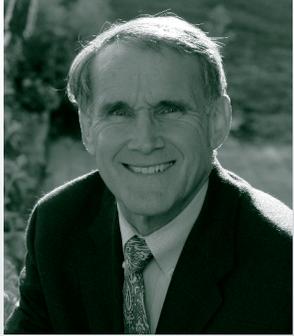


COUNTY OF *Ventura*
HUMAN SERVICES AGENCY



VENTURA COUNTY Board of Supervisors & CEO



Supervisor, District 1
Steve Bennett



Supervisor, District 2
Linda Parks, Chair



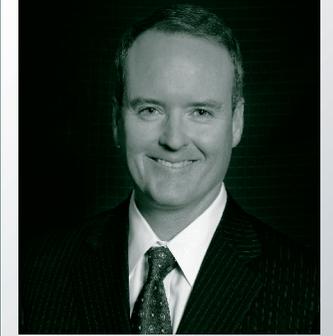
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CEO, County of Ventura
Michael Powers

On behalf of the Board of Supervisors, I am pleased to recognize the good work of the Human Services Agency employees and the services they provide to the residents of Ventura County. At a time of high unemployment and a record number of people in poverty, it is laudable that the Human Services Agency is extending its outreach in our communities. New locations in Thousand Oaks and Moorpark increases access for local residents, partnering with other service providers increases the options available to those in need, and a stronger presence on the County's website with linkage to eligibility information are all examples of how the Human Services Agency is doing more to help residents in need during these hard times.

Ventura County continues to be challenged with high unemployment rates. Now, more than any time in recent history, the skills, compassion and links with tangible services provided by the Human Services Agency are critical to the welfare of our community.

Included in this report are summaries of the Human Services Agency's programs and services such as: Job & Career Centers that provide support with pathways to independence; Nutrition & Health Care through our CalFresh and Medi-Cal programs; and assisting children, elders, the homeless, and veterans in meeting basic needs for safety, food, shelter, and medical care. These services build trust in our community by helping Ventura County residents develop the skills that lead to a safer and more productive life.

With the partnership of many nonprofit organizations the Human Services Agency will continue to provide County-wide services for foster children and families, the unemployed, homeless, dependent adults, the elderly, veterans and families in crisis.

The Board of Supervisors is honored to support the dedicated individuals and organizations that provide assistance to the most vulnerable in our community, and work to enrich our quality of life in Ventura County.

Linda Parks, Chair, 2011
Supervisor, Second District

TABLE OF Contents

Human Services Agency Overview 2

Ventura County Profile 4

Healthy Families – CalFresh & Medi-Cal 6

Pathways to Independence – Employment & Business 8

Workforce Investment Board (WIB) 10

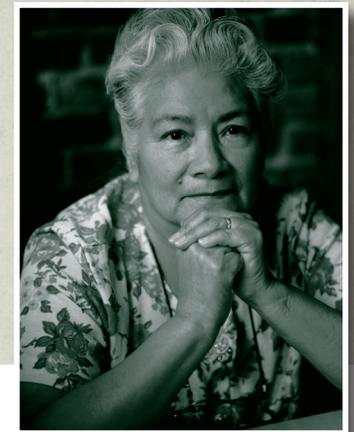
Program Spotlights

- Access to Benefits 11
- Financial Empowerment 11
- Rapid Response Expert Team 12
- Extended Foster Care AB12 14

Assisting Elders, the Homeless, and Veterans 15

Children & Families – Safe Communities 18

Human Services Agency Outlook 20



HUMAN SERVICES AGENCY *Overview*



The Human Services Agency strives to strengthen Ventura County by administering programs that have a positive impact on key community concerns, including food insecurity, access to health care and insurance, child and elder abuse, unemployment and homelessness.

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

Services available to the community include:

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

Fiscal Year 2010-2011 *Snapshot*



114,343 Assisted an average of 114,343 individuals each month receive health care through Medi-Cal benefits



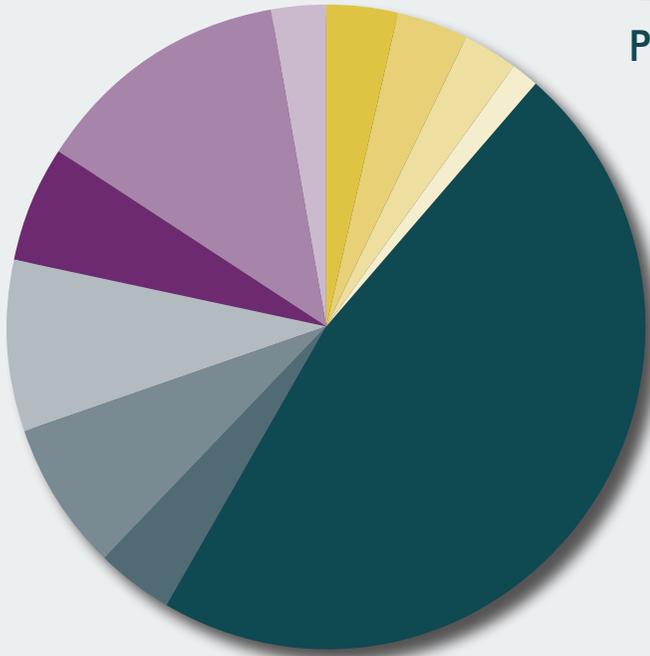
60,624 Assisted an average of 60,624 individuals each month supplement their diets with CalFresh (Food Stamp) benefits



54,939 Provided employment assistance online and at centers to 54,939 customers

County of Ventura, Human Services Agency

Program Participants* by City - June 2011



■ Camarillo.....	3.8%	■ Thousand Oaks	5.9%
■ Fillmore	3.5%	■ Ventura	13.0%
■ Moorpark.....	2.7%	■ Other	2.7%
■ Ojai	1.5%		
■ Oxnard.....	47.0%		
■ Port Hueneme.....	3.9%		
■ Santa Paula.....	7.4%		
■ Simi Valley.....	8.6%		

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



5,928 Investigated 5,928 reports of suspected child abuse or neglect during Calendar Year 2010



3,900 Assisted an average of 3,900 individuals receive In-Home Supportive Services monthly



2,645 Responded to 2,645 allegations of adult abuse or neglect



70 Facilitated adoptions for 70 children

VENTURA COUNTY *Profile*



Over the past five years, Ventura County has seen a parallel rise in both unemployment and caseloads for assistance programs such as CalWORKs, CalFresh, and Medi-Cal. Demand for these programs continues to be high, but as the nation and California have begun to experience some signs of recovery, growth in caseloads for these programs has also slowed. The future presents more challenges for vulnerable populations: at a time when experts predict that the economy will continue to lag with growth too weak to generate the jobs that millions of unemployed workers need, safety net programs will experience additional cuts. As Ventura County residents face the challenges of moving forward during a stagnant and persistent recession, the quality of life for residents who rely on assistance programs—children, the elderly, the unemployed, and low-income residents—will continue to be at risk.

Key national, state, and local trends for the past year include the following:

- In 2010, the share of Americans living in poverty reached 15.1 percent while the share of children in poverty hit 22 percent—both the highest levels in 17 years. The number of people living in poverty hit 46.2 million, the highest level on record with data back to 1959. In Ventura County, the poverty rate rose slightly from 10.4 to 10.7 percent.
- Nationally, median household income fell 2.3 percent, or \$1,154, in 2010, after adjusting for inflation, and those at the bottom of the income scale have lost far more ground than those at the top. Since median income hit its peak in 1999, income (adjusted for inflation) has fallen 12.1 percent for those at the 10th income percentile but only 1.5 percent for those at the

90th percentile. The income gap between those at the 10th and 90th percentile was the highest on record. These data go back to 1967. In Ventura County, median household income fell by nearly 2.8 percent, or \$1,150.

- Despite more young adults becoming eligible to remain on their parents' health insurance plans, the number of Americans without health insurance climbed by 900,000 to 49.9 million, another record, with data back to 1999. Nearly one of every six Americans were uninsured. In Ventura County, 16.3 percent of residents did not have health insurance and most are ineligible for public assistance.
- Fewer than three out of five working age Californians have jobs. In July 2011, just 55.4 percent of the state's working age population had jobs—the lowest employment rate ever recorded. In Ventura County, unemployment decreased slightly over the past year, slowly ticking downward in every city in the County.
- For the first time in five years, as program rules have become more restrictive, the monthly average of Ventura County families receiving CalWORKs benefits showed a slight decrease at the end of the fiscal year.
- The monthly average of Ventura County individuals receiving Medi-Cal rose modestly—from 110,628 in Fiscal Year 2009-2010 to 114,343 in Fiscal Year 2010-2011. During the past year, one out of every eight residents was enrolled in the Medi-Cal program.
- The number of Ventura County individuals receiving CalFresh benefits continued to climb, rising from a monthly average of 53,930 in Fiscal Year 2009-2010 to 60,624 in Fiscal Year 2010-2011.

This year's state budget includes significant reductions in safety net benefits and services for recipients of CalWORKs, Medi-Cal, and In-Home Support Services.

Ventura County's Cities: June 2011 Economic Climate and Human Services Profile

The table below captures a June 2011, city-by-city overview of economic factors such as unemployment, real estate foreclosures, homelessness, and poverty, as well as the number of residents receiving services and the dollar amount of those benefits.

	Total Population ¹	Unemployment Rate ²	Number of Foreclosures ³	Poverty ¹	Median Earnings per Person ¹	Homeless Persons Count ⁵	Persons Receiving General Relief ⁶	Persons Receiving CalWORKs ⁶	CalWORKs Payments Issued ⁶	Persons Receiving CalFresh (Food Stamps) ⁶	CalFresh (Food Stamp) Payments Issued ⁶	Persons Receiving Medi-Cal ⁶	Medi-Cal Benefits ⁷
Ventura County	823,318 ⁴	10.3%	910	10.7% ⁴	\$40,380	1,872	480	17,235	\$3,126,891	62,391	\$8,508,759	116,061	\$46,308,339
Camarillo	63,213	7.4%	81	4.9%	\$46,616	29	18	558	\$109,806	2,325	\$311,410	4,406	\$1,757,994
Fillmore	n/a	14.1%	23	n/a	n/a	10	3	618	\$109,295	2,178	\$284,042	3,980	\$1,588,020
Moorpark	36,218	9.6%	29	2.6%	\$46,417	7	4	396	\$75,821	1,626	\$216,285	3,274	\$1,306,326
Ojai	n/a	11.8%	22	n/a	n/a	40	9	281	\$57,510	988	\$142,629	1,763	\$703,437
Oxnard	185,264	13.9%	217	14.9%	\$28,349	638	255	7,995	\$1,419,263	27,799	\$3,778,660	56,262	\$22,448,538
Port Hueneme	21,427	12.1%	33	10.3%	\$36,226	6	23	850	\$144,103	2,713	\$370,135	4,137	\$1,650,663
Santa Paula	28,616	16.8%	40	18.4%	\$25,897	50	25	1,342	\$230,936	4,696	\$634,090	8,441	\$3,367,959
Simi Valley	120,109	8.5%	171	6.6%	\$45,946	226	50	1,398	\$277,894	5,856	\$800,048	9,563	\$3,815,637
Thousand Oaks	122,766	8.0%	123	4.9%	\$55,765	87	18	777	\$153,522	3,424	\$467,655	7,405	\$2,954,595
Ventura	103,522	9.3%	123	11.0%	\$39,689	570	70	2,637	\$478,531	9,331	\$1,302,035	13,453	\$5,367,747

¹ U.S. Census Bureau, 2007-2009 American Community Survey 3-Year Estimates.

² California Employment Development Department.

³ RealtyTrac.

⁴ U.S. Census Bureau, 2010 American Community Survey 1-Year Estimates.

⁵ County of Ventura, 2011 Homeless Count, Findings by Jurisdiction.

⁶ County of Ventura, Public Assistance Data - June 2011. Ventura County total includes cities, communities, and unincorporated areas.

⁷ California Department of Health Care Services, FY 2010-11 Monthly Cost Per Eligible based on November 2010 estimate.

HEALTHY FAMILIES *CalFresh & Medi-Cal*



With the lingering recession and unemployment rates still high, budgeting for necessities like food and healthcare continues to be challenging for low-income families. A family of three earning less than \$24,000 annually may qualify for assistance from the federal Supplemental Nutrition Assistance Program (SNAP) known in California as CalFresh. The program helps qualified low-income families purchase nutritious food at grocery stores using Electronic Benefit Transfer cards. Medi-Cal provides low-cost health insurance to qualified children under 21, seniors over 65, persons with disabilities, pregnant women, and other groups.

CALFRESH

According to the Center on Budget & Policy Priorities, after unemployment insurance, the SNAP program has been the most responsive federal program during economic downturns, providing additional assistance to families and individuals who see their economic circumstances change during periods of high and persistent unemployment. CalFresh caseloads can grow for two reasons: because an economic downturn causes more households to be eligible or because a larger portion of already eligible families are applying for the program. During the early to mid-2000s, both were occurring. However, the rapid caseload rise in more recent years appears to indicate that households are becoming eligible for benefits because of factors related to the recession.

Ventura County's caseload has increased during the recession, rising by nearly 73 percent since

June 2008. Despite rising applications and caseloads, the Human Services Agency processed the average application in 13 days, well under the 30 day time limit mandated by the state. As of June 2011, the average size of Ventura County families receiving benefits was 2.1 with a monthly benefit of approximately \$290.

The main purpose of the CalFresh program is to help low-income households to eat a more nutritious diet by increasing their purchasing power. When those dollars are spent locally, they provide a boost to the economy. The U.S. Department of Agriculture (USDA) calculates that for every \$5 of spending, there is \$9 of total economic activity, as grocers and farmers pay their employees and suppliers, who in turn shop and pay their bills. During Fiscal Year 2010-11, recipients throughout the County received and spent over \$98 million dollars of CalFresh benefits. For the month of June 2011, the total was \$8,508,759.

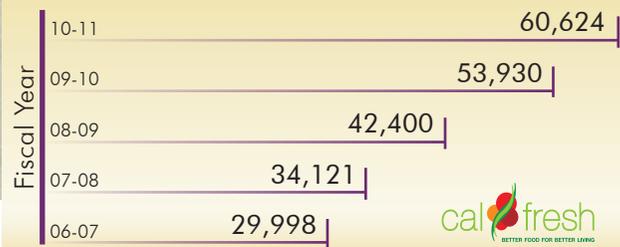
Many community based organizations share the Human Services Agency's goal of ensuring that low-income Ventura County residents have access to healthy, nutritious food. In Spring 2011, the Human Services Agency partnered with FOOD Share to expand outreach efforts to the community. FOOD Share has begun to tap into their network of partners and is scheduling outreach events at senior centers, schools, and community fairs with the goal of screening individuals who may be eligible for CalFresh but have not applied.

MEDI-CAL

Medical costs and the cost of health insurance have been rising faster than wages, and many residents find it



Average Number of *CalFresh* (Food Stamp) Clients Served Monthly



difficult to afford routine medical care and preventative screenings. According to a survey conducted by the Kaiser Family Foundation, employment-based health care plans experienced a 9 percent rise in premiums this year for family plans and an 8 percent increase for individual plans. On top of premium increases, out-of-pocket costs workers absorb for healthcare services, such as co-pays, deductibles and prescriptions have also increased dramatically. Job-based healthcare plans now cost approximately \$15,000 per year for a family, with workers picking up \$4,129 of that amount, meaning that workers' share of healthcare costs has risen 131 percent in 10 years.

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. Medi-Cal coverage helps ensure that a significant portion of county residents receive medical services: over 14 percent—116,032 residents—are enrolled in the Medi-Cal program as are nearly one-third of the children in Ventura County.

The Patient Protection and Affordable Care Act (ACA) will have far-reaching effects on health insurance coverage, health care financing, and health care delivery in the United States. At the forefront of health care reform, California was one of the first states to pass legislation enabling a new health insurance exchange. Further, California has been granted a five-year, \$8 billion Medicaid expansion demonstration project, known as the Section 1115 Waiver. This waiver gives California more flexibility in using federal Medicaid funds and is helping to prepare the state for

transition to health reform in 2014.

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

During the course of Fiscal Year 2010-2011, the number of individuals receiving Medi-Cal benefits through the Human Services Agency increased by 3 percent. During the past year, the Human Services Agency has improved customer service by launching the Benefits CalWIN system which allows clients to apply for Medi-Cal and CalFresh online 24/7. This process streamlines operations for staff and reduces both the number of office visits and wait time for clients.

In spite of the challenges of increasing caseloads, client service has remained consistent and the average Medi-Cal application was processed in 36 days, well under the 45 day time limit mandated by the state. During the past year, Medi-Cal clients received over \$500 million dollars worth of health care services.

Average Number of <i>Medi-Cal</i> Clients Served Monthly	
Fiscal Year	
10-11	114,343
09-10	110,628
08-09	103,969
07-08	99,472
06-07	96,471



PATHWAYS TO INDEPENDENCE *Employment & Business*



As the economy slowly rebounds, most experts anticipate that growth during the first few years of the recovery will not substantially reduce unemployment. In fact, according to the California Budget Project, every economic indicator points to a job market that remains mired in the deepest downturn in the post World War II era, and forecasts predict that California's annual unemployment rate will remain above 10 percent through 2012. Several years of high unemployment have depressed the purchasing power of workers' hourly wages at the low and middle end of the earnings distribution. The typical worker's hourly wage had lower purchasing power in 2010 than at any point in the past 10 years.



The June 2011 unemployment rate in California was 12.1 percent, down slightly from 12.2 percent in June 2010. California's non-farm payrolls gained 28,800 jobs during the month with most industry sectors showing modest gains. Over the past fiscal year, Ventura County has continued to experience high unemployment with the County marking a rate of 10.3 percent and five cities experiencing double-digit unemployment rates for June 2011: Santa Paula (16.8%), Fillmore (14.1%), Oxnard (13.9%), Port Hueneme (12.1%) and Ojai (11.8%).

Many Californians, including those who turn to the CalWORKs program for help, have been out of work for an extended period of time, and evidence is mounting that long term unemployment presents additional barriers to work. According to a series of studies of long-term joblessness by the John J. Heldrich Center for Workforce Development at

Rutgers University, once jobless workers passed the six-month threshold of unemployment, their prospects for finding any work at all diminished sharply. As of May 2011, of the 2.2 million Californians who were unemployed, 730,000—more than the entire population of states such as Wyoming, Vermont, North Dakota and Alaska—had been out of work for over a year.

During Fiscal Year 2010-2011, the number of individuals receiving CalWORKs increased around 1 percent. By aggressively connecting families to resources that include vocational training, transportation and childcare, the Human Services Agency is helping to remove barriers to employment. The Human Services Agency helped CalWORKs clients secure some 1,803 employment placements. An average of 925 children in 564 families received subsidized day care each month so that their parents could work or participate in work-related activities.

In October 2010, the Human Services Agency launched "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 OneStop), which are linked to other job search systems; hands-on practice in job seeking via the Internet; mock interviews; the opportunity

Average Number of *CalWORKs* Clients Served Monthly

Fiscal Year	Average Number of <i>CalWORKs</i> Clients Served Monthly
10-11	17,465
09-10	17,284
08-09	16,090
07-08	14,498
06-07	13,792

to debrief after real-life interviews; and an opportunity to receive ongoing support in their job search from Job Club facilitators, Job & Career Center employment services staff, and their fellow CalWORKs clients.

The slowly recovering economy, challenging job market and the multiple barriers to employment that CalWORKs clients face make the progress of Job Club participants especially noteworthy: during the first six months of 2011 over 19 percent of program participants exiting the program with employment. Additionally, the success of Job Club participants along with opportunities for unsubsidized and subsidized client work experience have contributed to the rise in Ventura County's work participation rate. In Federal Fiscal Year (FFY) 2009, the Ventura County Work Participation Rate (WPR) for all CalWORKs families was 26.5 percent and the WPR average for the State of California was 29.2 percent.

The Human Services Agency also operates six Job & Career Centers and two satellites in Ventura County. Job & Career Centers offer free employment services in resource centers and online that empower members of the public to self-direct their search for employment. During Fiscal Year 2010-2011, the Human Services Agency delivered employment and career services through the Job & Career Centers to nearly 43,000 individuals, who accessed career center services just under 110,000 times. Over 1,580 job seekers attended one of 238 career services workshops that offered

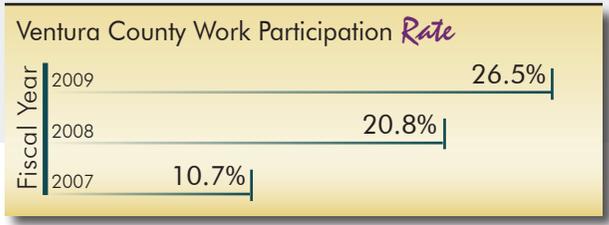
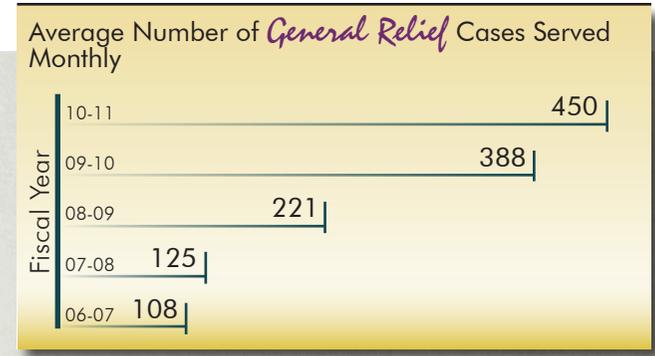
assistance with resume writing, online job searches and interview skills.

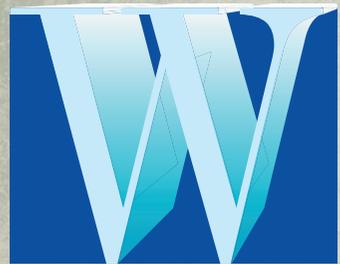
GENERAL RELIEF PROGRAM

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

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

During the recession, economic conditions have triggered a rise in the number of Ventura County residents receiving General Relief assistance. The average monthly General Relief caseloads rose from 388 in Fiscal Year 2009-2010 to 450 in Fiscal Year 2010-2011.





**WORKFORCE
INVESTMENT
BOARD**
VENTURA COUNTY



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 Business & Employment Services division of the Human Services Agency operates the One-Stop Job & Career Centers, which provides services 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 OneStop (VOS) system at six Job & Career Centers and two satellite offices located across the County.

During the 2010-2011 program year, Workforce Investment programs:

- Served 54,939 universal customers, including access to self-directed employment and career services, through the Job & Career Centers' web-based employment services system (VOS).
- Enrolled 1,845 customers in WIA-funded adult and dislocated worker programs.
- Enrolled 505 youth (16-24-year-olds in-school and out-of-school) in WIA-funded programs.
- Exceeded WIB standards and achieved a higher-than-100 percent success rate for adults, dislocated

workers, and youth in eight of nine categories of WIA Common Measures performance. Approximately 85 percent of adults, 90 percent of dislocated workers, and 61 percent of youth participants in the program were successful in finding employment.

- Provided Rapid Response consulting and other support for businesses reporting a total of more than 1,550 impacted employees. More than 490 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 110 businesses, helping to retain 60 at-risk jobs.
- Provided funding and oversight for Digital Navigator, a special workforce-related project that helps clients with special needs.
- Provided oversight at the One-Stop Consortium, comprised of the Business & Employment Services division of the Human Services Agency, the Employment Development Department, and the County Superintendent of Schools Office. The Consortium operates the One-Stop Job & Career Centers. Services provided in 2010-2011 included:
 - » Recruitment events attended by 1,277 job seekers
 - » Improved client access to Internet job listings, career information, and community resources by enhancing the technology infrastructure
 - » Computer technology courses at no cost
 - » 238 employment services workshops, where over 1,580 job seekers received assistance with resume writing, online job searches, interviewing, and computer skills

PROGRAMSPOTLIGHT

ACCESS TO BENEFITS

The Human Services Agency has recently launched two systems, Benefits CalWIN and ACCESS CalWIN, that streamline the application process and help clients receive information about their benefits.

Benefits CalWIN, a 24/7 online application system for CalFresh (Food Stamps) and Medi-Cal benefits, became available to Ventura County residents on November 22, 2010. Prospective clients may access the Benefits CalWIN website from any computer to review the types of benefits they may be eligible to receive and to begin the application process for CalFresh and Medi-Cal. From the implementation of the new system through June 2011:

- 2,098 CalFresh applications were received
- 1,166 (56%) applications were received after hours
- 1,518 (72%) of CalFresh applicants also applied for Medi-Cal

ACCESS CalWIN was implemented in the city of Ventura in August 2010 and became available to clients throughout the county in April 2011. The toll-free number, 1-888-HSA-4-INFO (1-888-472-4463), connects clients with an interactive voice response (IVR) system 24-hours/day, 7 days/week.

The ACCESS CalWIN IVR provides clients with self-service access to CalWORKs, CalFresh, Medi-Cal, and General Relief information. This service benefits clients by providing automated information after hours and when workers are busy assisting other clients. During the final quarter of the Human Services Agency's fiscal year, clients placed over 45,000 calls to the ACCESS CalWIN system.



FINANCIAL EMPOWERMENT

Earn it. "Earn It! Keep It! Save It!" is a community partnership led by United Way Ventura County, the Business & Employment Services Department of the Ventura County Human Services Agency, Cabrillo Economic Development Corporation, and the

IRS formed in 2005 to increase awareness of and access to the Earned Income Tax Credit (EITC). The program also provides electronic filing of income taxes free of charge. "Earn It! Keep It! Save It!" helps taxpayers with earnings below \$49,000 to file their income taxes and access the federal tax credits to which they are entitled.

The Financial Empowerment Partnership received a \$2,500 IRS VITA grant for 2011 to target low-income households. From January through April 2011, 37 volunteer tax preparers filed 865 returns for the 2010 tax year at eight Volunteer Income Tax Assistance (VITA) sites located at El Concilio, the Housing Authority in Oxnard, the Housing Authority of Ventura, Catholic Charities in Moorpark, and the West Oxnard, Ventura, Santa Clara Valley, and East County Job & Career Centers. In addition, 49 returns for prior years (2008 and 2009) were filed.

Results for the 2010 tax year

- Total amount of tax refunds to clients - \$1,333,567
- Number of returns filed - 865
- Total amount of EITC returned to clients \$622,584
- Number of clients receiving EITC - 342
- Total amount of child tax credit returned to clients \$341,519
- Number of clients receiving child tax credit - 275
- Average annual gross income of clients (AGI) - \$17,660
- Number of clients direct depositing refund check - 357 (52.73%)
- Value of volunteer labor - \$33,258

This year's results represent an increase over last year of 13 percent in the number of returns filed, 15 percent in the amount of total refunds and 12 percent in the amount of EITC.

PROGRAM SPOTLIGHT

RAPID RESPONSE *Expert Team*

In recognition of the need for innovative approaches to serving vulnerable adults, the federal Administration on Aging awarded grant funding to the Human Services Agency to pilot a new Rapid Response Expert Team service model. The model integrates medical professionals into a multi-disciplinary team dedicated to assisting vulnerable adults



with complex medical and mental health risk indicators that have traditionally been very difficult to resolve. To date, 92 percent of cases managed through the Rapid Response Expert Team resulted in an elimination or reduction of the protective issue in question.

Additionally, the Human Services Agency is piloting a risk assessment instrument, the Adult Protective Services Tool for Risk, Interventions & Outcomes (APS-TRIO). The TRIO standardizes the approach to assessing risk, correlates the assessment with interventions, and measures outcomes in the areas of health, safety, and elimination or reduction of harm. The TRIO

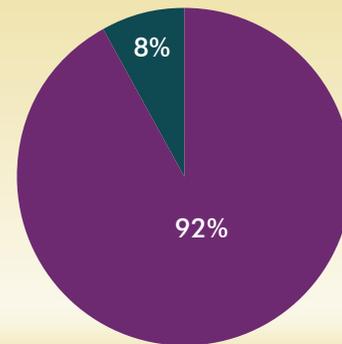
is helping social workers to deliver more targeted and successful intervention in cases of abuse and neglect.

Experts working in the field of Adult Protective Services are increasingly challenged to meet the complex needs of a growing elderly population. Ventura County's innovative



approach has garnered interest nationwide, with a presentation scheduled in September 2011 at the annual conference of the National Adult Protective Services Association. Additionally, the project was piloted in Alameda, Contra Costa, and Stanislaus counties while Napa and Tulare are implementing the TRIO. Outcomes of the project are being researched by the University of California at San Diego. The Human Services Agency is actively pursuing future funding and a recently awarded grant from the Archstone Foundation will help to partially fund the program as it moves forward.

Results of 62 Cases in RRET Study - 85% Confirmed Self Neglect



Protective Issue Reduced or Eliminated

Protective Issue Unresolved

To date, 92% of cases managed through the Rapid Response Expert Team resulted in an elimination or reduction of the protective issue in question.

Elimination:

The interventions by the APS social worker or members of the team with resulting services needed to assist the client are sufficient to eliminate the protective issue

Reduction:

The interventions by the APS social worker or members of the team with resulting services stabilize the client, reduce the rate of decline or diminish the potential for harm

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

- PRECURSORS**
1. History of referrals to APS
 2. Lives alone
 3. No regular Physician
 4. Lacks social support, isolation
 5. Refuses help from others
 6. Lack of resources or homeless
 7. Marital, family conflict, co-dependency
 8. Prior or current mental health services
 9. Severe physical disabilities / dependent for all ADLs
 10. History of violence, abuse, neglect
 11. Alcohol, substance abuse by client / caregiver / environment
 12. Evidence of psychiatric disorder
 13. Economically dependent adult living in the home / transient in, out of home
 14. Confusion or evidence of cognitive impairment
 15. Poor or impaired judgement, poor decision-making
 16. Evidence of high risk behavior

- BIOLOGICAL INDICATORS**
17. Unclean physical appearance, poor hygiene
 18. Odor of feces or urine
 19. Vague reference to sexual assault or unwanted advances
 20. Vague or illogical explanation for injury
 21. Under or overuse or confusion about prescriptions or OTC medications
 22. Repetitive hospital admissions due to probable failure of health care surveillance
 23. Failure to respond to warning of obvious disease
 24. Painful body movements; limping, trouble sitting or standing (not illness related)
 25. Underweight, frail or weak, frequent falls
 26. Inadequate food or meal preparation supplies in the home
 27. Various stages of healing of any bruising or fractures
 28. Evidence of injury / unexplained bruising, welts, wounds, broken bones, sprains
 29. Presence of dehydration or decubiti
 30. Alert, oriented declaration by elder, adult of physical, sexual abuse

- PSYCHOLOGICAL INDICATORS**
31. Self-blame for current situation or makes excuses for partner or caregiver behavior
 32. Feelings of shame, guilt, fear or loneliness / depression
 33. Sense of resignation and hopelessness with vague reference to mistreatment
 34. Appears anxious / clinging / afraid of someone or something
 35. Behavior that is passive / helpless / withdrawn
 36. Hoarding
 37. Alert, oriented declaration of psychological abuse
 38. Poorly maintained animals, odor of feces or urine
 39. Communication cut off from family or friends
 40. Lack of access, availability or reliability of medical care or home health care
 41. Unclean or unsafe environment / infestation
 42. Inadequate utilities; lack of heat, cooling, water, electricity, toilet facilities
 43. Lack of access, availability or reliability of transportation
 44. Dependent on alleged perpetrator or vice versa for care of finances
 45. Left alone in unsafe environment for extended periods of time without adequate support
 46. Evidence of exploitation by others
 47. Precipitous withdrawal of care by caregiver without adequate alternate arrangements
 48. Overpayment for goods or services
 49. Misuse of money
 50. Reports of demands for goods in exchange for services
 51. Unexplained changes in power of attorney, wills or other legal documents
 52. Neglect of household finances; unpaid bills; unopened mail
 53. Inability to account for money, property, utility shut off / eviction
 54. Alert, oriented declaration by elder, adult of exploitation
 55. Alert, oriented declaration by elder, adult of neglect by others
 56. Alert, oriented declaration by elder, adult of abandonment

Allegation/Disposition

___ Abandonment ___

___ Abduction ___

___ Financial ___

___ Isolation ___

___ Neglect by Other ___

___ Other - Psychological/Mental ___

___ Physical ___

___ Sexual ___

___ Self Neglect ___

1) Physical ___ 2) Medical ___ 3) Health/Safety ___

4) Malnutrition/Dehydration ___ 5) Financial ___ 6) Other ___

Dates of Face to Face:

Client _____ **Case #** _____

Social Worker _____

Death due to critical injury / health / suicide
Preventable LTC & involuntary commitment
Homeless / incarceration

Prognosis of Non-Recurrence at closure:

1. Excellent ___
2. Very good ___
3. Good ___
4. Fair ___
5. Guarded ___
6. Poor ___
7. Client deceased ___

- PROTECTIVE OUTCOMES**
- Protective issue eliminated .39
 - Protective issue reduced .38
 - Protective issue unresolved .37
 - No protective issue evident .36
 - Refused all services .35
 - Agreed to partial services .34
 - Accepts case closure .33
 - Reduce, eliminate use of alcohol, substance abuse .32
 - Improved mental health .31
 - Improved physical health, medical condition .30
 - Improved nutritional status .29
 - Improved functional status .28
 - Decrease in hospital use .27
 - Safety net services in place .26
 - Short-term / Long-term care placement .25
 - Conservatorship obtained .24
 - Restraining order obtained .23
 - Stable and safer home environment .22
 - Linked to housing .21
 - Client demonstrates self advocacy .20
 - Linked to public assistance .19
 - Financial stability .18
 - Recoup financial loss or property loss .17
 - Conservatorship sought .16
 - Restraining order sought .15
 - Presentation to Financial Abuse Specialist Team .14
 - In-home / mental health / psychological evaluation completed .13
 - In-home / medical evaluation by a physician completed .12
 - In-home nursing assessment completed .11
 - Consultation with medical expert .10
 - Consultation with mental health expert .9
 - Presentation to Rapid Response Team (MDT) .8
 - Client agrees to case management services .7
 - Client's support system works with APS .6
 - Tangible support used to purchase necessary items .5
 - Referral / linking to services .4
 - Client accepts that a problem exists .3
 - Establishing bond of trust, engage with social worker .2
 - Accepts education, information .1

- OUTCOMES**
- *Triage Intervention**
1. Call or cross report to Law Enforcement
 2. Call for hospitalization
 3. Call for involuntary hold 5150
 4. Pursue capacity declaration
 5. Call Code Enforcement
 6. Call 911



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HSA APS Rev. 9-6-11 V.25

PROGRAM SPOTLIGHT

EXTENDED FOSTER CARE AB12

Under AB12, youth in foster care who are about to turn 18 now have the option to extend their time in foster care until the age of 21 while pursuing educational or career goals. The Human Services Agency is working with local stakeholders and foster youth to develop strategies for implementing AB12 in Ventura County.

In order to receive benefits after the age of 18, youth can enroll in college, vocational training, go to work, or enter a program to improve job skills. All youth in extended foster care remain under jurisdiction of the juvenile court as a non-minor dependent (NMD). This means that the youth will have court or administrative reviews every six months to ensure that the youth continues to meet participation conditions, that the caseworker is properly assisting the youth, and to assess the youth's progress.

Youth must agree to reside in an eligible, supervised foster care placement and can qualify for extended benefits in five different ways which include:

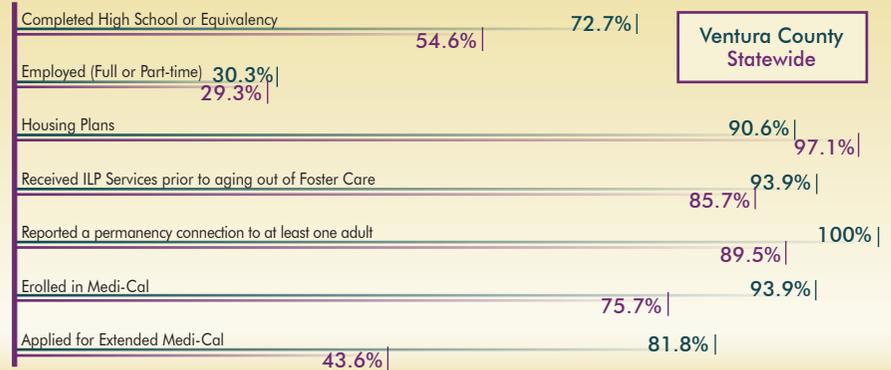
- Pursuing the completion of high school or equivalent program (GED)
- Enrolled in college, community college, or a vocational education program
- Participating in job training or a program to remove barriers to employment
- Employed at least 80 hours a month
- Unable to do one of the above requirements because of a medical condition

AB12 seeks to acknowledge and support youth's status as adults and they will be provided with multiple housing options that match their needs.

Options for placement include the following:

- Remain in an existing foster home of a relative or non related legal guardian; licensed foster family home; certified foster family agency home or, with the approval of the juvenile court, the home of a non-related legal guardian
- Group home placement for high school graduates, only available if placement is necessary due to a medical condition

Ventura County vs. Statewide Exit Outcomes for Youth Aging Out of Foster Care During Fiscal Year 09-10



- THP-Plus Foster Care, which provides youth with affordable housing and supportive services that are supervised by a caseworker
- Supervised Independent Living, which may include housing in an apartment, room and board arrangements, college dorms, or a shared roommate in a supervised living situation

In 2010, 192 foster youth chose to participate in the County of Ventura's Independent Living Program (ILP). This program helps foster youth transition to adulthood and self-sufficiency, and under AB12 there will be additional services, benefits, and housing options available to youth who choose to participate in the program.

To measure the performance of the child welfare system in meeting the needs of youth transitioning out of foster care, California has adopted a set of Exit Outcomes for aging out youth. Ventura County performance for youth aging out of foster care exceeded Statewide performance in the majority of exit outcome areas during July 2009 through June 2010. Nearly three-fourths of foster youth who aged out of the system earned their high school diploma or equivalency. Nine out of ten youth had housing plans upon exiting foster care, and, importantly, 100 percent reported a permanency connection to at least one adult. In addition, the majority of exiting youth were receiving Medi-Cal (93.9%) at the time of exit or had applied for extended Medi-Cal (81.8%).

ASSISTING **ELDERS** *the Homeless* & **VETERANS**



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

ADULT PROTECTIVE SERVICES

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

In Fiscal Year 2010-2011, the Human Services Agency responded to 2,645 allegations of adult abuse or neglect and responded to over 2,550 requests from the public for information and referrals. Adult Protective Services served an average of 385 individuals each month and 100 percent of referrals were responded to within four days, significantly surpassing the state mandate of 10 days. Additionally, Human Services Agency data showed that 99.7 percent of

adults who received protective services after experiencing abuse and/or neglect remained safe during the following year.

PUBLIC ADMINISTRATOR & PUBLIC GUARDIAN

The Public Guardian oversees the care of people, usually the elderly, who are unable to care for themselves. The Public Guardian 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 that 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 169 LPS conservatorships and 65 Probate conservatorships.

The Public Administrator also 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 value totalling nearly \$2.4 million.

Most referrals for investigations come from Adult Protective Services, local law enforcement agencies, or the Superior Court, but any interested party may submit a referral to the Public Guardian.

Adult Protective Services

Average Number of Allegations Investigated per Month

Fiscal Year	Average Number of Allegations Investigated per Month
10-11 (2,645 Annual Reports)	220
09-10 (2,272 Annual Reports)	189
08-09 (2,219 Annual Reports)	185
07-08 (2,072 Annual Reports)	173
06-07 (1,759 Annual Reports)	147



IN-HOME SUPPORTIVE SERVICES

In-Home Supportive Services (IHSS) are designed to assist seniors, children, and adults with disabilities receive care in their homes. There is a growing demand for quality, cost-effective alternatives to institutionalized care that help participants improve the quality of their daily lives while remaining in the comfort of their own homes.

In Ventura County, IHSS caseloads have grown by 26 percent since Fiscal Year 2006-2007, and with the County's growing senior population, that trend is projected to continue. In Fiscal Year 2010-2011, caseloads for In-Home Support Services reached an all-time high of 3,960 in May 2011 and over the course of the year averaged 3,900 clients each month.

The IHSS Quality Assurance program ensures that the program is meeting the needs of its clients in a uniform manner consistent with State regulations and legislative mandates, and prevents and detects fraud. In Fiscal Year 2010-11, nearly 600 desk reviews and 50 in-home client interviews were completed. In 96 percent of the cases reviewed, it was determined that the client had received the appropriate number of service hours given the level of need. When there is an instance of overpayment to providers, the excess funds are returned to the County through a payment plan that is monitored for compliance. Forty-eight percent of overpayments identified in this past year have been collected.



Average Number of *In-Home Supportive Services* Clients Served Monthly

Fiscal Year	10-11	3,900
	09-10	3,772
	08-09	3,609
	07-08	3,347
	06-07	3,101

IN-HOME SUPPORTIVE SERVICES – PUBLIC AUTHORITY

The Public Authority was established in 2003 to improve the quality of in-home support for both providers and clients. The role of the IHSS Public Authority is to act as the employer of record for caregivers, conduct provider recruitment, maintain a Registry of screened providers, refer providers to IHSS recipients, and conduct caregiver trainings. In an effort to provide advanced training to caregivers, the Public Authority operates the Provider Resource and Training Center and conducted the 5th Annual Caregiver Conference which was attended by over 250 people. During the past year, over 79 percent of IHSS recipients were matched with a provider within 15 days and 90 percent were matched within 30 days. Over 4.3 million hours of service were provided to approximately 3,900 clients.



VETERANS SERVICES

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

In Fiscal Year 2010-2011, the Human Services Agency served over 1,700 veterans and their families. Approximately 800 claims were filed on their behalf, primarily for federal Veterans Affairs benefits. Those claims resulted in over \$4.1 million dollars in benefits for local veterans.

HOMELESS SERVICES

For the past several years, the persistent national recession and slow economic recovery have triggered an increase in unemployment and foreclosures that has been accompanied by a rise in homelessness. To assist these residents, the Homeless Services program helps clients achieve self-sufficiency by securing available health care benefits, employment services and stable housing. In Fiscal Year 2010-2011, the Human Services Agency served an average of 966 homeless clients each month, an increase of 37 percent from last year's average.

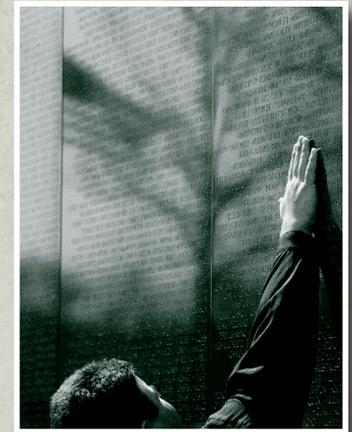
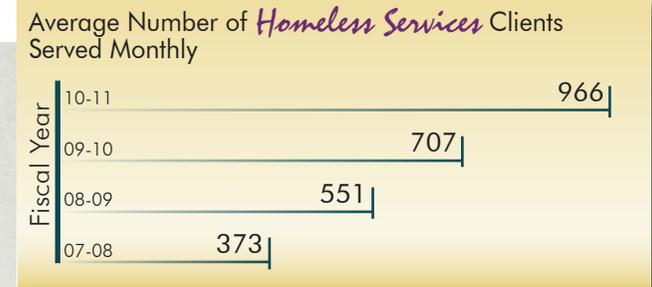
During Fiscal Year 2010-2011, the Human Services Agency continued its operation of the RAIN Transitional Living Center, which provides transitional housing and assistance for families and single adults in Ventura County. Over the course of the past year, RAIN operated at 92 percent

occupancy and provided stable housing for approximately 154 clients. RAIN residents are motivated to improve their lives and become self-sufficient: 100 percent of children were enrolled in school within two weeks, 100 percent of adults secured full or part-time employment within three months of residency, and 75 percent of residents increased their income within one year of entry into the program.

Through the American Recovery & Reinvestment Act of 2009, the Ventura County Homeless Prevention and Rapid Re-Housing Program (HPRP) has made federal funds available to local residents who would be homeless but for this assistance. County and city government joined efforts



to operate HPRP, ensuring that eligible County residents receive help when they need it most. During the past year, the Human Services Agency developed collaborative working relationships with landlords and apartment managers throughout Ventura County that improved access to scarce affordable housing resources. Since the launch of the Homeless Prevention and Rapid Re-Housing Assistance Program in November 2009, 1,438 individuals in 525 households have received housing assistance funds. The program has provided \$892,014 in assistance, with the average household receiving just under \$1,700.



CHILDREN & FAMILIES *Safe Communities*



The Human Services Agency recognizes that the best way to ensure the safety and well-being of children is to assist families with basic needs before conditions worsen and the potential for child abuse/neglect rises. Across the country, experts have raised concerns about a troubling trend associated with the recession: when parents are under substantial stress, child abuse tends to rise. During the recession, child abuse reports have risen at the national, state, and now the local level.

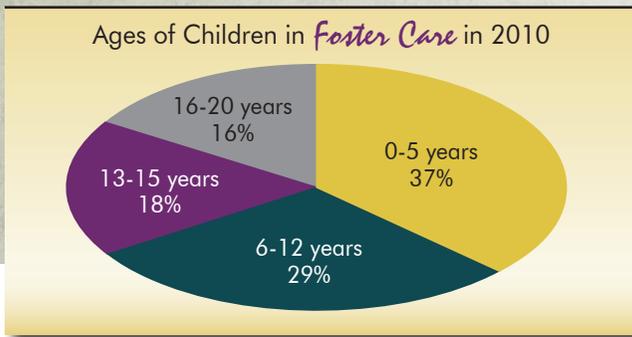
Until the past several years, the number of cases in Ventura County's child welfare system had declined annually. That trend has reversed, and for the first time since 2004, child welfare cases are increasing. In fact, for Fiscal Year 2010-2011, the number of open cases rose by nearly 27 percent. The complexity of many of these cases, which can involve multiple siblings and allegations, requires lengthy investigations. Additional state mandates and new local policies have also added to the investigatory time frame. With the support of the Board of Supervisors, the Human Services Agency has recruited additional staff to address the escalating trend of child abuse cases to help ensure that children are protected and safe. Additionally, over the past year the Human Services Agency has joined with law enforcement to form the Child Protection Task Force. The

Task Force is co-chaired by the District Attorney and the Human Services Agency and includes representatives from the Sheriff's department and County Counsel. Since initiating the formation of the Task Force, the simultaneous pursuit of child protection and criminal prosecution has been a

more collaborative and effective process.

In 2010, the Human Services Agency investigated 5,928 reports of suspected abuse/neglect, an increase of over 3 percent. Recent data for the report period ending December 31, 2010, show that 98.8 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 showed that 91.3 percent of child abuse and neglect referrals classified as "10-day" were investigated in-person within the 10-day time frame.

For the past two years, the Human Services Agency has operated a system to help prevent child abuse. Pathways is a preventative approach to ensuring safety that expands the ability of child welfare to respond to reports of possible child abuse and neglect. When a report does not meet the legal definition of child abuse or neglect but is still signals the potential for harm, Pathways links at-risk families with community services that can help prevent abuse and neglect. Pathways empowers families by providing them with the resources and services they need to stay together, grow stronger and maintain a healthy and safe home environment for their children. Some families who receive services through Pathways also benefit from SafeCare. SafeCare is an evidence-based, parent-training curriculum for parents who are at-risk or have been reported for child maltreatment. The Human Services Agency partners with Aspiranet to administer the SafeCare program. By intervening early and often, the SafeCare program helps to prevent potentially serious family problems before they escalate to dangerous levels. In Fiscal Year 2010-2011,

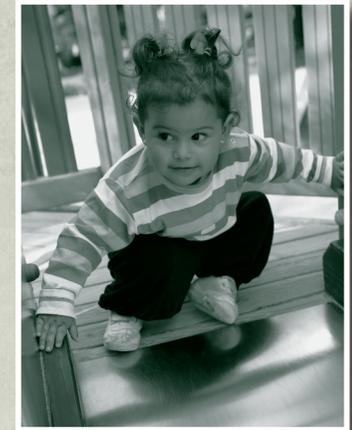
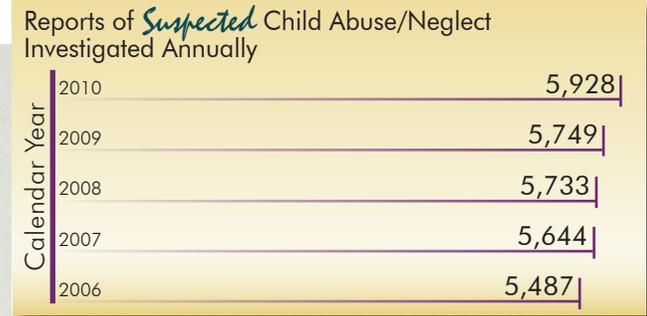


353 families were referred to Pathways and 87 were referred to SafeCare.

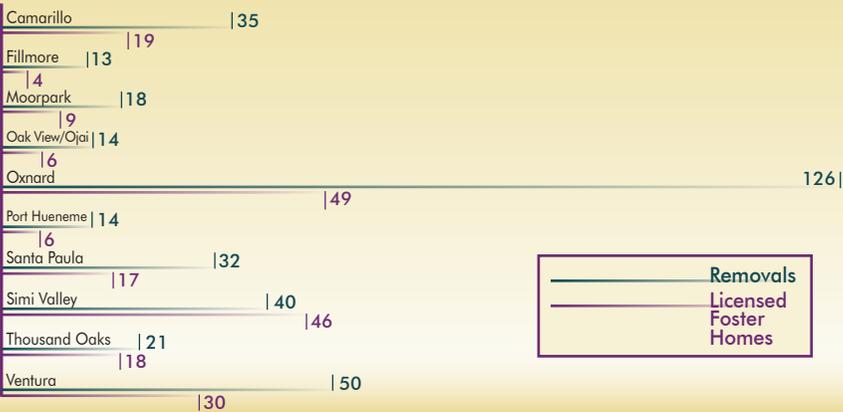
Each month, approximately 40 Ventura County children need a temporary home to ensure their physical and emotional

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

well-being. Many of these 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 the child's life. Because there is always a need for new families, the Human Services Agency actively recruits and trains new foster parents. Whenever possible, the desired outcome for foster children is reunification with their biological parents. The Human Services Agency helped reunify 170 children with their parents during 2010 and also facilitated 70 adoptions.



How Many Removals Occurred in Each City in 2010, and How Many Licensed Foster Homes Were Located in Each City?



HUMAN SERVICES AGENCY *Outlook*

Given the state of the global and national economy, California and local governments can expect to continue struggling with budget issues and declining revenues in the future. As has been the case over the past several years, this year's state budget includes significant reductions in safety net benefits and services for recipients of CalWORKs, Medi-Cal, and In-Home Support Services. Should state revenues fall below projections, more cuts loom on the horizon. Additionally, services such as child welfare that are now administered by the state are set to be realigned, with state funding allocations, to local governments.

During the past several years, in response to chronic under funding by the state, the Human Services Agency has begun to implement new streamlined processes, revamp current service models and prioritize what services can realistically be offered. As the Human Services Agency prepares for an era that will include unprecedented reforms accompanied by diminished state funding, the Agency will continue to align existing resources strategically in order to provide services to those who are in need.

During the past year, the Human Services Agency has:

- Implemented an Agency-wide project, Enterprise Content Management (ECM), that is streamlining operations and increasing efficiencies by storing and organizing approximately 8 million images and documents so that case files may be accessed electronically.
- Launched Benefits CalWIN, a 24/7 online application system for CalFresh (Food Stamps) and Medi-Cal benefits. Prospective clients may access the Benefits CalWIN web site from any computer to review the types of benefits they may be eligible to receive, and begin the application process for CalFresh and Medi-Cal.
- Launched ACCESS CalWIN, an interactive voice response (IVR) system available 24-hours/day, 7 days/week that provides clients with self-

service access to CalWORKs, CalFresh, Medi-Cal, and General Relief information

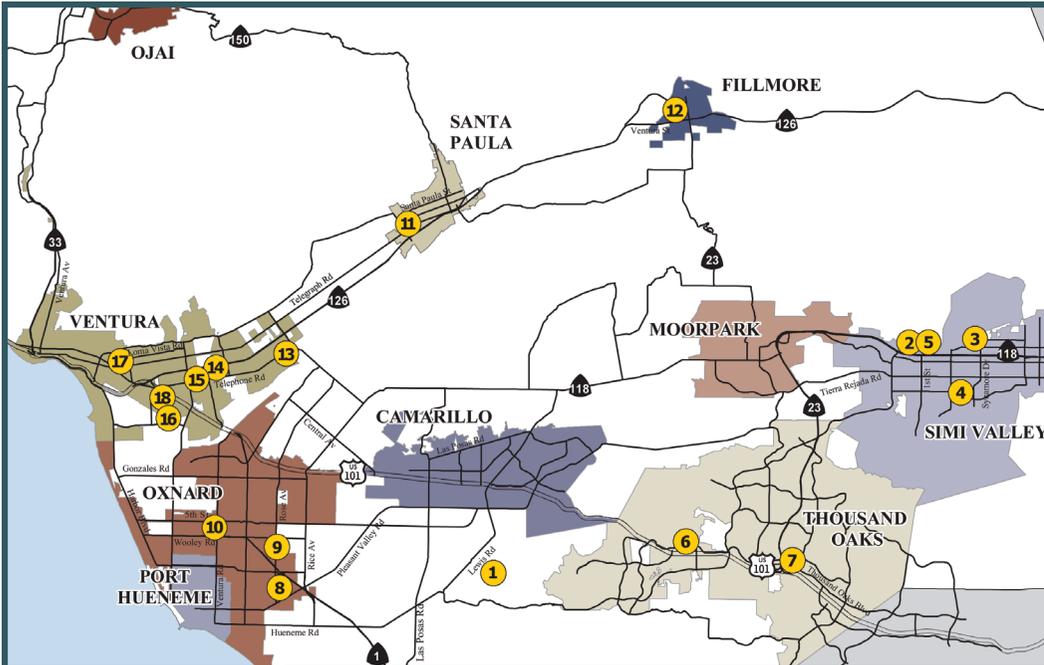
- Strengthened child welfare practices by joining with law enforcement, county counsel and the District Attorney to form the Child Protection Task Force

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

- Begin implementing federal health care reform, which will include expanding coverage to residents who are uninsured, aged, and disabled by 2014
- Continue expanded outreach efforts with FOOD Share and community partners to help low-income, food insecure residents apply for nutrition benefits through the CalFresh program
- On January 1, 2012, launch the first phase of the AB12 Extended Foster Care Program, which will phase in housing and support services for youth up to age 21 who opt to stay in the program
- Provide expanded access to Human Services Agency programs and services in the recently opened Community Conscience "Under One Roof" facility in Thousand Oaks as well as a store-front office in Moorpark

REVENUES & EXPENDITURES

	Fiscal Year 2010-2011	Fiscal Year 2009-2010	Fiscal Year 2008-2009
Revenue Sources			
Federal & State Funds	203.2 million	194.1 million	183.8 million
County Funds	14.0 million	13.1 million	11.2 million
Total Revenue	217.2 million	207.2 million	195.0 million
Expenditure Categories			
Staff Salaries & Benefits	78.3 million	79.9 million	79.8 million
Direct Client Assistance.....	89.6 million	86.4 million	79.0 million
Services and Supplies	49.3 million	40.9 million	36.2 million
Total Expenditures	217.2 million	207.2 million	195.0 million



COUNTY OF VENTURA
HUMAN SERVICES AGENCY
LOCATIONS & Services

LOCATIONS	ADDRESS	PHONE	SERVICES																
			Adoption Services	Adult Protective Services	CalFresh (Food Stamps)	CalWORKS	CAP	Child Welfare Services	Employment Services	Foster Care Services	General Relief	Health Care for Kids	Homeless Services	In-Home Supportive Services	IHSS Public Authority	Medi-Cal	Public Administrator & Public Guardian	Veteran Services	
CAMARILLO REGION			Bus Route*																
1	RAIN Transitional Living Center, Camarillo	(805) 385-1800																	
EAST COUNTY REGION			Bus Route*																
2	East County Children & Family Services Center, 970 Enchanted Way, Simi Valley	(805) 955-2290																	
3	East County Adult & Family Services (Courthouse), 3855-F Alamo Street, Simi Valley	(805) 306-7935																	
4	East County Intake & Eligibility Center, 2003 Royal Avenue, Simi Valley	(805) 584-4842																	
5	East County Job & Career Center, 980 Enchanted Way, Simi Valley	(805) 955-2282																	
6	Veteran Services (Supervisor Linda Parks' Office), 625 W. Hillcrest Drive, Thousand Oaks	(805) 477-5155																	
7	Thousand Oaks Job & Career Center, 80 E. Hillcrest Drive, Suite 200, Thousand Oaks	(805) 374-9006																	
	Thousand Oaks Intake & Eligibility Center, 80 E. Hillcrest Drive, Suite 200, Thousand Oaks	(805) 449-7320																	
OXNARD REGION			Bus Route*																
8	Oxnard College Job & Career Center, 4000 S. Rose Avenue, North Building, Oxnard	(805) 986-7300																	
	Oxnard Intake & Eligibility Center, 1400 Vanguard Drive, Oxnard	(805) 385-9363																	
9	Oxnard Resource Center, 1400 Vanguard Drive, Suite C, Oxnard	(805) 395-9100																	
	Oxnard Children & Family Services Center, 1400 Vanguard Drive, Oxnard	(805) 240-2700																	
	Homeless Services, 1400 Vanguard Drive, Oxnard	(805) 385-1800																	
10	West Oxnard Job & Career Center, 635 S. Ventura Road, Oxnard	(805) 382-6551																	
SANTA CLARA VALLEY REGION			Bus Route*																
11	Santa Clara Valley Intake & Eligibility Center, 725 E. Main Street, Santa Paula	(805) 933-8300																	
	Santa Clara Valley Job & Career Center, 725 E. Main Street, Santa Paula	(805) 933-8300																	
12	Fillmore Intake & Eligibility Center, 828 Ventura Street, Suite 200, Fillmore	(805) 933-8300																	
	Fillmore Job & Career Center, 828 Ventura Street, Suite 200, Fillmore	(805) 524-8666																	
VENTURA REGION			Bus Route*																
13	Veteran Services (California Veteran's Home), 10900 Telephone Road, Ventura	(805) 477-5155																	
14	HSA Administrative Services Center, 855 Partridge Drive, Ventura	(805) 477-5100																	
	Ventura County Veteran Services, 855 Partridge Drive, Ventura	(805) 477-5155																	
	Adult Protective Services, 1001 Partridge Drive, Suite 365, Ventura	(805) 658-4450																	
15	Public Administrator & Public Guardian (PA & PG), 1001 Partridge Drive, Suite 360, Ventura	(805) 654-3141																	
16	Ventura Children & Family Services Center, 4245 Market Street, Suite 204, Ventura	(805) 654-3409																	
17	Ventura Health Care for Kids, 3147 Loma Vista Road, Ventura	(805) 652-3325																	
	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																	
18	In-Home Support Services, 4651 Telephone Road, Suite 201, Ventura	(805) 654-3260																	
	IHSS Public Authority, 4651 Telephone Road, Suite 201, Ventura	(805) 654-3416																	

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

● Services available at this location. ● Limited hours of service. Call for more information.
 ■ Countywide services available at this location. Call for more information.



COUNTY OF VENTURA



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

www.vchsa.org