

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

DEPT: Chief Executive Office

BOARD AGENDA # B-9

Urgent

Routine

CEO Concurs with Recommendation YES NO

(Information Attached)

AGENDA DATE August 19, 2008

4/5 Vote Required YES NO

SUBJECT:

Approval to Accept the Second Annual Report on the Healthy Community Goals and Performance Measures

STAFF RECOMMENDATIONS:

Accept the second annual report on the Healthy Community goals and performance measures.

FISCAL IMPACT:

There is no fiscal impact associated with this item.

BOARD ACTION AS FOLLOWS:

No. 2008-599

On motion of Supervisor Grover, Seconded by Supervisor DeMartini
and approved by the following vote,

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

Noes: Supervisors: None

Excused or Absent: Supervisors: None

Abstaining: Supervisor: None


1) Approved as recommended

2) Denied

3) Approved as amended

4) Other:

MOTION:



ATTEST: CHRISTINE FERRARO TALLMAN, Clerk

File No.

DISCUSSION:

Background

The Board of Supervisors adopted new priorities for Stanislaus County in April 2005. Department Heads were assigned to teams responsible for developing goals and performance measures to successfully support the priorities. The teams identified measures of success for one year, five years and ten years. The annual measures included the implementation steps to initiate the work required by the goals. The Board of Supervisors adopted the goals and performance measures in October 2005 and directed the priority teams to present an annual report on their performance. This report represents the second annual report of goals and performance measures for the Healthy Community.

Overview

The members of the Healthy Community priority team include Area Agency on Aging/Veterans' Services, Behavioral Health and Recovery Services, Child Support Services, Community Services Agency and the Health Services Agency. The team recommended one goal: Access to services that promote health, self-sufficiency, accountability, protection and independence. Exhibit A outlines the outcomes that the Healthy Community priority team expected to achieve in Fiscal Year 2007-2008 and the actual outcomes achieved. Exhibit A also provides a discussion of Lessons Learned over the past year for each measure.

In order to promote health, the priority team focused on achieving a financially sustainable health clinic system, referrals to prenatal care, Mental Health Services Act programming and the Healthy Aging Summit. In promoting self-sufficiency, the priority team focused on increasing outreach efforts to veterans, usage of the Home-Delivered Meals program, Welfare-to-Work participation rates and the number of caregivers supported by Family Resource Centers. To promote accountability, the priority team focused on meeting or exceeding baseline child support collection and distribution goals. To promote protection, the priority team focused on increasing the number of adoptions, conducting an exercise on mass vaccinations, increasing outreach efforts about elder abuse prevention, and establishing a community Methamphetamine task force. To promote independence, the priority team focused on increasing employment rates and decreasing homelessness for individuals serviced through Mental Health Services Act and AB2034 funding for individuals who are homeless and have a mental illness, and increasing awareness of senior services in the County.

Conclusion

During Fiscal Year 2007-2008, the Healthy Community priority team accomplished the majority of their objectives. Through tremendous County efforts led by the Board of Supervisors, the health clinic system has been preserved through designation as a

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Federally Qualified Health Center Look-Alike and implementation of numerous strategic and operational initiatives. Goals for referrals for prenatal care, health screenings for seniors and veterans, participation in Mental Health Services Act programs and Medi-Cal application processing were achieved and in many cases exceeded the expected outcomes.

Efforts to increase outreach efforts to veterans, participation in the Home-Delivered Meals program, Welfare-to-Work participation rates and the number of caregivers supported by Family Resource Centers were successful, with most outcomes exceeding expectations. Outcomes were also met for child support collection and distribution goals, adoption goals and outreach efforts about elder abuse prevention.

A mass multi-agency vaccination exercise was conducted on October 18, 2007 with over 2,700 flu shots administered in a 4-hour period. The community Methamphetamine Task Force involving regional health, social services, law enforcement and educational agencies was convened on January 24, 2008 with subsequent meetings held in April and July 2008.

While there have been many successes, the priority team has also identified several Lessons Learned and opportunities for improvement. In maintaining a fiscally viable clinic system, the need for additional strategic initiatives will likely continue given public policy at the State and Federal level, coupled with economic conditions. The Work Participation Rate for StanWORKS customers increased from 15% to 17.5%, but missed the goal of reaching 30%, as a result of the economy, local job loss and cuts in state and federal funding for the program. The increase in demand for the Home Delivered Meals program has corresponded to an increase in the cost of fuel and food, and may result in the establishment of a waiting list for the program. The State's elimination of funding for AB 2034 services for individuals who are homeless and have a mental illness during the first quarter of 2007-2008 resulted in some service disruption related to employment services.

POLICY ISSUE:

The report on the goals and performance measures for a Healthy Community provides the Board of Supervisors with a progress report on the efforts to support the Board commitment to our community's health.

STAFFING IMPACT:

There are no staffing impacts associated with this item.



GOALS AND PERFORMANCE MEASURES

BOARD PRIORITY

The Stanislaus County Board of Supervisors is committed to providing excellent community services and we charge the organization to effectively manage public resources, encourage innovation and continuously improve business efficiencies.

In collaboration with public and private partnerships we strive for:

A healthy community

PRIORITY TEAM

- Aging and Veterans' Services
- Behavioral Health and Recovery Services
- Child Support Services
- Community Services Agency
- Health Services Agency

GOAL 1

Access to services that promote health, self-sufficiency, accountability, protection and independence

MEASURE 1

Promote health

EXPECTED OUTCOMES FOR FISCAL YEAR 2007-2008	ACTUAL OUTCOMES THROUGH JUNE 2008
Achieve the Federally Qualified Health Center Look-Alike designation, or establish an alternative collaborative arrangement, to preserve a financially sustainable level of primary care services;	The Federally Qualified Health Center Look-Alike designation was granted effective September 20, 2007 and, multiple strategic and operational initiatives were implemented to reduce operating losses and essentially preserved the outpatient clinic system;
90% of pregnant women identified through the Healthy Birth Outcomes program will be referred for prenatal care, and if uninsured to Medi-Cal/Healthy Families;	100% of pregnant women identified through the Healthy Birth Outcomes program were referred for prenatal care and, if uninsured to Medi-Cal/Healthy Families;
Increase participation in the Healthy Aging Summit for seniors and Veterans by 10% above a baseline of 1,200;	The Fifth Annual Healthy Aging Summit provided over 800 free health screenings to approximately 1,300 seniors and veterans;
Through the Mental Health Services Act program, 205 individuals will be served by Full Service Partnership Programs and 4,950 individuals will be served by General Service Development and Outreach and Engagement Programs; and	For the first three quarters of Fiscal Year 2007-2008, 389 individuals were served by Full Service Partnership programs (exceeded expected outcome) and 4,812 individuals were served by General Service Development and Outreach and Engagement Programs (projected to meet or exceed expected outcome); and
Medi-Cal applications will be processed in less than 30 days.	Medi-Cal application for Fiscal Year 07/08 to date is an average of 21 days.

LESSONS LEARNED:

Financially sustainable clinic system. The Agency learned that while necessary systemic changes were made during this fiscal year which did significantly reduce the on-going need for discretionary county funding, the need for additional strategic initiatives will likely continue given public policy at the State and Federal level, coupled with economic conditions.

Prenatal Care. Success with this measure during the 2007-2008 Fiscal Year, prompted the Agency to toughen the measure aimed at reducing infant mortality. The Fiscal Year 2008-2009 measure will be much more of a "stretch" goal.

Mental Health Services Act programming: While Full Service Partnership numbers far exceed the projection, this is partially the result of over enrolling these programs as a way of ameliorating AB2034 budget reductions in FY 2007-2008 of \$3.4M. It remains to be seen whether these numbers will be sustainable into the future, largely dependent upon continued state funding.

Healthy Aging Summit: Each year, it is becoming more and more difficult to find sponsors for the summit. Even though many low-income seniors are relying more and more on the free health screenings that are offered at this event, without the sponsors, the Area Agency on Aging will not be able to offer this worthwhile, life-saving event for the seniors of Stanislaus County.

MEASURE 2

Promote self-sufficiency

EXPECTED OUTCOMES FOR FISCAL YEAR 2007-2008	ACTUAL OUTCOMES THROUGH JUNE 2008
Increase the number of Benefit Claims filed for Veterans by 15% above baseline of 1,200 claims;	The Veterans Services Division filed 1,963 Benefit Claims on behalf of Veterans and their dependents;
Increase the number of home-delivered meals for seniors by 10% above baseline of 90,000;	The Area Agency on Aging, through a contract with Howard Training Center, provided over 145,000 Home-Delivered Meals to homebound seniors;
Increase the Welfare-to-Work participation rate from 15% to 30%; and	For Fiscal Year 07/08 for July through February; our Work Participation rate is 17.5% and for Fiscal Year 07/08 for July through March, our Engagement rate is 39%; and
5,650 caregivers will be provided with family support and parent education services through Family Resource Centers to positively impact child health, school readiness, mental health, and abuse/neglect.	5,057 caregivers received services as part of the Differential Response Referrals from Child Welfare, in addition to the many families that served from the communities which the FRC are located.

LESSONS LEARNED:

The Veterans Services Office outreach efforts have been extremely successful. The number of veterans from World War II, Korea, Iraq, and Afghanistan Wars that have been enrolled in the system have almost doubled. However, due to the large number of veterans residing in Stanislaus County, there are still many veterans that are not aware of the services available to them.

The Home-Delivered Meals Program has experienced a 30% increase in the number of meals requested by homebound, frail seniors. Unfortunately, due to the dramatic increases in fuel and food costs and stagnant federal and state funding, it may be necessary to start a waiting list for this program.

The Work Participation Rate (WPR) for StanWORKs customers increased from 15% to 17.5% but missed the goal of doubling to 30%. Given the economy combined with strict federal rules that only credit customer participation in work related activities that exceed 30 hours a week, it has been difficult for all counties statewide to meet the new federal standards although we continue to develop new strategies through our partnerships and our Welfare to Work Redesign Team to improve our success in this area. Our Engagement Rate is at 39%. This rate represents customers who are working or participating in vocational training, paid work experience, part-time employment and other related activities such as Alcohol and or Drug Counseling, Mental Health Services for fewer hours than the federal mandate. In addition, many customers are participating and meeting state program requirements, but not necessarily meeting the hours of participation as required in the federal rate.

Family Support and Parent Education Services offered through Family Resource Centers have helped families referred through Child Welfare to enroll 85% of their children in health insurance programs; to connect 76% of pregnant women without insurance to a health care provider for prenatal care; to engage 52% of those referred in parent education training, and to provide 43% of referred children with developmental screenings.

MEASURE 3

Promote accountability

EXPECTED OUTCOMES FOR FISCAL YEAR 2007-2008	ACTUAL OUTCOMES THROUGH JUNE 2008
Collect and distribute \$47,350,000 of child support to approximately 35,000 families;	As of May 30, 2008 our agency has collected and distributed \$42,664,491 of child support to approximately 34,000 families and it is anticipated an additional \$4,900,000 will be collected and distributed in June for a year-end total of \$47,561,491;
Increase the amount of benefits discontinued or denied as a result of fraud investigations to \$4.5 million;	For the first 10 months of this Fiscal Year, our total "savings" was \$2,865,992 with a Projected outcome for 07/08 of \$3,439,190;
Collect 50% of the current court-ordered child support;	As of May 30, 2008, our agency has collected 53.85% of the current court-ordered child support and it is anticipated June will maintain or increase this average, thereby exceeding the expected outcome;
55% of child support cases with an arrearage will have a collection;	As of May 30, 2008, our agency has received a collection on 56.61% of the cases with an arrears balance owing and it is anticipated June will maintain or increase this average, thereby exceeding the expected outcome;
80% of child support cases without a judgment will have an order entered; and	As of May 30, 2008, our agency has obtained orders on 85.58% of the entire child support caseload and it is anticipated June will maintain this average of about 85.5%, thereby exceeding the expected outcome; and
90% of child support cases without a judgment of paternity will have an ordered entered.	As of May 30, 2008, our agency had established paternity on 95.35% of the children associated with child support cases with the agency showing a 90% rate since Dec. 2007. It is anticipated June will maintain or increase this percentage thereby exceeding the expected outcome.

LESSONS LEARNED:

The Department of Child Support Services anticipates reaching the \$47,350,000 for collected and distributed child support due, in part, to the intercept of 2008 Economic Stimulus dollars released by the Federal Government. Without this additional source of collection dollars, the DCSS average for June (approximately \$4,200,000) would fail to increase annual collections sufficiently to reach the expected outcome.

As a result of the intercept of Federal Economic Stimulus dollars, the department was successful in attaining the expected outcome in several items related to collections and the number of cases with collections. As this economic stimulus effort was a one time event for this fiscal year, the department does not expect similar performance results in the upcoming year.

Vacancies within the Welfare Fraud Unit due turnover and lengthy training requirements for investigators reduced the number of cases that could be investigated throughout the year. Given a 25.16 % investigator vacancy rate, the department still hit 75.4% of the target of \$4.5 million.

MEASURE 4

Promote protection

EXPECTED OUTCOMES FOR FISCAL YEAR 2007-2008	ACTUAL OUTCOMES THROUGH JUNE 2008
Maintain a rate of twice the state average for the number of children adopted from child welfare supervised foster care within 24 months of placement;	Available data from Berkeley University for Stanislaus County is for period 10/1/06 - 9/30/07 and shows that 68 children were adopted with 43 adopted within 24 month, besting the State average of 32.6% for this period for adoption within 24 months as our average for the period was 63.2%;
Plan and conduct one emergency preparedness exercise focused on mass vaccination;	A mass multi-agency vaccination exercise was conducted on October 18, 2007 with over 2,700 flu shots administered in a 4-hour period;
Increase outreach efforts and participation in the Stanislaus Elder Abuse Prevention Alliance (SEAPA) activities to educate the community about elder abuse prevention by 5% above baseline of 215; and	SEAPA conducted training in the following five categories for the community in the first three quarters of 07/08 with a total of 52 presentations and 6,686 participants attending through March, 2008: Mandated Reporter training New Organizations (new to SEAPA) Collaborative Outreach Information and Referral General presentations/events; and
Establish a community Methamphetamine Task Force involving regional health, social services, law enforcement, and educational agencies to address methamphetamine effects on County residents by November 1, 2007, with impact data assessment begun by February 1, 2008.	The Methamphetamine Task Force was convened on January 24, 2008, and the impact data assessment begun by February 1, 2008 with subsequent held in April and July, 2008.

LESSONS LEARNED:

Emergency Preparedness – Mass Vaccination. The Agency was quite pleased with the community response to this exercise. Although this event was conducted as an exercise, actual flu vaccines were administered meeting both the emergency preparedness objective and fulfilling a need for our communities’ residents. Lessons learned included process improvement opportunities such as better use of radio communications and staff rotation.

Stanislaus’ Adoption rate continues to run 32.6% above the state and federal average. This speaks to the Child Welfare Social Work staff placing a high value on permanency for children and working with adoptive parents to make sure children find stability and permanence as quickly as possible once parental rights are terminated

MEASURE 5

Promote independence

EXPECTED OUTCOMES FOR FISCAL YEAR 2007-2008	ACTUAL OUTCOMES THROUGH JUNE 2008
Increase employment for those individuals served by Behavioral Health and Recovery Services Mental Health Services Act and AB 2034 programs by 20%;	Employment rates for these individuals (n=525) actually decreased by 15.3% in Fiscal Year 2007-2008 based on projected data using the first three quarters of the year. See Lessons Learned, below;
Decrease homelessness of those individuals served by Behavioral Health and Recovery Services Mental Health Services Act and AB 2034 programs by 50%;	Homelessness of individuals served in these programs (n=525) decreased by 56.5% in the first three quarters of the year;
Increase the number of youth emancipated from foster care who receive transitional housing support by 30%; and	For Fiscal Year 07/08, the number of youth emancipated from foster care who receive transitional housing support has increased by 50% with the program currently serving 20 participants; and

Increase awareness of senior services in the County by increasing the number of presentations and community events by 5% above baseline of 100.

The Area Agency on Aging staff and Commission on Aging members conducted over 110 presentations about senior services available in the county.

LESSONS LEARNED:

Employment of individuals served by BHRS Mental Health Services Act and AB 2034 programs: This was formulated as a stretch goal. Unfortunately, all AB 2034 programming was unfunded by the State during the first quarter of the 2007-2008 Fiscal Year, which involved dismantling programs and transferring eligible clients to other programs; this resulted in some service disruption related to employment services. In addition, data collection processes have been difficult and staff transitions and uneven training have affected the accuracy of the collected data. Expected outcomes will be re-evaluated for Fiscal Year 2008-2009. The good news: the average length of employment per client increased by 4.2%.

Housing of individuals served by BHRS Mental Health Services Act and AB 2034 programs: Housing resources were expanded as part of Mental Health Services Act funding increases, creating increased access to housing for individuals living with serious mental illness.

The Area Agency on Aging and the Commission on Aging have conducted over 100 presentations to seniors in our community. However, due to the fact that the senior population is dramatically increasing, there are still many seniors who are not aware of the services available to them.

Transitional Housing support for emancipated foster youth increased 20% more than projected during this time period – an increase of 50% beating the goal of a 30% increase. Partnering with foster parents to allow youth to stay in their homes past age 18 through this program has helped stabilize transitions into adulthood for many former foster youth who otherwise would have been on their “aged out” of the foster care system.