



COUNTY OF VENTURA

ANNUAL REPORT

JULY 2007 - JUNE 2008



District 1
Supervisor
Steve Bennett



District 2
Supervisor
Linda Parks



District 3
Supervisor
Kathy Long



District 4
Supervisor
Peter C. Foy, Chair



District 5
Supervisor
John K. Flynn



CEO
County of Ventura,
Marty Robinson

BOARD OF SUPERVISORS



On behalf of the Board of Supervisors, I would like to recognize the Human Services Agency employees and the service they provide to the community of Ventura County. In the recent decline of our economy, it is evident that the need for human services will increase. The Human Services Agency is committed to meeting these needs and improving the lives of people in Ventura County.

Included in this report are summaries of the Human Services Agency's programs and services to Ventura County and how they continue to help people develop the skills and necessary means to live a healthy and productive life. The Human Services Agency, through the partnership of County agencies and several nonprofit organizations, is able to provide numerous services throughout all of Ventura County, meeting the needs of the unemployed, homeless, foster care children, dependent adults, veterans, families in crisis and many more.

The Board of Supervisors will continue to support the people who are dedicated to helping those who cannot help themselves and to giving each person in the community the opportunity to live a rich and full life.

Peter C. Foy, Chair, 2008
Supervisor, Fourth District



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The Human Services Agency Overview

The Human Services Agency strives to strengthen Ventura County by administering programs that have a positive impact on key community concerns, including food insecurity, access to health care and insurance, child and elder abuse, unemployment and homelessness. The Human Services Agency also serves as a foundation for improved career paths and family lives and as a safety net for individuals facing temporary setbacks due to loss of employment, illness or other challenges. Services available to qualified individuals include:

- Financial assistance, low-cost health insurance, and housing assistance for families and others
- Supportive living services for seniors and adults with disabilities
- Career development and training for eligible youth and adults
- Career education services for job seekers
- Employer/employee matching
- Child care assistance for working parents
- Veteran’s benefits and support services
- Emergency response to allegations of abuse and neglect
- Foster care placement, reunification of children with their parents, and adoption services
- Referrals to other County agencies and community-based partner organizations

In Fiscal Year 2007-2008, the Human Services Agency:



Assisting Elders, the Homeless, and Veterans



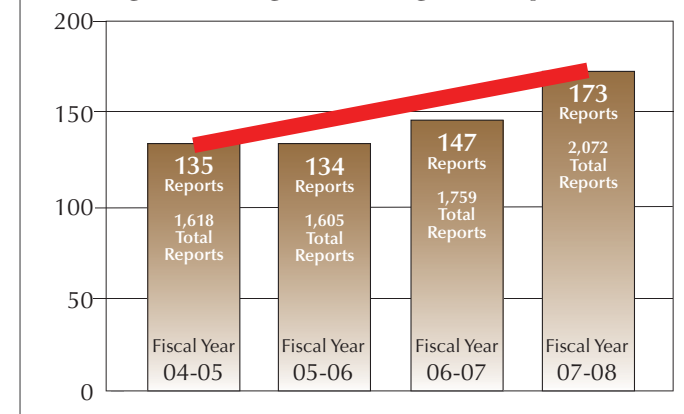
Meeting basic needs—safety, food, shelter, and medical care—of the elderly, dependent adults, homeless and veteran populations is especially challenging during a period of declining State funds and a downturn in the economy. While many seniors in Ventura County have stable incomes, most have been impacted in some way by the rising cost of living. Top-quality health care is available, but some health resources are not as readily accessible in Ventura County as they are in other parts of the State. For example, there are fewer nursing home beds per capita in Ventura County than the State average, which makes the care and services offered by In-Home Support Services critically important.

Ventura County's senior population has grown more rapidly than other areas in the State. By 2015, California's population of 65 and above will increase by 75%. It is projected that Ventura County will be home to 160,000 people age 65 and over. As the senior population rises, the need for programs that keep the elderly safe, healthy, and self-sufficient will increase.

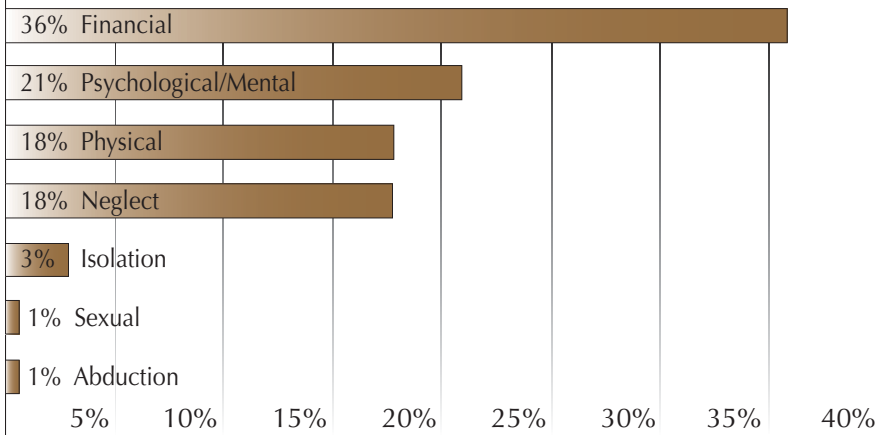
Programs & Benefits

It is Ventura County's responsibility to ensure that elder residents or dependent adults with limited abilities are able to protect themselves from outside interests including abusive friends, relatives, caregivers and strangers. Abuse can be financial, sexual, psychological or physical. The primary goals of Adult Protective Services are to respond rapidly to allegations of abuse or neglect and to help make clients safer immediately, while implementing plans to reduce the risk of repeated abuse or neglect. Victims of abuse, neglect or exploitation may receive short-term services such as emergency shelter, home repair, meals, transportation, help

**Adult Protective Services
Average Investigated Allegations per Month**



Types of Neglect/Abuse by Others Confirmed by Adult Protective Services



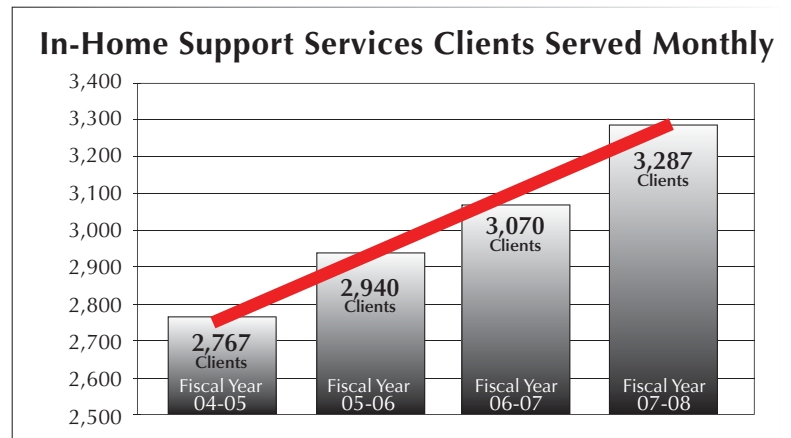
with financial management, home health services, and medical and mental health services. In Fiscal Year 2007-2008, the Human Services Agency responded to 2,072 allegations of adult abuse or neglect and served an average of 386 Adult Protective Services' clients each month.

The Human Service Agency's In-Home Support Services program allows low-income elderly, blind or disabled people to hire someone to help them with housework, meal preparation and personal care. The In-Home Support Services Public Authority screens and trains providers who can perform domestic and personal care services for clients who do not have a family, friend, or relative to provide authorized services for them. With help, people who

receive services can remain safely in their own home and do not need to move into a high-cost care facility or institution. Quality, cost-effective alternatives to institutionalized care are in high demand, and the cost of In-Home Support Services is only 13.1% of institutional care. The In-Home Support Services program and associated caseload have grown by 18% since Fiscal Year 2004-2005, and with the County's growing senior population, that trend is projected to continue. In Fiscal Year 2007-2008, the Human Services Agency served an average of 3,287 In-Home Support Services clients each month.

Homeless Services

Ventura County is known for its safe communities and high home values, but not all residents have a place to call home. To assist these vulnerable populations, the Homeless Services program helps clients achieve self-sufficiency by securing available health care benefits, employment services and stable housing. Numerous studies demonstrate that the experience of homelessness hinders the physical, emotional, cognitive, social and behavioral development of children. Each child in Ventura County who has a stable home will be better prepared to contribute to the community in the future. In Fiscal Year 2007-2008, the Human Services Agency served an average of 373 homeless clients each month.



Adult & Family Services

Goals

- Increase community partnerships to strengthen intervention and program services for vulnerable populations and veterans within our community
- Maximize resources to deliver mandated, necessary and vital services that support the health, safety and self-sufficiency needs of vulnerable individuals, veterans and families who live and work in our community
- Standardize operational processes for consistency and efficiency
- Maximize the use of technology to enhance program operations

RAIN Transitional Living Center

During Fiscal Year 2007-2008, the Human Services Agency continued its operation of the RAIN Transitional Living Center, which provides transitional housing for homeless families and single adults from Ventura County. Located in Camarillo, RAIN provides comprehensive services to approximately 60 to 70 residents, including children, at any given time. Residents receive assistance with meals, transportation, parenting, employment, financial skills development and permanent housing.

Veterans Services

The Human Services Agency recognizes the courageous service of Ventura County veterans and works hard to help them access the benefits they have earned. The Human Services Agency's Veterans Services Office helps these men and women, as well as their families, gain access to financial assistance and medical treatment. In Fiscal Year 2007-2008, the Human Services Agency served an average of 215 veterans each month.

Performance & Accountability

In Fiscal Year 2007-2008, the Human Services Agency investigated 2,072 allegations of abuse and/or neglect of seniors and dependent adults, and responded to 2,558 requests from the public for information and referrals. In order to increase public awareness about elder abuse and to facilitate the more effective delivery of services, the Human Services Agency implemented an aggressive outreach campaign, and participated on a number of councils committed to seniors' issues. Human Services Agency data showed that 99.9% of adults who experienced abuse/neglect remained safe during the following year.

In Fiscal Year 2007-2008, an average of 3,287 County residents accessed the Human Services Agency's In-Home Support Services monthly, improving the quality of their daily lives while remaining in the comfort of their own homes. During Fiscal Year 2007-2008 the Human Services Agency provided housing information and referral services to 2,765 residents on their journeys to self-sufficiency, and helped nearly 85 families avoid homelessness.

Spotlights...

Community Outreach

In an effort to reach out to seniors and dependent adults and make them aware of Adult Protective Services, the Human Services Agency expanded its outreach strategy. Adult Protective Services Community Services Workers supply outreach materials to multiple clinics and pharmacies throughout the County, making the information readily available to seniors, and engaging these businesses as partners in raising awareness. The Human Services Agency also focuses on raising awareness about elder abuse in the faith-based community, with Adult Protective Services staff making visits to churches throughout Ventura County.

Veterans Benefits

Over the last four years, the Veteran's Services Office has developed a program for military personnel who deploy and redeploy through Naval Base Ventura County and could benefit by accessing Veteran's Administration benefits. Most active duty personnel are unfamiliar with the benefits application process and require assistance when applying for service-connected disability benefits. Last year the Human Services Agency provided 19 specialized briefings to assist military personnel with the process. The Veteran's Services Office also helped plan, advertise, and participated in the "Honor a Hero, Hire a Vet" job fair in Oxnard.

The "Veterans Advisor" has been appearing in the Ventura County Star newspaper for six years and is now a weekly column. Because of the column, the Human Services Agency receives approximately 100 e-mails a week concerning military and veterans issues.



Road to Independence: Employment & Business

As Ventura County's unemployment rate creeps higher and the job market contracts, it becomes more challenging to connect job seekers to employment. Recent economic indicators had been stable and somewhat positive: Ventura County's poverty rate for 2007 fell, with the percentage of residents living below the Federal Poverty Level declining from 8.9% in 2006 to 8.5% in 2007. At the same time, the median household income rose slightly from \$72,107 to \$73,250.

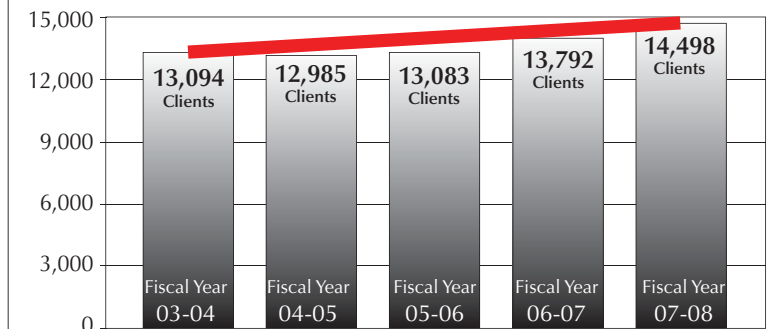
In contrast to the modestly positive trends reported for Fiscal Year 2006-2007, the economic downturn of 2008 will present challenges to Ventura County today and into the future. The unemployment rate for Ventura County in July was 6.7%, the highest rate in 10 years. As major businesses are downsizing and/or closing their doors, the supply of workers exceeds the demands of the labor force. Competition for jobs creates extreme challenges for job seekers with limited employment experience.

Two Ventura County cities suffer from persistently high unemployment—both Oxnard

and Santa Paula were listed as Labor Surplus Areas by the U.S. Department of Labor for 2006, 2007 and 2008. The Human Services Agency operates six Job & Career Centers in Ventura County plus two satellites, with four Centers located in these high-need areas. By aggressively connecting families to resources that include vocational training, transportation and childcare, the Human Services Agency is helping to remove barriers to employment.

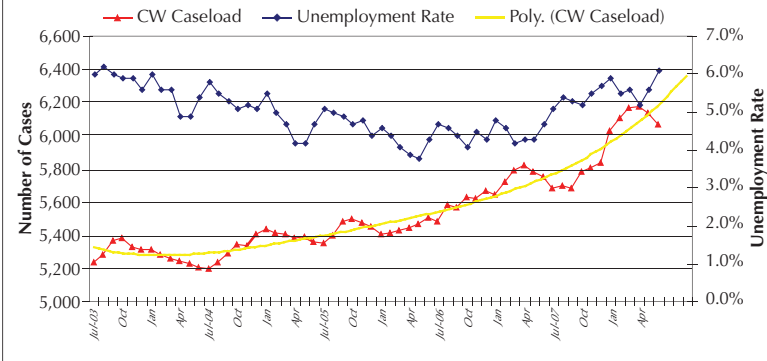
Although many factors contribute to caseload growth and decline, the California Work Opportunity & Responsibility to Kids (CalWORKs) program caseload tends to increase as the unemployment rate increases.

Average Number of California Work Opportunity & Responsibility to Kids (CalWORKs) Program Clients Served Monthly



Jobs available to less educated or trained workers with limited resources are heavily

California Work Opportunity & Responsibility to Kids (CalWORKs) Program Caseload & Unemployment Rate



concentrated in service positions (e.g., cashier, customer service, and receptionist), and in agriculture. These sectors typically offer low wages and few benefits, making the supportive services offered by the Human Services Agency essential to the well-being of the community.

Programs & Benefits

The California Work Opportunity & Responsibility to Kids (CalWORKs) program implements the federal Temporary Assistance to Needy Families legislation in California. The CalWORKs program is the state's largest cash-assistance program for children and families, providing financial help so that families can meet basic needs.

The Ventura County Workforce Investment Board, whose members are appointed by the Ventura County Board of Supervisors, guides the administration and distribution of federal Workforce Investment Act funds that are allocated through the State to Ventura County. These funds help support Job & Career Centers throughout Ventura County and offer a comprehensive range of workforce development activities that benefit employers by enhancing skills of youth, job seekers and workers who have been laid off.

The goals of the CalWORKs program and Workforce Investment Act program are to help clients identify their workplace strengths; understand the hard and soft skills required by local employers; develop or improve skills through classroom and/or hands-on training; conduct successful job searches; and sustain meaningful employment at livable wages. Ventura County can only benefit from the expansion of a well-trained, tax-paying workforce that will reduce dependency on government programs in the future.



Business & Employment Services

Goals

- Expand vocational education partnerships to provide clients skills training for emerging occupations
- Seek employment services demonstration grants that provide training for emerging occupations (allied health, green industries)
- Position Ventura County to implement employment services programs within the Federal economic stimulus package
- Implement the sixth year of the Earned Income Tax Credit (EITC) and the Volunteer Income Tax Assistance (VITA) program with the Financial Empowerment Partnership
- Implement a streamlined General Relief program with client benefit lifetime limits and facilitate transition of clients onto alternate and sustainable assistance programs
- Increase the number of clients participating in federally-mandated, work-related activities, enabling clients to transition from welfare to work

Performance & Accountability

During Fiscal Year 2007-2008, the Human Services Agency delivered employment and career services through the Job & Career Centers to more than 27,000 individuals, who accessed employment and career services more than 94,000 times. Nearly 1,500 job seekers attended one of 295 career services workshops where they received assistance with resume writing, online job searches and interview skills. The Human Services Agency helped CalWORKS clients secure some 1,900 employment placements. Approximately 5,150 children received subsidized day care so their parents could work or participate in work-related activities.

The Human Services Agency's Rapid Response program, funded by the Workforce Investment Act, provides assistance before, during and after layoffs. In Fiscal Year 2007-2008, Rapid Response staff offered consulting and other supportive services for 20 businesses that reported a combined total of 1,141 layoffs. All individuals who received Rapid Response services were referred to career transition programs and Job & Career Center services. More than 325 of impacted employees took advantage of Rapid Response programs and services.

The Job & Career Centers provided services to 2,619 youth in Workforce Investment Act funded programs and through access to employment and career service. The Boys & Girls Club of Greater Oxnard and Port Hueneme and PathPoint (formerly Work Training Programs, Inc.) provided education, life-skills and employment training services to over 280 youth while 2,338 youth accessed services through Virtual OneStop (VOS), an Internet-based employment services system.

Performance outcomes for the Workforce Investment Act show that Ventura County exceeded State standards and achieved a higher-than-100% success rate for adults and dislocated workers in all six categories of Workforce Investment Act Common Measures performance and in one of three categories for youth, making Ventura County eligible for a partial incentive award and opportunities to compete for additional state grants.

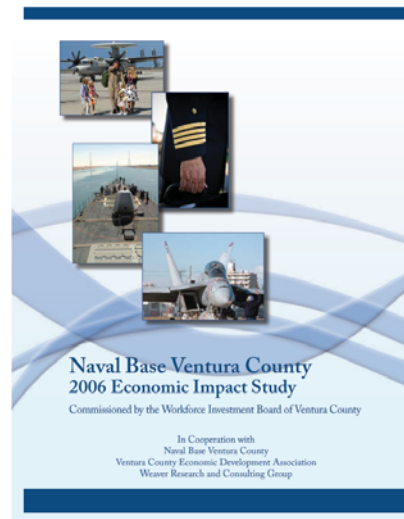
Spotlights...

Local Partners

In addition to providing mandated CalWORKs programs and Workforce Investment Act programs, the Human Services Agency administers other programs aimed at self-sufficiency. For the fifth year in a row, the Human Services Agency worked with local partners at United Way, Cabrillo Economic Development, and CAUSE (Central Coast Alliance United for a Sustainable Economy) to implement its Financial Empowerment Partnership, through which over 500 tax returns were prepared for low-income visitors to the Human Services Agency's Job & Career Centers. As a result of this initiative, local families received \$686,590 in tax refunds.

Economic Impact Report

The Workforce Investment Board of Ventura County partnered with Naval Base Ventura County to develop and present an Economic Impact Study. The report provides detailed information about the economic contribution of the Navy to Ventura County. As the largest employer in the County, with over 19,000 jobs in all categories and an economic impact exceeding \$1.2 billion, the Navy plays a significant role in the economic health of the area. For more information about the Workforce Investment Board, visit their website at www.wib.ventura.org.



Safe Communities: Children & Families

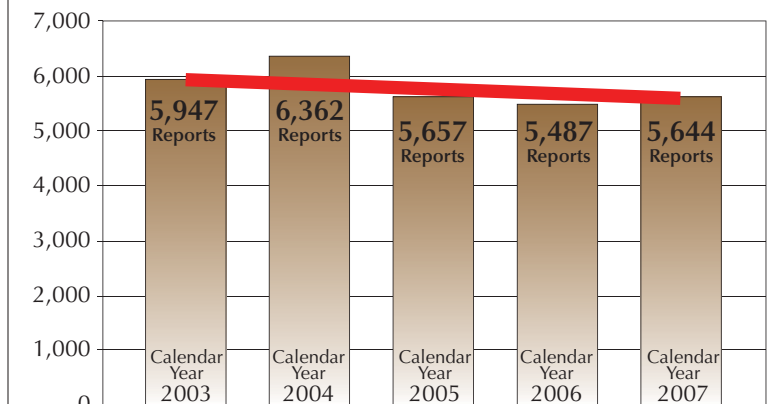


The Human Services Agency recognizes that the best way to ensure the safety and well-being of children is to assist their families with basic needs before conditions worsen and the potential for child abuse/neglect rises. When abuse/neglect does occur, however, social workers fulfill the Human Services Agency's federal and state mandates to protect children through services and programs based upon the Annie E. Casey Foundation's Family-to-Family philosophy. Family-to-Family reflects the well-founded belief that children grow best in families, and that families do best when supported by their communities, including child welfare agencies. Supporting biological, relative, foster, and adoptive caregivers through training and skills development is a key element of the Family-to-Family philosophy. Other significant elements of the philosophy include building partnerships with community-based organizations and making decisions about children's futures using teams of Human Services Agency social workers, parents and community members.

Programs & Benefits

In line with the federal Adoption and Safe Families Act and California's Child Welfare Outcomes & Accountability Act, the goals of the Human Services Agency's child welfare and family programs are to: ensure the safety, stable living arrangements, and well-being of children, whether it is in the children's best interest to be reunified with their biological parents, or to be placed with relatives or foster families pending adoption. The benefits of assisting biological parents with developing their parenting skills so that they can raise healthy, self-assured children are innumerable. Equally significant to the community is the value of the commitments made by caring foster and adoptive families, who are better able to fulfill their roles with the Human Services Agency's support.

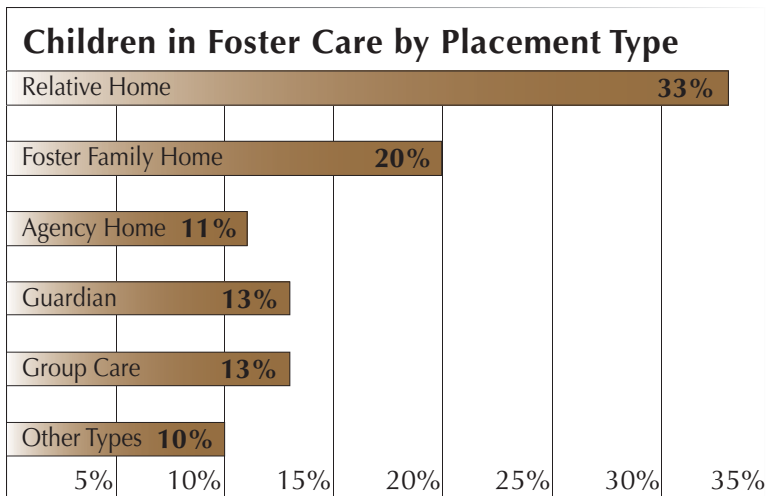
Reports of Suspected Child Abuse/Neglect Investigated Annually



Performance & Accountability

In Calendar Year 2007, the Human Services Agency investigated 5,644 reports of suspected abuse/neglect and, in Calendar Year 2007, achieved the second lowest rate of substantiated child abuse and/or neglect (4.2 per 1,000 children) among California's 58 counties. Still, even one case of abuse and/or neglect is one too many. Therefore,

the Human Services Agency focuses heavily on preventing recurrence for children who have experienced abuse/neglect. Using the national outcome measure for child safety as a yardstick, the County achieved this goal for 93% of the children who experienced abuse/neglect in the first six months of 2007. This compares



favorably with the statewide performance level of 92%. Recognizing the importance of stability in foster children's lives, the Human Services Agency also measures its success, in part, by the number of placements experienced by children in foster care. In this regard, the County's performance for Calendar Year 2007 on the national measure for placement stability was 87% of children in care less than 12 months, with no more than two placements. This compares favorably with the statewide level of 82% for the same period.

Studies show that foster children who are placed with relatives are more likely to be able to remain in their community of origin and to be placed with their siblings, which can smooth the transition into foster care. Children placed with relatives are less likely to change placements compared to children placed with unrelated caregivers. The statewide measure for type of foster care placement shows that in January 2008, 33% of county children in foster care were placed with a relative.



Children & Family Services

Goals

Improve the safety of children and decrease the number of reports of abuse by:

- Partnering with local community-based organizations to engage families
- Integrating assessment tools that identify family strengths and needs
- Centralize services and resources for our transitional age youth to ensure they are prepared for exit from the foster care system

Support children in foster or relative homes to increase stability by:

- Recruiting families from diverse neighborhoods
- Identifying and training families who are well-matched to the child's needs
- Linking caregivers with support services

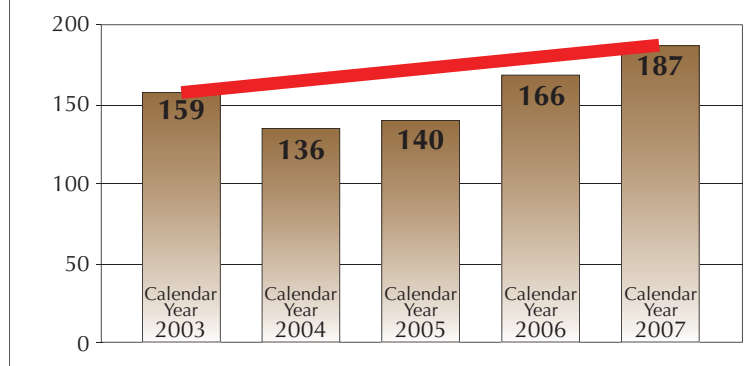
Expedite the process of finalizing the adoption of children unable to reunify with their families by:

- Developing concurrent plans for children early in the child dependency process

The desired outcome for some foster children is reunification with their biological parents. Human Services Agency staff and contractor collaboration with parents to develop their caretaking skills, helped reunify 187 children with their parents during Calendar Year 2007. The Human Services Agency also facilitated 96 adoptions during 2007, placing foster children into caring, permanent homes.

It is critical that foster children who neither reunify with their parents nor are adopted, learn the skills necessary to live independently once they age-out of foster care. The Independent Living Program (ILP) focuses on providing services related to transportation, housing, education and basic skills. During federal Fiscal Year 2006-2007, 237 youths completed the County's Independent Living Program or a program component. The Independent Living Program has established a Leadership Council, which gives youth a voice in planning the program and helps to develop leadership skills. This past year, six youth attended the California Youth Connection "Day at the Capitol", where they learned about the legislative process and visited with elected officials.

Children Reunified With Their Parents Annually



Spotlights...

Pathways

Pathways is an innovative partnership between community organizations and the Human Services Agency's Children & Family Services Department. Every year thousands of calls come into the Children & Family Services' Child Abuse & Neglect Referral Line. Referrals that do not meet the legal definition of child abuse and/or neglect are screened out and do not receive a face-to-face visit. Pathways enables child welfare, in collaboration with the community, to address a family's needs before problems escalate and can help prevent the need for removal of a child from his or her own home. This fundamental shift in practice utilizes three paths, allowing for a broader set of responses for engaging families at the first signs of concern. Involvement occurs through innovative community partnerships that help support families in need before further problems develop. Pathways empowers families by providing them with the resources and services they need to stay together, grow stronger and maintain a healthy and safe home environment for the children of Ventura County.



Study Participation

This past year, Ventura County Children & Family Services participated in a study conducted by Dr. David Chenot, Assistant Professor in the Department of Social Work at California State University at Fullerton. Dr. Chenot's study focused on Organizational Culture and Retention in Public Child Welfare Services Organizations, as recruiting and retaining child welfare social workers is challenging. Dr. Chenot's study determined that:

- Level of engagement is indicative of the organization's culture
- Staff who are "engaged" in the organization have a higher intent to stay
- Improved organizational climates are likely to enhance workforce development, retention and improve service delivery

Responses for all participating counties were tabulated, and the mean for endorsements of intent to stay in the agency by Ventura County Children & Family Services employees, was the highest mean among all of the counties.

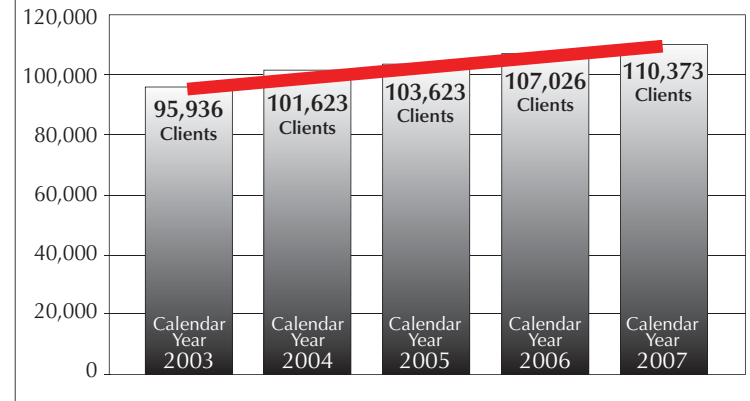


Healthy Families: Nutrition & Health Care



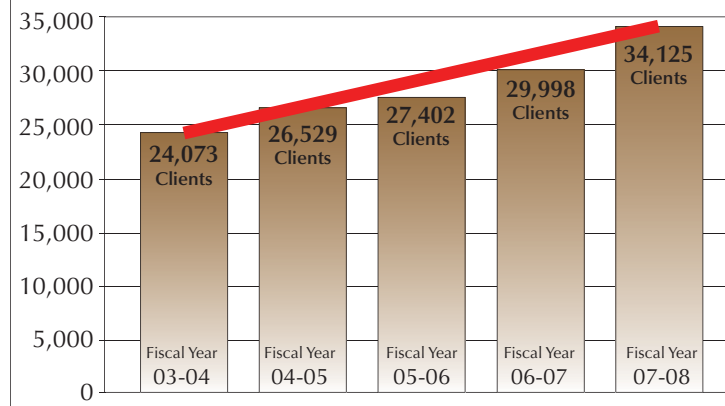
Ventura County is one of the most expensive places to live in California, and an increasing percentage of households require two full-time incomes in order to secure housing and meet other basic needs. With the cost of living so high, budgeting for health care and necessities like food, housing and transportation can be difficult for families of modest means. Medical costs and the cost of health insurance have been rising faster than wages, making it difficult for many to afford routine preventative screenings. It is estimated that about 17.6% of residents under the age of 65 years of age have no health insurance coverage. In order to make health care more accessible for this underserved population, the Ventura County Health Care Agency and the Human Services Agency are focusing on educating and enrolling eligible

Medi-Cal Clients



* Includes approximately 11,000 clients who receive Medi-Cal benefits from an agency other than the Human Services Agency

Food Stamp Clients



residents in programs like Medi-Cal, ACE (Access Coverage and Enrollment) and Healthy Families.

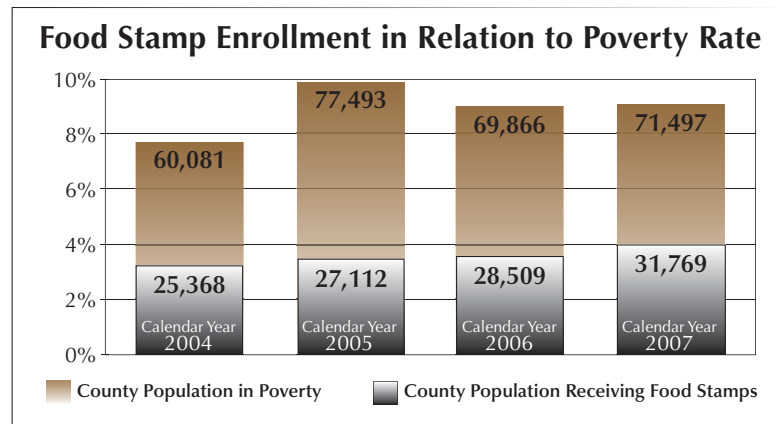
The Human Services Agency administers the Medi-Cal program, which implements the federal Medicaid safety net health care program in California. Medi-Cal provides low-cost health insurance to qualified children under 21, seniors over 65, persons

with disabilities, pregnant women and other groups. Services covered under Medi-Cal include regular doctor visits, hospitalization, immunizations and preventative care.

The Human Services Agency also administers the Food Stamp Program, which is the federal government's primary food assistance safety net program for needy families. The Food Stamp Program serves as the County's first line of defense against hunger, enabling qualified, low-income families to purchase nutritious food at neighborhood grocery stores by using Electronic Benefits Transfer cards.

Programs & Benefits

A primary goal of the Human Services Agency's Medi-Cal and Food Stamps Programs is to ensure enrollment for as many of Ventura County's eligible residents as possible. The Human Services Agency is also committed to accurate and timely determination of program eligibility and benefit levels. Nutritious food and health insurance coverage greatly improve children's lives. Children who suffer from chronic, mild under-nutrition often experience problems with learning, development, productivity, and psychological health. Studies demonstrate that access to Food Stamps reduces these harmful effects on young children's health. Other studies show that health care coverage improves children's academic performance. Reading scores and school attendance of uninsured children improve dramatically after they become insured. Some studies have linked health insurance and good health in childhood to increased future earning potential. Moreover, individuals with health insurance are less likely to use expensive emergency room services inappropriately, and more likely to seek preventative or early treatment, minimizing the risks and costs of catastrophic health problems.



Transitional Assistance

Goals

Expand client access to Medi-Cal and Food Stamps through:

- Strengthening relationships with internal and external partners and increasing availability of applications outside of normal distribution points
- Training partners to assist clients with applications
- Establishing opportunities to apply for benefits without coming into Agency offices

Expand use of technology to enhance the client's experience in the offices. For example:

- Interactive Voice Response and Telecenter operations
- Improved lobby operations through self check-in kiosks and other streamlined technology
- Expanded use of lap tops and mobile system access to bring the applications to the clients

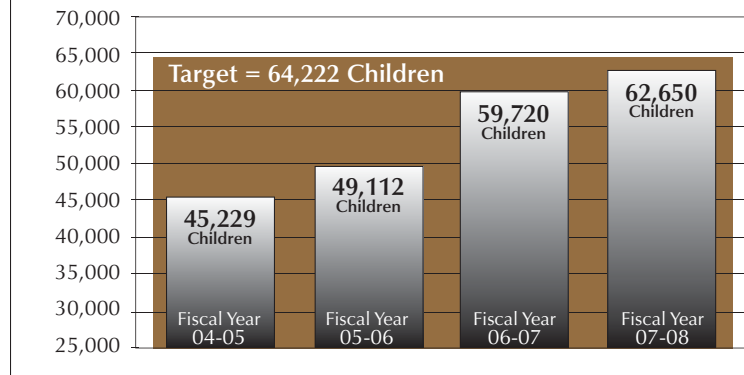
Continue state leadership position in the timely and accurate processing of cases by:

- Enhancing communication between internal audit and quality control processes to identify error trends and develop training based on the findings
- Enhancing management reports to identify trends
- Maximizing our intranet to improve communications with staff and distribute goals and performance data

Performance & Accountability

During Fiscal Year 2007-2008, an average of 99,472 individuals received Medi-Cal each month. This caseload has increased by 27% during the past five years. Efforts to enroll more children in Medi-Cal have resulted in a 39% increase in the number of children receiving Medi-Cal since 2004. During Fiscal Year 2007-2008, an average of 34,121 individuals received Food Stamps each month,

Children Enrolled in Medi-Cal – Ages 0-18



which represents a 53% increase over the past five years. Ventura County consistently maintains an outstanding food stamps accuracy rate. As of Fall 2008, the Human Services Agency accuracy rate of 99.14% was the highest in the state, indicating that the Human Services Agency achieved the highest accuracy rate of any county in the state once again. The Human Services Agency previously earned the award in 2007, 2005, 2002 and 2001.

Spotlights...

Food Stamp Outreach

The Human Services Agency partners with many public and private organizations to increase awareness of the Food Stamp Program. Presentations and application forms have been given to churches, food banks, clinics, shelters, schools and other organizations. Eligibility workers staff booths at community events such as the Simi Valley Street Fair, Our Lady of Guadalupe Health Care, Dia de los Muertos and Veterans Health & Expo Fair. The Human Services Agency has also leveraged the Food Stamp Program to promote nutrition and healthy eating habits, distributed a food resource kit containing brochures and nutritional recipes; worked with the state of California to mail out thousands of "Real Moms, Healthy Kids" DVDs to low-income households; and participated in the Network for Healthy California Program.

Partnership

The Human Services Agency and the Health Care Agency are working together to identify patients hospitalized at Ventura County Medical Center and clinic patients who have large unpaid bills and are making a special effort to enroll them in Medi-Cal or low-cost insurance programs. The two agencies have created a database that identifies and tracks these high-utilization patients. The Health Care Agency has added two community workers, who work predominantly in hospitals, to help patients fill out applications and obtain necessary verifications such as bank statements or rent receipts. Approval rates at the Ventura County Medical Center Medi-Cal outstation have increased significantly as a result of this effort, and the agencies are currently working on a method of determining the value of reimbursement dollars recovered.



Human Services Agency Revenues & Expenditures

With a Fiscal Year 2007-2008 budget of approximately \$192.7 million, mostly in federal and state funding, the Human Services Agency provided \$76.3 million in direct assistance to clients, expended \$76.4 million for the salaries and benefits of Human Services Agency staff who provide direct and administrative services, and expended \$40.0 million for services and supplies, which includes contracts with local organizations that provide specialized client services.

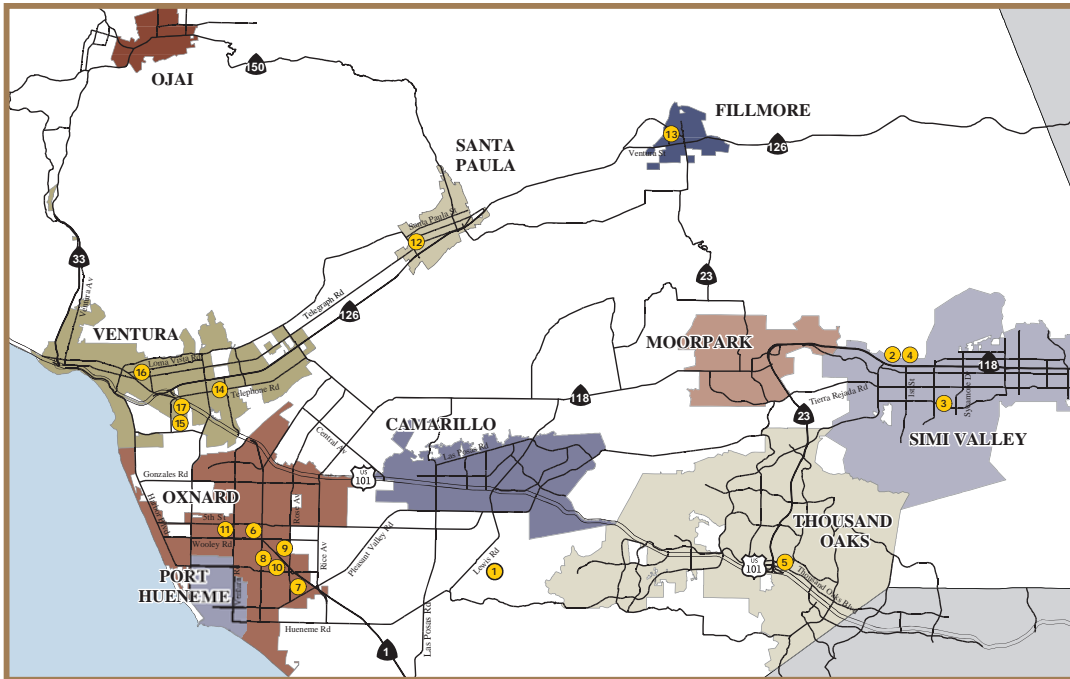
	Fiscal Year 2007-2008	Fiscal Year 2006-2007	Fiscal Year 2005-2006
Revenue Sources			
Federal and State Funds	182.4 million	165.9 million	165.8 million
County Funds	10.3 million	13.2 million	9.2 million
Total Revenue	192.7 million	179.1 million	175 million
Expenditure Categories			
Staff Salaries and Benefits	76.4 million	72.6 million	68.4 million
Direct Client Assistance	76.3 million	69.4 million	67.4 million
Services and Supplies	40 million	37.1 million	39.2 million
Total Expenditures	192.7 million	179.1 million	175 million

Fiscal Year 2007-2008 Approximate Monthly Client Service Levels

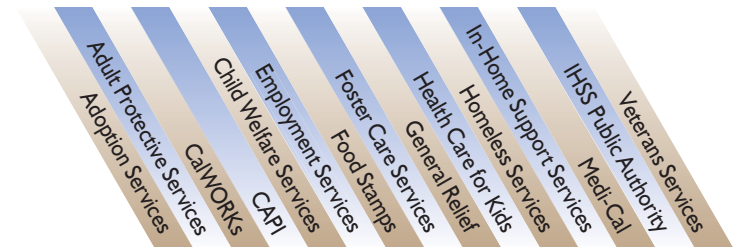
The Human Services Agency served an estimated 100,000 clients each month, many of whom received multiple services each month.

Service	Average Number of Clients Served Monthly
Medi-Cal	99,472
Food Stamps	34,121
CalWORKs	14,498
In-Home Support Services	3,287
Adult Protective Services	386
Children & Family Services	865
Veterans Services	215
Homeless Services and RAIN	373

Nearly all Human Services Agency data reported here cover Fiscal year July 1, 2007 through June 30, 2008, the most recent full fiscal year for which data were available at the printing of this report. Data related to child welfare programs, however, are reported on a calendar year basis in line with State reporting and validation methods. At the printing of this report, Calendar Year 2007 data were the most current, official child welfare data available.



Human Services Agency Locations & Services



Agency Name & Address	Adult Protective Services	Adoption Services	Child Welfare Services	CalWORKS	Employment Services	CAP	Foster Care Services	Food Stamps	Health Care Services	General Relief	In-Home Support Services	Homeless Services	IHSS Public Authority	Medi-Cal	Veterans Services
Camarillo Region															
1. Casa Pacifica Children & Family Services Center Satellite - 1722 S. Lewis Road, Camarillo (805) 445-7800															
East County Region															
2. East County Adult, Children & Family Services Center - 970 Enchanted Way, Simi Valley (805) 955-2290															
3. East County Intake & Eligibility Center - 2003 Royal Avenue, Simi Valley (805) 584-4842															
4. East County Job & Career Center - 980 Enchanted Way, Simi Valley (805) 955-2282															
5. East County Job & Career Center Satellite - 1423 E. Thousand Oaks Boulevard, Thousand Oaks (805) 374-9006															
Oxnard Region															
6. Oxnard Children & Family Services Center - 300 W. 9th Street, Oxnard (805) 240-2700															
7. Oxnard College Job & Career Center - 4000 S. Rose Avenue, North Bldg., Oxnard (805) 986-7300															
8. Oxnard Health Care for Kids, Centerpoint Mall - 2653 Saviers Road, Suite A, Oxnard (805) 385-3801															
9. Oxnard Intake & Eligibility Center / Job & Career Center / Homeless Services - 1400 Vanguard Drive, Oxnard (805) 385-9363 (IEC) / (805) 385-9100 (JCC) / (805) 385-1800 (HS)															
10. Veterans Services Office - 1701 Pacific Avenue, Suite 110, Oxnard (805) 385-6366															
11. West Oxnard Job & Career Center / Adult Protective Services - 635 S. Ventura Road, Oxnard (805) 382-6551 (JCC) / (805) 985-9065 (APS)															
Santa Clara Valley Region															
12. Santa Clara Valley Intake & Eligibility Center / Job & Career Center - 725 E. Main Street, Santa Paula (805) 933-8300															
13. Santa Clara Valley Satellite - 828 Ventura Street, Suite 210, Fillmore (805) 933-8300															
Ventura Region															
14. HSA Administrative Services Center - 855 Partridge Drive, Ventura (805) 477-5100															
15. Ventura Children & Family Services Center - 4245 Market Street, Suite 204, Ventura (805) 654-3409															
16. Ventura Health Care for Kids - 3147 Loma Vista Road, Ventura (805) 652-3325															
17. Ventura Intake & Eligibility Center / Job & Career Center / Adult & Family Services - 4651 Telephone Road, Suites 100, 200 & 201, Ventura (805) 658-4100 (IEC), (805) 654-3434 (JCC), (805) 654-3260 (IHSS), or (805) 654-3416 (IHSS Public Authority)															

● Limited hours of service. Call for more information. ● Services available countywide. Call for more information.



Human Services Agency
855 Partridge Drive
Ventura, CA 93003
Toll Free (866) 904-9362

www.vchsa.org