

THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS
ACTION AGENDA SUMMARY

DEPT: CCA Community Services Agency

BOARD AGENDA # *A-3a

Urgent Routine

AGENDA DATE June 3, 2008

CEO Concurs with Recommendation YES NO
(Information Attached)

4/5 Vote Required YES NO

SUBJECT:

Proclaim the Week of June 23, 2008 as Family Services Specialist Recognition Week

STAFF RECOMMENDATIONS:

1. Proclaim the Week of June 23, 2008 as Family Services Specialist Recognition Week.
2. Request the Chairman of the Board of Supervisors Present a Resolution to the President of the Local Chapter of the National Eligibility Workers Association at the Board Of Supervisors Meeting on June 24, 2008.

FISCAL IMPACT:

There is no fiscal impact associated with this agenda item.

BOARD ACTION AS FOLLOWS:

No. 2008-369

On motion of Supervisor Monteith, Seconded by Supervisor O'Brien
 and approved by the following vote,
 Ayes: Supervisors: O'Brien, Monteith, DeMartini and Chairman Mayfield
 Noes: Supervisors: None
 Excused or Absent: Supervisors: Grover
 Abstaining: Supervisor: None

- 1) X Approved as recommended
- 2) _____ Denied
- 3) _____ Approved as amended
- 4) _____ Other:

MOTION:

Christine Ferraro

ATTEST: CHRISTINE FERRARO TALLMAN, Clerk

File No.

DISCUSSION:

In Stanislaus County, over 130,000 residents rely on Family Services Specialists to accurately, efficiently and compassionately determine their eligibility and assist them in reaching their dream of self-sufficiency. In Fiscal Year 2006-2007, Family Services Specialists were responsible for the accurate issuance of over \$130,479,124 in Cash Aid, Supportive Services, and Food Stamp benefits.

Customers may access assistance at multiple locations throughout Stanislaus County, including Modesto, Ceres, Riverbank, Hughson and Turlock. In addition, Family Services Specialists assist customers throughout the year at health clinics and at community events. Community based locations and outreach events are essential to informing the community about services available to meet their basic needs. Meeting customers in their neighborhood increases the opportunity to share information about CSA's programs and services and promote nutrition, health and well being.

In October 2007, Stanislaus County was one of four counties that began accepting applications through the Internet. "C-4 Yourself" is a web based application process that is administered through the C-IV automated system. Customers may submit applications at any time from a computer that has internet access.

Family Services Specialists in CSA's StanWORKs Division provide assistance to individuals and families applying for and receiving Temporary Assistance to Needy Families (TANF), Welfare-To-Work, Food Stamps, Medi-Cal, Childcare, and Refugee Assistance. Family Services Specialists are vital and serve as the community's safety net for individuals and families in need on a daily basis due to a lack of basic necessities in life, such as shelter, food and health care.

Family Services Specialists provide employment services to families receiving TANF through the Welfare-To-Work Program. Employment services are designed to assist families and individuals to reduce barriers and enhance opportunities for long term employment. Individuals are referred to services that assist in developing job skills through vocational training, work experience, and specialized assessments. Family Services Specialists assisted 2,139 customers enter employment in Fiscal Year 2006-2007.

An essential element in assisting customers in obtaining training and securing employment to help customers acquire access to Childcare. Family Services Specialists work with parents and Childcare providers to ensure the accurate and timely payments. In Fiscal Year 2006-2007, over 1,400 families were enrolled and receiving child care assistance on a monthly basis a total of \$998,351 was issued in direct payments to Childcare providers throughout the county.

Family Services Specialists in CSA's Child and Family Services Division partner with Social Workers and Probation Officers to issue accurate and timely payments for children in Foster Care placement. In Fiscal Year 2006-2007, the Foster Care payments totaled \$9,084,591.

Proclaim the Week of June 23, 2008 as Family Services Specialist Recognition Week

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CSA's Adult Services Division administers the General Assistance Program in which Family Services Specialists provide guidance and professional advocacy services to assist customers with the Social Security application process. In Fiscal Year 2006-2007, over \$333,000 was received in Interim Assistance repayments as a result of the Supplemental Security Income advocacy program.

Family Services Specialists in CSA's Finance and Operations Division have been recognized for their commitment to a high level of program integrity. The Special Investigations Unit is responsible for the prevention, detection and investigation of welfare fraud. In Fiscal Year 2006-2007, fraud collections totaling \$877,593 were identified and are in the process of being collected.

Program integrity and accuracy are also reflected in excellent audit results. In Federal Fiscal Year 2006-2007, Stanislaus County attained a 96% Food Stamp accuracy rate. The National Food Stamp error rate average for this period was 95%. Over the past ten years, Stanislaus County has continued to be one of the top ten California counties who have maintained the best Food Stamp accuracy rate. Stanislaus County has exceeded all Medical performance standards for the past three years. In addition, a compliance and financial audit was conducted by an independent auditor in August 2007 on the Childcare program. The audit resulted in a 4.6% error rate for family fees and a 3% error rate for provider fees. The rate continues to be below the California Department of Education's 5% tolerant level. This level of quality service is due to the work ethic and skills demonstrated consistently by the Family Services Specialists.

Family Services Specialists and Supervisors provide leadership and continue to be involved in numerous community activities including:

- Employer Outreach Events
- Community Health Fairs
- Community Job Fairs
- Donate to United Way
- Participate in the American Heart Walk
- Act as mentors and readers at local schools
- Visit nursing homes
- Participate in the Adopt-a Foster child at Christmas

Family Services Specialists and Supervisors take pride in delivering services in a compassionate and culturally responsive manner.

POLICY ISSUE:

Proclaiming the week of June 23, 2008 as Family Services Specialist Recognition Week supports the Board's priorities of ensuring a healthy community, a strong local economy, effective partnerships and efficient delivery of services.

STAFFING IMPACT:

There is no staffing impact associated with this request.

THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS
STATE OF CALIFORNIA

Date: June 3, 2008

No. 2008-369

On motion of Supervisor Monteith Seconded by Supervisor O'Brien

and approved by the following vote,

Ayes: Supervisors: O'Brien, Monteith, DeMartini, and Chairman Mayfield

Noes: Supervisors: None

Excused or Absent: Supervisors: Grover

Abstaining: Supervisor: None

THE FOLLOWING RESOLUTION WAS ADOPTED:

Item # *A-3a

Proclaim the Week of June 23, 2008 as Family Services Specialist Recognition Week

WHEREAS, the County of Stanislaus takes great pride in the more than 400 Family Services Specialist staff who work with the community in administering public assistance programs and who strive for excellence in their work while providing customer assistance of \$225 million per year to over 130, 000 county residents.

WHEREAS, Family Services Specialists and Supervisors support the Community Services Agency Mission Statement and Strategic Priorities by successfully implementing programs and services, practicing program and agency integrity and promoting innovative effective business strategies while providing excellent customer service. Family Services Specialist staff are located throughout CSA's Divisions – StanWORKs, Adult Services and Child and Family Services.

WHEREAS, Family Services Specialists administer programs to the community through a variety of funding streams that are received annually. This funding is visible through benefits paid to Customers, and payments made to Providers. Customers utilize the benefits to access food, shelter, health care and day-to-day living expenses through retail establishments in the community.

WHEREAS, Family Services Specialists working in partnership with the General Assistance SSI Advocacy Program, was able to recoup \$333,000 Fiscal Year 2006-200707 through Interim Assistance Repayments.

WHEREAS, Family Services Specialists maintain one of the highest Food Stamp Accuracy Rates in the State of California and have met and exceeded all Medi-Cal performance measurement standards.

WHEREAS, Family Services Specialists assisted 2,139 individuals in attaining employment and recalculated benefits, on fraudulent cases, resulting in \$ 877,593 savings to Stanislaus County.

NOW, THEREFORE, BE IT RESOLVED that the Stanislaus County Board of Supervisors does hereby proclaim the week of June 23, 2008 as Family Services Specialist Recognition Week and commend the work of Stanislaus County Family Services Specialists to all members of the community.

ATTEST: CHRISTINE FERRARO TALLMAN, Clerk
Stanislaus County Board of Supervisors,
State of California

Christine Ferraro