



**Expansion**

# *Managing growth through innovation*



**Technology**



**Strategies**



**Children & Families**



**Improvement**



**Partnerships**



**Resources**

*Stanislaus County  
Community Services Agency  
2007 Annual Report*

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District 1  
William O'Brien  
Chairman



District 2  
Thomas Mayfield  
Vice-Chairman



District 3  
Jeff Grover



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Dick Monteith



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Jim DeMartini

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## *Stanislaus County Community Services Agency*



Patrice Dietrich, Interim Director  
 Jan Viss, Assistant Director - Child and Family Services  
 Egon Stammler, Assistant Director - Adult Services  
 Kathy Harwell, Assistant Director - StanWORKs  
 Jackie Davis, Interim Assistant Director - Finance and Operations



## *Community Services Agency - Mission Statement*

To build a stronger community, the Stanislaus County Community Services Agency works with the people of Stanislaus County to help with a safe place to live, access to food, health care, and opportunities to work.

# Message from the Director

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Welcome to CSA's annual report. In the past year we have grown our partnership base to improve program services and enhance community outreach. Consistent with human service agencies statewide, we have been challenged to meet the growing needs of our residents while dealing with increasingly limited resources. One solution is to use innovation to manage growth, a strategy directly connected to the Board of Supervisors priority of Efficient Delivery of Public Services. We are pleased to share what we think are some worthy program and operational advancements that contribute to a Healthy Community.

Learn about our Child and Family Services Division's continuing efforts to keep children safe by expanding the Differential Response Program and partnering with AmeriCorps to bring unique resources to bear in child abuse prevention and parent mentoring. Also, we highlight Team Decision Making as a core competency and inform you about our innovative 'My Home' model that helps former foster youth enrolled in the Transitional Housing Program.

Our Adult Services Division performs admirably in facing the challenges of protecting the elderly, so we let you know about the resourceful strategies they use to meet service needs with limited funding. Also noteworthy is the Division's focus on professional development.

Please read about how our StanWORKs Division emphasizes Food Stamps outreach, handles the TANF reauthorization requirements, and uses technology, like document imaging, to enhance public assistance service delivery. We are particularly proud of the fact that Stanislaus is one of only four counties statewide that has an online food stamps application process, C4 Yourself, available to the public. Our fraud prevention efforts deserve mention since the results ensure the integrity of our program services and redirect valuable resources to only those truly eligible families in need.

As we close out 2007, we wish to extend our thanks and congratulations to Ken Patterson, our former Director, who left the County effective November 9, 2007 to take on new challenges as Managing Director for Casey Family Programs in Seattle, Washington. Ken's visionary leadership and passion for community social services was a great benefit to Stanislaus County; he will be truly missed. A full recruitment will be conducted to secure the best candidates for the position of CSA Director. We anticipate the new CSA Director will be on board in late Spring 2008. In the interim, the CSA Executive Team and I remain committed to continued excellence in customer service.

We are grateful for the leadership provided by the Board of Supervisors, and the support of our many County and Community partners with whom we share the vision and commitment to work towards ending poverty and family violence in Stanislaus County.



Patrice Dietrich  
Interim Director



*Left: Community Services Agency Executive Team. From left to right, Egon Stammler, Jan Viss, Patrice Dietrich, Jackie Davis, and Kathy Harwell*

# Strategies to Support Children and Families

## Team Decision Making Strategy

The Team Decision making (TDM) process has become an integral part of the local placement decisions for children at risk of abuse and neglect in their current home environment. A core strategy of the Family to Family model, TDM brings together caseworkers, multi-disciplinary professionals, birth families, and community members, to help decide whether children can be returned safely to their homes, or placed in the Foster Care system. Exceptions to TDM involve cases of severe child abuse and neglect, where the agency has no other choice but to remove children from the home.



The Child and Family Services Division implemented the TDM process several years ago. Its use has grown steadily as part of the child welfare improvement efforts to make the best decisions about child removal, placement moves, reunification, or other permanent plans. Although the agency retains the final decision on all mandated child safety issues, the involvement of family and community members, service providers, and agency staff in placement decisions helps to ensure a support network for

the children and the adults who care for them. This effort is intended to accomplish multifaceted goals like securing community resources to support the family, facilitating the family's understanding of what it needs to address the child's safety and permanency needs, improving safety assessments, and promoting consensus on permanency plans.

With two dedicated full time TDM facilitators, this agency is invested in trying to provide the most stable and safe environment for children involved in the child welfare placement process.

Effort is directed at placement planning and intervention before the child is placed, with the emphasis on safety and avoidance of multiple placements. The TDM strategy is a valuable tool to ensure consistency and accountability in the placement decision making process. Making TDM a part of child welfare business practices is a positive move in attempting to ensure the best possible outcomes for local children subject to abuse and neglect.

## Transitional Housing for Former Foster Youth

*...an innovative 'My Home' model that allows former foster youth to live in the home of a lifelong connection/host family while they develop necessary life skills.*

It's an unfortunate fact that the majority of young adults who 'age-out', or emancipate, from Foster Care struggle to attain self sufficiency. Most lack the support system that can help them continue their education, obtain a job, or find adequate housing. To meet the needs of transitioning young adults in Stanislaus County, the

Child and Family Services Division has instituted county permanency practices that help foster youth develop and maintain permanent connections with a person of their choice, a 'lifelong connection'. This person is able to provide the emotional and practical support, and in some cases a stable home, necessary to guide these young people into adulthood. The lifelong connection can be a relative, a previous foster caregiver, or any adult who has fulfilled the role of an emotional supporter.

As part of this effort, the Transitional Housing Placement (THP) – Plus program was implemented in July 2006, using an innovative 'My Home' model that allows former foster youth to live in the home of a lifelong connection/host family while they develop necessary life skills. Although the THP-Plus program is mandated, this agency developed the unique

'My Home' model that has received national recognition for its effective combination of lifelong connections, financial assistance, case management, and supportive services.

THP-Plus serves former foster youth, ages 18-24. Lifelong connections, and other adults in the host family, are assessed to determine if they are viable candidates for THP-Plus. Upon approval to participate in the program, the youth and their lifelong connections receive help in developing a shared set of responsibilities and expectations that are documented in Team Responsibilities Guidelines and Shared Housing Agreements. During the two year program, former foster youth receive comprehensive supportive services, such as case management, mental health services, educational advocacy, and job readiness, and the adults receive a monthly rental subsidy that gradually becomes the payment responsibility of the youth participants.

THP-Plus has grown to accommodate up to 20 youth participants at one time, but with up to 50 young adults recently emancipated from Foster Care at a given time in our community, it's safe to say that the program has room to grow. A welcome safety net for transitioning foster youth, THP-Plus enables these young adults to reside in stable home environments where they receive the support needed to help them become functioning members of society, a desirable outcome.

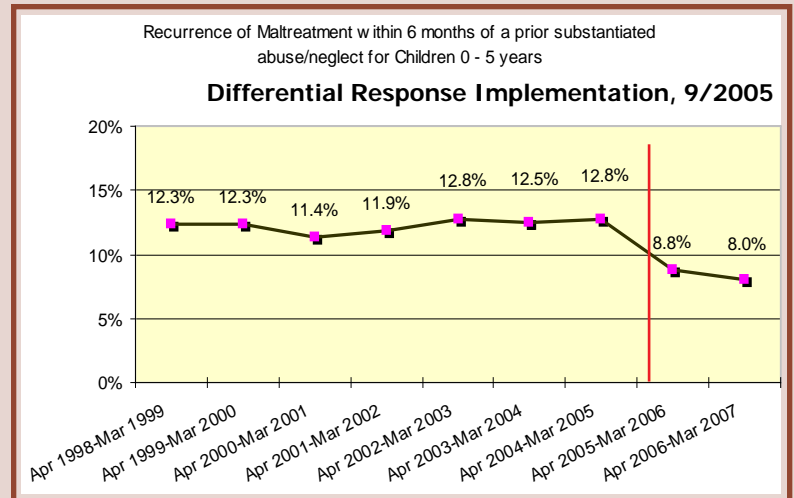
## Differential Response Expansion

Committed to child welfare improvement and the California Family to Family Initiative, the Child and Family Services Division launched the Differential Response (DR) program in 2005, using neighborhood based Family Resource Centers (FRC) and other community partners to provide services to children and families at the earliest signs of trouble. The DR program successfully expanded countywide in 2007, ensuring that all local communities have access to child safety resources.

Child abuse prevention is a critical factor in helping to sustain a healthy community, and DR services aim to improve the lives of children and families by engaging local communities and neighborhoods to reach out to families in distress. DR does not replace Child Protective Services, but instead acts as a community outreach tool that provides early intervention services targeted at child safety. This allows DR providers to support or assist families determined to be at low risk, or involve CPS if the situation is more serious.

This agency, in partnership with the Stanislaus County Children's and Families Commission, has developed a strong base to grow the DR program via training and coordination efforts with the DR community providers. Achievable results are predicated on DR providers receiving the appropriate training, such as learning to use strength-based assessments, family engagements, and supportive services, as well as culturally sensitive parenting and discipline alternatives.

In addition to FRC's, DR resources include Public Health Nurses to deal with high risk infants, and the Center for Human Services to assist with unique teen challenges. The multidisciplinary team meeting process is used to keep all partners engaged and up to date on program issues. Performance outcomes are critical to program success, and since the implementation of DR services in September 2005, the County has realized a decrease in the recurrence of maltreatment for children ages 0-5 years who sustained substantiated abuse in the past six months. This statistic represents a step in the right direction to ensure safe and stable homes for all children in our community.



## AmeriCorps Family Advocates



The Child and Family Services Division partners with AmeriCorps to provide services to at risk families on the verge of entering the child welfare system, and to support families who have reunited after entry into the system. AmeriCorps, a program of the Corporation for National and Community Service, provides intensive services to meet the critical needs of a community in such areas as education, health, public safety, and the environment. In addition to providing vital community services, the individuals who work for AmeriCorps receive training and work experience, develop job skills, and earn an education award that can be used for college or graduate school. AmeriCorps fosters community involvement at the grass roots level. Thus, an effective partnership has been forged to help improve the lives of children and families in Stanislaus County.

This innovative program allows local community members to work at Family Resource Centers in the role of family advocates, providing Differential Response services to families at risk by making home visits, helping families to engage in appropriate problem solving, offering information and referral about community services, and conducting outreach activities.

In addition, the agency has had success in recruiting adults, previously involved in the child welfare system, who have turned their lives in a positive direction and are on the path to self sufficiency. Their experiences make them uniquely qualified to act as mentors to parents participating in the child welfare system. The AmeriCorps family advocates assist the social worker in helping struggling parents overcome the barriers preventing them from providing a safe home environment for their children.

The program, now grown to ten AmeriCorps 'members', has helped hundreds of local families by providing early intervention and prevention services that can help a family avoid the child welfare system, as well as offering needed support to parents trying to reunite their families. It's an innovative approach to help keep children safe.

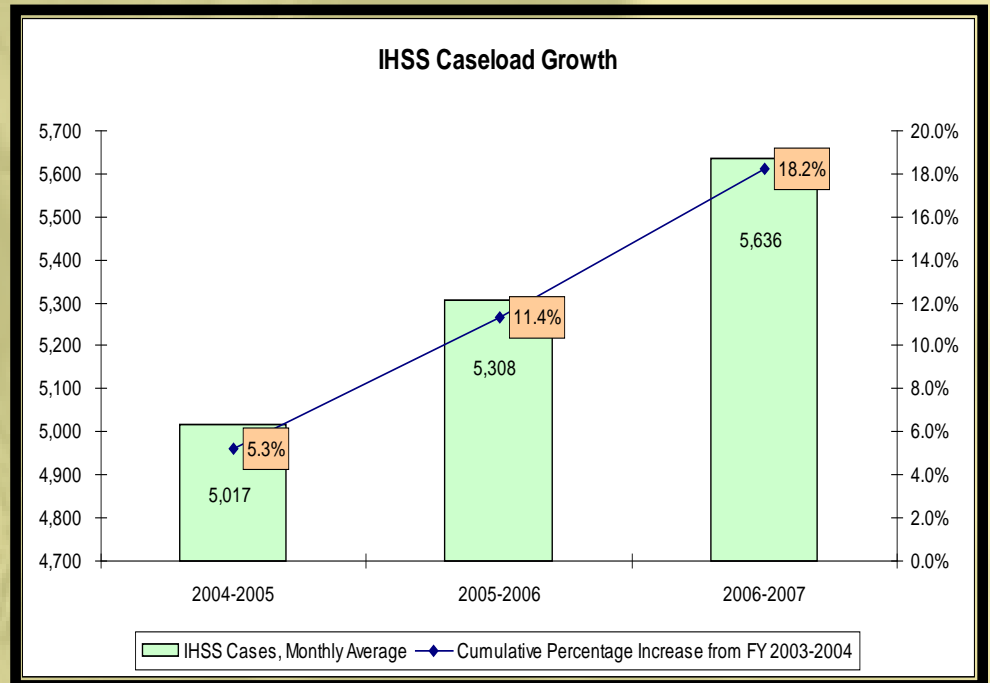
# Continuing to Help an Aging Population

## Adult Services Resource Strategies

How do you handle the challenges of a growing local need for adult services in a time of limited funding? If you are the CSA Adult Services Division, you respond by deploying innovative resource strategies, with an eye toward continuing advocacy efforts to educate state law makers on the need for additional program funds.

Both the Adult Protective Services (APS) program and Multipurpose Senior Services Program (MSSP) revised their business practices to cover funding shortfalls by fully utilizing partnership resources, both external and internal, to ensure that client services are provided timely and effectively. APS turns to partner agencies to assist clients after APS investigations of elder/dependent adult abuse or neglect are completed; MSSP staff work with community based organizations to provide client services that enable elderly adults to remain safely in their own homes. Also, if APS and MSSP clients are linked to the In-Home Supportive Services (IHSS) program, IHSS case workers assist with joint client services, an effort that produces a more efficient use of division resources.

APS and MSSP budget strategy leaves authorized positions vacant in order to ensure funding is available to meet the basic health and safety services needed by clients. The effect on MSSP case worker caseloads is a 25% increase, a significant growth factor. The ideal situation is a fully staffed work force, but Adult Services workers realize that reallocating resources and shouldering additional responsibilities are critical to preventing gaps in service when funds are limited.



Accountability, always a standard business practice, is now emphasized in the limited funds environment. For example, MSSP compares vendor costs in an effort to ensure the purchase of the most cost effective services, without endangering clients.



The ever growing IHSS program continues to strain agency resources, but the Adult Services Division steadfastly carries out its mandate to help elders remain in their homes, preserving their dignity and independence, and preventing the costly premature placement in long term care facilities.

The Adult Services Division, always cognizant of the mandates to protect the vulnerable elderly and dependent adult population, has effectively managed its limited funding by reallocating available resources, selecting cost beneficial services, and using partnerships to help provide client services. In addition, the division will continue working with local partners on legislative advocacy efforts aimed at increasing funding for Adult programs.

## Professional Growth

The Adult Services Division offers unique educational opportunities in order to develop the type of workforce that can deal effectively with a growing aging population. A major accomplishment is the addition of the Masters in Social Work program for Adult Services professionals. This program offers five slots for qualified individuals who wish to pursue a graduate degree in adult services social work by completing coursework at California State University, Stanislaus. During their two year internship, the MSW interns provide valuable assistance to Adult Services case workers by connecting clients with resources, performing follow-up visits, and arranging transportation.

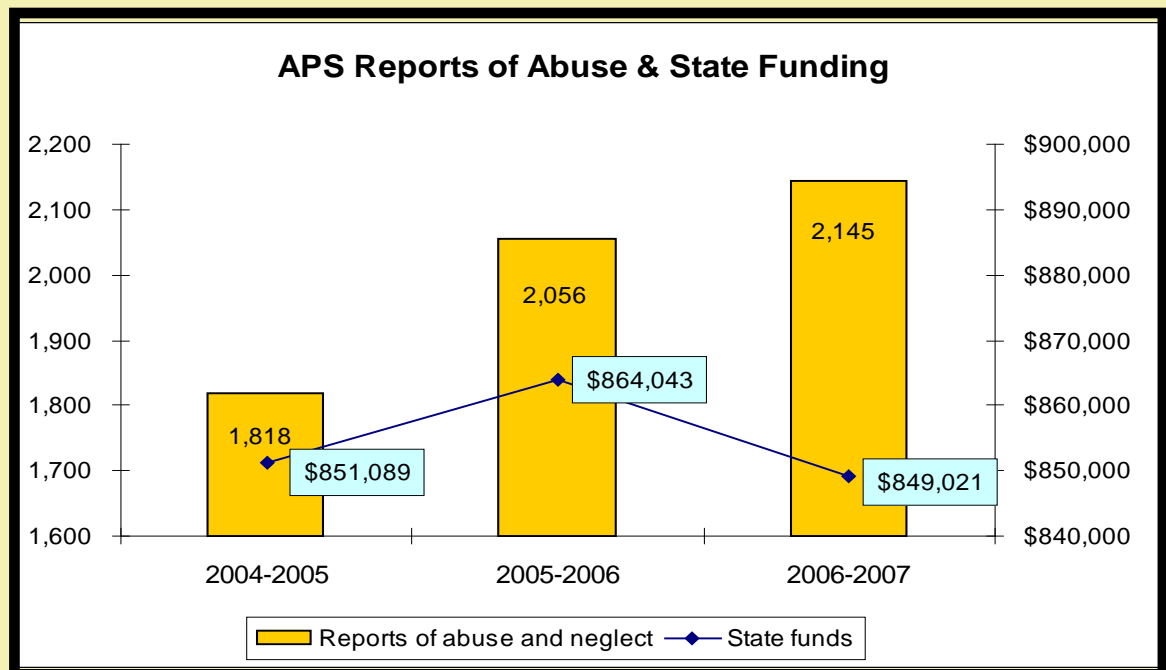


*During their two year internship, the MSW interns provide valuable assistance to Adult Services case workers by connecting clients with resources, performing*

Adult Services has taken advantage of educational programs coordinated by the California Social Work Education Center Aging Initiative, such as the online gerontology

certification program offered by the Institute for Geriatric Social Work at Boston University. Currently,

Adult Services has ten staff participating in this program which provides valuable training on social work practices for the aging. The Adult Services management team realizes the importance of having highly trained, qualified case workers, as well as the value of continuing education that will help position the division to provide the services required by aging local residents.



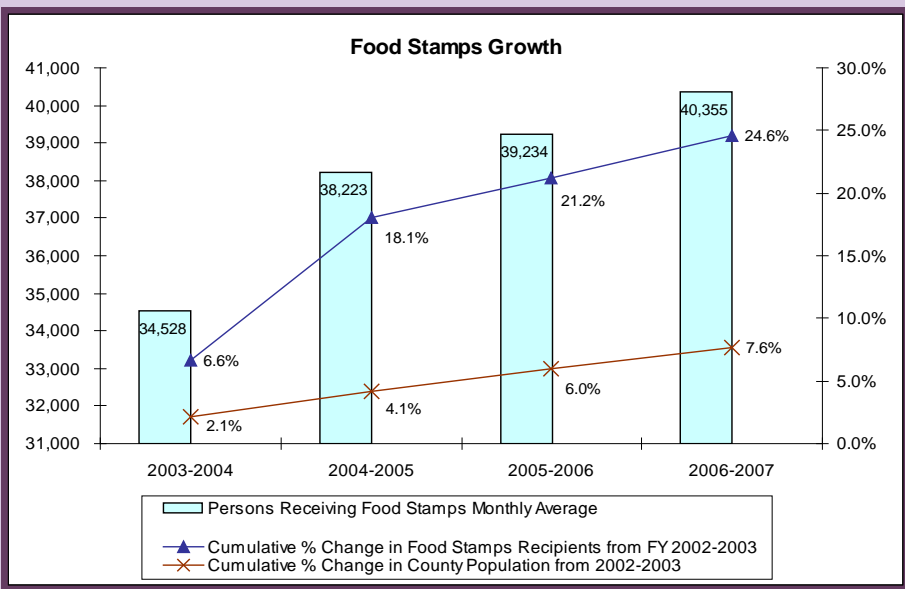
# Addressing the Challenges of Service Delivery

## Commitment to Food Stamps Outreach

It's an economic reality that a significant number of working adults at the national, state, and local level do not earn enough to adequately feed their families. That's why the Food Stamps program exists, to help alleviate hunger by providing benefits to low-income families so they can obtain nutritious food to sustain themselves. In Stanislaus County alone, over 40,000 people per month received Food Stamps benefits during FY 2006-2007. In just the past four years, the number of Food Stamps participants has increased almost 25%, whereas the county population grew by about 8%. These numbers reveal the growing food deficit endured by many county residents, as well as the continuing outreach efforts by the StanWORKs Division and their partner agencies to enroll eligible residents in the Food Stamps program.

Even with growing participation in the Food Stamps program, local economic census data indicate that there are still many low-income and poverty level individuals and families that can benefit from being enrolled in the program. To help address this need, StanWORKs has grown its Food Stamp outreach efforts to now include Family Resource Centers, in addition to the existing partnerships with libraries, shelters, and food banks. These centers, available throughout the county, provide social services to children and families, and it's a logical extension to offer educational material on the Food Stamps program as a means to help ensure a healthy community.

An innovative outreach milestone was achieved recently with the implementation of the online Food Stamps application system, 'C4 Yourself'. Stanislaus joins Merced, Riverside, and San Bernardino as the only counties statewide to offer an internet based Food Stamps application process. This system was developed by the California Statewide Automated Welfare System C-IV project, of which these four counties are the original members, and funded by a grant from the Federal Food and Nutrition Service. The secure website offers a streamlined, convenient process for applicants, making their visit with case workers more efficient since the data is readily available online for eligibility determination reviews. Community based organizations, in partnership with StanWORKs, will perform Food Stamps and C4 Yourself outreach, marketing, and application assistance. Visit the website at [www.c4yourself.com](http://www.c4yourself.com).



From an economic perspective, Food Stamps return \$3 to the community for every \$1 in

*From an economic perspective, Food Stamps return \$3 to the community for every \$1 in benefits issued.*

benefits issued. With almost \$50 million in benefits issued during FY 2006-2007, the Food Stamps program increases the purchasing

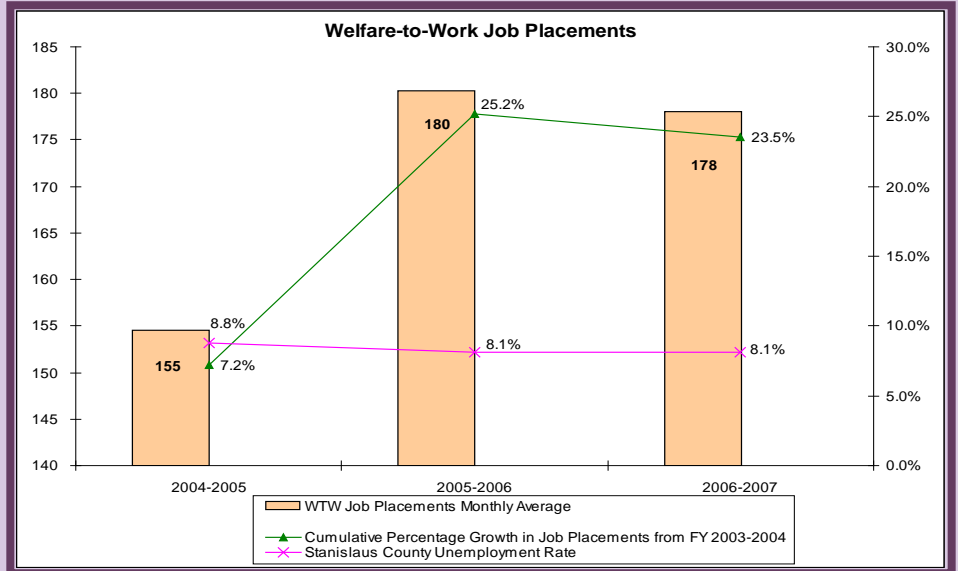
power of the recipients and puts money back into the local economy. 2007 marks the 30th anniversary of the Food Stamps program in its current form, and StanWORKs will continue to promote the delivery of a vital service that addresses the nutritional needs of the working poor.



## Temporary Assistance to Needy Families (TANF) Reauthorization

Welfare reform is an ever evolving process. The cash aid program for families is currently known as Temporary Assistance to Needy Families (TANF) at the Federal level, CalWORKs at the State level, and StanWORKs here in Stanislaus County. In addition to the cash aid time limits and work activity requirements welfare reform enacted several years ago, the current TANF reauthorization legislation, enacted with the passage of the Deficit Reduction Act of 2005, establishes outcome measures focused on employment and work participation rates of cash aid recipients as they transition from welfare to work.

The StanWORKs Division has always strived to promote employment and provide the needed services required for cash aid recipients to become self sufficient, of which the Welfare-to-Work program is a key component. Job placements for Welfare-to-Work (WTW) customers have increased more than 23% over the past two years, even with a local unemployment rate averaging over 8% during the same time period. However, in order to deal effectively with the challenges of TANF reauthorization, StanWORKs revamped its Welfare to Work Plan to address the new work performance measures and implemented innovative strategies to enable cash aid recipients to have a successful WTW experience. Examples follow:



StanWORKs revamped its Welfare to Work Plan to address the new work performance measures and implemented innovative strategies to enable cash aid recipients to have a successful WTW experience. Examples follow:

- In early 2007, StanWORKs opened a second full service facility to StanWORKs customers in Turlock, in partnership with many of the community based organizations and government agencies that provide services, such as mental health and employment assessments. Improved access to services helps keep customers engaged.



- An online job postings site, provided via a partnership with the Alliance Worknet, is a resource tool used by case workers to provide job leads to WTW customers. This is an effective way to identify unsubsidized job opportunities.

- Case workers are utilizing an early engagement strategy to move CalWORKs customers into WTW activities as soon as possible. The goal is to screen new cash aid customers for learning disabilities, domestic violence, mental health, and substance abuse issues within ten days of their approval for cash aid. This allows a quick turnaround to identify and arrange for needed services that can help customers remove barriers that prevent self-sufficiency. New customers ready to move to work without delay are immediately scheduled for

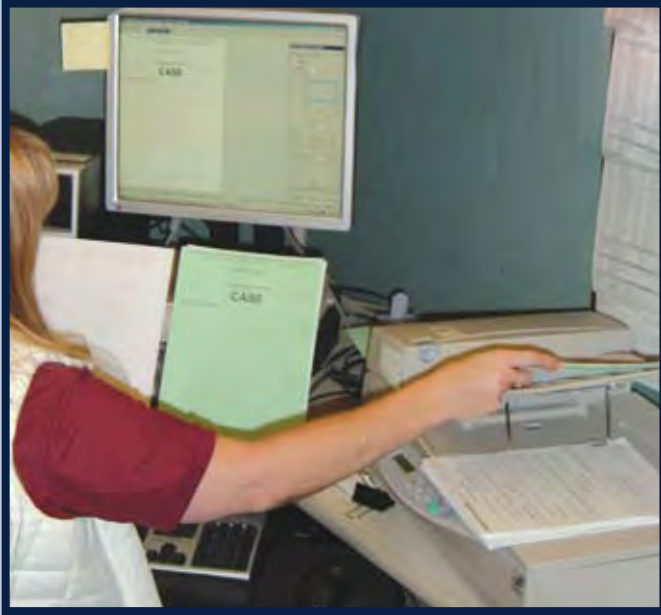
WTW orientation or offered job leads from the online job site.

- StanWORKs is conducting a request for proposal process to solicit innovative service delivery plans from human services providers in an effort to help achieve new program performance standards and implement new Welfare to Work guidelines. Those providers selected for an award will partner with StanWORKs to enhance WTW customers' participation in work related activities that can lead to full-time employment.

Celebrating customer success stories reveal how agency services benefit individuals as well as the community. So as StanWORKs implements the strategies needed to meet new federal performance measures, customer achievements will be highlighted in a quarterly newsletter, 'Footprints', that will keep focus on the agency's mission to help local residents in need by providing services that can keep them safe, sheltered, fed, and on the path to self sufficiency.

# Improving Customer Service and Operations via Innovative Technologies

## Document Imaging



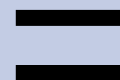
Imagine the logistics involved in dealing with all the paper generated by providing public assistance to tens of thousands of local residents. Individual case files can become massive folders, several inches thick, containing government forms, vital statistic documents, and hand written case plans. Physical storage becomes an issue with space limited work spaces and file rooms, necessitating the acquisition of offsite locations required to deal with record retention requirements. Fortunately, the C-IV automated welfare system, implemented in 2004, offered a business solution to integrate electronic imaging of case files with the automated case management system, adhering to information technology industry standards. Thus, all relevant case information can be available at the touch of a keyboard instead of searching for paper documents. Sounds good in theory, but in order to reap the benefits of a paperless environment, this agency first needed to mobilize resources to accomplish the monumental task of physically scanning case file documents into an electronic repository.

Led by the StanWORKs Division, a comprehensive plan was set in motion to transition all active public assistance case files to the imaging system. This primarily impacted the CalWORKs, Medi-Cal, Food Stamps, and Welfare-to-Work programs. The conversion process involved a coordinated effort among case workers and support units, including records management, office services, and the imaging staff responsible for scanning documents into the imaging system. Document imaging guidelines were developed to instruct case workers on how to deal with a paperless environment, and special file thinning work groups were established to reduce the paperwork contained in existing case files to include only the necessary documents that were then imaged.

*As an example of the volume of paper involved in this process, over the span of 20 months, January 2006 – August 2007, over 6.6 million pieces of paper were imaged.*

These efforts resulted in the successful imaging of all active C-IV case files by the summer of 2007. As an example of the volume of paper involved in this process, over the span of 20 months, January 2006 – August 2007, over 6.6 million pieces of paper were imaged. The savings of time and material are immediate, as efforts are redirected from maintaining and supplying paper files. Also, office and storage space will be available for other uses instead of storing paper files. However, the most important benefit is the improved customer service

provided to people visiting any agency office; case workers can retrieve relevant vital documents online via the integrated C-IV and imaging systems, allowing them to address the customer's issues without delay. The cost avoidance, customer goodwill, and efficient government services provided by the imaging system have already generated a positive return on this agency's investment in innovative technology.



## Wireless Technology in the Field

What better way to demonstrate a commitment to helping the public than by going out into the community to meet directly with local residents to assess their needs. This agency is doing just that, thanks to wireless technology that allows case workers to bring laptop computers to offsite locations or customers' homes and complete online applications for vital services, such as Food Stamps and Medi-Cal. The agency saw a need to utilize wireless technology as a business tool to enhance customer service and the following examples demonstrate the effectiveness of this strategy.



- Adult Services customers are some of the most vulnerable in our community. Just leaving their homes and accessing services can be a challenging experience for many elders with severe disabilities. Through the In-Home Supportive Services Program and the Long Term Care Aged, Blind and Disabled Medi-Cal Program, Adult Services has dedicated four Family Services Specialists to assist customers in the customers' own home to access services. Each of these four Family Services Specialists is equipped with portable laptop computers with wireless internet capabilities that allow the case workers to access the web-based C-IV application program and take applications for Medi-Cal and Food Stamps in the privacy of the customers own home. Adult Services' efforts are paying dividends by providing timely services to a hard to reach population in dire need of support, as well as increasing the efficiency of business operations through better time management and reduced paper flow.

- StanWORKs Scenic outstation case workers provide public assistance intake services at various medical and community resource locations throughout the county. The case workers are now equipped with laptop computers that have wireless capabilities, as well as portable printers, when they visit these offsite locations. The technology allows the case workers to access the C-IV automated case management system in order to complete online CalWORKs, Medi-Cal, and Food Stamps applications for

eligible customers. Prior to wireless laptops, a paper application was completed offsite and the data was entered into the C-IV system upon return to the office. The addition of wireless technology reduces this process by half, saving time and resources.

Overall, agency experience shows that wireless technology improves customer service, saves time and resources, and contributes to effective business operations.

## Online Supply Orders

Improvements to internal business operations can lead to better utilization of resources, and that's what happened when this agency's Office Services unit took the initiative to transition the ordering of office supplies to an online process. Office Services worked with its primary office supply vendor to arrange access to the vendor's secure internet-based application, and now agency supply clerks order supplies online via the vendor website, effectively changing the order process from paper driven to web-based. The online system has the appropriate security and approval edits necessary to ensure accountability.

Benefits include:

- The transition to just-in-time inventory practice eliminates the need to maintain a large stock of office supplies, and frees up facility space for other uses.
- Orders are specific to units so the vendor packs accordingly, allowing quick delivery to the unit upon receipt, thus eliminating the need for stock clerks to sort through inventory to complete the order.
- An efficient paperless process generates an overall savings in resources. Employees get the supplies when they need them in a minimum amount of time and with minimal effort, at no additional cost to the agency.



# Summary Operations Data

	Fiscal Year ended June 30, 2007	Fiscal Year ended June 30, 2006	Fiscal Year ended June 30, 2005
	<i>FY 2006-2007</i>	<i>FY 2005-2006</i>	<i>FY 2004-2005</i>
<b>Overall Financial Operations</b>			
Community Services Agency (CSA) Fund	\$218,301,283	\$209,397,407	\$199,936,145
Other Financing Uses: Operating Transfers	3,698,265	2,249,612	1,645,499
Total Community Services Agency Fund Operations	\$221,999,548	\$211,647,019	\$201,581,644
Public Authority (PA) Fund	3,734,240	3,098,494	1,010,287
<b>Grand Total CSA &amp; PA Combined Operations</b>	<b>\$225,733,788</b>	<b>\$214,745,513</b>	<b>\$202,591,931</b>

## Community Services Agency (CSA) Fund

### Expenditures

Labor: Wages & Benefits	\$55,971,939	\$53,269,054	\$50,259,691
Operating Costs	19,654,846	17,133,362	12,011,435
Direct Services	63,389,318	60,177,819	58,197,462
Cash Aid	79,285,179	78,817,172	79,467,557
<b>Total CSA Expenditures</b>	<b>\$218,301,283</b>	<b>\$209,397,407</b>	<b>\$199,936,145</b>

### Matching Revenues

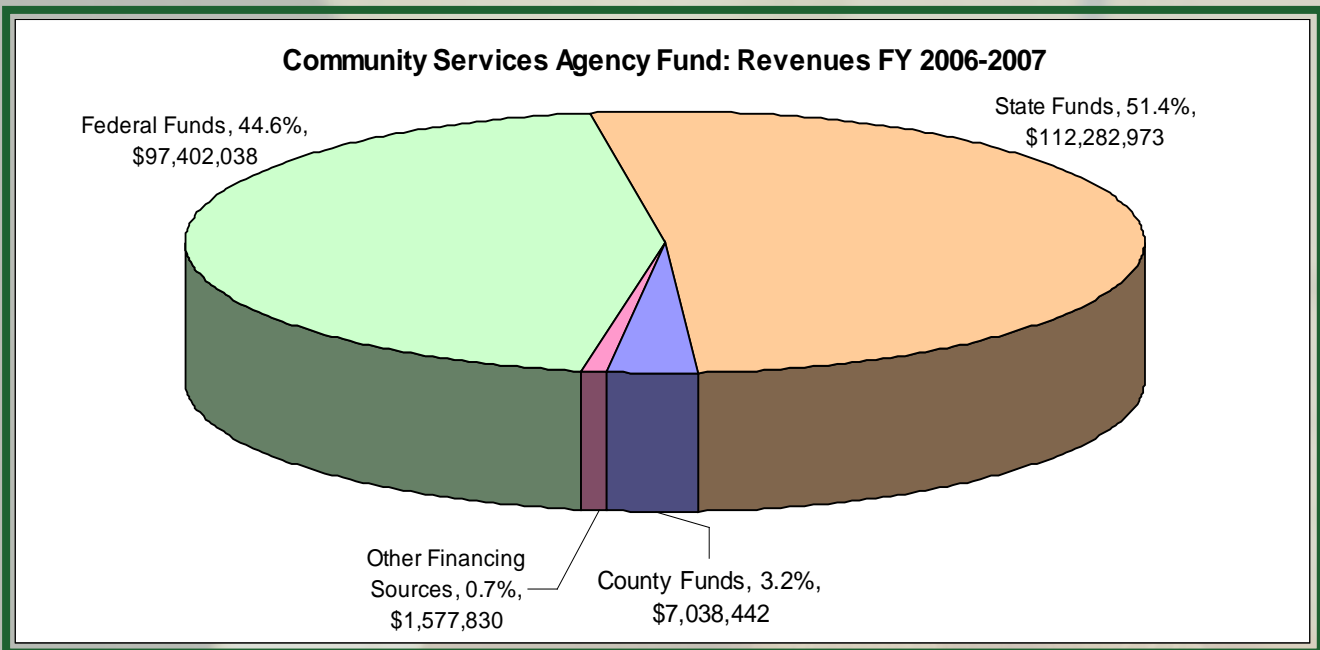
Federal	\$97,402,038	\$86,549,930	\$86,772,722
State	112,282,973	115,132,972	105,260,650
County	7,038,442	4,577,560	5,888,186
Other Sources	1,577,830	3,136,944	2,014,587
<b>Total CSA Revenues to Match Expenditures</b>	<b>\$218,301,283</b>	<b>\$209,397,407</b>	<b>\$199,936,145</b>

Number of Employees Based on 12 Month Average	842	820	812
Value of Food Stamp Benefits	\$49,904,832	\$45,543,479	\$41,897,335

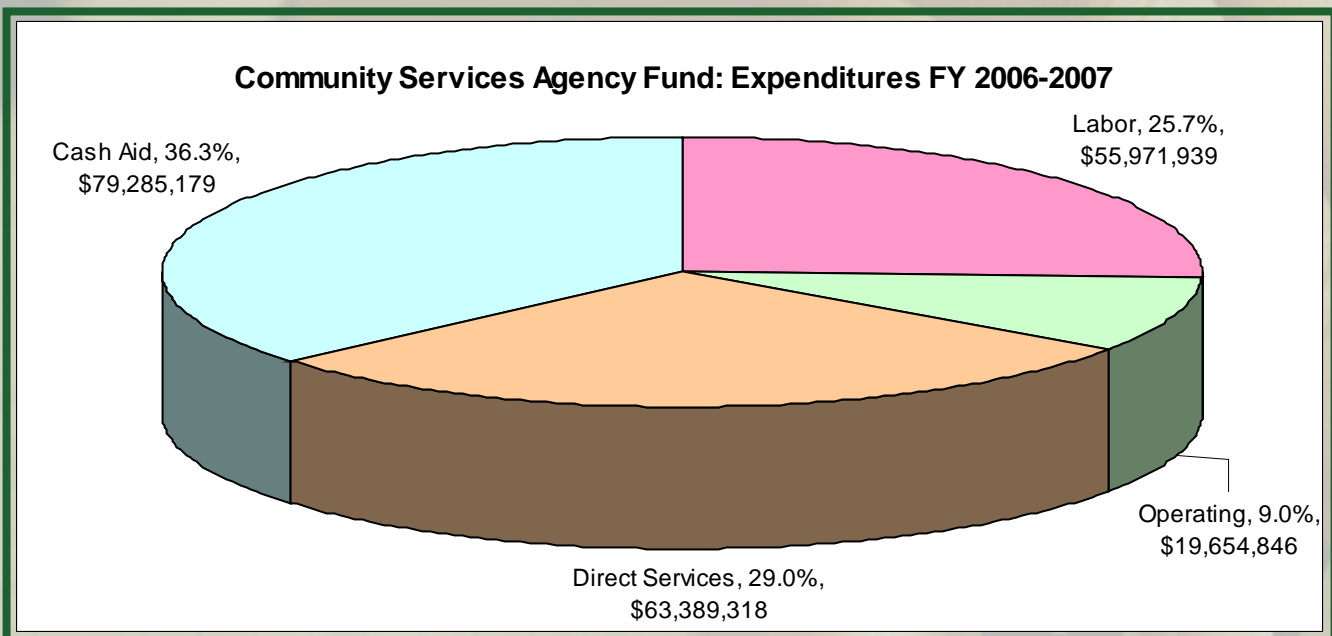
### Number of persons receiving cash aid, direct services, or eligible for services per month based on 12 month average

Program	<i>FY 2006-2007</i>	<i>FY 2005-2006</i>	<i>FY 2004-2005</i>
<b>StanWORKs Division</b>			
CalWORKs Public Assistance	22,966	22,167	21,960
Welfare-to-Work	4,053	4,183	4,002
Food Stamps	40,355	39,234	38,223
Medi-Cal	112,505	113,970	116,172
<b>Child and Family Services Division</b>			
Child Welfare Services	2,204	2,316	2,198
Foster Care	510	545	627
Adoptions Assistance	1,015	1,004	939
<b>Adult Services Division</b>			
Adult Protective Services	722	554	433
General Assistance	331	321	347
In-Home Supportive Services	5,636	5,308	5,017

CSA's overall budget goal is to provide the maximum level of services possible by leveraging local funding to draw down Federal and State funding to benefit the community. During FY 2006-2007, 96.8% of all CSA Fund program services and operations were funded with Federal/State dollars; the county share represents just 3.2% of the total CSA budget.



The majority of CSA expenditures represent cash aid and direct customer services for needy families in our community, with only 9% of the total budget dedicated to operations support costs. We believe this measure demonstrates our commitment to program services and our accountability for the public funds we receive.

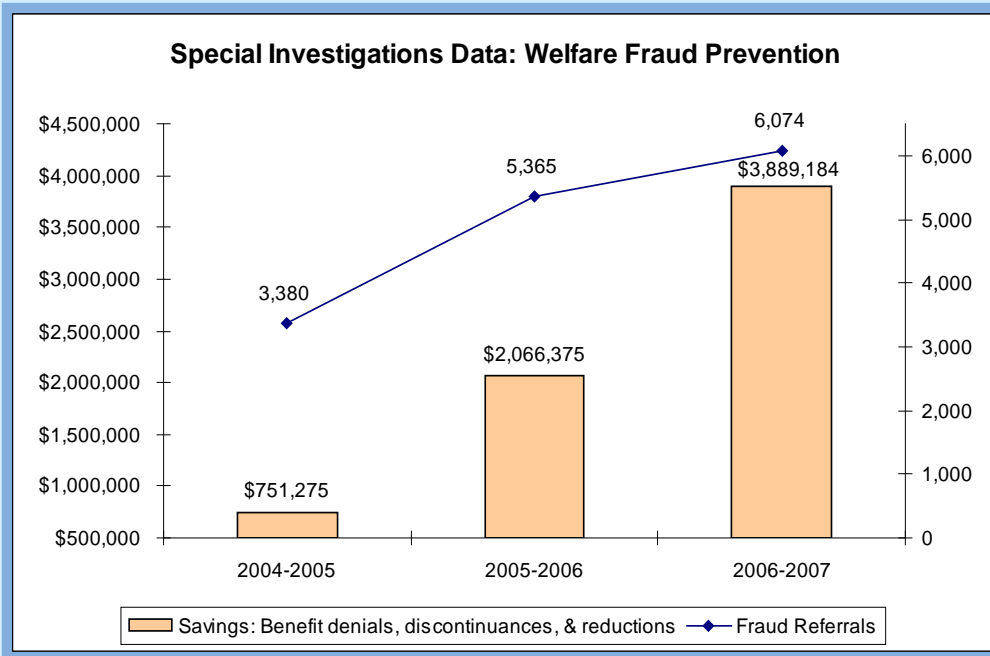


# Managing Risk

## Fraud Deterrence

All government agencies need to be accountable to the public for the use of taxpayer funds. To fulfill this responsibility, this agency employs a Special Investigations Unit (SIU) to help deter welfare fraud. Staffed by sworn peace officers, technicians, collectors, eligibility staff, clerical staff, and a Deputy District Attorney, SIU enforces program and agency

integrity through awareness, detection and prevention of fraud while promoting personal accountability through recovery and prosecution. Here are some examples of how this mission statement is put into practice:



- SIU business operations emphasize fraud prevention review on the front-end of the public assistance process in order to avoid issuing fraudulent aid benefits. To accomplish this goal, SIU conducts fraud training for all case workers who perform benefits eligibility determinations and handle intake and continuing aid cases. Workers are trained to recognize potentially fraudulent situations and activities. The training efforts have led to a significant increase in fraud referrals for SIU action, resulting in a corresponding

increase in the amount of benefits denied, discontinued, and reduced. As an example, this cost avoidance method generated \$3.9 million in savings during FY 2006-2007, an 88% increase over the previous fiscal year's savings of \$2.1 million. These funds can be used to provide benefits to the needy in our community who are legitimately entitled to public assistance.

- SIU continues to partner with the District Attorney's Office to prosecute welfare fraud offenders and obtain restitution of fraudulently obtained public assistance. When warranted, the SIU investigators work diligently with a Deputy District Attorney assigned to SIU to pursue criminal prosecutions. This effective fraud deterrent practice led to 107 criminal convictions during FY 2006-2007, a 60% increase over the previous fiscal year's convictions of 67.



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- The implementation of the C-IV automated welfare case management system several years ago is paying dividends as both case workers and SIU staff can record information online when potential fraud events occur, instead of exchanging paper that can lead to delays in preventing fraud. Automation has made it easier for case workers to document and submit fraud referrals, providing an effective work flow that increases the efficiency of government operations.

## Selected State and County Demographics for 2006<sup>1</sup>

Characteristic	Category	California % or Estimate	Stanislaus % or Estimate	Interpretation
	Total Population	36,457,549	512,138	Stanislaus' population is 1.4% of the total State population
Age	Median age	34.4	31.6	Stanislaus' population is younger than the total State population
	Under 5 years	7.3%	7.9%	
	18 years and over	73.9%	71.2%	
	25 years and over	63.5%	60.4%	
	65 years and over	10.8%	9.9%	
Race	Hispanic or Latino	35.9%	38.4%	Stanislaus' population consists of more Hispanics and less Asians and Blacks than the total State population
	Asian	12.3%	5.4%	
	Black or African American	6.2%	2.7%	
Education <sup>2</sup>	High school graduate or higher	80.1%	73.8%	Stanislaus' population is less educated than the total State population
	Bachelors degree or higher	29.0%	15.4%	
Economic	Median household income	\$56,645	\$48,566	Stanislaus' population is poorer than the total State population
	Median family income	\$64,563	\$53,624	
	Per capita income	\$26,974	\$21,523	
	Families below poverty level	9.7%	11.2%	
	Individuals below poverty level	13.1%	14.3%	
Labor	In labor force (age 16 and over)	64.5%	62.2%	Stanislaus' population is less likely to be employed than the total State population
	Unemployment rate <sup>3</sup>	4.9%	8.0%	

<sup>1</sup> Source: U.S. Census Bureau, American Community Survey

<sup>2</sup> Rates pertain to population ages 25 years and over

<sup>3</sup> Source: California Employment Development Department, Unemployment Rates

## Community Services Agency Locations and Contact Information

Stanislaus County Community Services Agency  
251 E. Hackett Road, Modesto  
(209) 558-2500  
[www.csa-stanislaus.com](http://www.csa-stanislaus.com)

### Turlock Offices

•101 Lander Avenue, Turlock  
•275 3rd Street, Turlock

(209) 664-8150  
(209) 664-8287

Riverbank CASA  
2201 Morrill Road, Riverbank

(209) 552-2401

Families in Partnership  
1920 Memorial Drive, Ceres

(209) 547-2181

Link 2 Care  
In-Home Supportive Services Public Authority  
305 Downey Avenue, Modesto  
[www.stanlink2care.org](http://www.stanlink2care.org)

(209) 558-4787

Scenic Outstation  
1014 Scenic Drive, Modesto

(209) 558-4820

Hughson Collaborative  
2413 3rd Street, Hughson

(209) 558-4564

West Modesto Community Center  
401 Paradise Road Bldg E, Modesto

(209) 558-5034

### Program/Category

Local Telephone Number

800 Number

**Adult Protective Services Hotline**  
**Child Protective Services Hotline**

**(209) 558-2637**  
**(209) 558-3665**

**1-800-336-4316**  
**1-800-558-3665**

In-Home Supportive Services  
Adoptions & Foster Care  
Child Care  
Public Assistance

(209) 558-3974  
(209) 558-2110  
(209) 558-2332  
(209) 558-2777

### State Fraud Hotlines

- Medi-Cal 1-800-822-6222
- Welfare 1-800-344-8477

• CalWORKs (TANF)  
• Food Stamps  
• Medi-Cal

Fraud

(209) 558-2020

*Stanislaus County  
Community Services Agency  
251 East Hackett Rd  
Modesto, California 95358  
[www.csa-stanislaus.com](http://www.csa-stanislaus.com)*