



Human Services Agency



MISSION

We strengthen families, support self-sufficiency and promote safety, health and well being.



2016-2017 Annual Report

Human Services Agency

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 serves as a foundation for improved career paths and family lives, and as a safety net for individuals facing temporary setbacks due to job loss, illness or other challenges.

In the past decade, the percentage of county residents receiving support services has grown significantly: from 1 in 10 in 2007 to 1 in 4 in 2017.



HSA by the Numbers 2016-2017

226,486 — Helped **226,486** individuals receive health care through Medi-Cal benefits

72,264 — Helped **72,264** individuals supplement their diets with CalFresh benefits

6,094 — Assisted **6,094** individuals receive In-Home Supportive Services

5,160 — Investigated **5,160** reports of suspected child abuse or neglect

4,542 — Responded to **4,542** allegations of adult abuse

734 — Helped **734** homeless residents secure housing

137 — Facilitated adoptions for **137** children

Ventura County Board of Supervisors

Steve Bennett, *Supervisor, District 1*

Linda Parks, *Supervisor, District 2*

Kelly Long, *Supervisor, District 3*

Peter C. Foy, *Supervisor, District 4*

John C. Zaragoza, *Supervisor, District 5*

County of Ventura

Michael Powers, *County Executive Officer*

Human Services Agency

Barry L. Zimmerman, *Director*



Revenue

Federal & State Funds.....\$248.9 million

County Funds \$22.4 million

Total..... \$271.3 million

Expenditures

Staff Salaries & Benefits..... \$124.9 million

Direct Client Assistance\$95.8 million

Services & Supplies\$50.6 million

Total.....\$271.3 million

Meeting Community Need

CalFresh Participation and Unemployment during the Great Recession and Recovery

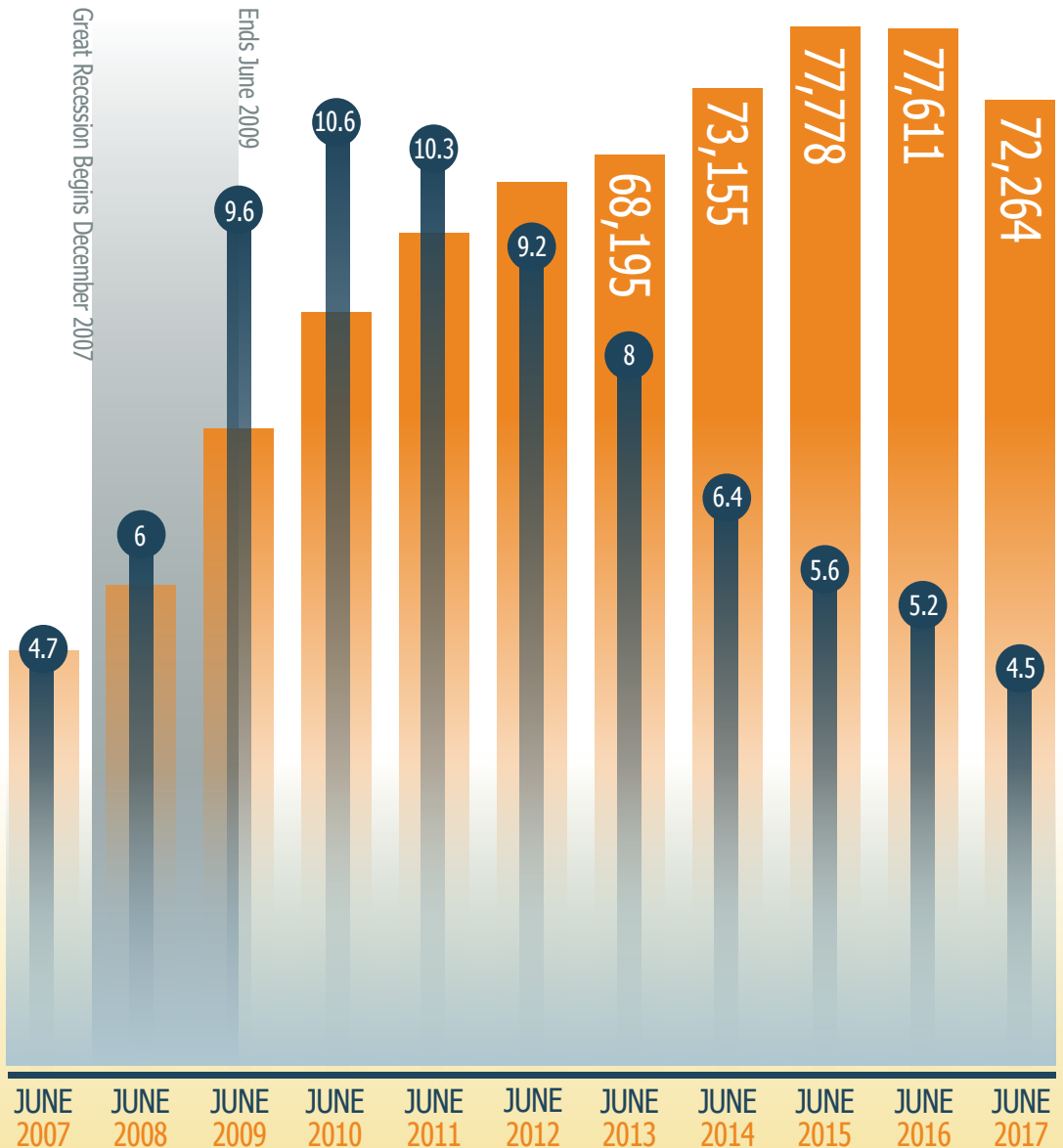
During the Great Recession, Ventura County experienced high unemployment rates and a rise in participation within assistance programs like CalFresh that are designed to buffer the loss of employment income. In response to the economic crisis, the federal government passed the American Recovery and Reinvestment Act of 2009, which included offering enhanced benefits targeted to workers affected by the recession. Several of those programs—extended unemployment benefits that increased by \$25 per week and increases to CalFresh grants—provided important protection for families impacted by the economic crisis.

Locally, the unemployment rate registered below 5 percent in 2007 before the recession, but rose above 10 percent in 2010 after the recession. During that same period in time, CalFresh participants increased by 80 percent. However, as the unemployment rate steadily declined after 2010, CalFresh participation continued to rise for an additional five years, eventually peaking in late 2015 with nearly 80,000 participants. Looking back, between 2007 and 2015 CalFresh participation increased by nearly 150 percent. CalFresh participation finally began to decline in late 2015, but after two years the descent is a modest 7 percent. The continued need for nutrition benefits signals that other factors including challenges to providing living wage jobs for a growing workforce population could be major contributors that will prevent participation from ever returning to pre-recession levels.

CalFresh *by the Numbers*

- Over 50 percent of CalFresh participants are children
- Over 30 percent of households receiving CalFresh benefits have at least one member with earned income
- CalFresh stimulates the local economy: Every \$5 in new benefits generates \$9 in total economic activity in the community

Number of CalFresh Participants & Ventura County Unemployment Rate (Percentage)



The Growing Senior Population: Caseload Trends

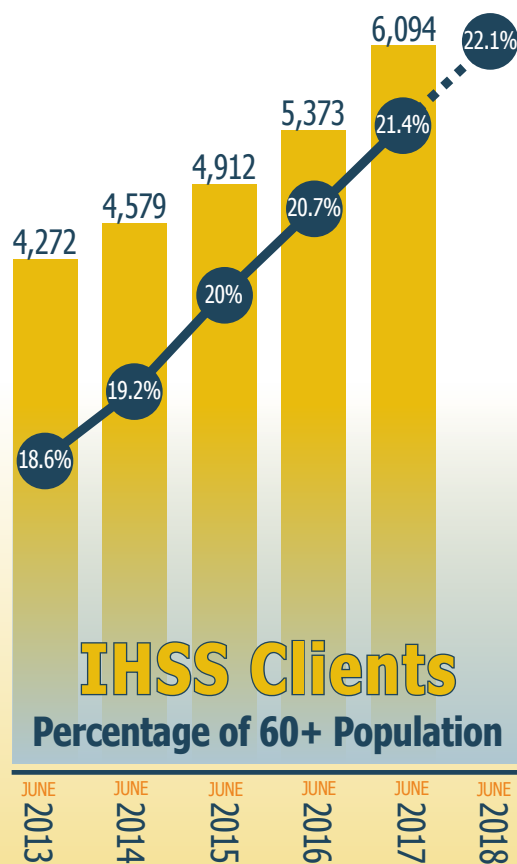
Forecasting for the Future: Impacts of the Growing Senior Population on Protective and Support Services for Seniors

California's senior population is entering a period of rapid growth. By 2030, as the Baby Boom generation reaches retirement age, the over-65 population will grow by four million people. Many more seniors are likely to be single and/or childless—suggesting an increased number of people living alone. All of these changes will have a significant impact on senior support services.

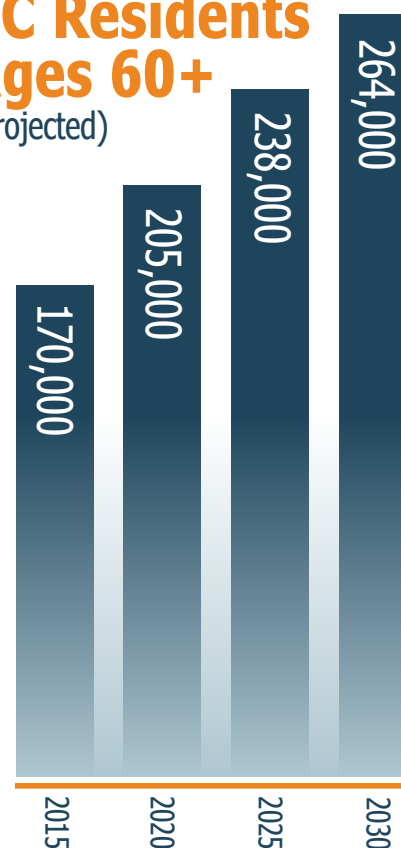
Projections from the Public Policy Institute predict that by 2030 slightly more than one million seniors in California will require some assistance with self-care, and that the demand for In-Home Supportive Services (IHSS) programs for low-income seniors will continue to climb. The IHSS program provides resources for seniors to hire workers, including family members, to provide support with personal care, household work and errands.

For the past several years in Ventura County, the increasing senior population has been accompanied by a rise in IHSS participants. Between 2013 and 2017, the percentage of the population over the age of 60 rose from 18.6 to 21.4. During that same time period, IHSS clients increased by over 40 percent. As the senior population increases, those trends are expected to continue. Additionally, adult abuse is on the rise with active cases increasing by over 50 percent since 2013.

*Planning for California's Growing Senior Population, Public Policy Institute, August 2015



VC Residents Ages 60+ (Projected)



Aging Population

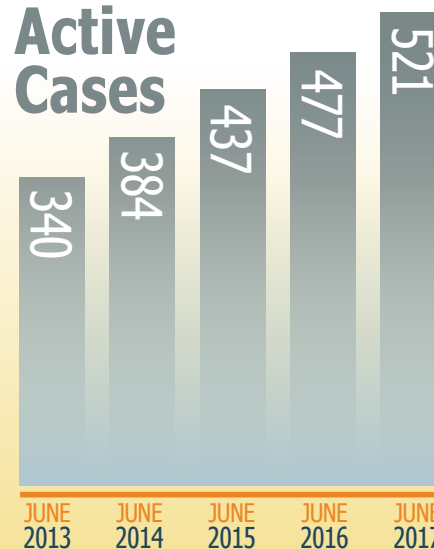
In 2015, there were 170,000 seniors ages 60+ in Ventura County. That number is projected to grow to 205,000 by 2020, and 264,000 by the year 2030.* Further, the prevalence of Alzheimer's disease could increase demand for In-Home Supportive Services. The Ventura County Area Agency on Aging has reported that Alzheimer's disease is the fourth leading cause of death of older adults in the county.

*California Department of Finance

Adult Protective Services by the Numbers

- Since 2013, the number of active Adult Protective Services cases has risen by over 50 percent
- In FY 2016-2017, the Human Services Agency responded to 4,542 allegations of adult abuse
- Financial abuse is involved in the majority of elder abuse cases and complaints
- More than three-quarters of clients who agree to engage with Adult Protective Services have experienced a reduction or elimination of safety concerns/protective issues

Adult Protective Services Active Cases



Making a Difference: Success Stories

Multiple Programs Provide Elderly Residents with Safety and Stability

Alice is an elderly woman who lives alone and has no family support system. She was employed as a custodian at the local military base and became disabled in 2013 after a work-related injury. Her doctor referred her to the In-Home Supportive Services (IHSS) program. During the IHSS home assessment, Alice was distraught, cried, and told the social worker that she had not eaten in two weeks. Her refrigerator and cabinets were completely bare and she was out of her medications. Alice also shared that she had no income and was 10 months behind on her rent. The social



worker saw how Alice struggled to walk and observed that severe neck, back and lower extremity pain limited her ability to ambulate without assistance.

Since Alice was in danger of losing her home, needed assistance at home, and was suffering from self-neglect, the social worker made referrals to Homeless Services and Adult Protective Services (APS), in addition to assessing eligibility for IHSS. APS contacted law enforcement to establish wellness checks and also assisted Alice with filing paperwork with social security. Alice applied for and received assistance through

IHSS and collaborated with the Public Authority to interview potential caregivers. Alice was able to hire a caregiver who assists with her daily needs, prepares her meals, does the grocery shopping, and helps with personal care and ambulating. Alice now receives social security income and is up-to-date with her rent. APS workers continue to check in with her on a regular basis. She now has all of her medications, visits her physician regularly, and with the help of the IHSS program is able to stay safely in her home. Alice is happy, has a more robust support system, and recently told her social worker, "I no longer hide my head from my landlord."



Children & Family Services and RAIN Transitional Living Center



Martha and her three young children moved into the RAIN Transitional Living Center in August 2016. Martha's primary goals were to close her case with Children & Family Services (CFS), secure employment, save money,

and remain clean and sober. Although Martha experienced some setbacks, everything changed for her after a pivotal Family Team Meeting (FTM) with CFS. At that FTM, it became very real to Martha that she could lose everything she had worked so hard for – her children. Martha increased the classes she was attending at the Alcohol & Drug Program and enrolled in group and individual domestic violence classes. Martha began to focus her energy on maintaining her sobriety, exploring new parenting skills, and learning how to have a healthy relationship with her children.

In October 2016, Martha learned she had been selected for a Homeless Section 8 voucher. Although she did not have a car, Martha hit the pavement searching for housing in Oxnard. Martha's strength is her resourcefulness. In February, Martha went to a forum and connected with resources at the Oxnard Housing Authority; Martha was given a few extensions and allowed to transfer her voucher so she could find housing in Camarillo.

In April 2017, Martha secured full-time employment and housing in Camarillo. In all of her struggles, Martha never lost sight of her goals and strongly advocated for herself every step of the way.

Making a Difference: Success Stories

Education and Work Programs Open Doors to Employment

Pam was a 23 year-old single mother of three with multiple barriers to employment including lack of a high school diploma, a child with a chronic medical condition and no driver's license or car. At the suggestion of her social worker, Pam agreed to participate in the Welfare to Work program and enrolled in the Ventura Adult & Continuing Education (VACE) high school diploma program.



In less than two months, Pam received her high school diploma from VACE. Pam then enrolled in Ventura College where she completed coursework for an Administrative Assistant Certificate. She also took driving lessons, obtained her driver's license, and purchased a vehicle. Further, Pam successfully completed a 90-day paid internship with the Public Authority.

Pam was determined to achieve long term success and decided to further her education by pursuing an Associate of Science degree at Ventura College. While continuing her studies, Pam is employed at the County of Ventura Human Services Agency as a Student Worker III.

Marguerite was a bright, self-directed, high achiever from a low-income family. Despite her language barriers, Marguerite was attending Ventura College and taking courses to become a civil engineer. When college was put on hold because of the needs of her family, Marguerite was introduced to services available under the Workforce Innovation & Opportunity Act (WIOA) at VACE.

During the enrollment process, caseworkers suggested that Marguerite participate in a week-long assessment in the Computer Aided Drafting program at VACE. Marguerite displayed an innate understanding of the principles of drafting and in the course of the assessment week was able to complete a significant amount of work. As a result of her aptitude and success, Marguerite chose to enroll in the Computer Aided Drafting program. To earn money to help support her family while in school, the WIOA program and VACE offered Marguerite incentivized work experience tailored to fit her schedule.

Marguerite's goal is to earn a certificate in Computer Aided Drafting, begin her career and return to college to pursue her dream of becoming a civil engineer.

Commercially Sexually Exploited Child

A social worker identified a youth entering the child welfare system who had been abused and met the criteria of a Commercially Sexually Exploited Child (CSEC). A Family Team Meeting was held with the child and her legal guardian, Probation Agency representatives, the CSEC manager, and Forever Found, an organization that supports the prevention, rescue and restoration of child trafficking victims. Probation was able to offer helpful background information about the perpetrator. At the meeting, the guardian established a relationship with Forever Found and began to utilize their specialized services. The child is now stable, resides in the home of her guardian, is continuing her education, and no longer has contact with her abuser.



Making a Difference: Success Stories

Public Guardian

Ventura County's Public Guardian was appointed conservator of Sue, a friendly and artistic 49 year-old with intellectual impairments, who had been living with her elderly mother.

Sue had been having significant issues with seizures and her living conditions were not suitable or healthy. Sue was also non-verbal and had multiple untreated medical issues.

After a brief stay in a skilled nursing facility, Sue was transitioned to a local group home. With the caring support of the group home staff and the personalized support of Tri-Counties Resource Center, Sue has since thrived and flourished beyond expectation.



Today, Sue is 59 and is a productive and lively individual whose medical issues have been stabilized. She now enjoys meaningful relationships and is attending an adult day program five days per week. Sue's favorite hobbies are singing, dancing, arts and crafts, and socializing with her peers. She greets everyone with a smile and is eager to share her works of art with others. Where once she was non-verbal, she is able to communicate freely and considers her group home mates to be her family.



Tri-Counties
Regional
Center



Responsibilities of the Public Guardian

The Public Guardian oversees the care of people, including those who are elderly or gravely disabled due to mental illness, who are found by the Superior Court to be unable to care for themselves. Once appointed by the court, the Public Guardian is legally responsible for making all personal and financial decisions in the course of ensuring clients' safety, welfare and well being. Responsibilities of the Public Guardian include: finding out-of-home placements; coordinating in-home care; overseeing medical treatment; arranging transportation; applying for benefits; and managing assets.

Human Services Agency Spotlight

America's Job Center of CaliforniaSM Opens in Oxnard



This past February, the Human Services Agency celebrated the grand opening of an Oxnard office designated as an America's Job Center. The office is one of more than 200 centers throughout California that operate under state and federal law to provide a range of services under one

roof designed to meet the needs of job seekers, workers and employers. The America's Job Center provides no-cost services to job seekers including help with resumes and interviews; career guidance and workshops; access to job listings; use of computers and business equipment; and access to other services administered by partner agencies.

During the grand opening event, Human Services Agency Director Barry L. Zimmerman recognized the Board of Supervisors' and the County Executive Office's support in establishing the America's Job Center, and stated that the county is "fortunate to house critical public services in a professional, inviting environment that promotes partnerships among government and non-profit agencies."



During a recent visit to the America's Job Center, Congressman Salud Carbajal experienced first hand the critical services available to both employers and job seekers.

Continuum of Care Reform— Reducing Foster Youth Placements in Group Homes

It is a national priority to lower the rate at which children are placed in group care. California legislation (AB 403) signed into law in October 2015 mandates Continuum of Care Reform (CCR) for the child welfare system. CCR calls for improvements to ensure that more children who have been abused or neglected receive care in family settings, rather than shelter or group settings, until they can reunite with their parents. Under the new model, state officials hope to move foster youth quickly out of group care with the aid of intensive treatment and connections to resources, including relatives who can offer stability in a home environment. The Human Services Agency partners with Casa Pacifica, one of the first organizations in the state to be granted a license to offer a treatment program deemed critical to the effort to reform foster care.

Ventura County views CCR as more than implementation of state mandates. CCR is an opportunity to assess, transform, and integrate multiple public and private systems into a comprehensive, agile, and responsive continuum that is designed at each step to help children and their families achieve their maximum potential.

Progress is already being made. Placements of Ventura County foster youth in group homes have decreased by a quarter over the past year, from 57 in June 2016 to 43 in June 2017.

Human Services Agency Spotlight

Serving Commercially Sexually Exploited Youth

As human trafficking has become a more recognized and visible problem in the world, political leaders and legislators have responded with new laws, initiatives, and policies to define crimes, enhance awareness, provide services, criminalize exploiters, and track progress. Within the United States, California has emerged as a magnet for the commercial sexual exploitation of children (CSEC). In 2014, California passed SB 855 which did the following: (1) clarifies that children who are commercially sexually trafficked come under the jurisdiction of the child welfare agency; (2) permits counties to provide supplemental payments to foster care providers for the board and care of CSEC youth; and (3) establishes the Commercially Sexually Exploited Children Program.

In 2016, Governor Jerry Brown signed SB 1322. The bill, authored by Senator Holly J. Mitchell of Los Angeles, ends the practice of treating child victims of sex trafficking as criminals; specifically, by prohibiting law enforcement from arresting or charging minors for prostitution or loitering with intent to commit prostitution. The bill further requires peace officers who encounter children involved in commercial sex acts to report suspected abuse or neglect to county child welfare agencies. In response to SB 1322 it is now the practice of local law enforcement to refer any CSEC youth to Human Services Agency social

workers. Still, to date, most CSEC youth come to the Human Services Agency's attention through social workers' investigations into reports of child abuse or neglect and social workers' screenings of youth as they enter the child welfare system. Research shows that foster youth are specifically targeted for exploitation because of their trauma histories and the dynamics of being in foster care.

The Human Services Agency is an active participant in the Ventura County Coalition Against Human Trafficking (VCCAHT), a multi-agency collaboration that provides resources and trainings, and promotes a multi-agency response to human trafficking in Ventura County. VCCAHT members include representatives from law enforcement, community based social services agencies, the District Attorney's office, Ventura County Behavioral Health, and immigration. In the past year the Human

Services Agency has expanded its Children & Family Services staffing to include a CSEC Program Coordinator and a specialized CSEC social worker. The CSEC Program Coordinator oversees policy and protocol development, coordinates trainings and work groups, and supervises the CSEC specialized social worker who provides direct services to CSEC youth.

From February 2016 to February 2017, the Human Services Agency has served 34 CSEC youth and has identified 31 youth as having CSEC risk factors.

According to Frank Mecca,
Executive Director of the County
Welfare Directors Association,

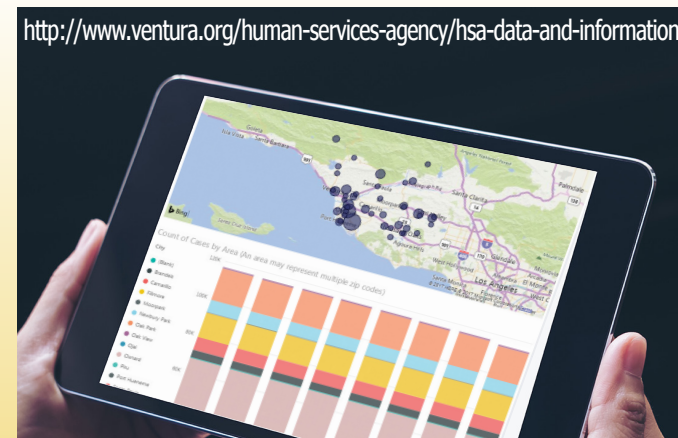
“SB 1322 is important because it recognizes these children as serial rape victims who must be treated with care. These children need specialized treatment for months and even years after they are recovered in order to address the trauma associated with their exploitation as well as the years of abuse they often endured prior to trafficking.”

HSA Dashboard

The Ventura County Human Services Agency has launched a new Data Dashboard to ensure open access to key data trends and accountability measures. The Dashboard offers 24/7 access to key facts and figures about the Agency's service populations, application trends, average benefit levels and results. In light of the Human Services Agency's role in serving more than one in four community members in partnership with other government agencies, non-profit organizations and private sector businesses, the

Agency anticipates that the Dashboard will facilitate better information sharing and collaboration.

"The Dashboard allows providers and members of the public to analyze HSA data on demand and ask questions about how we can work better together to meet community needs," said Barry Zimmerman, Director of the Human Services Agency. "Tools like the Dashboard encourage greater transparency and accountability, which are important components of good government."



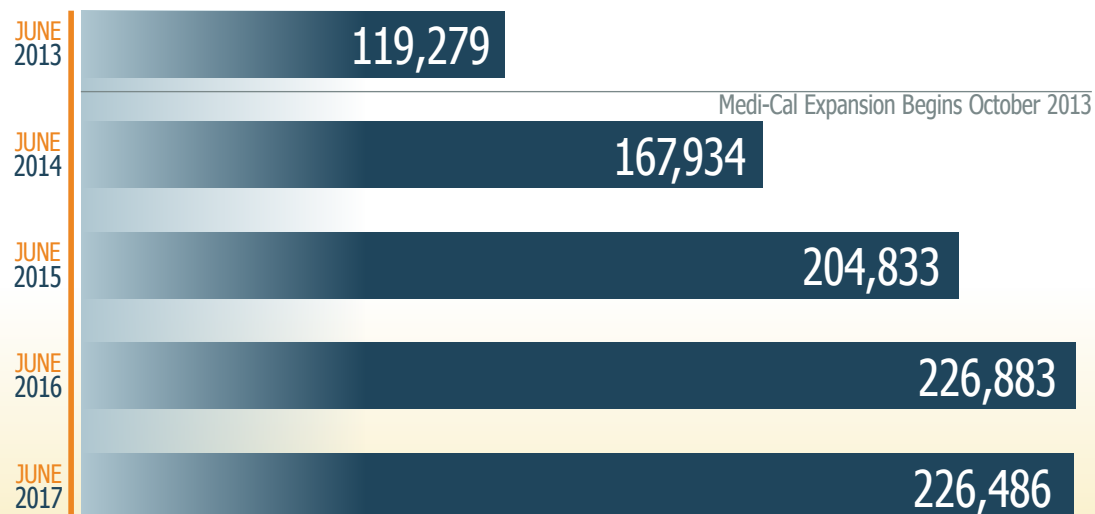
Human Services Agency Spotlight

Local Impact of the Affordable Care Act and Medi-Cal

The Affordable Care Act allowed California and other states to expand Medi-Cal eligibility criteria that enables more residents with low incomes to secure health care coverage. An individual with a yearly income of less than \$16,394 and a family of four with a yearly income of less than \$33,534 may qualify for Medi-Cal. Those with incomes above the Medi-Cal limits may qualify to receive subsidies to offset the cost of purchasing insurance through Covered California.

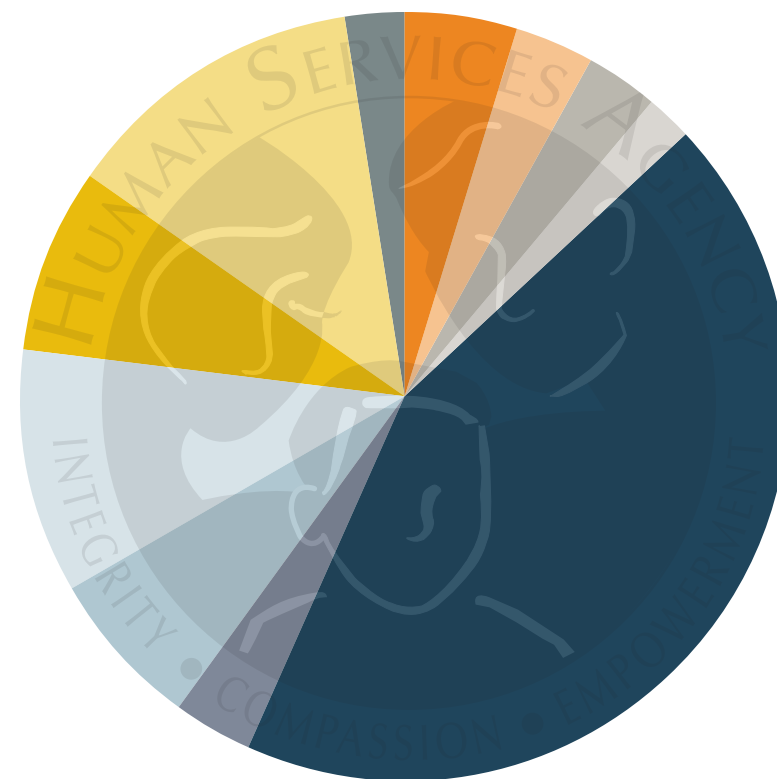
In Ventura County over 226,000 residents—more than 1 in 4—now participate in Medi-Cal. Additionally, some 44,000 residents have obtained health care by purchasing plans through Covered California. Currently it is estimated that more than 9 in 10 Ventura County residents are insured.

Medi-Cal Participants



Between 2013 and 2017, the Number of Medi-Cal Participants in Ventura County Nearly Doubled

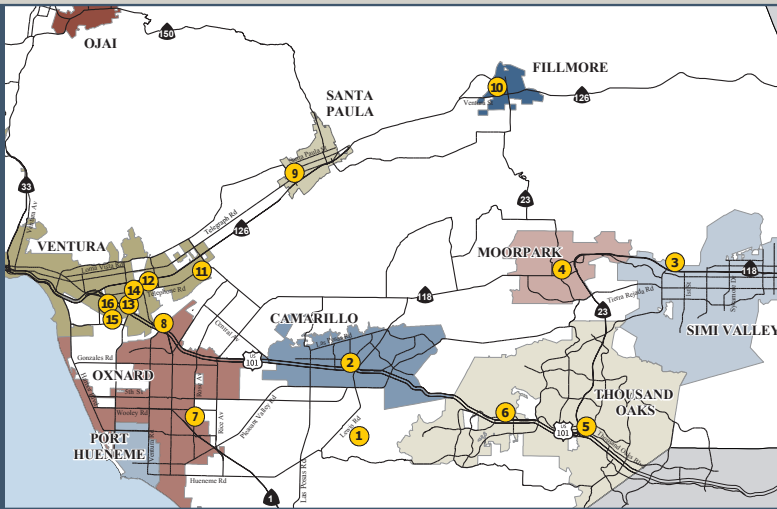
Medi-Cal Participants by City June 2017



Camarillo.....	4.9%	Oxnard	43.3%	Thousand Oaks...	7.8%
Fillmore.....	3.2%	Port Hueneme.....	3.4%	Ventura.....	12.7%
Moorpark	3.2%	Santa Paula	6.6%	Other.....	2.4%
Ojai	2.0%	Simi Valley.....	10.3%		

Human Services Agency

Locations & Services at a Glance



SERVICES

CAMARILLO REGION

- 1** RAIN Transitional Living Center, Camarillo (805) 383-7505
- 2** Veteran Services (Gold Coast Veteran's Foundation) 4001 Mission Oaks Blvd, #D, Camarillo..... (805) 477-5155

EAST COUNTY REGION

- 3** East County Community Service Center, 2900 N. Madera Road, #100, Simi Valley (805) 584-4842
 America's Job Center – East County, 2900 N. Madera Road, #100, Simi Valley..... (805) 955-2282
 East County Adult & Family Services, 2900 N. Madera Road, #110, Simi Valley..... (805) 306-7935
 East County Children & Family Services Center, 2900 N. Madera Road, #200, Simi Valley..... (805) 955-2290
- 4** Moorpark Community Service Center (Ruben Castro Center) 612B Spring Rd, #301, Moorpark (805) 523-5444
- 5** Thousand Oaks Community Service Center, 80 E. Hillcrest Drive, #200, Thousand Oaks..... (805) 449-7320
- 6** Veteran Services (Supervisor Linda Parks' Office) 625 W. Hillcrest Drive, Thousand Oaks..... (805) 477-5155

OXNARD REGION

- 7** Oxnard Community Service Center, 1400 Vanguard Drive, Oxnard (805) 385-9363
 Oxnard Children & Family Services Center, 1400 Vanguard Drive, Oxnard (805) 240-2700
 Homeless Services, 1400 Vanguard Drive, Oxnard (805) 385-1800
- 8** America's Job Center – Oxnard, 2901 N. Ventura Road, Oxnard (805) 204-5100

SANTA CLARA VALLEY REGION

- 9** Santa Clara Valley Community Service Center, 725 E. Main Street, Santa Paula..... (805) 933-8300
- 10** Fillmore Community Service Center, 828 Ventura Street, #200, Fillmore (805) 524-8666

VENTURA REGION

- 11** Veteran Services (California Veteran's Home) 10900 Telephone Road, Ventura..... (805) 477-5155
- 12** HSA Administrative Services Center, 855 Partridge Drive, Ventura (805) 477-5100
- 13** Ventura County Veteran Services, 5740 Ralston Street, #304, Ventura (805) 477-5155
- 14** Adult Protective Services, 1001 Partridge Drive, #365, Ventura..... (805) 658-4450
 Public Administrator & Public Guardian, 1001 Partridge Drive, #360, Ventura..... (805) 654-3141
- 15** In-Home Supportive Services, 4245 Market Street, #204, Ventura..... (805) 654-3260
 IHSS Public Authority, 4245 Market Street, #213, Ventura (805) 654-3416
- 16** Ventura Children & Family Services Center, 4651 Telephone Road, #300, Ventura (805) 654-3409
 Ventura Community Service Center, 4651 Telephone Road, Ventura (805) 658-4100

Adoption Services	Adult Protective Services	CalFresh (Food Stamps)	CalWORKs	CAPI	Child Welfare Services	Employment Services	Foster Parenting (Resource Families)	General Relief	Health Care Enrollment (including Medi-Cal)	Homeless Services	In-Home Supportive Services	IHSS Public Authority	Public Administrator & Public Guardian	Veteran Services	Youth Services
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MISSION

We strengthen families, support self-sufficiency and promote safety, health and well being.

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

www.vchsa.org