

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

DEPT: Community Services Agency

BOARD AGENDA:5.B.1
AGENDA DATE: May 22, 2018

SUBJECT:

Authorize the Community Services Agency to Close Client Services at 1030 Scenic Drive, Modesto, CA, Effective June 29, 2018 and Relocate the Client Services to Other Locations in Stanislaus County

BOARD ACTION AS FOLLOWS:

RESOLUTION NO. 2018-0231

On motion of Supervisor Withrow _____, Seconded by Supervisor Chiesa _____
and approved by the following vote,

Ayes: Supervisors: Chiesa, Withrow, Monteith, and Chairman DeMartini _____

Noes: Supervisors: None _____

Excused or Absent: Supervisors: Olsen _____

Abstaining: Supervisor: None _____

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

MOTION:

ATTEST: 
ELIZABETH A. KING, Clerk of the Board of Supervisors

File No.

**THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS
AGENDA ITEM**

DEPT: Community Services Agency

BOARD AGENDA:5.B.1
AGENDA DATE: May 22, 2018

CONSENT:

CEO CONCURRENCE: YES

4/5 Vote Required: No

SUBJECT:

Authorize the Community Services Agency to Close Client Services at 1030 Scenic Drive, Modesto, CA, Effective June 29, 2018 and Relocate the Client Services to Other Locations in Stanislaus County

STAFF RECOMMENDATION:

1. Authorize the Community Services Agency to close client services provided at 1030 Scenic Drive, Modesto, CA effective June 29, 2018 and relocate the client services to other locations in Stanislaus County.

DISCUSSION:

The Community Services Agency (CSA) had been providing services for 47 years at the Health Services Agency Scenic Campus (County Center II), located at the Scenic Drive Campus, Modesto. In order to meet the needs of customers applying for Medi-Cal when they received services at the hospital, a Medi-Cal eligibility unit was stationed at the Scenic General Hospital in 1971. The Medi-Cal unit occupied 2,277 square feet in a complex also housing the hospital billing department.

Through the years the space for CSA has moved within the campus for various reasons. The most recent was due to the flooding in June 2016 at the Health Services Agency (HSA) Central Unit. A severe water leak damaged both public and nonpublic areas for both HSA and CSA. Water caused damage to ceilings, walls, floors, office furnishings, information technology equipment, and office equipment. As a result, some of the areas of the Central Unit could no longer be used by CSA or HSA. CSA relocated its services to the 1030 Scenic Drive building on the Scenic Campus. CSA occupies approximately 33% or 5,259 square feet of the total 15,945 square foot building. The remainder 10,686 square feet of the building is currently unoccupied as HSA has relocated their Information Technology and Business Office function offsite.

CSA's StanWORKs services are currently housed at 1030 Scenic Drive, Modesto. Several improvements have been made to the building and general upkeep has been performed. However, major repairs are needed to bring the building up to Americans with Disabilities Act (ADA) compliance and provide a safe place for staff and the public. CSA currently has 25 staff stationed at the Scenic Community Office providing Medi-Cal intake services primarily to Family Medicine and Pediatric customers. In addition to the Medi-Cal intake services provided at this site, intake services for CalFresh, CalWorks, Welfare-to-Work and Cal Learn case management services are also provided. Over the

years, programs at the County Center II site have relocated to other services delivery sites, which has reduced the overall number of programs being provided at this site.

The original intent of being co-located with HSA was to take Medi-Cal applications for customers receiving services at the HSA facilities located on the Scenic Campus

Below shows the average number of customers seen per month by CSA staff at the Scenic facility:

- 1,233 per month in Fiscal Year 2013/2014
- 1,201 per month in Fiscal Year 2014/2015
- 1,183 per month in Fiscal Year 2015/2016
- 1,126 per month in Fiscal Year 2016/2017
- 1,857 per month in Fiscal Year 2017/2018

There are both positives and negatives about providing CSA services at the Scenic Community Office.

Some of the positives of the Scenic Community Office are as follows:

- The office is centrally located in Modesto;
- The office is easy to access for customers who do not have transportation;
- Co-location of services for customers who utilize both CSA and HSA services;
- It is a smaller office and some customers prefer a smaller office due to medical and/or personal reasons; and
- The office is close to Behavioral Health and Recovery Services' main office.

Since relocating to the Scenic Campus in August 2017, CSA has worked to modify the site to meet the needs of both customers and staff. Unfortunately, CSA is unable to make the necessary accommodations to ensure the safety of both customers and employees. There have been numerous incidents since August 2017 in which individuals exhibited threatening behavior toward staff and other customers that campus security and/or law enforcement assistance was needed.

The Scenic Campus building is in need of extensive repairs:

- The building does not meet ADA compliance;
- The lobby is small and it is often filled beyond capacity which does not provide required customer confidentiality. This leads to disturbances between customers and staff;
- There are no interview rooms in the facility to conduct interviews. Staff conduct interviews with customers at their work station. This is a safety concern as there have been incidents when customers have exhibited aggressive and violent behavior toward staff;
- Security is a challenge because the Scenic Campus is large and it takes time for security to meet all the needs of the campus; and

- Increasing lease payments and annual costs to operate the building with less square footage being utilized by CSA.

If the Scenic Community Office is approved to be closed, the current services provided at this site will be relocated to six other sites across the County for face-to-face customer contact. The department will also work with the current customers to access services in person, electronically, by phone and through the U.S. mail.

The Department is currently evaluating the need for an alternate location in Modesto to ensure customer access to all Public Assistance programs through the Master Plan process and in partnership with other services including Health Services Agency and Focus on Prevention. Until the Department completes the Master plan process, customers currently served through the Scenic location can be accommodated at other office locations.

CSA services will be provided at the following six locations for face-to-face contact:

- CSA Main Office - 251 E. Hackett Road, Modesto, CA 95358
- CSA West Modesto Community Center – 401 E. Paradise Rd. Building #4, Modesto CA, 95351
- CSA Hughson – 2413 3rd St. Hughson, CA 95326
- CSA East County Service Center - 1405 West F St. Suite #1, Oakdale, CA 95361
- CSA South County Service Center – 1310 West Main St, Turlock, CA 95380
- CSA West County Service Center -101 W. Las Palmas, Patterson, CA 95363

There are multiple ways that customers can access their benefits or apply for Medi-Cal, CalFresh, and CalWORKs benefits:

- C4Yourself is an online application system that allows customers to apply for CalWORKs, CalFresh, and Medi-Cal. c4yourself.com
- By calling 1-877-652-0734;
- In person in any of the CSA Community Offices listed above;
- Through the mail, PO Box 42, Modesto CA 95353; and
- By calling EBT customer service at 1-877-328-9677 to receive a replacement EBT card. Electronic Benefit Transfer (EBT) cards can be provided to the customer by mail.

Through the department's Strategic Master Planning and Business Operations efforts the department will evaluate whether future services are needed in Modesto.

It is therefore recommended to discontinue providing CSA services at the Scenic Community Office located at 1030 Scenic Dr, Modesto effective June 29, 2018.

POLICY ISSUE:

The Board of Supervisors has the authority to determine locations and establish business hours for County services.

FISCAL IMPACT:

Current annual operating costs for rent, utilities and repairs and maintenance are approximately \$78,464 for Fiscal Year 2017-2018. All operating costs are eligible for State and Federal reimbursement through CalWORKs, CalFresh and/or Medi-Cal funding. Closing the facility would provide a savings for CSA, as staff will be reassigned to space at the Community Services Facility (CSF) where CSA is already paying all operating costs.

The chart below identifies square footage, annual rent payments to the Health Services Agency and operating costs during the last five fiscal years for operating at the Health Services Agency Scenic campus.

Fiscal Year	2013/2014	2014/2015	2015/2016	2016/2017	2017/2018
	Actual	Actual	Actual	Actual	Actual
Occupied Square Footage	2,030	2,030	3,972	5,713	5,259
Monthly Rent to H.S.A.	\$3,851	\$3,851	\$7,708	\$6,565	\$5,122
Operating Costs	\$20,871	\$77,063	\$91,605	77,766	\$78,464

BOARD OF SUPERVISORS' PRIORITY:

The recommended action supports the Boards' Priority of *Supporting Community Health and Delivering Efficient Public Services & Community Infrastructure* by closing client services provided at 1030 Scenic Drive, Modesto, CA effective June 29, 2018 and relocating the client services to other County locations.

STAFFING IMPACT:

The 25 staff impacted by this closure will be reassigned to the Community Services Facility located at 251 East Hackett Road, Modesto, CA.

CONTACT PERSON:

Kathryn M. Harwell, Director (209) 558-2500