



County of Ventura
Human Services Agency

2012-2013
Annual Report

Ventura County
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Human Services Agency
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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, limited access to health care and insurance, child and elder abuse, unemployment, and homelessness.

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

Services available to the community include:

- Low-cost health insurance and financial, housing, and food assistance for families and individuals
- 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
- Veteran 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 2012, 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 time period, the percentage of county residents receiving support services grew significantly: from 1 in 10 in 2006 to 1 in 7 in 2012.

2006: 1 in 10



2012: 1 in 7



Fiscal Year 2012 **SNAPSHOT**

114,065

Assisted an average of 114,065 individuals each month receive health care through Medi-Cal benefits

68,033

Assisted an average of 68,033 individuals each month supplement their diets with CalFresh benefits

31,198

Provided employment assistance online and at centers to 31,198 customers

6,153

Investigated 6,153 reports of suspected child abuse or neglect during Calendar Year 2012

4,076

Assisted an average of 4,076 individuals receive In-Home Supportive Services monthly

3,174

Responded to 3,174 allegations of adult abuse or neglect

128

Facilitated adoptions for 128 children

Human Services Agency

PROFILE

Ventura County

During the economic crisis, Ventura County experienced a rise in caseloads for assistance programs such as CalWORKs, CalFresh, General Relief, Medi-Cal, and Child Welfare. As the economy has stabilized, data trends indicate that demand for several programs has likely peaked, resulting in slowly declining or flat caseloads.

Key Fiscal Year trends for 2012-2013 include the following:

- As the economy continued to recover, unemployment fell in every city in the County of Ventura and the poverty rate decreased slightly from 11.3 percent to 10.8 percent
- Comparing caseloads from June 2012 and June 2013, the monthly average number of individuals receiving CalWORKs decreased by over 5 percent, falling from 16,011 to 15,163

- After reaching a high of 453 recipients in Fiscal Year 2010-2011, the number of individuals receiving General Relief assistance has steadily decreased, falling from 376 in June 2012 to 324 in June 2013
- Over the course of the fiscal year, individuals receiving Medi-Cal increased by nearly 3 percent, rising from 113,304 to 119,279
- Individuals receiving CalFresh benefits continued to climb, with the number of participants increasing from 66,201 in June 2012 to 68,195 in June 2013, a 3 percent increase
- While Child Welfare cases continued to rise, the increase this past year was more moderate. Average monthly caseloads climbed from 1,044 to 1098, an increase of less than 1 percent

	Ventura County	Camarillo	Fillmore	Moorpark	Ojai	Oxnard	Port Hueneme	Santa Paula	Simi Valley	Thousand Oaks	Ventura
Total Population¹	824,115 ¹	65,211	n/a	34,469	n/a	197,797	21,805	29,404	124,310	126,806	106,601
Unemployment Rate²	7.4%	5.3%	10.3%	6.9%	8.5%	10.1%	8.7%	12.3%	6.1%	5.7%	6.7%
Poverty¹	10.8% ³	6.1%	n/a	7.1%	n/a	16.5%	18.2%	18.9%	6.9%	6.4%	10.5%
Median Earnings Per Person¹	\$38,829	\$44,163	n/a	\$50,299	n/a	\$26,263	\$31,471	\$29,203	\$45,394	\$54,534	\$40,413
Homeless Persons⁴	1,774	27	13	9	43	645	17	34	211	121	519
Persons Receiving General Relief⁵	322	10	1	5	3	153	15	10	47	14	64
Persons Receiving CalWORKs⁵	14,445	509	534	306	221	6,650	688	1,195	1,185	524	2,312
CalWORKs Payments Issued⁵	\$2,394,553	\$88,414	\$80,646	\$50,411	\$38,584	\$1,090,891	\$112,981	\$196,680	\$210,855	\$75,010	\$363,425
Persons Receiving CalFresh⁵	68,190	2,595	2,465	1,666	1,118	30,214	2,925	5,101	6,450	3,725	9,877
CalFresh Payments Issued⁵	\$9,775,103	\$366,441	\$338,411	\$234,774	\$166,235	\$4,304,655	\$420,382	\$711,105	\$929,190	\$420,160	\$1,455,914
Persons Receiving Medi-Cal⁵	119,232	4,735	4,080	3,313	2,020	56,827	4,325	8,600	9,981	7,284	13,903
Medi-Cal Benefits⁶	\$47,096,640	\$1,870,325	\$1,611,600	\$1,308,635	\$797,900	\$22,446,665	\$1,708,375	\$3,397,000	\$3,942,495	\$2,877,180	\$5,491,685

¹ U.S. Census Bureau, 2009-2011 American Community Survey 3-Year Estimates.

² California Employment Development Department.

³ U.S. Census Bureau, 2012 American Community Survey 1-Year Estimate.

⁴ County of Ventura, 2013 Homeless Count, Findings by Jurisdiction.

⁵ County of Ventura, Public Assistance Data - June 2013. Ventura County total includes cities, communities, and unincorporated areas.

⁶ California Department of Health Care Services, FY 2012-13 Monthly Cost Per Eligible based on May 2013 estimate.

Human Services Agency PROGRAM PARTICIPANTS* BY CITY June 2013



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.....	\$196.6 million
■ County Funds.....	\$15.8 million
Total.....	\$212.4 million

Expenditures

■ Staff Salaries & Benefits	\$83.5 million
■ Direct Client Assistance.....	\$88.6 million
■ Services & Supplies.....	\$40.3 million
Total.....	\$212.4 million

OUTLOOK

Human Services Agency

After years of deficits and cuts to safety net programs, the 2013-2014 state budget signed by Governor Jerry Brown marks a significant turning point in California's fiscal outlook, thanks to additional revenues approved by voters last November as well as gradually improving economic conditions in the state. The 2013-14 budget agreement signals a new chapter for California by expanding Medi-Cal eligibility under federal health care reform, fundamentally restructuring school finance to increase resources for disadvantaged students, and beginning to reinvest in other vital public systems and services. The budget agreement also builds toward future fiscal and economic stability by paying down budgetary debt and maintaining a reserve. Poverty and long-term unemployment are still high in the wake of the Great Recession, while the social safety net and critical employment services remain weakened by recent years' spending cuts. Still, the 2013-14 budget begins to lay the foundation for stronger communities and broadly shared prosperity.* As the Human Services Agency prepares for an era that will include reforms and evolution of services, the Agency will continue to align resources strategically in order to provide service delivery to those who are in need.

Fiscal Year 2012-2013 accomplishments:

- Initiated and completed timelines and benchmarks for the implementation of health care reform—including development of Covered Ventura County, a localized informational website, collaboration with partners, staff recruitment and training, and technology systems upgrades.
- Collaborated with county partners to ensure the transfer of approximately 7,500 children currently enrolled in Healthy Families to the Medi-Cal program.
- Supported the County-led Homeless Management Information System (HMIS), 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.
- Collaborated with County agencies to enhance Electronic Case Management (ECM), a centralized scanning system for client documents. These ECM efficiencies have enabled HSA to redirect some \$2 million in HSA staff resources which helps caseworkers and support staff prioritize resources to services that directly impact clients.
- Enhanced social workers' ability to access key information in the field via mobile worker tools that can be used during visits to clients' homes and other locations in the community.



For Fiscal Year 2013-2014, the Human Services Agency is focused on a number of initiatives, which include:

- Continue providing public information, eligibility, and enrollment services associated with implementation of the Affordable Care Act.
- Conduct tele-worker pilots to assess the service delivery and worker benefits of staff's processing tasks offsite from County facilities with remote access to all systems and resources needed to complete work.
- Renew the Agency's commitment to customer service through targeted training, system improvements and feedback loops that give staff the information, tools, and support necessary to take ownership of providing an exemplary service experience to customers.
- Work with the Health Care Agency and other partners to implement the Foster Health Link project, which will make foster children's electronic health records more easily accessible to caregivers, facilitating the coordinated delivery of health services, and better health outcomes for foster children.
- Collaborate with the Behavioral Health Department to implement the Katie A. legislation, which will improve mental health and supportive services for children and youth in, or at imminent risk of placement in, foster care in California.

*Source: California Budget Project, Final Budget Agreement, July 2013

SPOTLIGHT

Ventura County

Health Care Reform

California Counties Leading the Way

For the past year, the Human Services Agency has been preparing to implement the Affordable Care Act (ACA) which will expand health care options and choices for low income as well as uninsured residents. Covered California—the state’s insurance marketplace—will allow consumers to shop for insurance for health coverage that takes effect in 2014. Covered California will provide a range of coverage options, with up to 5.3 million people eligible for Exchange-based health coverage excluding Medi-Cal. In Ventura County approximately 135,000 residents may be eligible for coverage—13,000 for expanded Medi-Cal and another 70,000 for subsidized plans available through Covered California.

In order to meet the health insurance needs of the community, the Human Services Agency is adopting a “culture of coverage” which shifts the focus from “Are you eligible?” to “What are you eligible for?” Human Services Agency staff will offer expanded and weekend call center hours as well as in-person assistance

for residents who visit our facilities. The goal will be to find the right coverage for individuals and to enroll as many people as possible. Additionally, eligibility screening for other programs such as CalFresh and CalWORKs will be integrated; families will only need to provide enrollment information once for eligibility to be determined for all available programs.

Outreach to the public is in full swing, and the Human Services Agency has developed communication tools and materials that will help inform the public, County staff, and community partners about these historic Health Care Reform law changes. A new website—Covered Ventura County—provides comprehensive information regarding opportunities for coverage under the ACA. The site includes a summary of the ACA, fact sheets, links to outside resources, information on low income health programs, and local health plan options for those who will purchase plans through Covered California. Covered Ventura County will be updated frequently and in the future will expand to include more specifics about plan options and provider networks. The site may be viewed at: www.coveredvc.com.

PROMISING HUMAN SERVICES AGENCY PRACTICES

Two Projects Garner Merit Awards from the California State Association of Counties

Adult Protective Services Tool for Risk, Interventions & Outcomes (APS-TRIO)

Recognizing the need for greater consistency in identifying risk factors among vulnerable adults and standardizing the approach to risk assessment, the Human Services Agency designed and implemented the use of the APS-TRIO, which improves the effectiveness of investigation and assessment within APS. The APS-TRIO standardizes an approach for assessing risk and ensures a comprehensive approach to investigation and assessment by avoiding an allegation- or event-driven process. The APS-TRIO forms a client profile based on indications from clusters of risk factors that guide intervention and measures improvements to health, safety, and stability.

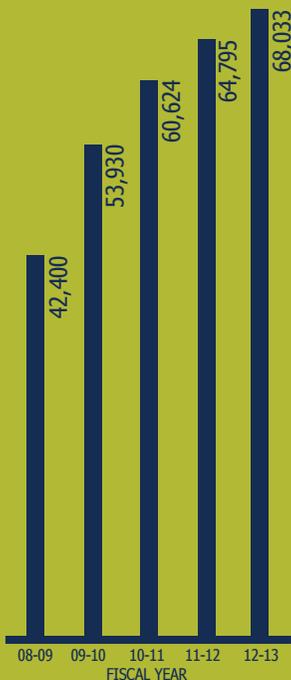
Electronic Case Management

Since implementing Electronic Case Management (ECM) in October 2011 to give authorized staff easy access to clients’ e-cases and facilitate “no wrong door” customer service, the Human Services Agency has made a number of enhancements to ECM features and processes. The Human Services Agency has partnered with the County’s Information Technology Services department to refine automated document capture and recognition processes, and engaged the County’s General Services Agency to scan client mail. To date, there are more than 22 million images stored with nearly 500,000 being scanned monthly. These ECM efficiencies have enabled HSA to redirect some \$2 million in staff resources to greater fulfillment of our core mission.



Average Number of Clients Served Monthly CALFRESH

2012-2013
68,033



HEALTHY CalFresh E

The CalFresh program, known nationally as the Supplemental Nutrition Assistance Program (SNAP), helps qualified low-income families purchase nutritious food at neighborhood grocery stores by using Electronic Benefit Transfer (EBT) cards. Medi-Cal provides low-cost health insurance to qualified children under 21, seniors over 65, persons with disabilities, pregnant women, and other groups. Beginning in January 2014, eligibility criteria for Medi-Cal will expand under provisions of the Affordable Care Act. Medi-Cal will cover more people under the age of 65, including adults without children, people with disabilities, and those with incomes up to 138 percent of the federal poverty level.

CalFresh

CalFresh benefits have helped blunt the harshest impacts of the Great Recession and its aftermath. The number of people receiving CalFresh rose as unemployment and poverty increased. A temporary increase in benefit levels—still in effect in 2012 but ending later this year—gave families additional help to buy groceries at a time when many had seen their incomes plummet and employment opportunities dry up. According to data released by the Census Bureau, SNAP lifted 4 million Americans above the official poverty line in 2012. In addition, SNAP benefits act as a way of delivering economic stimulus.* The U.S. Department of Agriculture 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.

In order to enroll as many eligible residents as possible, the Human Services Agency has worked closely with FOOD Share, forming a formal partnership to use community-based strategies to reach county residents who are eligible for CalFresh but who



are not yet enrolled. The partnership has been effective, and when combined with outreach efforts of Human Services Agency staff, the percentage of eligible county residents receiving CalFresh benefits has climbed to approximately 75 percent. The 4,000 households added to the CalFresh caseload during these two years have brought an additional \$17 million in federal dollars into Ventura County which has been spent by needy families at local

grocery stores. While a number of eligible residents have not yet enrolled in CalFresh, Ventura County has made significant progress in boosting enrollment to ensure that much-needed federal benefits reach families still struggling to recover from the economic downturn.

During Fiscal Year 2012-13, recipients throughout Ventura County received and spent over \$111 million in CalFresh benefits. For the month of June 2013, the total was \$9,775,103.

Since June 2012, applications for CalFresh steadily climbed, with the number of recipients increasing to 68,195 in June 2013. Despite rising applications and caseloads, the Human Services Agency processed the average application in 14 days, well under the 30-day time limit mandated by the State.

*Source: Center on Budget and Policy Priorities. "Census: SNAP Lifted 4 Million People Out of Poverty in 2012 and Reduced Hardship for Millions More." *Off the Charts*. Sept. 17, 2013. Web.

FAMILIES

→ Medi-Cal

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.

Historically, Medi-Cal has not covered all low-income individuals and has required additional eligibility criteria such as being a child, a senior, disabled, pregnant, or diagnosed with other conditions. Under health care reform in California, Medi-Cal will be expanded to include all adults with income under 138% of the federal poverty level who are citizens or who have been legal residents for five or more years. The coverage is free for those who qualify and is part of the Affordable Care Act.

For the past year, the Human Services Agency has been preparing to implement the Affordable Care Act in order to serve the estimated 135,000 uninsured Ventura County residents who may be eligible for low-income or subsidized health insurance coverage. The Human Services Agency has prepared to receive Medi-Cal applications via online, phone, mail, and in-person options, and will assist the public with enrollment in Covered California plans. Additionally, a local tele-center has been established with 49 staff members ready to receive calls transferred from Covered California.

The first step in health care reform implementation has been to transition children from the state-sponsored Healthy Families program to the expanded Medi-Cal program. Children enrolled in Healthy Families are already receiving benefits under the Affordable Care Act: as of January 1, 2013, the Medi-Cal program federal poverty level eligibility limit for children was increased to 250 percent. This increase is in effect now and currently provides Medi-Cal health coverage for approximately 7,500 Ventura County children.



Photo Courtesy Ventura County Star

Ruben Castro Human Services Center Opens

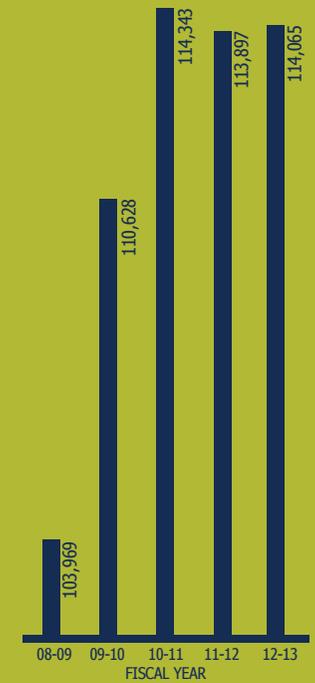
In September 2012, the doors of the Ruben Castro Human Services Center in Moorpark officially opened for business. The 25,000-square-foot building serves as an under-one-roof facility for non-emergency social, educational and charitable services. Tenants in the new center include the Human Services Agency and the County of Ventura Health Care Agency affiliated Moorpark Family Medical Clinic.

Moorpark Mayor Janice Parvin said the center completes the collaborative vision of the Moorpark City Council, the County of Ventura and the Ruben Castro family. Castro, who died in December 2009, was a prominent leader in Moorpark known for helping the needy. Moorpark Assistant City Manager Hugh Riley said the project has been "a vision, a goal, and a dream."

"The head dreamer and inspiration of all of this was Ruben Castro," Riley said. "It is fitting the new building that reflects the bringing together of resources and service agencies is named for a man whose interest was helping everyone."

The Ruben Castro Center provides increased access to vital services for community residents who are now able to apply for Medi-Cal, CalFresh or CalWORKs and access employment and job search services. The Center also houses Moorpark Pantry Plus, Catholic Charities, Interface Children & Family Services, and First 5 Neighborhoods for Learning.

Average Number of Clients Served Monthly
MEDI-CAL



Average Number of Clients Served Monthly CALWORKS

2012-2013
15,163



BUSINESS & Pathways to

After years of a persistent recession followed by a slow recovery, indications are that the worst may be over and that the economy is continuing to strengthen. 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 2013 unemployment rate in Ventura County was 7.4 percent, down from 9.2 percent in June 2012. Over the past fiscal year, unemployment rates have fallen in every city, with three cities—down from five a year ago—continuing to post double-digit unemployment rates for June 2013: Santa Paula (12.3%), Fillmore (10.3%), and Oxnard (10.1%).

To help residents connect with employment resources, the Human Services Agency operates several Job & Career Centers (JCC) 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 2012-2013, the Human Services Agency delivered employment and career services through the Job & Career Centers to 31,198 individuals, who accessed career center services such as assistance with resume writing, online job searches and interview skills.

In the past year, the Human Services Agency helped CalWORKs clients secure 1,547 employment placements while the number of individuals receiving CalWORKs assistance fell to 15,163, a decrease of around 5 percent. During Fiscal Year 2012-2013, 39 percent of welfare-to-work registered CalWORKs clients were employed full- or part-time in the average month. CalWORKs clients worked in a range of industries including retail, food service, and health care.

For the past three 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, JCC 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 noteworthy: nearly 25 percent of participants exited the Job Club program with employment after four weeks.

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. However under the Affordable Care Act, the Human Services agency will begin to assess General Relief clients' eligibility for expanded Medi-Cal or other health insurance programs in the coming year.

The General Relief program helps adults who are struggling to find housing, employment or other sources of income 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. 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 Ventura County residents receiving General Relief assistance. Now that the economy has begun to improve, caseloads have stabilized and decreased. The average monthly number of General Relief recipients fell from 412 in Fiscal Year 2011-2012 to 357 in Fiscal Year 2012-2013, a decrease of over 13 percent.

EMPLOYMENT

Independence

Ventura County Financial Empowerment Partnership

Earn It! Keep It! Save It!, a community partnership led by United Way Ventura County, 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 \$51,000 file their income tax returns and access the federal tax credits to which they are entitled.



The Financial Empowerment Partnership received a \$30,800 IRS VITA grant for 2013 to target low-income households. During February through April 2013, 52 volunteers prepared 1,586 tax returns at nine Volunteer Income Tax Assistance (VITA) sites located at El Concilio, Catholic Charities, Santa Paula Family Resource Center, SurePath Financial Services, Housing Authority of Oxnard, Housing Authority of Ventura, and in West Oxnard, Ventura, and East County Job & Career Centers. A mobile team strategy was also utilized to reach communities with limited access to the nine permanent sites. The number of returns prepared this year represents a 32 percent increase over the prior year.

Total Amount of Tax Refunds to Clients	\$2,282,958
Number of Returns Prepared	1,586
Total Amount of EITC Returned to Clients	\$1,079,935
Number of EITC Returns	605
Total Amount of Child Tax Credit Returned to Clients	\$486,783
Average Annual Gross Income of Clients (AGI)	\$18,667
Clients Direct Depositing Refund Check	679
Estimated Tax Preparation Fees Saved by Clients	\$237,900
Value of Volunteer Labor	\$38,344

Specialized Training & Employment Project for Success (STEPS)

Since 2011, realignment has transferred responsibility for post-release supervision of state inmates to California's counties. Ventura County has developed the Specialized Training & Employment Project for Success (STEPS) program, a collaboration between the Human Services and Probation agencies. The STEPS program helps offenders with job readiness training, which includes developing a résumé and interview skills. The employment counselors working with offenders build relationships with employers, which helps the business community understand the benefits of hiring participants in the STEPS program. This comprehensive approach to employment for non-violent, non-serious, and non-sexual serious criminal offenders helps people get back on their feet and stay out of incarceration.

During the past year, STEPS provided services to 48 customers which included the development of a comprehensive Individual Employment Plan for each. Of those who participated in services, 57 percent completed a job search workshop and created an employment portfolio, and 30 percent secured employment.

The Ventura County STEPS project has been recognized by the California State Association of Counties (CSAC) as a "Best Practice." Recently, CSAC produced a video highlighting the collaborative effort which can be accessed online at:

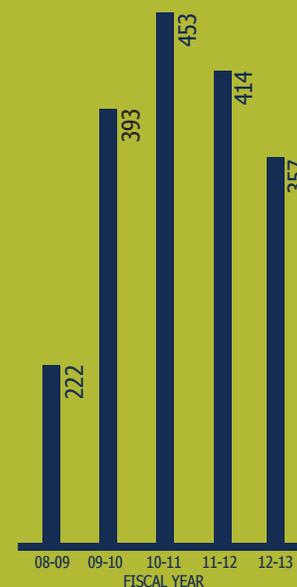
<http://youtu.be/Cw4M9kU9AKk>



Specialized Training & Employment Project for Success

Average Number of Clients Served Monthly

GENERAL RELIEF

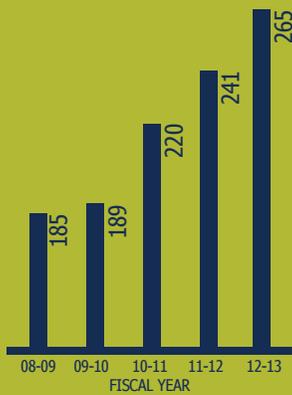


Average Number of Allegations Investigated Monthly

ADULT PROTECTIVE SERVICES

2012-2013

265



A S S I S T I N *the Homeless*

During an 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 experienced an increase in requests for assistance from these vulnerable populations, and that pattern is expected to continue. Just under a decade ago, senior citizens accounted for only 12 percent of the American population according to the U.S. Census Bureau. By 2050, that figure is expected to grow to 21 percent, and the demand for services to a rapidly growing senior population will continue to increase.

Adult Protective Services

It is Ventura County's responsibility to ensure that elder residents are protected from physical, financial, and emotional abuse. 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 2012-2013, the Human Services Agency responded to over 3,000 allegations of adult abuse or neglect and responded to over 3,500 requests from the public for information and referrals. Adult Protective Services served an average of 330 clients each month and 100 percent of referrals were responded to within 10 days.

Public Administrator and Public Guardian

The Public Guardian oversees the care of people who are unable to care for themselves, usually the elderly, 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 174 LPS conservatorships and 75 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 82 estates with a combined value totaling over \$1.7 million.

In-Home Supportive Services

In-Home Supportive Services (IHSS) is 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 2012-2013, caseloads for In-Home Supportive Services averaged 4,076 clients each month. The Human Services Agency received approximately 2,550 applications for services—a decrease of over 21 percent from the previous year—and 88 percent of those applications were processed in a timely manner.

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 and prevents and detects fraud. In Fiscal Year 2012-2013, 285 desk reviews and 78 in-home client interviews were completed. In 95 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, recruit providers, 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 & Training Center and conducted the 7th Annual Caregiver Conference which was attended by over 250 people.

G E L D E R S

& Veterans

During the past year, the Public Authority:

- Facilitated over 400 Registry caregivers providing services for 492 consumers
- Monitored a monthly average of 120 Department of Justice Live Scan background checks for prospective providers
- Prepared to help Registry providers understand their new options for health insurance under the Affordable Care Act

Homeless Services

To assist members of the community who need housing, the Homeless Services program helps clients achieve self-sufficiency by securing available health care benefits, employment services, and stable housing.

In Fiscal Year 2012-2013, the Human Services Agency:

- Served an average of 341 homeless clients each month
- Housed 19 homeless veterans through utilization of HUD-Veterans Affairs Supportive Housing (VASH) Section 8 vouchers and deposit assistance funds from Emergency Solutions Grants or Homeless Prevention & Rapid Re-Housing Program sources
- Secured \$118,000 in Emergency Solutions Grant (ESG) funds, developed protocols, and a county-wide service delivery model to assist homeless and at-risk-of-homelessness persons with utility and rental assistance funds
- Served 242 persons in 115 households through the Human Services Agency's intensive, service enriched Supportive Housing Program which included 45 survivors of domestic violence and 97 persons with significant disabilities

During Fiscal Year 2012-2013, the Human Services Agency continued its operation of the RAIN Transitional Living Center, which provides transitional housing and assistance for families and single adults in Ventura County. Over the course of the past year, RAIN operated at 94 percent occupancy and provided stable housing for approximately 160 clients. RAIN residents are motivated to improve their lives and become self-sufficient: 100 percent of children were enrolled in school within two weeks and 89 percent of adults secured employment prior to their discharge from RAIN.

Additional key outcomes for the RAIN program include:

- One teenager finished high school and left RAIN with a full scholarship to the University of Nevada
- 93.5 percent of all RAIN graduates obtained permanent housing
- 100 percent of RAIN graduates remained in housing after six months
- With the help of First 5, Bright Horizons, and Amgen, RAIN remodeled 3 playrooms

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. This past year, the Veteran Services Office opened an additional location at the Gold Coast Veterans Foundation Service Center in the new Ventura County

Community Foundation building in Camarillo.

In Fiscal Year 2012-2013, the Veteran Services Office:

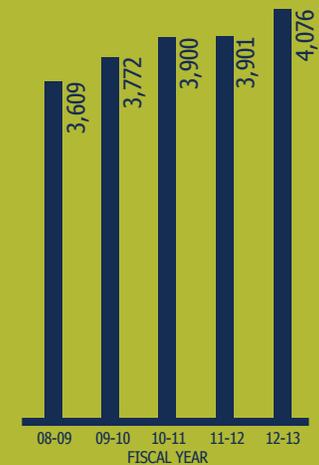
- Served over 3,500 veterans and their families, an increase of 32 percent over Fiscal Year 2011-2012
- Approved over 466 California Fee Waiver applications worth over \$1.69 million to children of disabled veterans, a 7 percent increase over Fiscal Year 2011-2012
- Processed claims resulting in \$7.32M in benefits for Ventura County veterans, an increase of \$1M over Fiscal Year 2011-2012
- Participated in the Ventura County Military Collaborative, a multi-agency organization serving the needs of local veterans

Average Number of Clients Served Monthly

IN-HOME SUPPORTIVE SERVICES

2012-2013

4,076

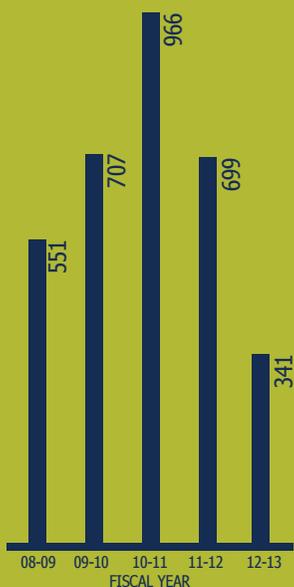


Average Number of Clients Served Monthly

HOMELESS SERVICES

2012-2013

341



SPOTLIGHT

Improving Services for the Homeless

Homeless Prevention & Rapid Re-Housing

In February 2012, the Ventura County Board of Supervisors, acknowledging the end of the federal funding that had supported the successful Homeless Prevention & Rapid Re-Housing Program (HPRP), approved the use of \$750,000 in County funds to continue assisting needy residents through a new rental assistance program similar to HPRP. Clients partnered with social workers to develop comprehensive case plans to ensure that they could maintain stable housing and self-sufficiency for the long term.



The Human Services Agency implemented the expanded program, which has proved to be an effective and sustainable approach to ending homelessness in our community. By leveraging County funds, the Human Services Agency was able to secure an additional \$165,921 in Emergency Solutions Grants, and \$97,819 of the matching grant has been expended on HPRP activities. The total HPRP expenditures of \$542,351 have allowed the agency to assist 502 people in 202 households with rent, security and utility deposits, and moving and storage costs. Of these households, 89 percent have remained stably housed six months after receiving assistance.

The cornerstone of success of HPRP is creating rapid access to rental housing (or staving off evictions) coupled with intensive case management support provided by Homeless Services social workers. The program allows for immediate stabilization of the household while other issues are addressed in a safe and secure setting. Household specific service goals are focused on both income and housing stability, with social work services continuing for six months, enabling clients to address their most significant barriers in a timely manner, while establishing and sustaining

permanent housing. This approach mirrors the Housing First model which is a high priority in the County's Recalibrated 10-Year Strategy to End Homelessness.

Homeless Management Information Systems

This past year, the Human Services Agency assumed county-wide operational responsibility for the Homeless Management Information System (HMIS). The United States Department of Housing and Urban Development now requires local entities who receive federal funding for programs to use the HMIS program. This web-based data entry system allows service providers to:

- Collect information about homeless individuals and families
- Case manage clients as they strive to secure permanent housing
- Share and analyze data to improve programs
- Comply with federal reporting requirements

The Human Services Agency has partnered with local providers of homeless services to help them secure greater access to HMIS training, technical support, and information about HMIS resources and reports, facilitating more accurate and timely capture of data about the county's homeless population. Data entered by some 50 HMIS users across the county contributed to the 2013 Homeless Count, and the HMIS platform is now positioned to begin to inform community service planning processes, increase service delivery efficiencies, and with clients' consent, provide a mechanism to share information about clients' needs among partner agencies.



WORKFORCE

Investment Board

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 business, 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 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 and at several Job & Career Centers located across the county.

During the 2012-2013 program year, Workforce Investment Programs:

- Developed a new Five-Year Local Strategic Plan emphasizing regional priorities in healthcare, manufacturing, and clean/green.
- Served 31,198 universal customers, including access to no-cost employment and career services through the Job & Career Centers' internet-based employment services system (VOS).
- Enrolled 675 customers in WIA-funded adult and dislocated worker programs.
- Enrolled 442 youth (16-24-year-olds in school and out of school) in WIA-funded programs.
- 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 17 businesses reporting a total of more than 1,053 impacted employees. More than 323 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 16 businesses, helping to retain 164 at-risk jobs.
- Provided funding and oversight for employment-related assistance program to transition veterans into high-wage/growth jobs.
- Provided oversight at the One-Stop Consortium, comprised 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 2012-2013 included:
 - » 39 recruitment events
 - » Improved client access to internet job listings, career information, and community resources by enhancing the technology infrastructure
 - » Computer technology courses at no cost
 - » 132 employment services workshops, where 953 job seekers received assistance with resume writing, online job searches, interviewing, and computer skills

You hire. You train. We pay.

On-the-job training Benefits to Employers

On-the-job training (OJT) provides a business solution for employers who are challenged with hiring, promoting or retaining employees who lack the specialized information to perform their jobs.

- Training is partially reimbursed
- Customized training, year long
- Our employees have a proven track record
- Simple and effective process

Go to venturacountyjcc.org for the nearest Job & Career Center or call HSA Employer Services at venturacountyjcc.org for on-the-job training information.

venturacountyjcc.org 800-540-7765 Job & Career Centers



WORKFORCE
INVESTMENT
BOARD
VENTURA COUNTY



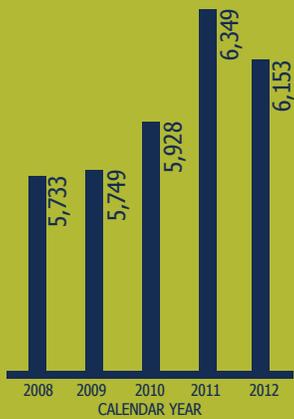
Ventura County Job & Career Centers are a proud partner of the America's Job Center of California™ network

America's Job Center
of California™

Reports of Suspected
Child Abuse/Neglect
Investigated Annually

CHILD PROTECTIVE SERVICES

2012
6,153



SAFE COMMUNITIES FOR CHILDREN

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. With that goal in mind, this past year the Human Services Agency began using a new intervention tool to work with our children and families: Strengthening Families. Strengthening Families is a comprehensive approach that can be adapted to partner programs and service systems.

Five Protective Factors are the foundation of the Strengthening Families approach:

- Parental resilience
- Social connections
- Knowledge of parenting and child development
- Concrete support in times of need
- Social and emotional competence of children

The Strengthening Families protocol allows each partner to apply the Protective Factors Framework within the context of their own work with children and families—whether it's mental health, child welfare, probation, domestic violence services, family child care, or others.



Extensive evidence supports the common sense notion that when these Protective Factors are present and robust in a family, the likelihood of abuse and neglect diminish. Research also

shows that these are the factors that create healthy environments for the optimal development of all children. This framework builds the protective capacity of families and promotes positive outcomes for organizations and communities.

Children & Family Services Activity & Outcomes					
	2008	2009	2010	2011	2012
Hotline calls received	16,106	16,170	16,566	19,067	17,655
Referrals investigated	5,733	5,749	5,928	6,349	6,153
Children removed	329	368	483	479	476
Substantiated child abuse and/or neglect (per 1,000 children in Ventura County)	3.7	3.7	4.3	5.9	6.9
Foster youth in care (monthly average)	852	784	876	1,012	1,098
Foster youth reunified	167	170	168	204	257
Adoption within 24 months	43.0%	37.3%	50.0%	48.1%	50.6%
Two placements or less (in foster care 12-24 months)	64.4%	58.0%	62.5%	57.7%	60.7%
Re-entry to foster care after reunification	13.0%	12.6%	8.4%	15.3%	11.2%

In 2012, the Human Services Agency investigated 6,153 reports of suspected abuse/neglect. Recent data for the report period ending December 31, 2012 show that 97.8 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 95.4 percent of child abuse and neglect referrals classified as "10-day" were investigated in-person within the 10-day time frame.



M U N I T I E S

& Families

Foster Families

Each month, approximately 40 new 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. Between July 2012 and June 2013, 62 new families made the commitment to open their homes to foster children. Whenever possible, the desired outcome for foster children is reunification with their biological parents. In 2012, the Human Services Agency helped reunify 257 children with their parents and facilitated 128 adoptions.



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 2012, an average of 147 youth each month chose to participate in the program.

Extended Foster Care

Recognizing that 18 was too young for most young adults to be without support, the state legislature passed the California Fostering Connections to Success Act, which gives foster youth the option to remain in foster care and receive services and support until age 21. Implementation of the law began in 2012, and to date, approximately 95 Ventura County youth have been eligible for Extended Foster Care. Participation is voluntary and youth must meet certain criteria which include:

- Complete high school or an equivalent program
- Enroll at least half-time in college, community college, or a vocational educational program
- Be employed at least 80 hours a month
- Participate in a program or activity designed to remove barriers to employment
- Be unable to do any of the above because of a medical condition

Of those eligible, 21 youth initially opted out of the program and 7 of those youth have elected to re-enter. All youth who have opted in to Extended Foster Care have housing in one of a variety of options.

Ventura County Extended Foster Care Youth Housing	
Supportive Independent Living Placements	47
Group Homes	11
Remain in Foster Care	7
Non-Related Extended Family Member	7
Guardians	4
Transition Housing Placement Plus Foster Care	3
Transition Housing Placement Program	2

What Age are Children in Foster Care & Extended Foster Care?*



*Source: HSA 2012 Child Welfare Case Management System reports.

Independent Living Program

The Human Services Agency's Children & 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

SPOTLIGHT

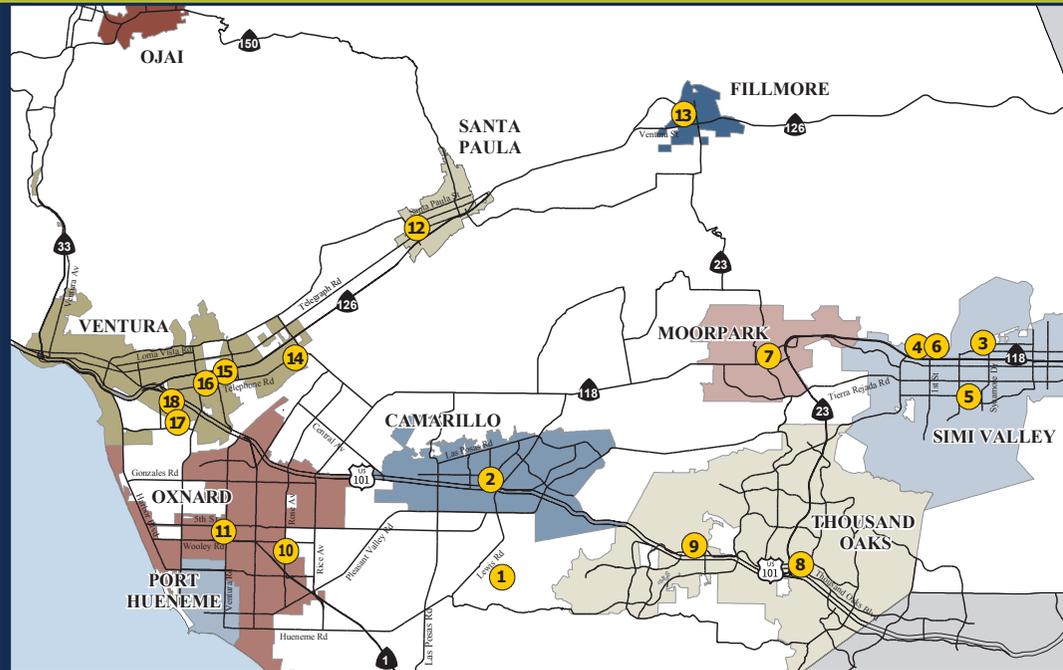
iPad Mobility Project for Child Welfare Social Workers

The most critical task for Child Welfare Social Workers is to protect children who may be experiencing abuse or neglect. When social workers are in the field investigating a referral, they must assess the situation, observe and document the condition of the home, conduct interviews, and record all relevant information—which may be used later in court—accurately. To keep up with the challenge to protect children, providing social workers with the ability to document case details and access resources in the field has become a priority.

Recognizing the need to improve the productivity of Child Welfare Social Workers, the Human Services Agency tested equipment that included laptops, traditional paper notebooks paired with voice recorders, and iPads. Social workers tried all three options, and the iPad came out as their clear choice. Using the iPads, social workers have immediate access to tools that enhance their ability to conference with supervisors, consult with partner organizations, document evidence of allegations, and retrieve critical data to inform their decision making. These tools increase accuracy, minimize workload, and help social workers make important decisions that prove or dismiss allegations made in referrals.



The technology has been well received by workers, and hands-on training with mechanisms for staff feedback has ensured that they are used effectively and securely. As social workers master the features that come standard on iPads, additional functionality will be added to tool kits. Future cost-saving enhancements such as the use of cloud-based e-mail, calendaring, and collaboration services are also expected to benefit workers who are using iPads.



County of Ventura Human Services Agency Locations & Services

			SERVICES														
			Adoption Services	Adult Protective Services	CalFresh (Food Stamps)	CaWORKs	CAPI	Child Welfare Services	Employment Services	Foster Care Services	General Relief	Health Care Enrollment (including Medi-Cal)	Homeless Services	In-Home Supportive Services	IHSS Public Authority	Public Administrator & Public Guardian	Veteran Services
CAMARILLO REGION			Bus Route*														
1	RAIN Transitional Living Center, Camarillo	(805) 385-1800	n/a										●				
2	Veteran Services (Gold Coast Veteran's Foundation) 4001 Mission Oaks Blvd, Camarillo	(805) 477-5155	Dial-a-Ride call 988-4228														●
EAST COUNTY REGION			Bus Route*														
3	East County Adult & Family Services (Courthouse), 3855-F Alamo Street, Simi Valley	(805) 306-7935	Simi Transit D											●			
4	East County Children & Family Services Center, 970 Enchanted Way, Simi Valley	(805) 955-2290	Simi Transit A					●									
5	East County Intake & Eligibility Center, 2003 Royal Avenue, Simi Valley	(805) 584-4842	Simi Transit A, B, D		●	●					●	●					
6	East County Job & Career Center, 980 Enchanted Way, Simi Valley	(805) 955-2282	Simi Transit A				●		●								●
7	Moorpark Community Service Center (Ruben Castro Ctr), 612B Spring Rd, Suite 301, Moorpark	(805) 523-5444	Moorpark Transit 1, 2 ¹		●	●			●		●	●					
8	Thousand Oaks Community Service Center, 80 E. Hillcrest Drive, Suite 200, Thousand Oaks	(805) 449-7320	T.O. Transit Red, Blue		●	●			●		●	●					
9	Veteran Services (Supervisor Linda Parks' Office), 625 W. Hillcrest Drive, Thousand Oaks	(805) 477-5155	T.O. Transit Gold, Red														●
OXNARD REGION			Bus Route*														
10	Oxnard Intake & Eligibility Center, 1400 Vanguard Drive, Oxnard	(805) 385-9363	Gold Coast 8, 17		●	●		●	●		●	●	●				●
	Oxnard Children & Family Services Center, 1400 Vanguard Drive, Oxnard	(805) 240-2700															
	Homeless Services, 1400 Vanguard Drive, Oxnard	(805) 385-1800															
11	West Oxnard Job & Career Center, 635 S. Ventura Road, Oxnard	(805) 204-5100	Gold Coast 5, 19/20				●		●								
SANTA CLARA VALLEY REGION			Bus Route*														
12	Santa Clara Valley Intake & Eligibility Center, 725 E. Main Street, Santa Paula	(805) 933-8300	Vista 126 ¹			●	●		●		●	●					●
	Santa Clara Valley Job & Career Center, 725 E. Main Street, Santa Paula	(805) 933-8300															
13	Fillmore Community Service Center, 828 Ventura Street, Suite 200, Fillmore	(805) 524-8666	Vista 126			●	●		●		●	●					
VENTURA REGION			Bus Route*														
14	Veteran Services (California Veteran's Home), 10900 Telephone Road, Ventura	(805) 477-5155	Gold Coast 10, 11														●
15	HSA Administrative Services Center, 855 Partridge Drive, Ventura	(805) 477-5100	Gold Coast 11														●
	Ventura County Veteran Services, 855 Partridge Drive, Ventura	(805) 477-5155															
16	Adult Protective Services, 1001 Partridge Drive, Suite 365, Ventura	(805) 658-4450	Gold Coast 11		●												●
	Public Administrator & Public Guardian, 1001 Partridge Drive, Suite 360, Ventura	(805) 654-3141															
17	In-Home Supportive Services, 4245 Market Street, Suite 204, Ventura	(805) 654-3260	Gold Coast 11											●	●		
	IHSS Public Authority, 4245 Market Street, Suite 213, Ventura	(805) 654-3416															
18	Ventura Children & Family Services Center, 4651 Telephone Road, Suite 300, Ventura	(805) 654-3409	Gold Coast 11	●		●	●	●	●	●	●	●					
	Ventura Intake & Eligibility Center, 4651 Telephone Road, Suite 100, Ventura	(805) 658-4100															
	Ventura Job & Career Center, 4651 Telephone Road, Suite 200, Ventura	(805) 654-3434															

LOCATIONS

*Bus routes subject to change
¹Within 1/2 mile

● Countywide services available from this location.
● Limited office hours. Call for hours and additional field office locations.