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• Mission Statement •

“To build a stronger community, the Stanislaus County Community Services Agency works with the people of Stanislaus County to help with a safe place to live, access to food, health care, and opportunities to work.”

Message from the Director

••• Christine C. Applegate



Hello, my name is Christine Applegate, and I have the honor of leading a committed group of helping professionals at the Stanislaus County Community Services Agency during a time of change and challenge for our community, our state, and our nation. Our Strategic Direction for the coming years focuses on **People, Community, and Practice**. These are the three linchpins of what we do – we serve the People as individuals and families, partnering with local groups and organizations; we serve the Community by offering safety net services, resources, and protection from abuse and neglect; we focus on research-based professional Practices to deliver services and work with people in ways that are efficient and effective. This focus supports a Healthy and Safe Community in our County - two of the goals of the County Board of Supervisors.

The last two years have seen a historical recession that has affected most of us in some way recently. Many people have lost jobs, homes, had their hours or wages reduced, or just had to deal with more and more challenges, in general. Our agency, which protects vulnerable children and elders from abuse and neglect, and provides assistance, support, and job training to those in need, has seen a huge increase in the number of community members seeking help. The average number of CalFresh (formerly known as Food Stamps) recipients has almost doubled, from 49,952 in 2008 to 73,206 in 2010 - an increase of 46.6%*. That's just one example of the growth of community need for help due to the recession. Two years ago, we served 25% of the local county population. Today, we are serving 1 in 3 people in our community, almost 35% of the County population. With unemployment in the high double digits in Stanislaus County, it is a challenge, at times, for families and individuals to make ends meet.

We are in a time of radical change politically, as well, and it is likely that government services will not look the same at the end of the recession as they did a few years ago. The federal, state, and county funds to support government safety net programs and social services at the local level have taken a steep decline in the last two years. While we have lost a number of employees due to budget reductions, we have also met the challenge of continuing to provide high quality customer service. By focusing on the mandates we are required to do, we are meeting peoples' needs every day, 24 hours a day, 7 days a week, through 24 hour emergency hotlines in response to abuse and neglect situations. The programs we provide are the safety net for those in need during economic and family crises. We are focusing on **People, Communities, and Practice** to meet the needs in our County so that we can support the health and safety of our vulnerable children, elders, and families in need of temporary assistance.

Christine C. Applegate



*District 1
William O'Brien*



*District 2
Vito Chiesa*



*District 3
Terry Withrow*



*District 4
Dick Monteith
Vice-Chairman*



*District 5
Jim DeMartini*

*Although this report covers fiscal years, calendar-year data was used to determine above calculations.

Impact of the Recession on Staff Capacity and Service Delivery



During the Fiscal Years 2008-09 and 2009-10, the Community Services Agency has experienced a time of increased demand for services from those in the community in need of food, cash assistance and Medi-Cal benefits as seen from numbers in this report. While the customer demand almost doubled in some assistance programs what is less obvious is the impact on the services provided for children and adults who suffered from abuse, neglect or exploitation. The decrease in revenue coming to CSA from local, state and federal sources, has translated to a reduction in the safety net services in the community for families and elders suffering from abuse. In Adult Protective Services, state funding has been flat since 2000, and in Child Protective Services, recent state allocation reductions, coupled with a loss of local revenue, has caused loss as well in contract services and in social work staffing. A number of supportive services have been reduced that provided elder and child abuse prevention training, short term emergency need services for APS cases, sober living programs and housing, mental health and substance abuse counseling, Safe Court programs, and an intensive multidisciplinary treatment program called Families in Partnership, among others. The reduction in funding over these last two fiscal years has reduced most child abuse preventative services that are not mandated

by law and focused the energy of the staff on providing Juvenile Court mandated services for children. With adults at risk of elder abuse, the social work staff partner with families, care providers and the community to provide safety for those referred, but the resources available for that population has decreased as well. This era of economic recession is changing the way in which government responds on all levels – local, state and federal. The mandate of child and elder/dependent adult protection from abuse, neglect and exploitation is a top priority of CSA, and our hardworking and dedicated social work staff are committed to continuing to serve these vulnerable populations through these times of challenge and change.

Community Demand for Services

Need in Stanislaus County

During the past two years, the country as a whole and Stanislaus County, specifically, have been in the grips of an economic crisis. The unemployment rate in Stanislaus County has risen dramatically, fluctuating between 17%-19%, and far exceeding the state and federal rates. As a result, the Community Services Agency has seen an onslaught of individuals and families in need of basic services such as, food, cash, and medical assistance. In November 2008, there were 21,516 households and 53,052 individuals on CalFresh (formerly known as Food Stamps). By comparison, November 2010 had 32,765 households and 76,546 individuals in receipt of CalFresh, representing a 52.3% increase for households / families and a 44.3% increase for individuals in two years. The same trend holds true for CalWORKs in which 26,920 individuals were in receipt of cash aid in November 2008 compared with 30,313 individuals in November 2010, representing a 12.6% increase. In July 2008, Medi-Cal had 118,350 individuals receiving assistance compared with 132,173 in July 2010, representing an increase of 11.7%.

November 2010 had 32,765 households and 76,546 individuals in receipt of CalFresh, representing a 52.3% increase for households / families and a 44.3% increase for individuals in two years.

Local Economic Impact to Stanislaus County

The benefits issued through the CalWORKs and CalFresh programs in Stanislaus County for the month of November 2010 totaled \$17.2 million:

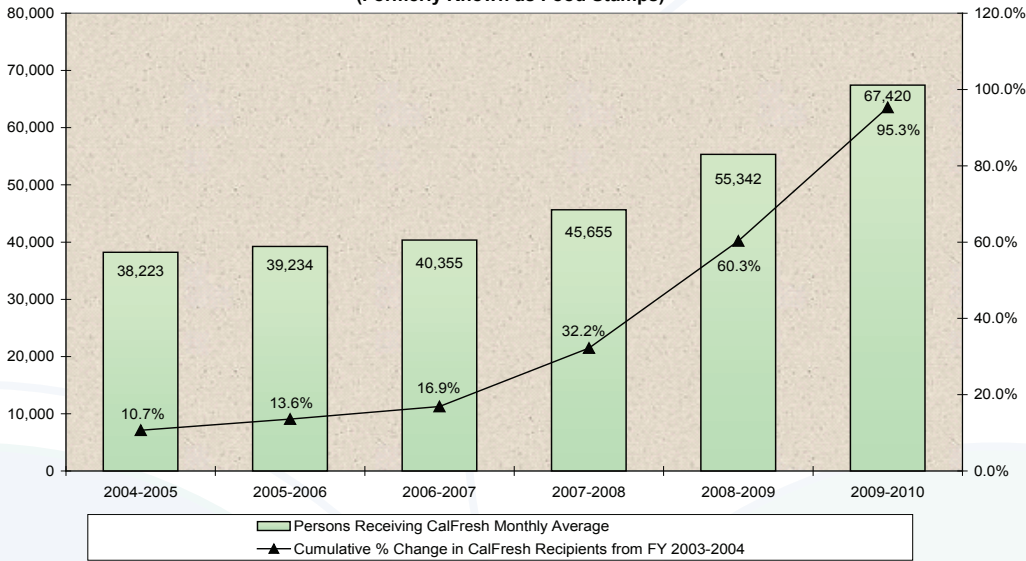
- \$ 6.1 million CalWORKs
- \$11.1 million CalFresh

This represents an increase of 63% over the past two years. By comparison, benefits issued in July 2008 totaled 11.1 million:

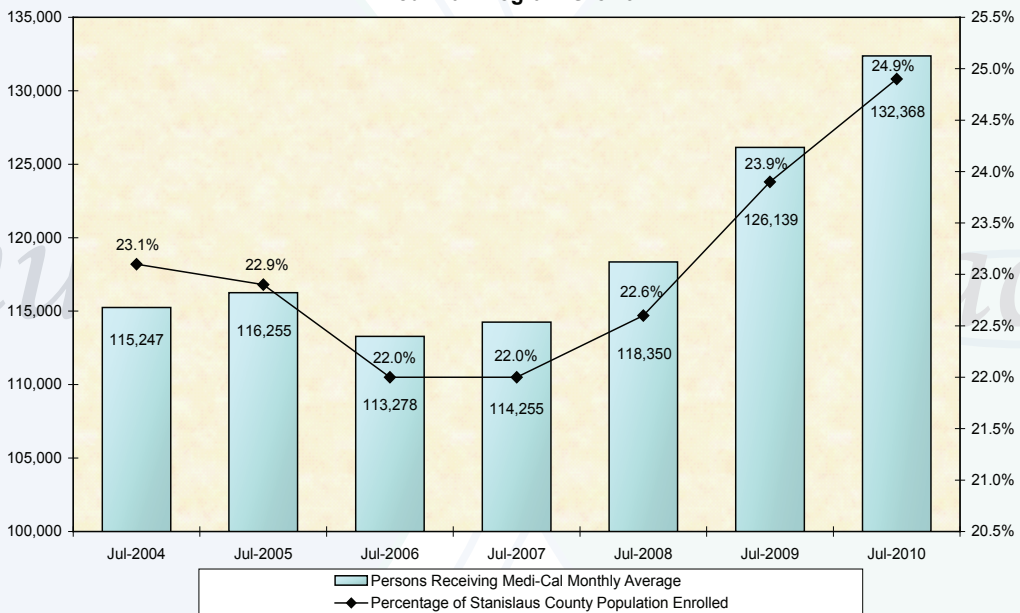
- \$5.5 million CalWORKs
- \$5.6 million CalFresh

It is important to note that, per the Beacon Economics Report published in March 2009, "Spending on County Human Services Programs in California: An Evaluation of Economic Impacts", the total economic value of the combined total of CalWORKs and CalFresh benefits issued in November 2010 for Stanislaus County exceeded \$29.5 million.

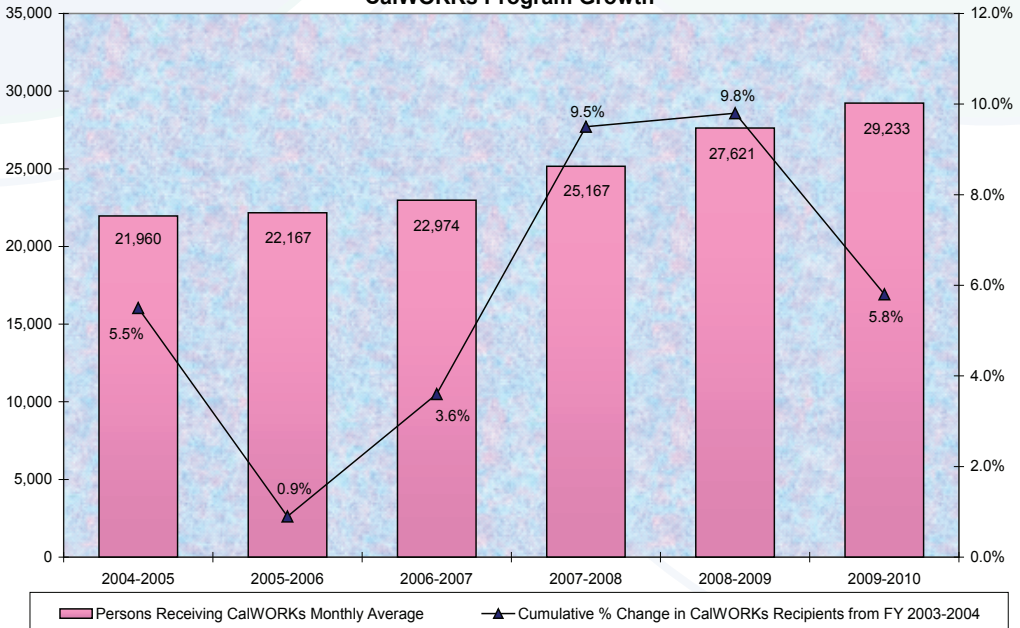
CalFresh Program Growth
(Formerly Known as Food Stamps)



Medi-Cal Program Growth



CalWORKs Program Growth



Improving Practice - Changing with the Times

www.c4yourself.com

Web and Phone-Based Applications: CalFresh and Medi-Cal

In an effort to reach potential customers in need of basic sustenance aid, Stanislaus County has joined other counties throughout the state to emphasize the use of alternative means to obtain this needed support. Currently available to anyone with access to a computer is an online, web-based, application process called, "C4Yourself" (www.c4yourself.com) that actively utilizes technology as a means for service expansion. In 2008, C4Yourself was available only to CalFresh customers, however in 2009, the website was expanded to also accept applications for CalWORKs and Medi-Cal. In 2010, C4Yourself was again expanded to allow customers to complete annual re-evaluations, download forms, check benefit amounts, and complete quarterly and semi-annual reports. Also in 2010, the State allowed for customers to have CalFresh and/or Medi-Cal interviews conducted over the phone in lieu of the mandated face-to-face interview; a process that has had a positive impact for both the customer and our agency in terms of timeliness and efficiency.

Benefit Center - Task-Based Case Management for Medi-Cal and CalFresh

As a direct result of the economic downturn, CSA's ever-increasing Medi-Cal and CalFresh caseloads grew beyond the ability to continue with utilizing traditional caseload management methods. In April 2009, CSA's Hackett facility implemented a pilot project known as the **Benefit Center - Task-Based Case Management**.

The "task-based" approach versus the traditional "caseload" approach allows for the workload to be managed using a team of case managers. Where traditional caseloads made use of a single case manager to manage all of the multiple tasks associated with 500 (or more) families/cases, task-based case management allows for teams of case managers to tackle the workload by sharing the tasks that need to be completed on each case.

The goals for the Benefit Center (Task-Based Case Management) include:

- Improved processing practices (Uniformity, Consistency, Quality, and Efficiency)
- Staff can be directed/redirected by task as workload increases
- Staff are assigned based on their skill/strength when performing a particular task
- Greater consistency in the development of performance measures and monitoring

All incoming calls from customers come in to one central phone number: 558-1550. Callers are prompted through a phone tree with the option to speak with a case manager. Customers are not routed to voicemail during business hours; they speak directly with a case manager who handles the matter through to completion.

With the pilot project complete, **over 26,000 families/cases in receipt of Medi-Cal and CalFresh are now assigned to the CSA-Hackett Benefit Center**. Looking forward into 2011, further caseload increases are anticipated. Given the limited staffing capacity of CSA, it is only through the Task-Based Case Management approach that customer needs for mandated services will be able to be met.

Voice over Internet Protocol (VoIP)

To improve internal and external customer service, CSA has always worked to implement improvements in technology within the agency. In early 2008, CSA partnered with Stanislaus County Strategic Business Technology (SBT), the county's internal technology support, to replace traditional phone service with outside vendors to save money and be more efficient. This new technology which delivers phone service over computer data lines was installed at CSA by spring of 2010, and over 900 phones have been converted. This has allowed our Benefits Center to function more efficiently, and has enhanced the phone service available to all divisions within the agency. CSA has saved over \$3,000 a month with this conversion. Thanks to the partnership between our CSA Information Technology staff and SBT staff, this project was finished 6 weeks ahead of schedule.

Outreach and Partnership

Subsidized Employment

In June 2009, CSA received approval to utilize funding received from the TANF Emergency Contingency Fund made available by the Federal American Recovery and Reinvestment Act (ARRA) to begin a subsidized employment program for Welfare-to-Work customers. The subsidized employment program was implemented in August 2009 using contract agreements developed with Alliance Worknet and Kelly Services. This program has been extremely successful. Over 550 Welfare-to-Work customers participated in the program and were placed with public, private, and non-profit worksites throughout Stanislaus County. This benefits employers with employees whose wages are covered for a time and benefits customers who get real work experience and possibly a full-time job from the placement. The goal is for the customer to acquire full-time jobs as a result of the program and have transitioned off the CalWORKs program.

Adult Protective Services

Adult Protective Services (APS) is charged with the responsibility of providing seniors and disabled adults protection from abuse. Any individual within the community who has knowledge of or suspects abuse may make a telephone report to the APS hotline. Social workers are available to answer the phone hotline 24 hours a day, 7 days a week. Once a report is received, a trained social worker or public health nurse is assigned to investigate by going to the home of the individual and having a private conversation about the allegations. If the individual is willing, the social worker will work with them to develop a plan to change the circumstances in their life that are causing the abuse. Abusers are most often family members, but they can also be friends or neighbors. Currently, the most common type of abuse is financial abuse. The abuser adds their name to the individual's bank account or opens credit accounts and then uses the money for their own benefit. Other examples of abuse are self neglect, such as hoarding or ignoring medical needs, physical abuse, or emotional abuse. Most often, there is a combination of abuse types.

The APS staff is a well trained, committed group of social workers who continue to work diligently in an effort to keep one of our most vulnerable populations, who have contributed so much to our community, safe in their homes.

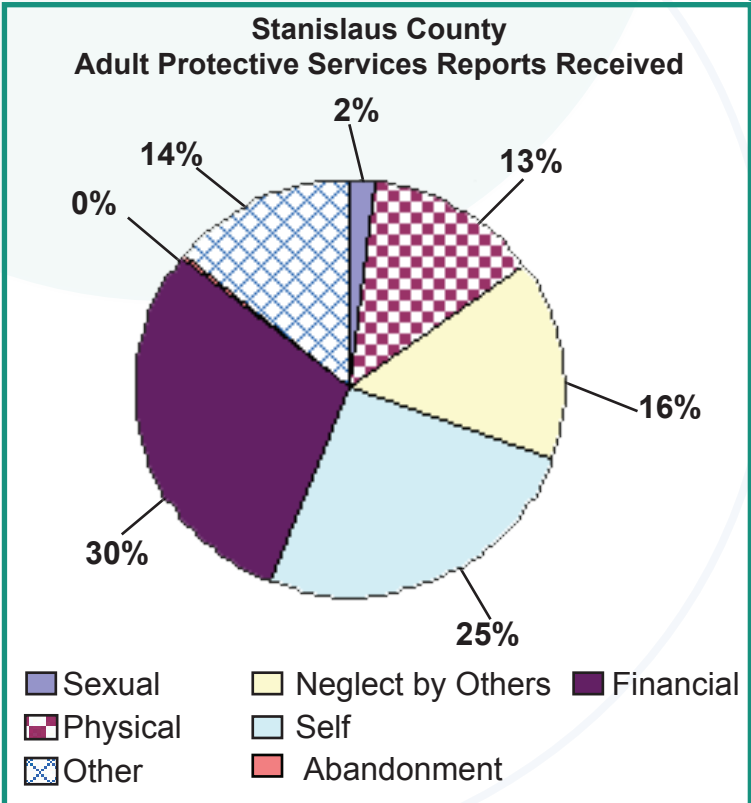
**Adult Protective Services -
24-Hour Reporting Line -
1-800-336-4316**

Earned Income Tax Credit Outreach

Expanding EITC outreach and holding similar events in the future will allow CSA customers to have access to what is considered to be the nation's most successful anti-poverty program, thereby providing financial stimulus to the local economy. The Internal Revenue Service (IRS) conservatively estimated that for the 2007 tax year, over \$3 million in EITC went unclaimed in Stanislaus County. Of those Stanislaus County residents who did claim the EITC for 2007, 76% paid an average of \$150 to \$300 for tax preparation service fees, while 37% paid additional fees for a Refund Anticipation loan.

On February 20th, 2010, in conjunction with the Volunteer Income Tax Assistance (VITA) Collaborative, CSA hosted a free tax preparation event: The EITC Outreach. Certified VITA volunteers completed federal and state tax returns for 111 Stanislaus County residents; 97 attendees had returns completed and e-filed that day. Total refunds amounted to \$166,189 for returns completed. Of that total, \$118,063 consisted of the Earned Income Tax Credit or EITC.

The EITC Outreach event specifically targeted county residents who receive services through CSA, with a focus on providing free tax preparation services to individuals who historically either haven't filed a return, or have had to pay for preparation services. Every dollar of unclaimed EITC money translates into \$1.40 in missed local revenue so these refunds were returned to the local economy.



• In-Home Supportive Services (IHSS)



The In-Home Supportive Services (IHSS) program began in 1973 to assist low income citizens with the ability to remain in their own homes for as long as possible in an effort to help maintain their health and quality of life. It was designed to keep recipients out of nursing homes, and board and care facilities thereby holding down the public cost of institutional care for the aged, blind, and disabled residents of California.

There were approximately 6,000 IHSS clients in Stanislaus County be cared for by 4,200 IHSS providers between 2008-2010. The mission of this program is to provide help in the home and protection for the elderly and/or disabled who are victims of abuse and/or neglect. All recipients found to be eligible for the program will receive services based on their assessed need. The IHSS Public Authority of Stanislaus County, established in 2004, is responsible for establishing and maintaining a registry of trained providers who can be referred to recipients in need of care.

In-Home Supportive Services Fraud

Like other Assistance Programs operated by CSA (Medi-Cal, Cal Fresh, and Cash Aid), IHSS benefits are also subject to program integrity reviews for possible fraud. The California Department of Health handled IHSS fraud investigations until 2009 when counties were offered the ability to conduct their own investigations. Stanislaus County Board of Supervisors decided to bring the fraud investigation responsibility back to the local level in fall of 2009.

A pilot program to investigate fraud and ensure program integrity began in the In-Home Supportive Services program in January 2010. As of June 2010, out of the 2% of cases reviewed, 76% were found to have inaccuracies with hours/services matching needs, with 49% of those sampled cases being terminated from the program. This resulted in a return on investment of \$2.43 for every total dollar spent on the program.



New IHSS Provider Enrollment

Effective November 1, 2009, all In-Home Supportive Services (IHSS) providers were to complete provider enrollment requirements. By December 31, 2010, all IHSS providers were to attend an orientation where the IHSS program was explained as were the consequences of committing fraud. Additional requirements included, completing new paperwork, providing documentation of the legal right to work in the United States, and undergoing a criminal background check and fingerprinting. Over 5,000 IHSS providers completed the required process. Because of teamwork from the Community Services Agency's staff, the process was very efficient and effective. Within 12 months all IHSS providers were background checked and trained to ensure the safety of the recipients.

Child Welfare Services

Every three years, the Child and Family Services division, in partnership with Juvenile Probation and the California Department of Social Services, develops a System Improvement Plan (SIP). The recently completed SIP was in effect from September 2007 to September 2010. A new SIP for the time period of 2010 to 2013 was approved by the Board of Supervisors. The mission of Child and Family Services is to ensure that every child lives in a safe, stable, permanent home nurtured by healthy families and strong communities. Child and Family Services develop strategies to improve our county's performance on federal and state outcome measures related to child abuse and neglect. Performance is monitored quarterly to ensure that we are making progress toward our goals.

2007-2010 SIP Improvement Goals

- Reduce repeated maltreatment for children with particular emphasis on children 0-5 years of age
- Engage families with children at risk of abuse or neglect in community-based, preventative services in order to reduce the recurrence of maltreatment
- Improve caregiver (foster parent/relative) skills in parenting preteen and adolescent children/youth that are victims of abuse and/or neglect in order to ensure placement stability for foster children
- Connect reunifying families to community-based support/aftercare services in order to reduce re-entry into foster care for children previously reunified

Strategies (including, but not limited to)

- Hold Family Engagement Meetings (FEM)
- Perform Differential Response (DR) to connect families with community-based services
- Develop specialized training for foster parents, relative caregivers, and social workers
- Hold Team Decision Making (TDM) meetings for placement changes and at foster care exit

Outcomes (10-2009 thru 12-2009)

- Non-Recurrence of Maltreatment
 - *94.2% - Stanislaus County
 - *94.6% - National Standard
- Placement Stability
 - ◇ Time spent in foster care and having 2 or fewer placements
 - ◆ 8 days to 12 months
 - *82.8% - Stanislaus County
 - *86.0% - National Standard
 - ◆ 12-24 months
 - *67.7% - Stanislaus County
 - *65.4% - National Standard
 - ◆ 24 + months
 - *29.8% - Stanislaus County
 - *41.8% - National Standard
 - ◇ Children 11 - 15 years and having 2 or fewer placements
 - *21% - Stanislaus County
 - 39% stability when placed with relatives
- Foster Care Re-Entry After Reunification
 - *8.7% - Stanislaus County
 - *9.9% - National Standard



Child Protective Services 24-Hour Reporting Line
1-800-558-3665

o Child Welfare Services

Child Welfare Services System Improvements

Stanislaus County's Child and Family Services program has been one of the most proactive in the state for many years, offering services early that remediate child abuse and neglect. The approach has been to stabilize family situations before things escalate and court intervention is necessary. Services that were very successful in the 2008-09 and 2009-10 fiscal years include:

- Families In Partnership (FIP)
- Differential Response (DR)
- Team Decision Making (TDM) Meetings
- SafeCourt
- Family Engagement Meetings (FEM)
- AmeriCorps Members / Family Advocates
- Sober Living for Child Welfare Customers
- Training for Foster Parents, Relative Caregivers, and Social Workers
- Dedicated Adoptions Social Workers
- Independent Living Skills Program (ILSP)



Foster Youth Transition

Research shows that youth who transition out of foster care often experience difficulties as young adults; especially in the areas of employment, education, life skills, housing, and permanent connections.

In Stanislaus County, approximately 40 youth transition out of foster care annually. In preparation for a successful transition into adulthood and emancipation from foster care, when these youth reach the age of 16, the Independent Living Skills Program (ILSP) provides employment/vocational services and training in daily living skills. Social workers, in partnership with the youth and their caregivers, work to develop the youth's Transitional Independent Living Plan (TILP). After-care services and support are in place to assist the youth when they leave foster care.

For the last five years, CSA's Child and Family Services division has been

an active participant in the Connected By 25 Initiative (CC25I), which is supported by the Stuart Foundation. It has provided support to CSA by implementing programs for foster youth such as, transitional / permanent housing, employment / vocational training, tutoring, the Individual Development Account (IDA), and the Bridge to College and Career Program. CC25I has also given CSA the opportunity to provide leadership training.

It is critical that every youth has permanent, lifelong connections. Beginning at the time of initial foster care placement, the quest for finding a family occurs for every child. The goals for youth who leave foster care are for them to have at least one committed adult who will provide them with support and a commitment to have a safe, stable, and secure parenting relationship.

The Host Family Model of Transitional Housing Plus Program (THP-Plus) provides youth with the opportunity to have a lifelong connection and improve the permanency in their lives. To date, this model has served a total of 74 foster youth and currently has 15 participants. In 2010, permanent housing was available through a partnership with the Housing Authority of Stanislaus County. The employment / vocational component of THP-Plus has provided employment skills to foster youth referred to the program and 50% of the THP-Plus participants have employment.



Program Integrity/Accuracy

Child and Family Services Division - Council on Accreditation



CREDIBILITY • INTEGRITY • ACHIEVEMENT

A monumental achievement for CSA's Child and Family Services Division is the four-year reaccreditation with the Council on Accreditation (COA). Founded in 1977, COA is an independent, non-profit, international accreditor of community-based behavioral health care and human service organizations. COA reaccreditation signifies that CSA has set high performance standards and has made a commitment to the community to deliver the highest quality services. COA completed detailed reviews and performed analysis of both the administrative operations and the service delivery practices, "measuring" against all national standards of best practice. CSA's Child and Family Services division has been deemed to be accessible, appropriate, culturally responsive, evidence-based, and outcomes-oriented. Services are provided by a skilled and supported workforce, and all individuals are treated with dignity and respect. Only one of two county child welfare agencies in the State of California has achieved this accreditation. Given the current economic downturn resulting in staffing cutbacks, and the stretching of human and budgetary resources, CSA continues to remain an outstanding provider of health and human services.

County Self-Assessment - Child and Family Services Division

The County Self-Assessment is a required component of the California Child and Family Services Review (C-CFSR), a result of Assembly Bill 636 (Steinberg). The purpose of the Self-Assessment is to monitor and assess the quality of services provided by CSA's Child and Family Services Division and the Stanislaus County Probation Department on behalf of maltreated children. Assessment outcomes focus on child safety, permanency, and well-being.

Findings upon completion of the Self-Assessment for the Child and Family Services Division included strong partnerships and collaboration with community partners who share a same vision and responsibility for the vulnerable children within the community. Strengths included measurable programs and practices such as, Families in Partnership, Differential Response, and Team Decision Making. Additional strengths noted were the network of contracted services, such as clean and sober living facilities, that contribute to a safety net for children and families, and the services for youth that transition out of foster care.

Medi-Cal-Performance Standards

The State of California Department of Health Care Services requires each county to review for accuracy the eligibility determinations and annual re-determinations made. There are five Medi-Cal performance standards that must be met.

These include:

- Non-disability applications that must be processed within 45 calendar days
- Disability applications must be processed within 90 calendar days (excluding any delays from the State)
- Annual review forms must be mailed to the recipient by the anniversary date
- Annual review forms received that must be processed within 60 calendar days
- Medi-Cal recipients that do not return completed annual review forms and must be sent a Notice of Action within 45 days

If a county is determined to be out of compliance with one or more of the five Medi-Cal performance standards set, a plan for corrective action must be submitted to the State.

Stanislaus County's Medi-Cal program met all five performance standards in 2008, 2009, and 2010.



Program Integrity/Accuracy cont...

Child Care Assistance

Stanislaus County's Child Care program issues three levels of assistance: Stage 1, Stage 2, and Stage 3. The program is available to current and former CalWORKs recipients and is determined by family income and need for services.

Child Care has met and exceeded all performance targets set by the state. During fiscal year 2008/09, CSA's accuracy rate was 100% and during fiscal year 2009/10, the accuracy rate ranged between 95-97%. As an internal "check and balance", a process was also established to ensure the Child Care program adheres to the policies and procedures of the California Department of Social Services and the California Department of Education. Quality assurance reviews are conducted on a monthly basis so that errors are minimized and the parents and providers are receiving the best possible services.



Special Investigations Unit (SIU)

During fiscal year 2009/10, the Special Investigations Unit (SIU) saved \$3.2 million in tax dollars due to terminating or reducing benefits on cases determined to be fraudulent. This was up 2.3% from fiscal year 2008/09, which had a tax dollar savings of \$3.1 million. Through a collections process, SIU also recovered \$1.24 million in fraudulent benefits issued, up 5.4% from the fiscal year 08/09 recovery of \$1.17 million. In contrast, fiscal year 2008/09 had 84 convictions of criminal welfare fraud charges, while fiscal year 2009/10 experienced a 32% decrease, or convictions of 57 people, due to staff capacity reductions.

CalFresh (formerly known as Food Stamps)

CalFresh has been one of the fastest growing assistance programs of the last three years. From July 2008 to July 2010, CalFresh enrollment rose from 50,422 to 74,547 total persons, a 47.8% increase. In spite of the rapid program growth, Stanislaus County remained one of the top performers for case processing and adherence to program rules and regulations for eligibility standards during that time, maintaining accuracy rates above the state and national averages. When addressing the emergency needs of customers, case management staff continue to be efficient, consistently remaining in the top percentile of processing time for requests for Expedited Services and completion of applications. Over 97% of all CalFresh applicants eligible to Expedited Services receive benefits within three business days, and 100% of all CalFresh applications are processed within the 30-day time limit, as compared to only 90% statewide.

From July 2008 to July 2010, CalFresh enrollment rose from 50,422 to 74,547 total persons, a 47.8% increase.



Financial Analysis Summary

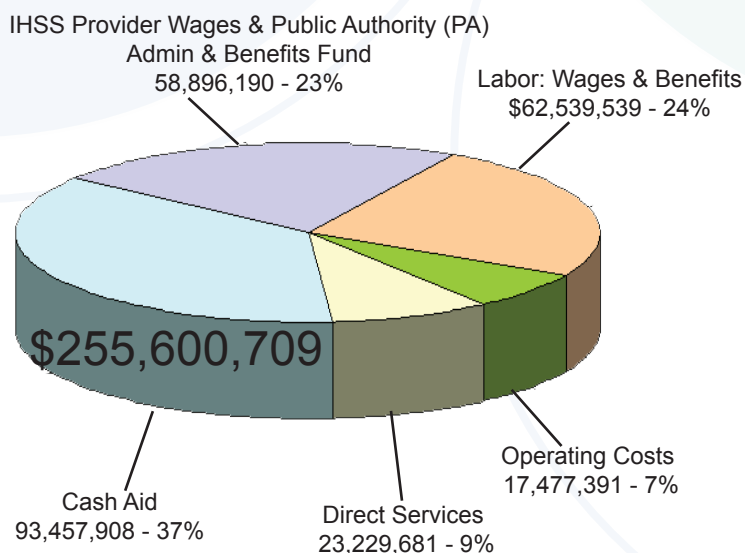
	Fiscal Year ended June 30, 2010 FY 2009-2010	Fiscal Year ended June 30, 2009 FY 2008-2009	Fiscal Year ended June 30, 2008 FY 2007-2008
Summary Financial Operations			
Overall Financial Operations			
Community Services Agency (CSA) Fund	\$ 196,704,519	\$ 196,969,769	\$ 194,346,251
Other Financing Uses: Operating Transfers	1,198,969	3,672,269	3,393,295
Total Community Services Agency Fund Operations	\$ 197,903,488	\$ 200,642,038	\$ 197,739,346
IHSS Provider Wages & Public Authority (PA) Admin & Benefits Fund (1)	\$ 58,896,190	\$ 56,676,756	\$ 50,750,623
Grant Total CSA & PA Combined Operations	\$ 256,799,678	\$ 257,318,794	\$ 248,489,969

Community Services Agency (CSA) Fund Expenditures				Change between 2008-09 & 2009-10
Labor: Wages & Benefits	\$ 62,539,539	\$ 63,297,726	\$ 61,666,583	\$(758,187) -1.2%
Operating Costs	17,477,391	18,208,446	21,550,742	\$(731,055) -4.0%
Direct Services	23,229,681	22,804,640	25,698,595	\$425,041 1.9%
Cash Aid	93,457,908	92,658,957	85,430,331	\$798,951 0.9%
IHSS Provider Wages & Public Authority (PA) Admin & Benefits Fund	58,896,190	56,676,756	50,750,623	\$2,219,434 3.9%
Total CSA Expenditures	\$ 255,600,709	\$ 253,646,525	\$ 245,096,874	\$1,954,184 0.8%

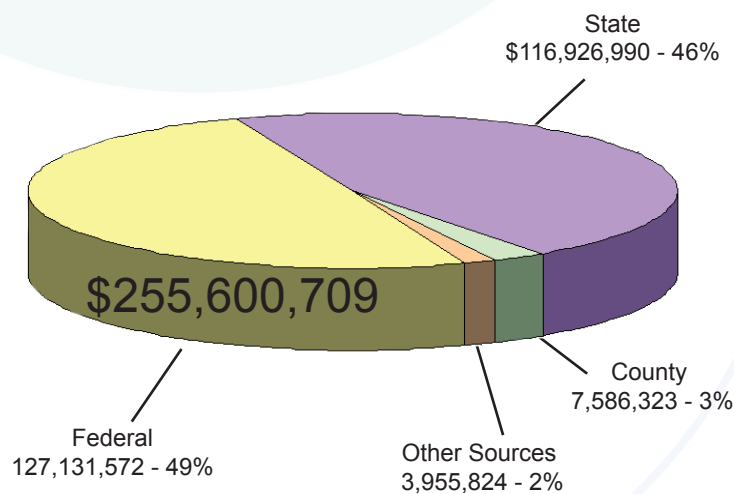
Matching Revenues			
Federal	\$ 127,131,572	\$ 121,051,455	\$ 118,308,021
State	116,926,990	121,160,002	115,632,924
County	7,586,323	8,048,202	6,447,279
Other Sources	3,955,824	3,386,866	4,708,650
Total CSA Revenues to Match Expenditures	\$ 255,600,709	\$ 253,646,525	\$ 245,096,874

(1) In FY 2009-10, IHSS Provider Wages were removed from CSA Direct Services and established as part of the Public Authority Fund. For display purposes only, FY 2007-08 and 2008-09 financial data pertaining to IHSS Provider Wages has been extracted from CSA Direct Services and incorporated under IHSS Provider Wages & PA Admin & Benefits Fund.

Community Services Agency Fund:
Expenditures FY 2009-10



Community Services Agency Fund:
Revenues FY 2009-10



Stanislaus County Community Services Agency

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."

Strategic Direction 2010-2013

"Bridging with the community to serve people with respect, compassion, and understanding"



CSA's 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
- Be recognized as an asset to the community

Community Services Agency Contact Information

Administration

- 209-558-2500

Adult Protective Services (APS)

- 209-558-2637
(Monday through Friday, 8:30 am to 4:30 pm),
- 1-800-336-4316 (24-hour Reporting Number)

Child Protective Services (CPS)

- 209-558-3665 (24-hour Reporting Number),
- 1-800-558-3665 (24-hour Reporting Number)

CAIRE/Family Justice Center

- 209-525-5310

CSA Outstation Offices

- Hughson Collaborative: 209-558-4564
- East County: 209-558-2777
- Scenic: 209-558-4820
- Turlock/Lander: 209-664-8150

- Turlock/3rd: 209-664-8287
- West Modesto Community Center: 209-558-5142

Fraud Hotlines

- 209-558-2020 (Stanislaus County)
- 1-800-344-8477 (State of California)
- 1-800-822-6222 (Medi-Cal Fraud Reporting)
- 1-800-722-0432 (Medi-Cal Provider Fraud)

In-Home Supportive Services (IHSS)

- 209-558-2637
(Monday through Friday, 8:30 am to 4:30 pm)
- 209-558-1650 (Advisory Committee)

StanWORKs/General Assistance:

- 209-558-2777
- Automated System: 1-877-652-0734
- Child Care: 209-558-2332
- Medi-Cal & CalFresh Applications: 1-800-962-4468