

County of Ventura *Human Services Agency*



2011–2012 *Annual Report*

Ventura County Board of Supervisors, CEO & Human Services Agency Director

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District 1
Steve Bennett



Supervisor,
District 2
Linda Parks



Supervisor,
District 3
Kathy I. Long



Supervisor,
District 4
Peter C. Foy



Supervisor,
District 5
John C. Zaragoza, Chair



County
Executive Officer
Michael Powers



Human Services
Agency Director,
Barry L. Zimmerman



Overview *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, 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 loss of employment, illness, or other challenges.

Services available to the community include:

- Low-cost health insurance, and financial, housing, and food assistance for families and others
- Supportive services for seniors, adults, and children with disabilities
- Job preparation, training, and placement assistance for youth and adults
- Layoff aversion and workforce transition planning
- Child care assistance for working parents
- Veterans benefits and support services
- Referrals to other County agencies and partner organizations
- Emergency response to allegations of child and elder abuse and neglect
- Foster care placement, reunification of children with their parents, and adoption services

Between 2006 and 2011, the economic crisis and slow recovery resulted in record numbers of residents accessing safety net services such as CalFresh, CalWORKs, Medi-Cal, and In-Home Supportive Services. During that five year time period, the percentage of County residents receiving support services grew significantly: from 1 in 10 in 2006 to 1 in 7 in 2011.

2006: 1 in 10



2011: 1 in 7



Fiscal Year 2011 *Snapshot*



113,897

Assisted an average of 113,897 individuals each month receive health care through Medi-Cal benefits



64,795

Assisted an average of 64,795 individuals each month supplement their diets with CalFresh benefits



31,892

Provided employment assistance online and at centers to 31,892 customers



6,349

Investigated 6,349 reports of suspected child abuse or neglect during Calendar Year 2011



3,901

Assisted an average of 3,901 individuals receive In-Home Supportive Services monthly



2,892

Responded to 2,892 allegations of adult abuse or neglect



62

Facilitated adoptions for 62 children

Ventura County Profile

Since the beginning of the economic crisis, Ventura County has experienced a persistent rise in caseloads for assistance programs such as CalWORKs, CalFresh, General Relief, and Medi-Cal. While high numbers of residents continue to apply for services, there are data trends indicating that service demands for some programs may have peaked, resulting in slowly declining or flat caseloads.

Key Fiscal Year trends for 2011-2012 include the following:

- As the economy slowly revived, unemployment continued to fall in every city in the County of Ventura
- Despite the up tick in the economy, the poverty rate in Ventura County rose from 10.7 percent to 11.3 percent
- Comparing caseloads from June 2011 and June 2012, the monthly average of individuals receiving CalWORKs decreased by over 8 percent, falling from 17,465 to 16,011
- After several years of dramatic increases, the number of individuals receiving General Relief assistance has decreased 23 percent, from 487 in June 2011 to 375 in June 2012
- Over the course of the fiscal year, individuals receiving Medi-Cal decreased by over 2 percent, from 116,032 to 113,304
- Individuals receiving CalFresh benefits increased by over 6 percent, from 62,401 in June 2011 to 66,201 in June 2012. In January 2012, 3,669 applications—an all-time high—were received
- Child Welfare cases rose significantly. Average monthly caseloads climbed from 873 to 1,044, an increase of nearly 20 percent.

	Ventura County	Camarillo	Fillmore	Moorpark	Ojai	Oxnard	Port Hueneme	Santa Paula	Simi Valley	Thousand Oaks	Ventura
Total Population¹	831,771 ¹	64,396	n/a	34,098	n/a	195,174	21,688	29,212	122,916	125,617	105,723
Unemployment Rate²	9.2%	6.6%	12.6%	8.6%	10.5%	12.5%	10.8%	15.1%	7.6%	7.1%	8.3%
Number of Foreclosures³	1,059	99	32	63	12	249	23	39	214	109	120
Poverty¹	11.3% ⁴	5.4%	n/a	4.3%	n/a	16.0%	15.5%	18.1%	7.3%	5.6%	10.1%
Median Earnings Per Person¹	\$40,190	\$47,295	n/a	\$48,040	n/a	\$26,664	\$32,472	\$26,624	\$46,374	\$54,432	\$40,213
Homeless Persons⁵	1,936	30	16	5	41	522	12	60	284	90	701
Persons Receiving General Relief⁶	376	14	2	7	14	198	7	11	41	12	63
Persons Receiving CalWORKs⁶	15,345	592	591	340	217	6,920	707	1,237	1,375	622	2,396
CalWORKs Payments Issued⁶	\$2,522,259	\$100,024	\$99,789	\$62,525	\$38,707	\$1,125,511	\$108,331	\$194,626	\$247,193	\$85,109	\$393,535
Persons Receiving CalFresh⁶	66,190	2,480	2,309	1,748	1,164	29,145	2,899	5,040	6,443	3,570	9,604
CalFresh Payments Issued⁶	\$9,138,739	\$346,778	\$306,098	\$228,910	\$165,784	\$3,993,146	\$393,065	\$670,479	\$894,572	\$376,231	\$1,366,078
Persons Receiving Medi-Cal⁶	113,269	4,532	4,007	3,084	1,886	54,164	4,126	8,326	9,403	6,929	13,186
Medi-Cal Benefits⁷	\$42,928,951	\$1,717,628	\$1,518,653	\$1,168,836	\$714,794	\$20,528,156	\$1,563,754	\$3,155,554	\$3,563,737	\$2,626,091	\$4,997,494

¹ U.S. Census Bureau, 2008-2010 American Community Survey 3-Year Estimates.

² California Employment Development Department.

³ RealtyTrac.

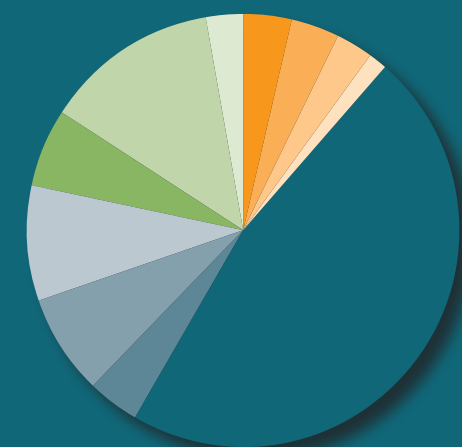
⁴ U.S. Census Bureau, 2011 American Community Survey 1-Year Estimate.

⁵ County of Ventura, 2012 Homeless Count, Findings by Jurisdiction.

⁶ County of Ventura, Public Assistance Data - June 2012. Ventura County total includes cities, communities, and unincorporated areas.

⁷ California Department of Health Care Services, FY 2011-12 Monthly Cost Per Eligible based on May 2012 estimate.

Human Services Agency Program Participants* by City June 2012



Camarillo.....	3.9%
Fillmore	3.5%
Moorpark.....	2.7%
Ojai.....	1.7%
Oxnard	46.2%
Port Hueneme	4.0%
Santa Paula	7.5%
Simi Valley	8.8%
Thousand Oaks	5.7%
Ventura.....	13.0%
Other	3.0%

*Programs include CalWORKs, CalFresh, General Relief, Medi-Cal, CAPI, and Foster Care.

Revenue & Expenditures



Revenue

Federal & State Funds.....	194.3 million
County Funds.....	14.9 million
Total.....	209.2 million

Expenditures

Staff Salaries & Benefits	78.5 million
Direct Client Assistance.....	88.0 million
Services & Supplies.....	42.7 million
Total.....	209.2 million

Human Services Agency Outlook

Given the state of the economy and flat funding levels, local governments can expect continued challenges with budget issues. As has been the case over the past several years, this year's state budget includes significant reductions in safety net benefits and services for recipients of CalWORKs, Medi-Cal, and In-Home Supportive Services. Should state revenues fall below projections, more cuts loom on the horizon.

During the past several years, the Human Services Agency has adopted performance measures, implemented new streamlined processes, and prioritized what services can realistically be offered. As the Human Services Agency prepares for an era that will include unprecedented reforms and realignment of services, the Agency will continue to align existing resources strategically in order to provide services to those who are in need.

During Fiscal Year 2011-2012, the Human Services Agency has:

- Developed strategies for implementing federal health care reform, which will include expanding coverage to residents who are uninsured, aged, and disabled by 2014
- Increased efficiency by implementing the Electronic Case Management (ECM) project, which stores and organizes client case files electronically and makes them available to authorized staff from all Agency facilities
- Continued outreach efforts with community partners to help low-income, food insecure residents apply for nutrition benefits through the CalFresh program
- Launched the first phase of the AB12 Extended Foster Care program, which will provide housing and support services for youth up to age 21 who opt to stay in the program
- Opened the Thousand Oaks Community Service Center with partner non-profit agencies in the Community Conscience "Under One Roof" facility
- Provided additional access to Human Services Agency programs and services at the Thousand Oaks Community Service Center and the Ruben Castro Human Services facility in Moorpark

For the coming year, the Human Services Agency is focused on a number of strategies to implement reforms and facilitate service delivery to clients, which include:

- Initiate timelines and benchmarks—including community outreach, coordination with partners, staff training, and necessary systems upgrades—for implementation of federal health care reform
- Collaborate with county partners to ensure the transfer of 20,000 children currently enrolled in Healthy Families to the Medi-Cal program
- Support the County-led Homeless Management Information System, which provides government and community service partners with standardized and timely information that will improve access to housing and supportive services and strengthen County efforts to end homelessness
- Expand avenues for prospective foster parents—including those caring for emerging adults over 18 years old—in becoming licensed caretakers, as well as mentors and partners focused on meeting the comprehensive needs of foster youth
- Collaborate with county agencies to utilize centralized document scanning capabilities for client documents, enabling caseworkers and support staff to prioritize resources to services that directly impact clients
- Enhance social workers' ability to access key information in the field via customized mobile worker tools that can be used during visits to client's homes and other locations in the community

Spotlight on Agency Initiatives...

Under One Roof

Conejo Valley residents who need assistance and services are now able to access them more conveniently in a new facility, located in the Community Conscience “Under One Roof” center. In September 2011, Supervisor Linda Parks, Human Services Agency Director Barry Zimmerman, Community Conscience President Dee Crawford, as well as staff from all the agencies located in the “Under One Roof” center, took part in a ribbon-cutting ceremony to officially open the new location. The building, owned by Community Conscience, is also home to nearly a dozen non-profit organizations.



Those non-profit partners include the Conejo Free Clinic, Interface Children & Family Services, Hospice of the Conejo Valley, Senior Concerns, and Youth Employment Services. The Human Services Agency is one of the anchor tenants in the building. Residents can apply for Medi-Cal, CalFresh, CalWORKs, or schedule appointments with child welfare staff. The office also includes a Job & Career Resource Center that provides access to computers for job search assistance to all residents of the county.

Supervisor Parks, who spearheaded the project to co-locate all of the organizations, is pleased to see the facility open. “It’s a dream come true to see the County of Ventura becoming a partner with the fine non-profit agencies in the Under One Roof collaborative. I’m delighted we can assist its viability through lease revenue, and I know many residents who are suffering will benefit from this local access to County services,” said Parks.

Community Conscience President Dee Crawford is thrilled to have the Human Services Agency as part of the collaborative. “We both serve the same people, and having the ability to refer residents to County services as well as to other charities is going to be great and expand opportunities for assistance,” stated Crawford.

Electronic Case Management

The Human Services Agency Electronic Case Management (ECM) project has streamlined operations and increased efficiencies by storing and organizing client case files electronically. The Human Services Agency partnered with the Information Technology Services on the ECM project, which represents a key building block in the Human Services Agency’s strategic business plan, which is to implement a virtual contact center, allowing for ease of access to client case information from any Human Services Agency location. Additionally, in the case of a disaster, critical client information will be more secure and accessible, enabling key services and supports to continue for the most vulnerable residents. The new model facilitates enhanced client service delivery, workload relief for staff and cost reductions for file storage.

In October of 2011, over two-thirds of Human Services Agency staff began to use ECM to retrieve documents electronically, serving clients in a brand new way. Now, ECM is in place to support Medi-Cal, CalFresh, CalWORKs, and General Relief programs, making client’s electronic case files available to authorized staff from all Human Services Agency offices and community resource centers countywide. ECM means less energy spent searching, calling, and making multiple contacts, with more resources available for delivering quality care.

To date, over 16.9 million images have been scanned into the system and staff are scanning over 350,000 pages into ECM each month. The Human Services Agency will continue to keep pace with evolving technology, making sure that staff has the tools necessary to deliver services effectively, efficiently, and compassionately.



ECM by the Numbers

ECM Deployment Sites

13

Scanners

83

ECM Users

753

Images Scanned Monthly

350,000+

Images Currently Stored

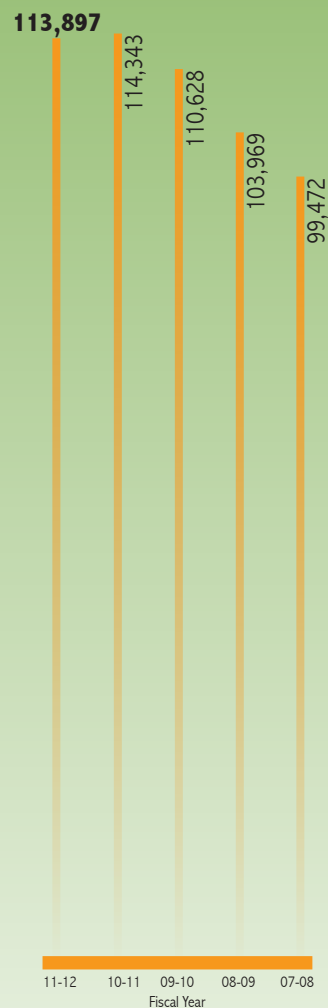
16,900,000+

ECM



Electronic Case Management

Average Number of Clients Served Monthly *Medi-Cal*



Healthy Families CalFresh & Medi-Cal

The CalFresh program, known nationally as the Supplemental Nutrition Assistance Program or SNAP and in California as CalFresh, helps qualified low-income families purchase nutritious food at neighborhood grocery stores by using Electronic Benefits Transfer cards. Medi-Cal provides low-cost health insurance to qualified children under 21, seniors over 65, persons with disabilities, pregnant women and other groups.

Medi-Cal

The Human Services Agency administers the Medi-Cal program, which implements the federal Medicaid safety net health care program in California and provides low-cost health insurance to qualified residents. Services covered under Medi-Cal include regular doctor visits, hospitalization, immunizations and preventative care. The Patient Protection and Affordable Care Act (ACA) will have far-reaching effects on health insurance coverage, health care financing, and health care delivery in the United States. Unlike many states, California did not wait for a ruling on the constitutionality of the health care reform law to begin work on its insurance exchange. Provisions of the ACA are being phased in, and beginning in 2014, an estimated 50,000 uninsured Ventura County residents may be eligible for subsidized health insurance coverage.

In order to provide quality, affordable health care and meet the medical needs of residents who will become eligible for health care under the ACA, Ventura County has formed a managed care program designed specifically for local Medi-Cal beneficiaries. As of July 1, 2011, all current Medi-Cal beneficiaries' health care coverage has been automatically converted into the Gold Coast Health Plan. In the past, Medi-Cal patients often saw a series of physicians, making coordination and continuity of care challenging. With the implementation of a managed care system, Gold Coast Plan patients are assigned to one doctor—a primary care provider—who coordinates all of their care.

Since June 2011, the average monthly number of individuals receiving Medi-Cal benefits through the Human Services Agency decreased slightly from 114,343 to 113,897.

Service for applicants has remained consistent: the average Medi-Cal application was processed in 32 days, well under the 45 day time limit mandated by the State. During the past year, Medi-Cal clients received over \$500 million dollars worth of health care services.

CalFresh

Nationally, SNAP caseloads have increased significantly since late 2007, as the recession and lagging recovery battered the economic circumstances of millions of Americans and dramatically increased the number of low-income households eligible for help from the program. In addition, the 2009 Recovery Act increased SNAP benefits as a way of delivering economic stimulus. The US Department of Agriculture (USDA) calculates that for every \$5 of spending, there is \$9.20 of total economic activity, as grocers and farmers pay their employees and suppliers, who in turn shop and pay their bills.

Policymakers deemed SNAP to be effective because of its broad reach among low-income populations and its high efficiency. According to the National Academy of Science measures of poverty, which count SNAP as income, SNAP kept about 3.9 million people out of poverty in 2011 and lessened the severity of poverty for millions of others.

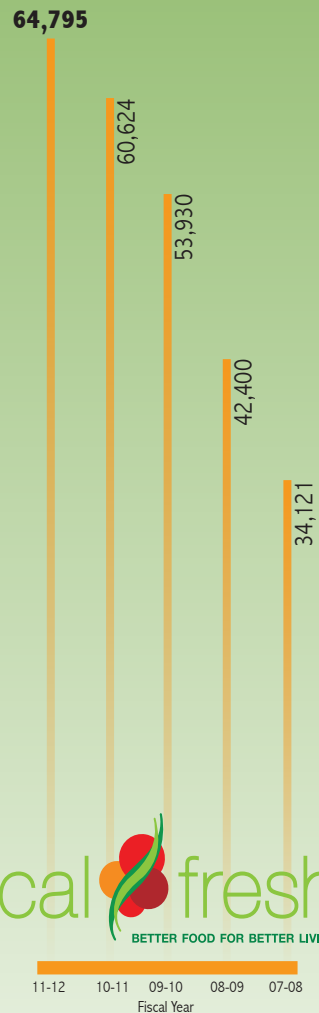
During Fiscal Year 2011-12, recipients received and spent over \$106 million dollars of CalFresh benefits. For the month of June 2012, the total was \$9,138,739.

Since June 2011, applications for CalFresh steadily climbed, with the number of recipients increasing to 66,201 in June 2012. During the past year, the Human Services Agency joined with partners like FOOD Share to provide CalFresh outreach to the senior population. The results are promising: between June 2011 and July 2012, seniors over the age of 65 receiving nutrition benefits increased by 28 percent, from 1,216 to 1,557 recipients.

Despite rising applications and caseloads, the Human Services Agency processed the average application in 14 days, well under the 30 day limit mandated by the State. In June 2012, the average size of Ventura County families receiving benefits was 2.1 with a monthly benefit of approximately \$287.

Average Number of Clients Served Monthly

CalFresh



Program Spotlight...

Expanding Outreach for Nutrition Benefits

Visitors attending the Multicultural Festival in Oxnard, Back to School Night at Rio Plaza Elementary School, Harvest Moon Festival in Ventura, Fillmore Community Health Fair, or a Glen City School PTA meeting in Santa Paula may have seen or heard something a little bit different this year, information about CalFresh benefits delivered by FOOD Share, Clinicas del Camino Real, the Mixteco/Indigena Community Organizing Project (MICOP), or Community Action of Ventura County.

This innovative partnership, led by FOOD Share, brings together trusted community based organizations who share HSA's goal of ensuring everyone in Ventura County has access to food. The program is the first of its kind in Ventura County and focuses outreach in underserved areas where needy residents have a variety of access barriers.

To date, working together with partner agencies has helped increase the number of eligible Ventura County residents who participate in CalFresh. There has been a sizeable increase in CalFresh applications, and the grassroots efforts of FOOD Share, Clinicas del Camino Real, MICOP, and Community Action have helped get information about the CalFresh nutrition program to members of the community who need it the most. In January 2012, HSA received 3,669 CalFresh applications – a record number – and over 300 of those applications came directly from community partners.

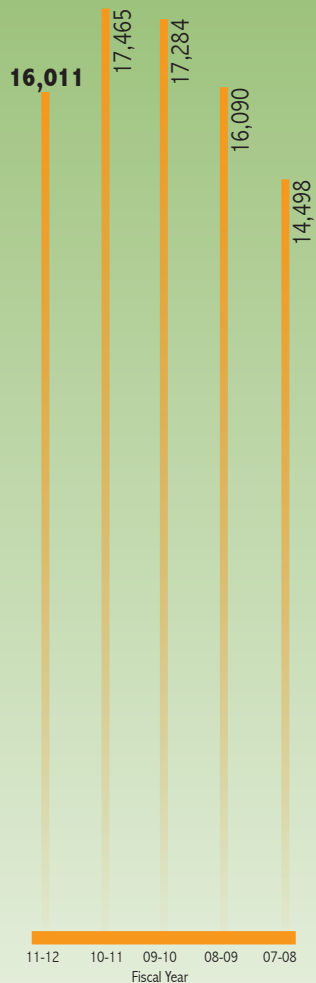
From July 1, 2011 through June 30, 2012, these community organizations:

- Screened 5,626 households for eligibility for CalFresh benefits;
- Submitted 2,699 CalFresh applications;
- Attended 291 special community events;
- Provided outreach at 2,991 regularly scheduled sites each month.

In addition to on-site outreach efforts, FOOD Share has also spread the word about CalFresh through the media with targeted advertisements on KXLM, KMLA, KCAQ, KVTa, and KBBY radio stations as well as advertisements within the Ventura County Star, VC Reporter, Acorn, and Ventura Breeze, as well as a Ventura County CalFresh Facebook page and Twitter account.



Average Number of Clients Served Monthly CalWORKs



Pathways to Independence Business & Employment

After years of a persistent recession followed by a slowly recovering economy, experts now see signs that the worst may be over. Recently, Mark Schniepp of the California Economic Forecast said that Ventura County's economic recovery is building steam as California's private sector creates jobs, port exports soar, home sales and prices rise, and foreclosures decrease. Even though several years of high unemployment depressed the purchasing power of workers' hourly wages at the low and middle end of the earnings distribution, families impacted by the recession are slowly beginning to stabilize.

The June 2012 unemployment rate in Ventura County was 9.2 percent, down from 10.3 percent in June 2011. Over the past fiscal year, while unemployment rates have fallen in every city, five cities continued to post double-digit unemployment rates for June 2012: Santa Paula (15.1%), Fillmore (12.6%), Oxnard (12.5%), Port Hueneme (10.8%) and Ojai (10.5%).

To help residents, the Human Services Agency operates six Job & Career Centers and two satellites in Ventura County. By aggressively connecting families to resources that include vocational training, transportation, and childcare, the Human Services Agency is helping to remove barriers to employment. During Fiscal Year 2011-2012, the Human Services Agency delivered employment and career services through the Job & Career Centers to 31,892 individuals, who accessed career center services such as assistance with resume writing, online job searches, and interview skills.

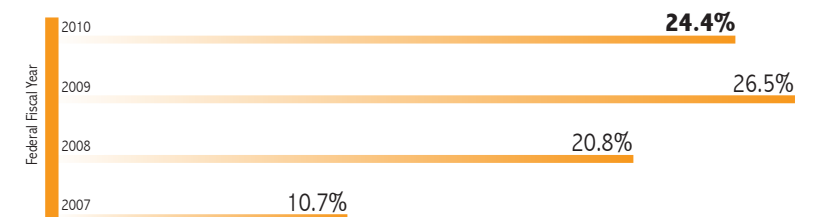
The Human Services Agency helped CalWORKs clients secure some 1,500 employment placements while the number of individuals receiving CalWORKs assistance fell to 16,011, a decrease of around 8 percent.

For the past two years, the Human Services Agency has operated a program called "Job Club," a complement of services for CalWORKs clients. Job Club is a mandatory activity for CalWORKs clients who must actively prepare for and seek employment as a condition of receiving a CalWORKs grant for their family. A CalWORKs client participates in Job Club on a daily basis and after four weeks, exits Job Club with an employment portfolio that includes: a master application;

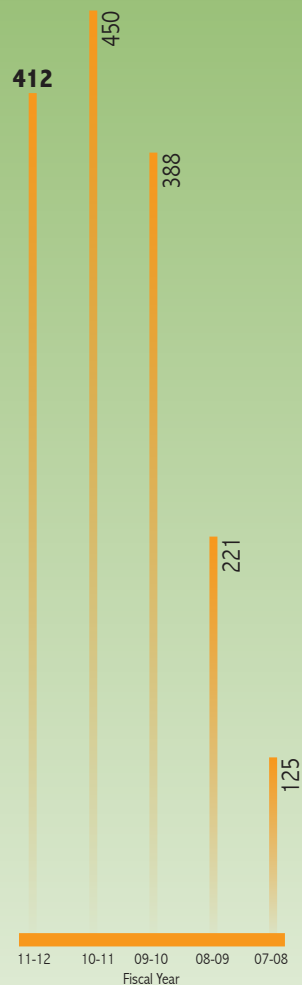
a set of resumes; a vocational assessment; registration on CalJOBS and VOS (Virtual One Stop), which are linked to other job search systems; hands-on practice in job seeking via the Internet; mock interviews; the opportunity to debrief after real-life interviews; and an opportunity to receive ongoing support in their job search from Job Club facilitators, Job & Career Center employment service staff, and their fellow CalWORKs clients.

The slowly recovering economy, challenging job market, and the multiple barriers to employment that CalWORKs clients face make the progress of Job Club participants especially noteworthy: over 20 percent of program participants exited the program with employment. Additionally, the success of Job Club participants along with opportunities for unsubsidized and subsidized client work experience have helped to stabilize Ventura County's work participation rate. In Federal Fiscal Year (FFY) 2010, the Ventura County Work Participation Rate for all CalWORKs families was 24.4 percent and the WPR average for the State of California was 29.2 percent.

Ventura County Work Participation Rate



Average Number of Cases Served Monthly *General Relief*



General Relief Program

The Human Services Agency's General Relief program provides services to indigent adults who have no dependent children, lack financial support from relatives or friends and are ineligible for all other types of public assistance programs. The General Relief program helps adults who are struggling to find housing, employment, or other revenue to sustain their economic independence. The aid is short term, considered a loan, and consists of direct payments to landlords for housing, utilities, and incidentals.

To be eligible, an applicants' household income must be within allowable limits, with real property value not exceeding \$1,000, and available cash on hand and in savings accounts not to exceed \$100. General Relief recipients deemed able to work must actively seek employment to maintain their eligibility for assistance.

During the recession, economic conditions triggered a rise in the number of residents receiving General Relief assistance. The average monthly General Relief caseloads fell from 450 in Fiscal Year 2010-2011 to 412 in Fiscal Year 2011-2012.



Program Spotlight...

Ventura County Financial Empowerment Partnership

"Earn It! Keep It! Save It!", a community partnership led by United Way Ventura County, the Business & Employment Services Department of the Ventura County Human Services Agency, Cabrillo Economic Development Corporation, and the IRS was formed in 2005 to increase awareness of and access to the Earned Income Tax Credit (EITC) and to provide electronic filing of income taxes free of charge. Earn It! Keep It! Save It! helps taxpayers with earnings below \$50,000 to file their income taxes and access the federal tax credits to which they are entitled.

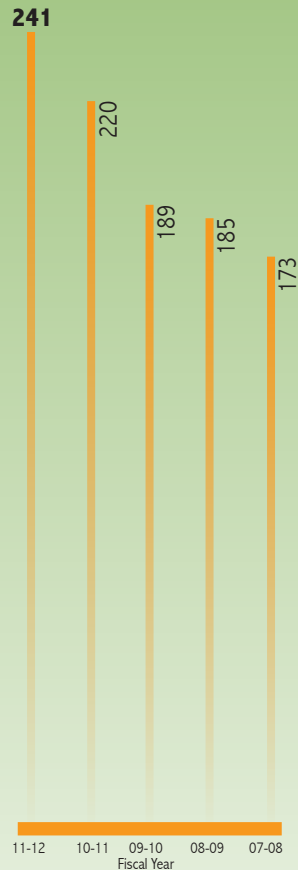
The Financial Empowerment Partnership received a \$26,500 IRS Volunteer Income Tax Assistance (VITA) grant for 2012 to target low-income households. During January through April 2012, 51 volunteer tax preparers filed 1,129 returns for tax year 2011 at eight VITA sites located at El Concilio, Catholic Charities, the Housing Authority in Oxnard, the Housing Authority of Ventura, and the West Oxnard, Ventura, Santa Clara Valley, and East County Job & Career Centers. A mobile team strategy was also utilized to reach communities with limited access to the eight permanent sites. This represents a 30.6 percent increase in the number of tax returns filed over the prior year. In addition, 65 returns for prior years (2009 and 2010) were filed.

Results for the 2011 tax year:

- Total Amount of Tax Refunds to Clients – \$1,792,593
- Number of Returns Filed – 1,194
- Total Amount of EITC Returned to Clients – \$887,183
- Total Amount of Child Tax Credit Returned to Clients – \$412,897
- Average Annual Gross Income of Clients – \$18,121
- Clients Direct Depositing Refund Check – 54.77%
- Estimated fees saved by clients – \$225,000
- Value of volunteer labor – \$67,405

Average Number of Allegations Investigated Monthly

Adult Protective Services



Assisting Elders the Homeless & Veterans

During the economic downturn, meeting basic needs of the elderly, dependent adults, homeless, and veteran residents can be especially challenging. During the recession, the Human Services Agency has seen a steady increase in requests for assistance from all of these vulnerable populations. Data trends indicate that the senior population is rapidly growing, forecasting an increased need for services to the elderly in the coming years.

Adult Protective Services

It is Ventura County's responsibility to ensure that elder residents are protected from abusive relatives, friends, caregivers or strangers. The primary goals of Adult Protective Services are to respond rapidly to allegations of abuse or neglect and to help make clients' environments safer immediately, while implementing plans to reduce the risk of repeated abuse or neglect. Victims of abuse may receive short-term assistance services such as emergency shelter, meals, transportation and medical and mental health services.

In Fiscal Year 2011-2012, the Human Services Agency responded to 2,892 allegations of adult abuse or neglect and responded to 2,956 requests from the public for information and referrals. Adult Protective Services served an average of 354 clients each month and 100% of referrals were responded to within 10 days.

Public Administrator & Public Guardian

The Public Guardian oversees the care of people who are unable to care for themselves and functions as the legally-appointed guardian or conservator of persons found by the Superior Court to be unable to properly care for themselves or their finances. The Public Guardian oversees two types of conservatorships: Probate and Lanterman-Petris Short (LPS). Probate conservatorships are for vulnerable adults with limited ability to make decisions due to a health condition which is not expected to improve. LPS conservatorships are for people who are gravely disabled due to serious mental disorders or chronic substance abuse. In the past year, the Public Guardian managed an average of 162 LPS conservatorships and 70 Probate conservatorships each month.

The Public Administrator investigates and administers the estates of persons who die without a will or an appropriate person willing or able to act as the administrator. In the past year, the Public Administrator managed 79 estates with a value totaling over \$1.7 million.

In-Home Supportive Services

In-Home Supportive Services (IHSS) are designed to assist seniors, children, and adults with disabilities receive care in their homes. Quality, cost-effective alternatives to institutionalized care are in high demand and help participants improve the quality of their daily lives while remaining in the comfort of their own homes. In Fiscal Year 2011-2012, caseloads for IHSS averaged 3,901 clients each month.

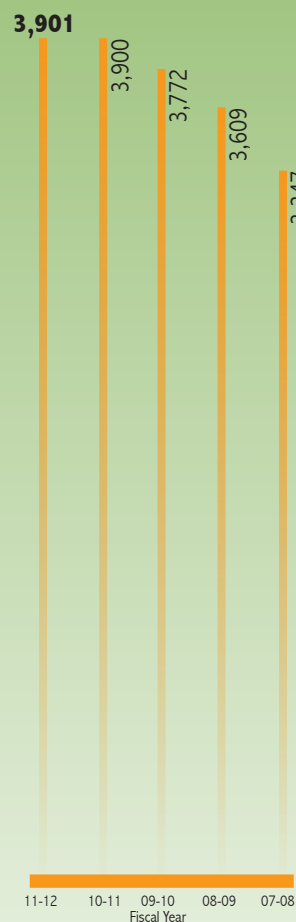
The IHSS Quality Assurance program ensures that the program is meeting the needs of its clients in a uniform manner consistent with State regulations and legislative mandates designed to prevent and detect fraud. In Fiscal Year 2011-2012, 285 desk reviews and 51 in-home client interviews to assess service level accuracy were completed. In 84 percent of the cases reviewed, it was determined that the client had received the appropriate number of service hours given the level of need.

In-Home Supportive Services- Public Authority

The Public Authority was established in 2003 to improve the quality of in-home support for both providers and clients. The role of the IHSS Public Authority is to act as the employer of record for caregivers, conduct provider recruitment, maintain a Registry of screened providers, refer providers to IHSS recipients, and conduct caregiver trainings. In an effort to provide advanced training to caregivers, the Public Authority operates the Provider Resource and Training Center and conducted the 6th Annual Caregiver Conference which was attended by over 250 people. During the past year, over 80 percent of recipients were matched with a provider within 15 days and 95 percent were matched within 30 days.

Average Number of Clients Served Monthly

In-Home Supportive Services



Homeless Services

For the past several years, the persistent national recession and slow economic recovery have triggered an increase in unemployment and foreclosures that has been accompanied by a rise in homelessness. To assist these residents, the Homeless Services program helps clients achieve self-sufficiency by securing available health care benefits, employment services, and stable housing. During Fiscal Year 2010-2011, the federal Homeless Prevention & Rapid-Rehousing Program (HPRP) helped provide services to 966 residents. Now that the HPRP has transitioned to a scaled down local program, caseloads have stabilized. In Fiscal Year 2011-2012, the Human Services Agency served an average of 699 homeless clients each month.

During Fiscal Year 2011-2012, the Human Services Agency continued its operation of the RAIN Transitional Living Center, providing transitional housing and assistance for families and single adults in Ventura County. Over the course of the past year, RAIN operated at 92 percent occupancy and provided stable housing for approximately 170 clients. RAIN residents are motivated to improve their lives and become self-sufficient: 100 percent of children were enrolled in school within two weeks, 93 percent of adults secured employment within three months of residency, and nearly 89 percent of residents increased their income within one year of entry into the program.

Veteran Services

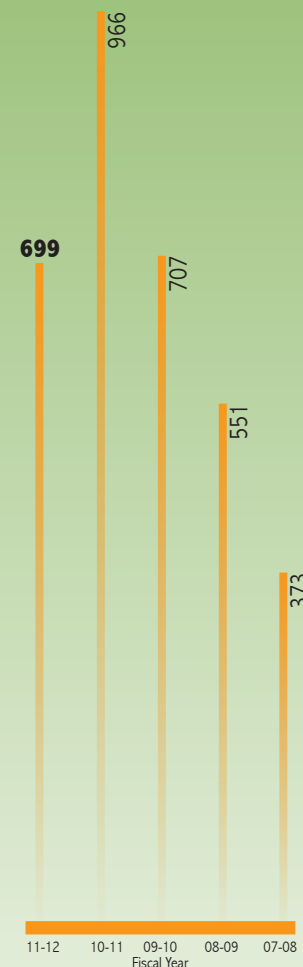
The Human Services Agency recognizes the courageous service of Ventura County veterans and works hard to help them access the benefits they have earned. The Veteran Services Office helps these men and women, as well as their families, gain access to financial assistance and medical treatment.

In Fiscal Year 2011-2012, the Human Services Agency served over 2,655 veterans and their families. There were 2,127 claims filed on their behalf, primarily for federal Veterans Affairs benefits. Those claims resulted in over \$6.3 million in benefits for local veterans.



Average Number of Clients Served Monthly

Homeless Services





Program Spotlight...

Combining Programs to Assist Homeless Veterans

On the streets and in the hills of Ventura County, homeless veterans make up over 10 percent of the unsheltered population. Even with the nearby military base and VA outpatient medical clinic, some veterans are not accessing the services they need. The County's Human Services Agency (HSA) social workers have been increasingly concerned about the presence of veterans on the streets. With the arrival of federal Homeless Prevention & Rapid Re-Housing Program (HPRP) funds, a collaborative solution to the problem was pursued: a partnership between the Los Angeles and Ventura County public housing authorities that receive HUD-Veterans Affairs Supportive Housing (HUD-VASH) vouchers.

The HUD-VASH program combines Housing Choice Voucher rental assistance for homeless Veterans with case management and clinical services provided by the Department of Veterans Affairs. Representatives from Ventura County reached out to the Los Angeles Veterans Administration to find out how to coordinate the use HPRP and HUD-VASH to maximize outcomes for clients. The Los Angeles VASH team visited Ventura County to gain exposure to the County's mix of urban and rural areas, its local methods of veteran outreach, and its Public Housing Authorities.

The VASH and HPRP programs have successfully worked hand-in-hand: HPRP offers housing search assistance, housing inspections, and transportation assistance for travel to the VASH offices in Los Angeles. VASH social workers learn of veterans' concerns during home visits and then communicate them to HPRP staff for follow-up. The County HSA workers, with their intimate knowledge of local agencies, then refer the veterans to the appropriate services. Ultimately, the partnership resulted in expanded

services and support for the area's homeless veterans. Karol Schulkin, Ventura County Human Services Agency's Homeless Services Coordinator, explained, "We worked for a level of comfort that allowed the Los Angeles VASH team to co-partner with us in case management. Because we're right here, on the doorsteps of the people they're giving vouchers to, we're able to provide a lot of the support that would be harder for them to provide from a distance."

Due to County-led cooperation among housing authorities, landlords, and community organizations, veterans are typically housed within three weeks of paperwork completion. Without HPRP, meeting that timeframe would be impossible, as a veteran's greatest housing barrier—once receiving the VASH subsidy—is pulling together enough money for a rental deposit. Through coordination with the HPRP staff, veterans find furniture, food, and household goods waiting for them on move-in day.

HPRP has served about 75 percent of Ventura County's current HUD-VASH clients, in addition to 1,800 non-veterans. The re-housing program will continue for two years with a \$750,000 influx from the Ventura County Board of Supervisors. HPRP gave Ventura County an immediate, concrete way to help its homeless veterans get housed. Schulkin describes the difference, "Public Housing Authorities have a waiting list of four to five years. Tell that to a wounded, disenchanted, disappointed veteran, and you might as well tell them to wait ten years. But now we have resources to work with them, to tell them we can help them get a place indoors. It makes housing possible. It stirs up their hope. And by supplementing HUD-VASH with HPRP, we can quickly put our veterans into the safe homes they need."



Workforce Investment Board **WIB**

Appointed by the Board of Supervisors and, in accordance with the Federal Workforce Investment Act (WIA) and State requirements, the 36 members of the Workforce Investment Board (WIB) represent businesses, local educational institutions, labor organizations, community-based organizations, economic development agencies, government agencies, and One-Stop partners in Ventura County. The WIB is responsible for planning, policy, and oversight for federally funded WIA programs and services in Ventura County and acts in accordance with federal, State, and County regulations.

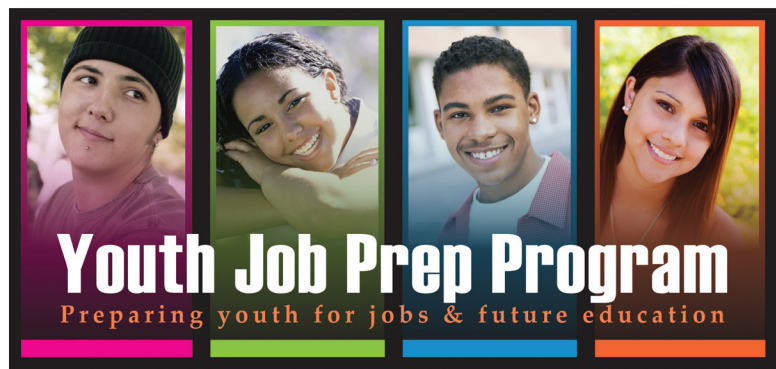
The Business & Employment Services Division of the Human Services Agency operates the One-Stop Job & Career Center system, which provides services and programs that help to strengthen job seeker readiness for local employment opportunities. Adults, youth, dislocated workers, and employers are able to access information and services online through the Virtual One-Stop (VOS) system at six Job & Career Centers and two satellite offices located across the County.

During the 2011-2012 program year, Workforce Investment Programs:

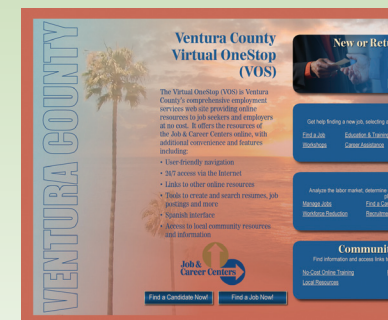
- Served 31,892 universal customers, including access to employment and career services through the Job & Career Centers' internet-based employment services system (VOS).
- Enrolled 629 customers in WIA-funded adult and dislocated worker programs.
- Enrolled 543 youth (16-24-year-olds in-school and out-of-school) in WIA-funded programs.
- Preliminary outcomes indicate that the WIB exceeded State standards and achieved a higher-than-100 percent success rate for adults, dislocated workers and youth in all categories of WIA Common Measures performance.
- Provided Rapid Response consulting and other support for 19 businesses reporting a total of more than 2,200

impacted employees. More than 1,220 of the impacted employees participated in Rapid Response programs and services. These individuals were referred to career transition assistance and Job & Career Center services.

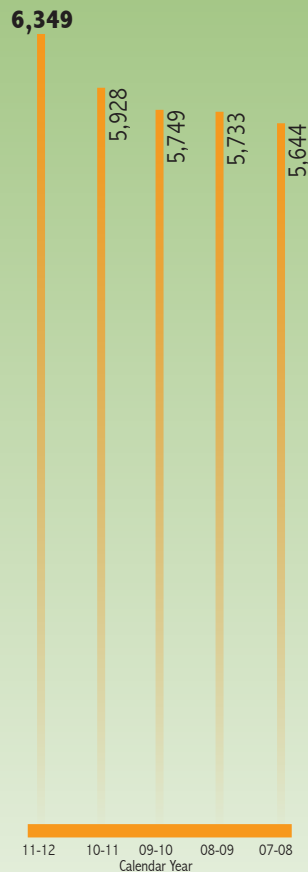
- Provided layoff aversion services to 14 businesses, helping to retain 144 at-risk jobs.
- Provided funding and oversight for employment-related assistance program to transition veterans into high-wage/growth jobs.
- Provided oversight at the OneStop Consortium, comprised of the Business & Employment Services Division of the Human Services Agency, the Employment Development Department, and the County Superintendent of Schools Office.
- The Consortium operates the One-Stop Job & Career Centers. Services provided in 2011-2012 included:
 - » Recruitment events attended by 1,121 job seekers
 - » Improved client access to internet job listings, career information, and community resources by enhancing the technology infrastructure
 - » Computer technology courses at no cost
 - » 128 employment services workshops, where over 720 job seekers received assistance with resumé writing, online job searches, interviewing, and computer skills



**WORKFORCE
INVESTMENT
BOARD
VENTURA COUNTY**



Child Protective Services



Children & Families Safe Communities

The Human Services Agency recognizes that the best way to ensure the safety and well-being of children is to assist families with basic needs before conditions worsen and the potential for child abuse/neglect rises. During times of unemployment and economic stress, the Human Services Agency is mindful that children can be at risk.

Until 2009, the number of cases in Ventura County's child welfare system had declined annually. Now, that trend has reversed and for the second year in a row, child welfare cases increased. In fact, for Fiscal Year 2011-12, the number of open cases has risen by nearly 20 percent. The complex issues of many of these cases, which can involve multiple siblings and allegations, require lengthy investigations.

In 2011, the Human Services Agency investigated 6,349 reports of suspected abuse/neglect. Recent data for the report period ending December 31, 2010, show that 98.4 percent of child abuse and neglect referrals classified as "Immediate Response" received an in-person investigation within 24 hours. Data for the same time period show that 91.3 percent of child abuse and neglect referrals classified as "10-day" were investigated in-person within the 10-day time frame.

For the past three years, the Human Services Agency has operated two programs to prevent child abuse: Pathways and SafeCare. Pathways is a preventative approach to ensuring safety by expanding the ability of child welfare to respond to reports of possible child abuse and neglect. Pathways is a partnership between community organizations and the Human Services Agency's Children & Family Services Department. 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 their children. SafeCare is an evidence-based, parent-training curriculum for parents who are at-risk or have been reported for child maltreatment. The Human Services Agency partners with Aspiranet to administer the SafeCare program. By intervening early and often, the SafeCare program helps to prevent potentially serious family problems before they

escalate to dangerous levels. In Fiscal Year 2011-2012, 664 families were referred to the Pathways program while 108 were referred to SafeCare.

Each month, approximately 40 Ventura County children need a temporary home to ensure their physical and emotional well-being. Many of the children receive care from their relatives or a family friend, but almost half need a foster family who can provide love and understanding during a difficult time in their life. The Human Services Agency actively recruits and trains new foster parents and during the past year, began offering an online Informational Session for prospective parents which serves as an alternative to the in-person sessions that are held each month. Whenever possible, the desired outcome for foster children is reunification with their biological parents. The Human Services Agency helped reunify 205 children with their parents during Fiscal Year 2011-2012 and also facilitated 62 adoptions.

Children & Family Services Activity & Outcomes

	2007	2008	2009	2010	2011
Hotline calls received	13,840	16,106	16,170	16,566	19,067
Referrals investigated	5,644	5,733	5,749	5,928	6,349
Children removed	314	329	368	483	479
Substantiated child abuse and/or neglect (per 1,000 children in Ventura County)	4.2	3.7	3.7	4.3	5.9
Foster youth in care (monthly average)	871	852	784	876	1,012
Foster youth reunified	195	167	170	168	204
Adoptions finalized	71	113	83	70	62
Adoption within 24 months	30.8%	43.0%	37.3%	50.0%	48.1%
Two placements or less (in foster care 12-24 months)	55.6%	64.4%	58.0%	62.5%	57.7%
Re-entry to foster care after reunification	17.4%	13.0%	12.6%	8.4%	15.3%



Independent Living Program and Extended Foster Care

The Human Service's Agency's Children and Family Services Independent Living Program (ILP) provides services to assist eligible youth and young adults between the ages of 16 and 21 in making a successful transition from foster care to independent living. The goal of the program is to enable youth to achieve self-sufficiency prior to exiting the foster care system by providing independent living skills assessment, training, and services, as well as a written transition independent living plan for every participant.

In 2011, approximately 137 youth chose to participate in the program. California has adopted Exit Outcomes for ILP youth transitioning out of foster care, and during the past year youth in Ventura County exceeded Statewide performance in 6 of 7 categories.

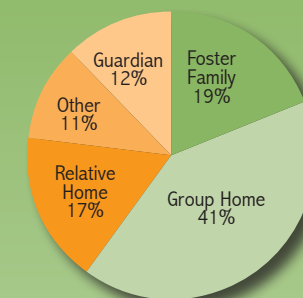
Recognizing that 18 was too young for most young adults to be without support, a bill was signed into law in September 2010 giving foster youth the option to remain in foster care and receive services and supports until age 21. The bill is called

the California Fostering Connections to Success Act, and is also known as Assembly Bill 12 (AB12). Beginning January 1, 2012, young adults are allowed to remain in Extended Foster Care after they turn 18. So far, approximately 45 youth have chosen to take part in the Extended Foster Care program. Participation is voluntary and youth must meet certain criteria which include:

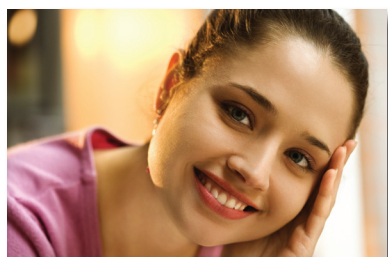
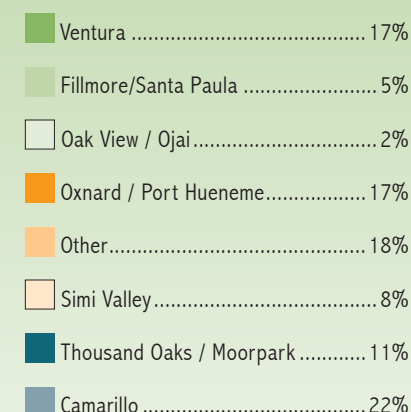
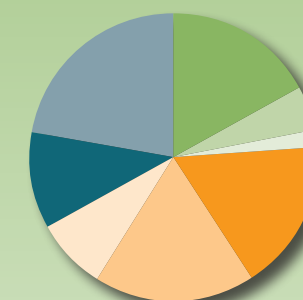
- Completing high school or an equivalent program
- Enrolling at least half-time in college, community college, or a vocational educational program
- Employed at least 80 hours a month
- Participating in a program / activity designed to remove barriers to employment
- Unable to do any of the above because of a medical condition

This year, the Human Services Agency launched a new website, "Illuminating Their Path," that offers information and resources for ILP and Extended Foster Care youth as well as foster parents and community partners. It can be found at www.vchsa.org/ilp.

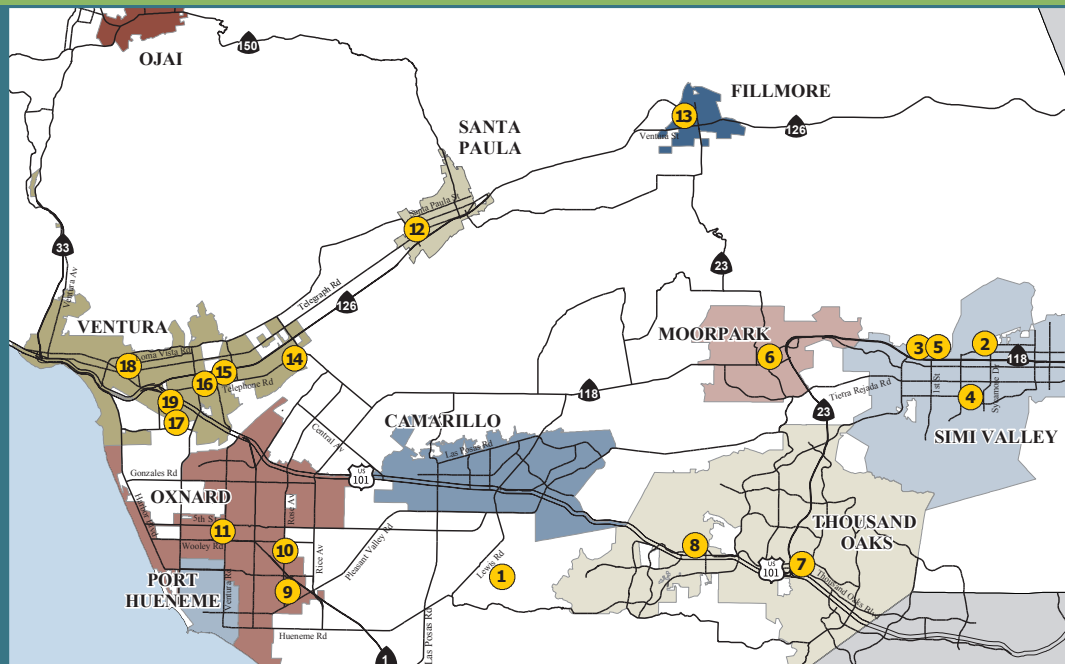
Where Do ILP Youth Live?



What Cities Do ILP Youth Live In?



Ventura County Independent Living Program	Ventura County Transitions: After 18
<h1 style="text-align: center;">Illuminating their Path</h1>	
<p>Meeting the needs of youth as they transition to independent living.</p> <p>enter here</p>	<p>Now, turning 18 means new choices and opportunities!</p> <p>enter here</p>
<p>Connecting young adults to support services</p> <p>This site provides information for current, former, and prospective ILP youth, child welfare workers, probation officers, foster parents and other caregivers, advocates, and supporters of youth in foster care or on probation.</p>	<p>Foster Care benefits now available until age 21</p> <p>Recognizing that 18 was too young for most young adults to be without support, a bill was signed into law in September 2010 giving foster youth the option to remain in foster care and receive services and supports until age 21. The bill is called the California Fostering Connections to Success Act, and is also known as Assembly Bill 12 (AB12). Beginning January 1, 2012, young adults are allowed to remain in Extended Foster Care after they turn 18.</p>



County of Ventura Human Services Agency Locations & Services

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Call 211 to learn about resources in your community

Find us on Facebook at:
www.facebook.com/VenturaCountyHumanServicesAgency

*Bus routes subject to change
¹Within ½ mile

● Countywide services available from this location

● Call for Veteran Services office hours

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

www.vchsa.org