**

Also, the internal partnership between the StanWORKs and Child and Family Services division enables WTW participants to receive integrated social and employment services via coordinated action plans that help families overcome barriers to self-sufficiency. CSA ensures that vital literacy and learning disabilities services are available to WTW participants. Partnerships with Modesto Junior College, Modesto City Schools, and Goodwill Industries, to name a few, have led to the development of job training programs that focus on the technical, vocational, and educational skills necessary to prepare WTW participants for careers, not just low paying jobs.



Historically, the WTW legislation enacted in 1996 started the local reduction in CalWORKs cases as public assistance recipients were provided WTW services that enabled many to start on the path to self-sufficiency.



The impact of WTW represents a decline in the rate of CalWORKs cases to the total population. Why? Because over the past decade CSA's CalWORKs average monthly cases declined by 25%, from 12,217 in 1996 to 9,157 in 2006, while the County population grew by 22.7% during that same period, 411,268 in 1996 to 504,482 in 2006.

CSA will continue to pursue the effective partnerships that create job placement opportunities for WTW participants who face local labor market conditions that produce historically high unemployment rates in Stanislaus County.

Welfare-to-Work Participation Rate on the Rise

The Welfare-to-Work (WTW) participation rate is a measure of the percentage of adults receiving **Temporary Assistance for Needy Families** cash aid who are actively engaged in the Welfare to Work program. WTW is an important service that helps aided adults move **beyond basic needs to self-sufficiency** by preparing them to reenter the workforce. CSA's WTW participation

rate increased almost 5% during FY 2005-06 to a level of 44%, a positive indicator that CSA's efforts to reengage adults in the WTW process is moving in the right direction. A key part of the WTW effort focuses on the partnered resources developed to assist customers in achieving permanent employment, such as:

- Help customers overcome barriers to employment

by partnering with local government and community based organizations to provide substance abuse, learning disabilities, and domestic violence services.

- Engage adults to prepare for employment via vocational education and training, on the job training, and work experience placements.

Providing Financial Support to Community Based Partners

Sustain Funding for Critical Services

Over the years, CSA has partnered with the county mental health provider, Behavioral Health and Recovery Services (BHRS), to provide mental health and substance abuse treatment services for local families in economic and social distress. Recipients of these services include families seeking cash aid for basic survival, those with children at risk of abuse or neglect, and many times a combination of the two. Both CSA and BHRS fund the services provided by BHRS and community-based organizations that help strengthen families and enable adults to work. CSA's multi-tiered partnerships between CSA, BHRS, and local agencies helped establish the contractual infrastructure that has enabled the partnerships to serve customers without a break in service, a critical component in dealing with health and safety issues.

However, during the Fiscal Year 2005-2006, BHRS experienced budget issues that impacted its ability to fully fund its portion of these vital CSA services. CSA responded by initiating funding strategies that ensured financial support of the community-based partners and allowed the continuation

of needed services. For example, CSA Financial Services worked with the **StanWORKs** and **Child and Family Services** Divisions to make up the loss of funding by reallocating resources from multiple funding sources such as **CalWORKs** and **Child and Family Services** without jeopardizing the delivery of other mandated services.

Several critical services that were sustained included:

- Perinatal substance abuse treatment services provided by **Sierra Vista Child & Family Services** help women develop positive parenting skills and maintain drug and alcohol free lifestyles.
- Sober living program operated by **Interfaith Ministries, Community Housing and Shelter Services, and Life Choices and Recovery Solutions** provides structured alcohol and drug free environments for adults in substance abuse recovery.
- **Kinship support service program**, provided by BHRS, helps relative caregivers with parenting education, peer support, and advocacy services.
- **Supportive and Therapeutic Options Program (STOP)** provides intensive outpatient, intensive case management, clinical services, and enhanced recreational services for a diverse group of children and their families residing in the Probation and the Child Welfare system in an effort to avoid entry into or reentry into out-of-home placement.



- Provide job search and job readiness services to help customers obtain employment.

Also, CSA operates specialized units that target WTW participation.

- The 'Building Successful Tomorrows Team' (BST), uses the talents of Family Services Specialists, Social

- Workers, and Mental Health experts to provide intensive customer services, including home visits, to help remove barriers to employment.

- CSA organized a new unit during FY 2005-06 that uses positive marketing strategies to decrease WTW sanctions and help previously sanctioned adults reengage in WTW activities. Sanctioned adults are approached in a respectful manner as a means to

encourage them to make choices that can improve the quality of life for their family with the goal of self-sufficiency in mind.

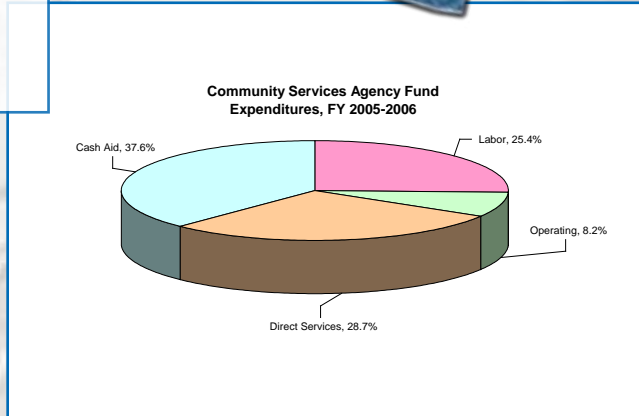
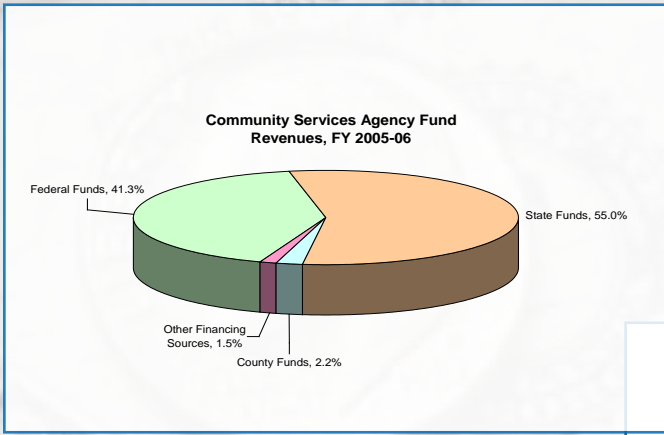
CSA will continue to use innovative techniques and effective partnerships in order to help WTW customers achieve the higher work participation rates imposed by new Federal guidelines through the **Deficit Reduction Act of 2005**.

Summary Operations Data

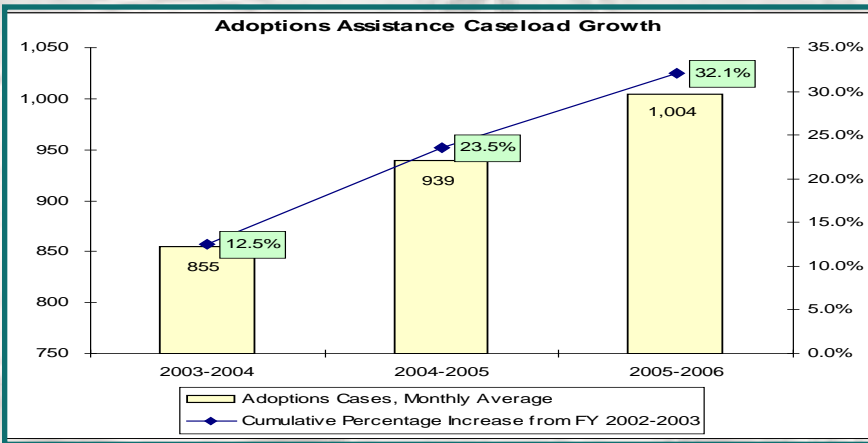
	Fiscal Year ended June 30, 2006	Fiscal Year ended June 30, 2005	Fiscal Year ended June 30, 2004
Overall Financial Operations			
Community Services Agency (CSA) Fund	\$209,397,407	\$199,936,145	\$188,379,501
Other Financing Uses: Operating Transfers	2,249,612	1,645,499	1,879,727
Total Community Services Agency Fund Operations	\$211,647,019	\$201,581,644	\$190,259,228
Public Authority (PA) Fund	3,098,494	1,010,287	
Grand Total CSA & PA Combined Operations	\$214,745,513	\$202,591,931	\$190,259,228
Community Services Agency (CSA) Fund Expenditures			
Labor: Wages & Benefits	\$53,269,054	\$50,259,691	\$46,193,539
Operating Costs	17,133,362	12,011,435	12,647,616
Direct Services	60,177,819	58,197,462	54,713,050
Cash Aid	78,817,172	79,467,557	74,825,296
Total CSA Fund Expenditures	\$209,397,407	\$199,936,145	\$188,379,501
Matching Revenues			
Federal	\$86,549,930	\$86,772,722	\$82,150,393
State	115,132,972	105,260,650	96,421,359
County	4,577,560	5,888,186	6,750,718
Other Sources	3,136,944	2,014,587	3,057,031
Total CSA Fund Revenues to Match Expenditures	\$209,397,407	199,936,145	\$188,379,501
Number of Employees Based on 12 Month Average	820	812	780
Value of Food Stamp Benefits	\$45,543,479	\$41,897,335	\$34,774,668

Number of persons receiving cash aid, direct services, or eligible for services per month based on 12 month average

Program	FY 2005-2006	FY 2004-2005	FY 2003-2004
StanWORKs Division			
CalWORKs Public Assistance	22,167	21,960	20,820
Welfare-to-Work	4,183	4,002	4,253
Food Stamps	39,234	38,223	34,528
Medi-Cal	113,970	116,172	111,686
Child and Family Services Division			
Child Welfare Services	2,316	2,198	2,290
Foster Care	545	627	622
Adoptions Assistance	1,004	939	855
Adult Services Division			
Adult Protective Services	554	433	389
General Assistance	321	347	307
In-Home Supportive Services	5,308	5,017	4,767

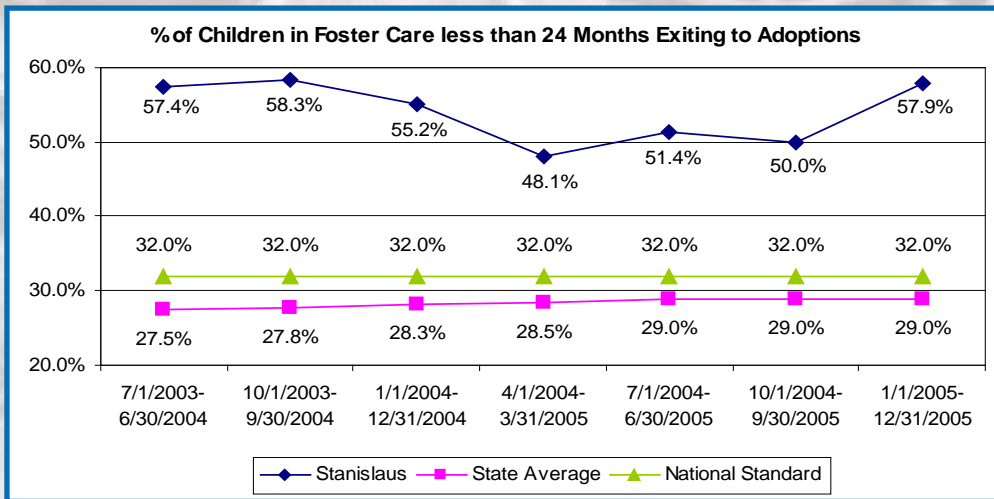


Selected Accomplishments

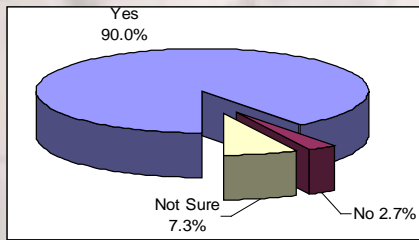


Adoptions Growth

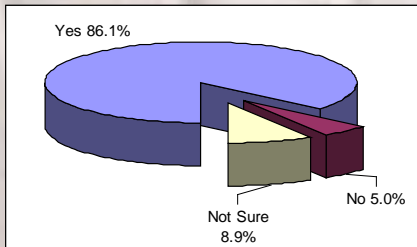
As a licensed adoption agency, CSA's Child and Family Services Division makes every effort to find adoptive placements for children in Foster Care when they are unable to reunite with their biological parents. This is evident by CSA's 32% growth in adoption assistance cases since July 2003, as well as CSA's high percentage of permanently placed Foster Youth that transition to adoptive placements in less than 24 months when compared to the State average and National standard.



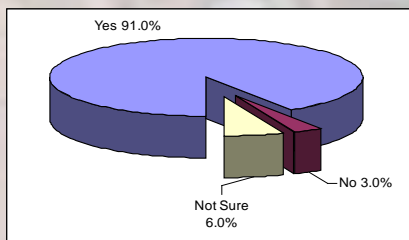
Were you treated well by staff?



Did the help you receive make a positive difference in your life?



Overall, was the agency helpful to you?



Selected Accomplishments Continued

Customer Satisfaction Survey

CSA conducted customer satisfaction surveys during Fall 2005 and Spring 2006 as a means to measure effective customer service. Survey distribution was based on random samples representative of active case demographics. Combined survey results are based on the receipt of 1,161 completed surveys, an 18% return rate of the 6,418 total surveys distributed during Fall 2005 (3,082) and Spring 2006 (3,336).

The following pie charts show the results from 3 key questions that were part of the satisfaction ratings section of the survey. Treating customers well, making a positive difference in their lives, and being helpful are critical components in delivering effective social services. And with positive responses provided by 86% to 91% of the survey respondents, CSA has a solid foundation of sound business practices from which to build improvements to its service delivery methods.

**Medi-Cal
Application
Processing Review
No Audit Findings;
100% Compliance**

Contributions to the Community

Besides their regular work efforts, CSA employees give personal time and money to nonprofit community organizations (both faith based and non-faith based) that benefit local citizens. Examples from 2006 include CSA employees' participation in the United Way Campaign, the Stanislaus County Employee Mentor Program, and the Stanislaus County Heart Walk, to benefit the American Heart Association. CSA employees gave generously to the United Way through payroll deduction or direct cash/check contributions. Employees volunteer their time through the mentor program to help tutor at-risk youth in local schools. Participants in the heart walk fundraiser gathered contributions to support their 3.2 mile walk. Relevant CSA employee contributions:

Event	Number of CSA Staff	Contribution
United Way Campaign 2006	129	\$18,922
Stanislaus County Heart Walk 2006	50	\$5,945
Stanislaus County Employee Mentor Program	5	5 hours per week when school is in session

Social service program reviews and audits are a standard part of government operations. Every fiscal year CSA is visited by Federal and State oversight agencies that investigate whether CSA is in compliance with the regulations and guidelines that govern the administration of mandated programs.

One such review, conducted by the California Department of Health Services (CDHS) during July 2006, demonstrates CSA's success in providing efficient government services. The 'County Performance Standards Application Processing Review' of the Medi-Cal program resulted in 100% compliance with no corrective findings. CSA's understands that accurate and accountable program administration is an integral part of providing effective customer service.

Key Telephone Numbers

Program/Category

Adult Protective Services Hotline	(209) 558-2637	1-800-336-4316
Child Protective Services Hotline	(209) 558-3665	1-800-558-3665
In-Home Supportive Services	(209) 558-2637	
Adoptions & Foster Care	(209) 558-2110	
Public Assistance	(209) 558-2777	
•CalWORKs (TANF)		
•Food Stamps		
•Medi-Cal		
Fraud	(209) 558-2020	
State Fraud Hotlines		
•Medi-Cal	1-800-822-6222	
•Welfare	1-800-344-8477	



Community Services Agency Office Locations

Stanislaus County Community Services Agency
251 E. Hackett Road, Modesto
(209) 558-2500
www.stanworks.com

Scenic Outstation
1014 Scenic Drive, Modesto
(209) 558-4820

Hughson Collaborative
2413 3rd Street, Hughson
(209) 558-4564

Turlock Office
101 Lander Avenue, Turlock
(209) 664-8150

West Modesto
401 Paradise Road Bldg E, Modesto
(209) 558-5034

Families in Partnership
1920 Memorial Drive, Ceres
(209) 547-2181

Riverbank Office
(209) 552-2401

Link 2 Care
In-Home Supportive Services
Public Authority
305 Downey Avenue, Modesto
(209) 558-4787
www.stanlink2care.org



*Annual Report developed by
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**Stanislaus County
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