

County of Ventura Human Services Agency



2005-2006 Annual Report



COUNTY OF VENTURA



Linda Parks
Chair of the Board of Supervisors,
Ventura County

“Although the numbers speak for themselves, the real measure of the Agency’s success is in the true-to-life stories that come from the people served.”

On behalf of the Board of Supervisors, I am pleased to recognize the hard work and dedication of the Human Services Agency and its tireless commitment to improving the lives of thousands of men, women and children in our community.

Summaries of HSA’s programs and achievements are captured in this report, but HSA’s value in making Ventura County a more compassionate, healthy and empowered community is most evident in the Agency’s presentations to our Board on an almost weekly basis. This past year, we’ve heard heartwarming testimony from foster parents, elder abuse victims, advocates for victims of child abuse, and others who have worked with HSA to resolve unthinkable challenges and improve life’s opportunities. Although the numbers speak for themselves, the real measure of the Agency’s success is in the true-to-life stories that come from the people served.

We commend the Human Services Agency for a job well done, and will continue to support the programs and services that bring enormous human wealth to Ventura County.

A handwritten signature in black ink that reads "Linda Parks". The script is fluid and cursive.

Linda Parks
Chair of the Board of Supervisors,
Ventura County

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Welcome! This is HSA's fourth Annual Report. It covers Fiscal Year 2005-2006 data and activities, and provides a snapshot of our progress on a range of strategic plans.

During Fiscal Year 2005-2006, HSA continued to focus its efforts on the social issues that matter most to the residents of Ventura County: ensuring safe, healthy environments for families, children, seniors and others who are facing life challenges.

Targeted enhancements enabled HSA to achieve a number of milestones during Fiscal Year 2005-2006, including the following:

- Lowest rate of child abuse/neglect among California's 58 counties
- Highest rate of accuracy in the state for determining Food Stamp benefit levels
- Achievement of all Workforce Investment Act performance standards for adults, dislocated workers, and youth
- Provision of Rapid Response orientation services to over 750 dislocated workers
- Implementation of an aggressive outreach campaign regarding adult abuse/neglect that reached a 75% wider audience than in the previous year
- Award-winning implementation of an automated eligibility and benefits issuance system (CalWORKs Information Network) that facilitates the delivery of integrated services

We take pride in this past year's successes, and are certain that we can achieve even more during the upcoming year. Our goals are to strengthen our working relationships with community partners and to provide our staff with additional resources that will help them offer a more comprehensive, customized set of services to our clients.

To this end, we look forward to an exciting year of partnership around our community's collective interests – the safety, health, and well-being of children, seniors, and others who are often most vulnerable to economic forces, but who contribute so much to our community through their work, wisdom, and future leadership.

I encourage you to learn more about HSA's programs and achievements, as well as our plans for Fiscal Year 2006-2007, in the pages ahead.



Ted Myers
Director, Human Services Agency

Director's *Message*



Ted Myers
Director of the Human Services Agency,
Ventura County

HSA

Fast Facts

HSA delivers services to nearly 85,000 residents of Ventura County (more than 10% of the County's population) each year.

The Human Services Agency (HSA)

HSA is Ventura County's lead provider of human services aimed at empowering individuals and strengthening communities. Services available to qualified individuals include:

- Financial assistance, low-cost health care coverage, and housing assistance for families and others
- Supportive living services for seniors and adults with disabilities
- Career development and training for youth and first-time workers
- Career-change services for experienced workers
- Employer-employee matching
- Child care assistance for working parents
- Veterans' 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 organizations

The HSA Community

HSA strives to achieve a community presence wherever services are needed. Clients may access HSA services at a number of offices throughout the County (see inside back cover for a service directory), some of which are conveniently located near other agencies that provide complementary services. HSA staff and contractors also provide services in homes, hospitals, homeless shelters, day care centers, schools and colleges, job fairs, employer sites, and other community venues.

HSA Clients

HSA clients represent a wide range of "next-door neighbors" in communities throughout the County, including: children whose parents have lost employment and insurance coverage; young adults and downsized workers seeking new career paths; seniors struggling to perform daily tasks; working mothers and fathers who need affordable day care in order to remain employed; and families facing homelessness due to rising housing costs or their escape from domestic violence. In fact, HSA delivers services to over 85,000 residents of Ventura County (or more than 10% of the County's population) each year.

HSA Operations

HSA receives state and federal funding, as well as a smaller amount of County funding (see page 20 for financial information), to administer a number of mandated programs. Programs are administered under the leadership of HSA's Executive Team, the County Board of Supervisors, the County Executive Office, and the local Workforce Investment Board. Importantly, HSA delivers services in coordination with other County agencies and community-based

organizations using a public-private partnership model. This model ensures that County staff maintains responsibility for key program administration, development and oversight activities, and that the County enters into strategic partnerships with local non-profits and others to make a broad continuum of services available to clients.

HSA Results

In Fiscal Year 2005-2006, HSA helped some 75,000 individuals per month secure or maintain low-cost health coverage, and assisted over 27,000 individuals in achieving food security each month. Over 75,000 job seekers were served through HSA's Job and Career Centers, and welfare-to-work clients were assisted with some 1,800 employment placements. HSA provided supportive living services to over 2,900 seniors and adults with disabilities each month, enabling them to continue living at home instead of entering care facilities. Over 800 awards were granted through HSA's Veterans Services office. HSA responded to over 5,000 allegations of child abuse/neglect, and some 1,600 allegations of adult abuse/neglect, and provided the follow-up services necessary to increase these individuals' safety. Over 60 children were adopted into loving homes with HSA's assistance, and nearly 80 families were saved from eviction or homelessness through HSA's intervention.

HSA Benefits to Community

HSA serves as a foundation for improved career paths and family lives, and as a safety net for individuals facing temporary setbacks due to lost jobs, illness, or other challenges. Providing short-term or comprehensive assistance as needed, HSA helps first-time workers become taxpayers, meets local employers' needs for skilled workers, and assists out-of-school youth in attaining the educational credentials that help them become more involved community members.

Further, HSA helps stem the tide of rising health care costs by providing nutrition information to families, and by administering a low-cost health care coverage program that enables families to address health concerns before they escalate.

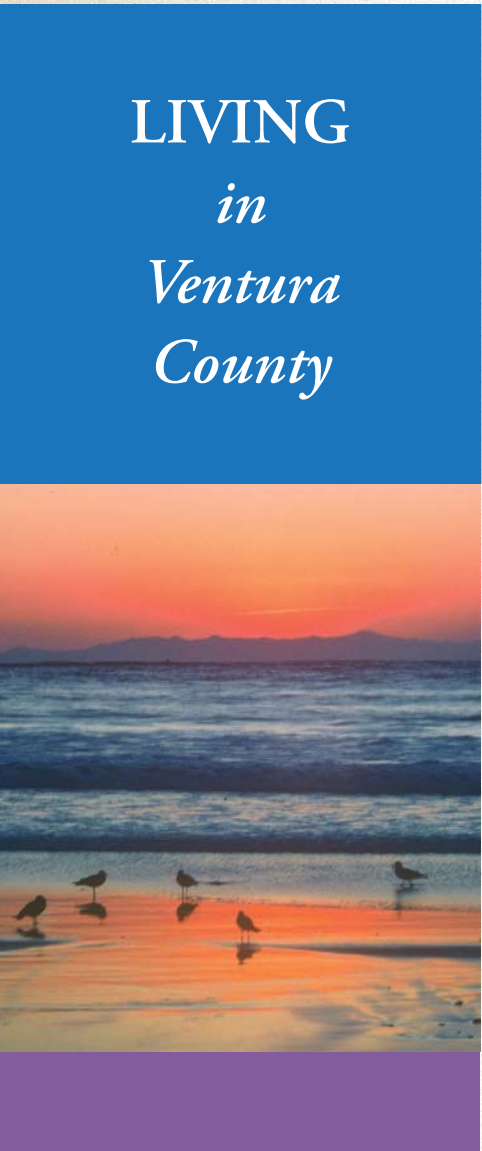
Very importantly, by strengthening families through parenting, foster care, and adoption programs, HSA helps enhance the safety and well-being of Ventura County's future leaders – children.



HSA serves as a foundation for improved career paths and family lives, and as a safety net for individuals facing temporary setbacks.

HSA DATA

| | |
|--|---|
| Child Abuse/Neglect Rate: | Lowest in State (4.5 per 1,000 children) |
| Food Stamp Accuracy Rate: | Highest in State (98.95%) |
| Workforce Investment Act Measures Met: | 100% |



LIVING in Ventura County

Ventura County At a Glance

Located along the Central Coast of California, Ventura County is known for its natural beauty, well-designed infrastructure, and the overall quality of life it offers residents. Educational and cultural opportunities abound in the County. Small businesses, community-based organizations, and large corporations thrive. While usually sheltered from harsh weather, the County is exposed to changing economic factors and other issues that affect the rest of the state and nation. As a result, the County continues to encounter new trends, challenges, and opportunities, many of which involve human services.

Community Profile

Ventura County's population is growing and diversifying, particularly with respect to age distribution and ethnicity. Of the County's some 783,000 residents, approximately 30 percent are under the age of 19, and a rising number – over 80,000 – are over the age of 65. Approximately 54 percent of residents are white (not of Hispanic or Latino origin), 35 percent are of Hispanic or Latino origin, and 11 percent are Asian, Black, Native American, or another ethnicity. Many residents do not speak English as their primary language.

Costs of Living

Many Ventura County residents are affluent. However, the rising costs of living – especially soaring housing costs – are leading many others to choose between housing, food and health care. Child care costs also account for a significant portion of many working families' expenditures.

Poverty persists in Ventura County, particularly among children and families. Nearly one-fifth of families in the County have an annual income of \$35,000 or below, and one in seven children in the County lives in poverty. In fact, the majority of the County's homeless are no longer single men, but women and their children. While many seniors in the County have stable incomes, not all are well-off. Approximately one out of 20 County residents ages 65 and over has a household income below the federal poverty level (approximately \$11,500 for a household of two seniors).

Education and Employment

Ventura County takes pride in its fine elementary and high schools, as well as its quality secondary and post-secondary institutions. Indeed, the percentage of County youth who complete college preparatory courses before graduating high school exceeds the state average, and one out of four County residents holds at least a bachelor's degree. However, approximately

Note: Data sources include reports published by the: U.S. Census Bureau, U.S. Department of Housing and Urban Development, California Employment Development Department, California Budget Project, California Postsecondary Education Commission, UCLA Center for Health Policy Research, and Children Now.

one out of seven County residents ages 25 or older does not have a high school diploma, and approximately one out of 13 of the County's young people ages 16 to 19 is neither enrolled in school nor employed.

Ventura County has a relatively low unemployment rate (4.5% seasonally adjusted), and offers educated, experienced workers a healthy range of private and public sector employment opportunities. Jobs available to less educated or trained workers, and to some immigrants with limited resources, however, are heavily concentrated in service positions (e.g., cashier, customer service representative, and receptionist), and in agriculture. These sectors typically offer low wages and few benefits. Central Coast farm workers, for example, earn less than \$9.50 per hour on average during work seasons, and entry-level cashiers in the County earn approximately \$6.75 per hour.

Health Care

In Ventura County, where incomes are average and living costs are very high, budgeting for health care can be difficult for families of modest means. It is estimated that one in seven Ventura County residents (ages 0-64) is without medical insurance, and that there are approximately 16,000 uninsured children (ages 0-19) in the County who may be eligible for certain types of low-cost coverage, but who are not yet enrolled.

Top-quality health care is available in Ventura County. Certain health resources, however, 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, even though the County's elderly population is growing more rapidly than the state average. Further, there are fewer primary care physicians and specialists, as well as fewer free and community clinics, in Ventura County than in many other California counties.

Ventura County's Opportunity

A proven leader in many areas, Ventura County is presented with another challenge – and opportunity: to continue to strengthen its communities by helping workers thrive in a changing economy, and by assisting families and seniors to expand their resources so that self-sufficiency and life-long learning – not merely survival – become realistic goals.



LIVING *in* Ventura County

HSA *Overview*



HSA – Strengthening Ventura County

HSA strives to strengthen Ventura County – one family at a time – by administering programs that have a positive impact on key community concerns, including food insecurity, lack of health insurance, child and elder abuse, unemployment, and homelessness. In response to community needs, HSA serves a dual role in Ventura County: HSA serves as both a foundation for success, and as a safety net.

The pages that follow describe HSA's programs that help clients develop the skills necessary to make long-term improvements in their work and/or home lives, as well as the programs designed to meet clients' immediate basic needs. HSA strives to deliver services in an integrated manner so that clients receive information about all relevant programs, and may develop comprehensive work-life plans. Continuous improvement efforts are underway to further integrate activities to ensure that client goals and needs – not funding streams or operational structures – determine how services are delivered.

With a Fiscal Year 2005-2006 budget of approximately \$175 million, mostly in federal and state funding, HSA: provided \$67.4 million in direct assistance to clients; expended \$68.4 million for the salaries and benefits of the HSA staff who provide direct and administrative services; and expended \$39.2 million for services and supplies, including contracts with local organizations that provide specialized client services. See page 20 for further financial information.

HSA ensures that these dollars are well spent through use of The Balanced Scorecard, which is a strategic management, data analysis, and reporting system. This system helps HSA staff and contractors make steady strides toward achieving the Agency's vision by focusing efforts on key goals, measuring success, and making strategic cost-benefit decisions. Performance data for significant measures are reviewed on a monthly basis, and data-based action steps are implemented.

Dedicated to anticipating and addressing Ventura County's most pressing social concerns in partnership with other County agencies and community-based organizations, HSA stands ready to help the County capitalize on its opportunity to create more compassionate, healthy and empowered communities.

Paths to Independence

California Work Opportunity and Responsibility to Kids

The California Work Opportunity and Responsibility to Kids (CalWORKs) program implements the federal Temporary Assistance to Needy Families (TANF) legislation in California. CalWORKs is the state's largest cash assistance program for children and families, providing financial help to families to meet basic needs. In order to be eligible for CalWORKs, families must have a child under age 18 who lacks parental support due to the unemployment of a parent or other reasons. CalWORKs assistance is available only to legal residents, is time-limited, and requires most recipients to work or participate in welfare-to-work activities. HSA staff provide career development and job placement services to CalWORKs clients at HSA Job and Career Centers, and HSA contracts with local agencies to provide supportive services, including child care, to help parents maintain employment or participate in work-related activities.

Workforce Investment Act

The federal Workforce Investment Act (WIA) legislation authorizes states and localities to offer a comprehensive range of workforce development activities that benefit employers by enhancing the skills of their future employees – youth, job seekers, laid-off workers, and others. Under the guidance of the Ventura County Workforce Investment Board, HSA staff: develop relationships with local employers and learn about their needs for trained workers; provide direct client services at HSA Job and Career Centers; and administer client services contracts. In order to be eligible for WIA services, youth must be 14 to 21 years of age, low-income, and have barriers to employment. Youth services include instruction leading to the completion of secondary school, tutoring, internships, job shadowing, work experience, adult mentoring, and comprehensive guidance and counseling. Adults eligible for WIA services are legal residents who are at least 18 years old, and who meet certain other requirements. Services for adult and laid-off workers include skills assessment, training, education, job search, job placement, and post-placement follow-up and assistance.

Goals and Community Benefits

The goals of the CalWORKs and WIA programs are to help clients: identify their workplace strengths; understand the hard and soft skills required by local employers; develop any skills that need improvement 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 to reduce dependency on government programs over time.



HSA
*Employment
Services*



HSA Employment Services

HSA DATA

| | |
|------------------------|-----------------|
| Job & Career Centers: | 75,000 Visitors |
| CalWORKs Placements: | 1,800 Jobs |
| CalWORKs Average Wage: | \$9.50/hour |
| Subsidized Child Care: | 5,600 Children |
| Dislocated Workers: | 750 Served |
| Veterans Fee Waivers: | 500 Students |

Performance and Accountability

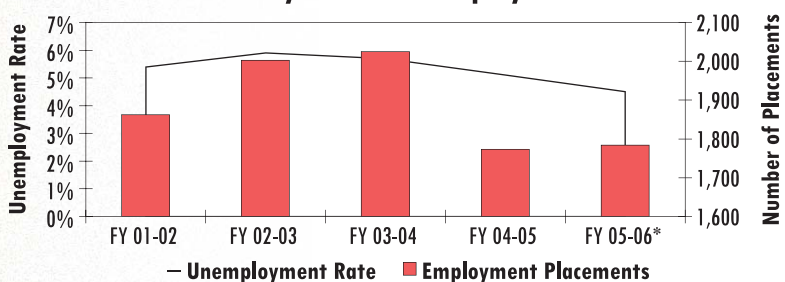
During Fiscal Year 2005-2006, HSA served over 75,000 Ventura County residents at its Job and Career Centers, providing 180 career workshops for job seekers and holding 150 recruitment sessions and job fairs. HSA helped CalWORKs clients secure some 1,800 employment placements at an average wage of \$9.50 per hour. Approximately 5,600 children received subsidized day care so their parents could work or participate in work-related activities.

More than 760 Ventura County residents participated in WIA activities during Fiscal Year 2005-2006. Due to these clients' hard work and the dedication of their trainers and counselors, all 15 WIA federal performance standards for adults, dislocated workers, and youth were achieved and exceeded, including measures for employment retention and earnings at six months after initial job placement.

Further, HSA staff provided Rapid Response orientation services to over 750 dislocated workers, and worked closely with some 375 individuals laid off from 18 area businesses. As a result of HSA-sponsored training programs, over 60 dislocated workers found new careers as registered nurses or credentialed teachers. Importantly, a customer service satisfaction survey conducted during Fiscal Year 2005-2006 found that clients were very satisfied with the services they received at HSA's Job and Career Centers. In fact, 97% reported that they would recommend HSA to other job seekers.

In addition to providing mandated CalWORKs and WIA programs, HSA administers other programs aimed at self-sufficiency. HSA continued to implement its Financial Empowerment Initiative, through which over 350 tax returns were prepared for low-income visitors to HSA's Job and Career Centers. As a result of this initiative, some \$500,000 was refunded to local families. Further, HSA's Veterans Services program conducted aggressive outreach campaigns, and assisted veterans, their dependents, and survivors in securing over \$4 million in veterans' benefits from federal, state, and local agencies. Veterans Services also assisted over 500 students in obtaining California Veterans Fee Waivers, saving the families a combined total of \$1 million.

Ventura County CalWORKs Employment Placements



*Estimate based on July 2005 through March 2006 employment placements

CalWORKs employment placements are influenced by a variety of factors, including the unemployment rate. CalWORKs employment placements increased slightly during FY 05-06.

One Success at a Time

County residents who want better lives for their families often look to HSA's services to begin their journeys.

Vickie started her CalWORKs program on March 16, 2005. She was already enrolled in classes at the Santa Barbara Business College, studying to be a paralegal assistant.

Before CalWORKs, Vickie only had a part-time job. Her goal was to be able to make her children proud of her by showing them what hard work can accomplish. She also wanted to demonstrate how important it was to stay in school and reach a goal.

Vickie now has two jobs as a paralegal assistant for two different law offices. She is working to become a Notary Public and complete her Paralegal certification through the N & L Association of Legal Assistants.

Vickie believes that her experience with the Ventura Job and Career Center was very positive. She says, "I never felt looked down upon for my situation, but only encouraged."

On June 6, 2006, Vickie was recognized for her accomplishments by both the Ventura County Board of Supervisors and the Ventura County Commission for Women.

Looking Ahead

HSA has engaged in strategic planning to determine which activities are likely to produce even better outcomes in the areas of career development and employment during Fiscal Year 2006-2007. Accordingly, HSA plans to:

- Implement systems and tools that help clients identify their strengths and challenges in a more comprehensive, customized manner, and that assist clients in tracking their progress
- Fully utilize the new Virtual One Stop system, an online tool that assists job seekers in preparing employment-related materials and conducting job searches
- Collaborate with training and support services contractors to ensure that performance measures that truly reflect HSA's and contractors' common goals are incorporated into contracts

HSA Employment Services



Safer, Healthier Families



HSA *Family Services*

HSA 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. Therefore, HSA directly provides and contracts for a number of services aimed at prevention and early intervention. When abuse/neglect does occur, however, social workers fulfill HSA's federal and state mandates to protect children. They do this through services rooted in 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. Building partnerships with community-based organizations and making decisions about children's futures using teams of HSA social workers, parents and community members are also significant elements of the philosophy.

Goals and Community Benefits

In line with the federal Adoption and Safe Families Act and California's Child Welfare Outcomes and Accountability Act, the goals of HSA'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 to develop 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 HSA's support.

Performance and Accountability

HSA achieved the lowest rate of child abuse/neglect (4.5 per 1,000 children) in the state, and achieved a very low rate of children placed in out-of-home care (1.2 per 1,000) during calendar year 2005. Recognizing the importance of stability in foster children's lives, HSA also measures its success in part by the number of placement changes that foster children must endure. During Fiscal Year 2005-2006, 69.8% of Ventura County's foster children who were in care for 12 months had no more than two placement changes, better than the state target of 65.9%.

Studies show that foster children who are placed with relatives, as opposed to unrelated caregivers, 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. Moreover, children who are placed with relatives are less likely to change placements compared to children placed with

unrelated caregivers. During Fiscal Year 2005-2006, HSA placed 31% of foster children in a relative's home as the predominant placement type.

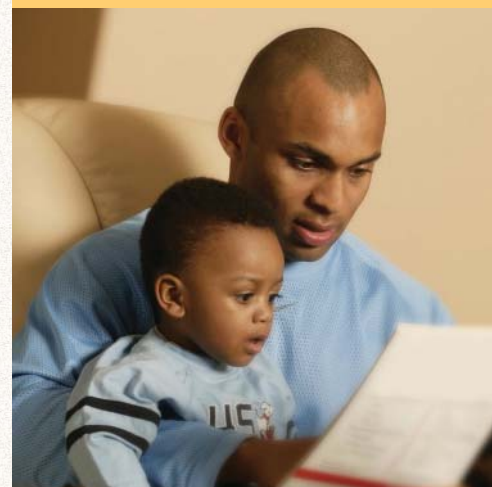
The desired outcome for some foster children is reunification with their biological parents. HSA staff's and contractors' collaboration with parents to develop their care-taking skills helped reunify over 150 children with their parents during Fiscal Year 2005-2006. HSA also facilitated over 60 adoptions during Fiscal Year 2005-2006, placing foster children into caring homes permanently. It is critical that foster children who neither reunify with their parents nor get adopted learn the skills necessary to live independently once they age-out of foster care. HSA provided independent living services to nearly 240 foster care youth during Federal Fiscal Year 2004-2005, 88% of whom either earned secondary education credentials or were in the process of completing them during that time frame. Over one-fourth of youth who received independent living services also entered part- or full-time employment.

One Success at a Time

When comprehensive plans are developed to support distressed families before conditions worsen and the risk of abuse/neglect increases, the results can be life-changing.

Recently, "Maria," a single mother with three children ages three to seven, told an HSA social worker at a Healthy Start center that she planned to leave the children at the center because she could no longer manage working, going to college, and raising the children. The social worker arranged and managed a plan for comprehensive services to assist Maria, including CalWORKs funding to cover child care expenses and other basic needs, and behavioral therapy to address problems Maria's six-year-old was experiencing. These supports have enabled the family to remain intact, and to grow even stronger. The six-year-old's behavioral problems have decreased significantly, and all of the children's school attendance has improved. Maria reports that her stress level is much lower, and that she now feels her life is manageable.

HSA *Family Services*



HSA DATA

| | |
|------------------------------|-------------------|
| Adoptions: | 62 Children |
| Reunification w/Parents: | 156 Children |
| 2+ Placement Changes/Year: | 30.2% of Children |
| Relative Care Placement: | 31% of Children |
| Independent Living Services: | 239 Young Adults |



Looking Ahead

During Fiscal Year 2006-2007, HSA plans to continue implementing several strategies that have already produced positive initial results for children, including:

- **Structured Decision Making:** A web-based set of tools that help social workers make valid case decisions based on objective risks and safety assessments
- **Team Decision Making:** A system that involves family and community members, caregivers, service providers, and HSA staff in all decisions regarding child removal, placement and reunification, and ensures a network of support for children and the adults who care for them
- **Foster Parent Outreach:** Activities that target specific communities for recruitment of foster homes so that children are more likely to be placed in their own neighborhoods

HSA
Family Services

Protective Services

Program Descriptions

It is Ventura County's responsibility to ensure that residents who cannot protect themselves from physical danger have a safety net. When HSA receives a report of suspected abuse/neglect of a child, senior, or dependent adult through its reporting hotline or another source, HSA responds quickly and investigates the allegation. If HSA social workers substantiate an allegation of child abuse/neglect, they work to make the child's environment safer, whether the child remains in the home or is removed from the home. HSA social workers also partner with parents, temporary caregivers, and others to implement longer-term plans to ensure the child's safety and well-being. In cases involving abuse/neglect of seniors and dependent adults, HSA social workers provide short-term case management, stabilizing the situation while maintaining clients in the least restrictive environment possible. HSA also arranges longer-term case management services for adult clients when needed.

Goals and Community Benefits

The primary goals of HSA's child and adult protective services are to respond rapidly to allegations of abuse/neglect, and to help make clients' environments safer immediately, while implementing plans to reduce the risk of repeat abuse/neglect. These services assure the community that a safety net exists for Ventura County's most vulnerable residents.

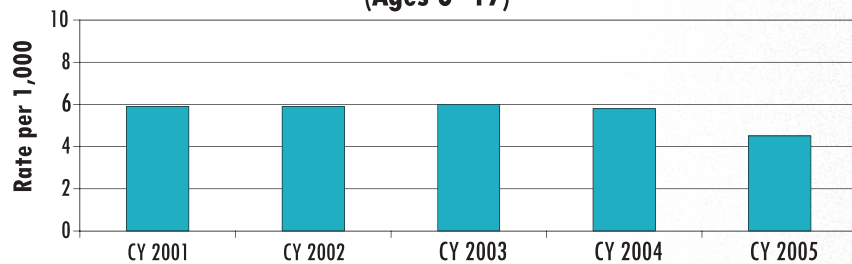
Performance and Accountability

In FY 2005-2006, HSA investigated over 5,000 allegations of suspected abuse and/or neglect of children and over 1,600 allegations of abuse and/or neglect of seniors and dependent adults. HSA achieved the lowest rate of substantiated child abuse and/or neglect among California's 58 counties during calendar year 2005. Still, even one case of abuse and/or neglect is one too many. Therefore, HSA focuses heavily on reducing the recurrence

HSA *Adults' and Children's Services*



**Child Abuse/Neglect in Ventura County
(Ages 0 -17)**

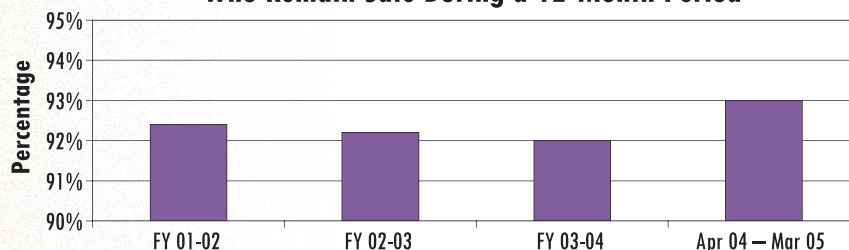


In line with HSA and community goals, the rate of child abuse/neglect decreased during CY 2005.

HSA Adults' and Children's Services



Child Clients Not Removed from the Home Who Remain Safe During a 12-Month Period

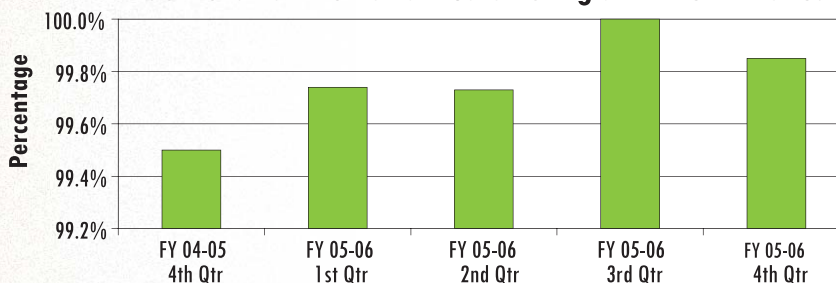


HSA services are designed to reduce the recurrence of child abuse/neglect. The rate of child clients not removed from the home who remained safe increased during the period of April 2004 - March 2005 (most recent reporting period).

of abuse and/or neglect for children with inconclusive or unsubstantiated allegations of abuse who have not been removed from their homes. During the period April 2004 through March 2005, HSA achieved a rate of 7.0% on this safety measure, which is below the higher state average of 7.7%.

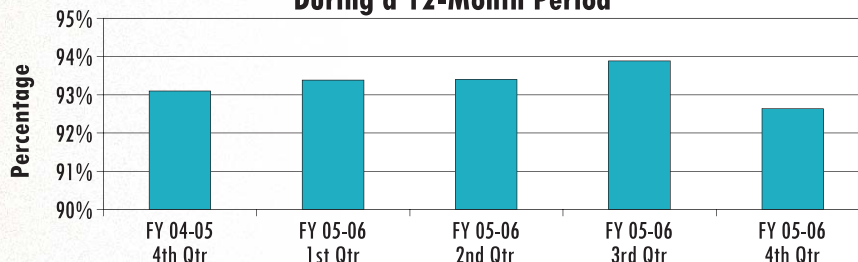
In order to increase public awareness about elder abuse and to facilitate the more effective delivery of services, HSA implemented an aggressive outreach campaign, participated on a number of councils committed to seniors' issues, and established agreements with agencies that serve similar populations. During Fiscal Year 2005-2006, HSA responded to over 2,200 requests from the public for information and referral. HSA data show that the recurrence of abuse and/or neglect of adult clients by others decreased over the course of Fiscal Year 2005-2006.

Adult Clients Who Remain Safe During a 12-Month Period



HSA services are designed to prevent recurrence of adult abuse/neglect by others. No adult clients experienced a recurrence of abuse/neglect by others during FY 05-06, 3rd Quarter.

Adult Clients Who Practice Adequate Self-Care During a 12-Month Period



HSA aims to reduce repeated self-neglect among adult clients. The rate of adult clients who practiced adequate self-care decreased slightly during FY 05-06, 4th Quarter.

One Success at a Time

While many seniors receive loving care from their relatives, some, unfortunately, need protection from the family members who have agreed to take care of them.

HSA received a report alleging elder neglect and financial abuse of “Mabel,” a 76-year-old woman. HSA investigated the situation, and found that Mabel’s caretaker – her adult son, who had a substance abuse problem – did not feed her properly or attend to her medical needs. Moreover, he was illegally drawing down funds from his mother’s bank accounts. HSA arranged for a psychiatric assessment of Mabel that revealed that she suffered from severe dementia. Due to Mabel’s need for skilled nursing care, HSA arranged for her move to a secure facility. HSA also referred her case to the Public Guardian for conservatorship. Due to the nature of the financial abuse and elder neglect that Mabel endured, HSA cross-reported the case to law enforcement and the District Attorney, who secured convictions of financial abuse and elder neglect against Mabel’s son. Significantly, Mabel is now safe and receiving the care she needs.

Looking Ahead

During Fiscal Year 2006-2007, HSA plans to reach out more extensively to Ventura County’s growing senior population and seniors’ advocates through a number of efforts, including:

- Full implementation of a Rapid Response Team that brings together representatives from law enforcement, Behavioral Health, the Public Guardian, and other agencies
- Creation of a training video in partnership with the Sheriff’s Department Training Academy regarding HSA’s adult protective services and the Rapid Response Team
- Development of training materials that describe financial institutions’ mandated responsibilities to report suspected financial abuse of elders

HSA Adults’ and Children’s Services

HSA DATA

| | |
|--|----------------------|
| Child Abuse Allegations Investigated: | 5,000 |
| Senior/Dependent Adult Abuse Allegations Investigated: | 1,600 |
| Repeated Abuse/Neglect: | 7% of Child Clients |
| Financial Abuse: | 22% of Adult Clients |

HSA Assistance Services



Health Care Coverage and Nutritious Food

Program Descriptions

HSA 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. Individuals who qualify for Medi-Cal have low incomes and asset levels, and are not otherwise able to afford health insurance. Services covered under Medi-Cal include regular doctor visits, hospitalization, medical procedures, prenatal care, school immunizations, preventative care, and vision and dental care. Additionally, HSA partnered with the County Health Care Agency during Fiscal Year 2005-2006 to implement the Health Care for Kids program, which provides “one-stop shopping” for health care coverage to families who may qualify for Medi-Cal, a state-sponsored insurance program called Healthy Families, or certain private insurance plans.

HSA 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 buy nutritious food at authorized grocery stores with Electronic Benefits Transfer cards.

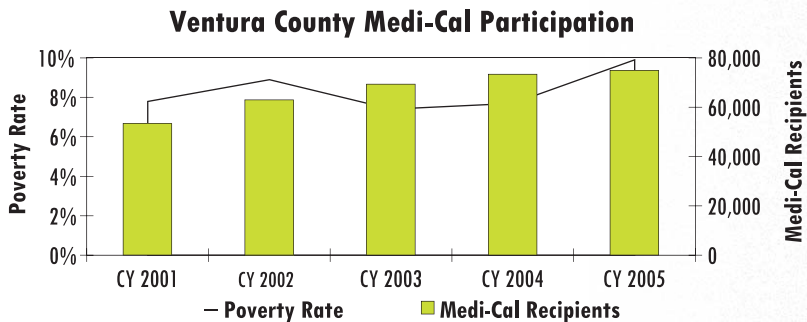
Goals and Community Benefits

A primary goal of HSA’s Medi-Cal and Food Stamps programs is to ensure that as many of Ventura County’s eligible residents as possible are enrolled. HSA is also committed to accurate and timely determination of program eligibility and benefit levels.

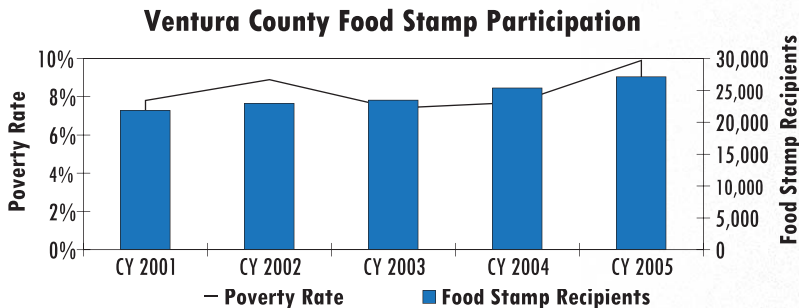
Nutritious food and health insurance coverage greatly improve children’s lives. Children who suffer from chronic mild undernutrition often experience problems with learning, development, productivity, and psychological health. Studies demonstrate that access to Food Stamps reduces these harmful effects 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 of catastrophic health problems.

Performance and Accountability

During Fiscal Year 2005-2006, HSA served some 75,000 Medi-Cal clients and over 27,000 Food Stamps clients each month. Moreover, during federal Fiscal Year 2004-2005, HSA achieved the highest accuracy rate in the state (98.95%) for issuing Food Stamp benefits to eligible recipients, reflecting staff's dedication to excellence in serving clients. Additionally, HSA received the "Demonstrated Excellence in Project Delivery" award from the Center for Digital Government for its implementation of a new automated eligibility and benefits issuance system (CalWORKs Information Network) used to process Medi-Cal, Food Stamps, and CalWORKs cases.



As the poverty rate increases, HSA typically serves a greater number of Medi-Cal recipients. The number of Medi-Cal recipients increased 2% during CY 2005.



Numbers of Food Stamp recipients have risen annually, due in part to enhanced public awareness about the program as well as the rising poverty rate. The number of Food Stamp recipients increased 7% during CY 2005.

Looking Ahead

During Fiscal Year 2006-2007, HSA plans to extend the reach of its health insurance and food assistance safety net programs by:

- Expanding Health Care for Kids application sites to more communities within the County
- Continuously improving usage of the CalWORKs Information Network system to ensure that excellent customer service is provided

HSA Assistance Services

HSA DATA

| | |
|---------------------------|----------------|
| Medi-Cal: | 75,000 Clients |
| Food Stamps: | 27,000 Clients |
| Food Stamp Accuracy Rate: | 98.95% |

Supportive Living and Homeless Services

Program Descriptions

Ventura County is known for its safe communities and high home values, but not all residents have a place to call home. There are an estimated 6,000 homeless people in the County. The majority of the County's homeless population are mothers and their children. Moreover, some of the County's seniors and adults with disabilities are at risk of losing the ability to live in their own homes unless they receive assistance with performing daily tasks. To assist these vulnerable populations, HSA offers homeless services and in-home support services.

HSA's homeless services are available to any person in the County who is homeless or in immediate risk of homelessness. Services include street outreach, assessment, life-plan development, and on-going case management. HSA coordinates the delivery of these services with a number of private and public agency partners. During Fiscal Year 2005-2006, HSA also assumed operation of the RAIN Traditional Housing Project, which houses and provides comprehensive services to approximately 65 residents, including children, at any given time. Residents receive assistance with meals, transportation, parenting and financial skills development, employment, permanent housing, and more.

Qualified seniors and adults with disabilities who need assistance with daily tasks in order to remain in their own homes may access HSA's in-home support services. Clients may select a family member, friend, or a registered service provider to help them with tasks such as meal preparation, laundry, housecleaning, and personal care. Caregivers receive training and are compensated for the services they provide.

Goals and Community Benefits

A primary goal of HSA's homeless services program is to help clients secure public benefits and services, which bolsters their resources and expands their options for permanent housing. Significantly, HSA also seeks to help families avoid homelessness altogether by linking persons to special funds and services. 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 adulthood.

HSA's in-home support services are designed to meet the needs of the County's growing senior population, as well as the needs of adults with disabilities. Quality, cost-effective alternatives to institutionalized care are in high demand as the County's elderly population grows. Significantly, HSA's in-home support services cost approximately one-fifth that of institutional care.



HSA *Support Services*

HSA DATA

| | |
|--------------------------------------|-------|
| Residents Receiving In-Home Care: | 2,900 |
| In-Home Care - Seniors: | 55% |
| In-Home Care - Dependent Adults: | 39% |
| In-Home Care - Children: | 6% |
| Relative or Friend as Care Provider: | 90% |
| Public Authority as Care Provider: | 10% |

Performance and Accountability

During Fiscal Year 2005-2006, HSA provided housing information and referral services to some 2,500 families on their journeys to self-sufficiency, and helped nearly 80 families avoid homelessness through the administration of special housing funds. Nearly 3,000 County residents accessed HSA's in-home support services, improving the quality of their daily lives while remaining in the comfort of their own homes.

One Success at a Time

Achieving a break-through with a client who has endured years of hardship is a poignant reminder that no member of the Ventura County community should be discounted.

When HSA staff first met "Larry" he had been living in his car for seven years. Larry had obvious dental and vision needs as well as paralysis on his right side. Although Larry was 65 years old, a veteran, and eligible for a range of public services, he was reluctant to seek help. Over a period of seven months, HSA social workers gained Larry's trust, and worked with community partners to help him get dental work, eyeglasses, and a wheel chair, which became a vital lifeline when his car broke down and was impounded. Over the next year, HSA social workers kept in contact with Larry, making repeated offers to help him move indoors. One day, Larry decided that he was ready to take another step in his journey toward stability, and worked with HSA to move into a senior housing apartment. When he saw his apartment on move-in day, he spun his wheelchair in circles in the hallway out of sheer joy! Larry remains stably housed, and now truly feels like a member of the community.

Looking Ahead

During Fiscal Year 2006-2007, HSA will play an active role in expanding the availability of housing in the County. Construction will begin on a veterans' convalescent home Saticoy in Spring 2007. The 110-bed facility, financed by the California Veterans Administration with support from the federal government, will provide assisted living for veterans with service-related disabilities. HSA staff will assist with project management during the planning and construction of the facility, partner with the California Veterans Administration, and provide services to the facility's residents.

HSA Support Services



HSA DATA

| | |
|--|------------|
| Homeless Population: (estimated annually) | 6,000 |
| Homeless Clients Served: | 220/month |
| Homeless Services Referrals: | 2,500/year |
| RAIN Transitional Housing Residents: | 65/month |

HSA Revenue and Expenditures

| | FY 2005-2006 | FY 2004-2005 | FY 2003-2004 |
|-------------------------------|----------------|------------------|------------------|
| Revenue Sources | | | |
| Federal and State Funds | \$165.8 m | \$152.1 m | \$157.1 m |
| County Funds | \$9.2 m | \$10 m | \$5 m |
| Total Revenue | \$175 m | \$162.1 m | \$162.1 m |
| | | | |
| Expenditure Categories | | | |
| Staff Salaries and Benefits | \$68.4 m | \$63.6 m | \$60.5 m |
| Direct Client Assistance | \$67.4 m | \$64 m | \$62.1 m |
| Services and Supplies | \$39.2 m | \$34.5 m | \$39.5 m |
| Total Expenditures | \$175 m | \$162.1 m | \$162.1 m |

HSA *Financial Indicators*

Fiscal Year 2005-2006 Approximate Monthly Client Service Levels

| | |
|--------------------------------|--------|
| Medi-Cal | 75,000 |
| Food Stamps | 27,000 |
| CalWORKs | 13,000 |
| In-Home Support Services | 2,900 |
| Adult Protective Services | 300 |
| Children and Family Services | 900 |
| Veterans Services | 230 |
| Homeless Services and RAIN | 285 |
| Estimated Total Unique Clients | 85,000 |

Human Services Agency Directory

www.vchsa.org

Camarillo Adult
& Family Services Satellite
2220 Ventura Blvd., Camarillo

Casa Pacifica Children & Family Services
Center Satellite
1722 S. Lewis Road, Camarillo

HSA Administration
855 Partridge Drive, Ventura

RAIN Transitional Living Center
1732 S. Lewis Road, Camarillo

Ventura Medi-Cal Satellite
3147 Loma Vista Road, Ventura

Veterans Services Satellite
1701 Pacific Avenue, Ste. 110, Oxnard

East County Intake & Eligibility Center
2003 Royal Avenue, Simi Valley

East County Job & Career Center
980 Enchanted Way, Ste. 105, Simi Valley

East County Job & Career Center Satellite
1425 E. Thousand Oaks Blvd., Thousand Oaks

East County Family Services Center
970 Enchanted Way, Simi Valley

Oxnard Intake & Eligibility /
Job & Career Center
1400 Vanguard Drive, Oxnard

Oxnard College Job & Career Center
4000 S. Rose Avenue, Oxnard

West Oxnard Job & Career Center
635 S. Ventura Road, Oxnard

Oxnard Family Services Center
300 W. Ninth Street, Oxnard

Santa Clara Valley Intake & Eligibility /
Job & Career Center
725 Main Street, Santa Paula

Ventura Intake & Eligibility Center
4651 Telephone Road, Ste. 100, Ventura

Ventura Job & Career Center
4245 Market Street, Ste. 201, Ventura

Ventura Family Services Center
4651 Telephone Road, Ste. 201, Ventura

| | Homeless Services | Workforce Services CalWORKs | Medi-Cal | Food Stamps | Child Protective Services | Adult Protective Services | In-Home Support Services | Foster Care Services | Administration | Adoption Services | IHS Public Authority | Veterans Services |
|---|-------------------|--------------------------------|----------|-------------|---------------------------|---------------------------|--------------------------|----------------------|----------------|-------------------|----------------------|-------------------|
| Camarillo Adult & Family Services Satellite | ● | | | | | | ● | | | | | |
| Casa Pacifica Children & Family Services Center Satellite | | | | | | ● | | | | | | |
| HSA Administration | | | | | | | | | ● | | | |
| RAIN Transitional Living Center | ● | | | | | | | | | | | |
| Ventura Medi-Cal Satellite | | | | ● | | | | | | | | |
| Veterans Services Satellite | | | | | | | | | | | | ● |
| East County Intake & Eligibility Center | | | | ● | ● | | | | | | | |
| East County Job & Career Center | | ● | ● | | | | | | | | | |
| East County Job & Career Center Satellite | | ● | ● | | | | | | | | | |
| East County Family Services Center | | | | | | ● | | ● | | | | |
| Oxnard Intake & Eligibility / Job & Career Center | | ● | ● | ● | ● | | | | | | | |
| Oxnard College Job & Career Center | | ● | ● | | | | | | | | | |
| West Oxnard Job & Career Center | | ● | ● | | | | | | ● | | | |
| Oxnard Family Services Center | | | | | | ● | | ● | ● | | ● | |
| Santa Clara Valley Intake & Eligibility / Job & Career Center | | ● | ● | ● | ● | | | | | | | |
| Ventura Intake & Eligibility Center | | | | ● | ● | | | | | | | |
| Ventura Job & Career Center | | ● | ● | | | | | | | | | |
| Ventura Family Services Center | | | | | | ● | | ● | ● | | | ● |

