

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

DEPT: Community Services Agency

BOARD AGENDA: 5.A.4
AGENDA DATE: June 5, 2018

SUBJECT:

Approval to Proclaim the Week of June 4 - 8, 2018, as Family Services Specialist Recognition Week

BOARD ACTION AS FOLLOWS:

RESOLUTION NO. 2018-0252

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

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

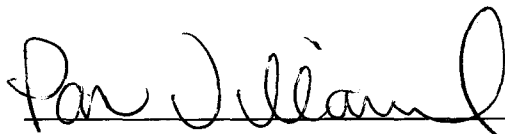
Noes: Supervisors: None _____

Excused or Absent: Supervisors: None _____

Abstaining: Supervisor: None _____

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

MOTION:



ATTEST: **PAM VILLARREAL, Assistant 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.A.4
AGENDA DATE: June 5, 2018

CONSENT:

CEO CONCURRENCE: YES

4/5 Vote Required: No

SUBJECT:

Approval to Proclaim the Week of June 4 - 8, 2018, as Family Services Specialist Recognition Week

STAFF RECOMMENDATION:

1. Proclaim the week of June 4 - 8, 2018 as Family Services Specialist Recognition Week.

DISCUSSION:

The Family Services Specialists play a critical role in administering programs and services in Stanislaus County by providing a safety net for needy individuals and families who lack basic necessities in life, such as food, shelter, clothing and health care.

The Community Services Agency (CSA), Family Services Specialist (FSS) has many roles. The position's main responsibilities are to serve the public by determining eligibility for public assistance in the Medi-Cal, CalFresh, CalWORKs, Welfare-to-Work, Refugee Assistance, Child Care, Cal-Learn, Cash Assistance Program for Immigrants and General Assistance programs. The Family Services Specialists also coordinate resources for providing for the needs of children in placement in the Foster Care, Extended Foster Care, Adoption Assistance and Kin-GAP programs. They do this by interviewing customers, collecting relevant information, interpreting complex rules and regulations, ensuring accurate and timely benefit issuance, and providing customers with resources to help with immediate need situations. Many of the customers they see on a daily basis are at the most stressful and challenging time in their lives. The Family Services Specialist must help the customer navigate a very complex process to receive benefits and must do this under demanding circumstances while providing excellent customer services to the public.

Family Services Specialists provide employment services to families receiving CalWORKs through the Welfare-to-Work Program. Employment services are designed to assist families and individuals reduce barriers to and enhance opportunities for long-term employment.

Family Services Specialists in Child Care partner with parents and child care provider's supporting quality child care through education and information, and providing eligible families with child care assistance in the form of subsidy reimbursement. The Child Care program supports families with child care services as they transition from public assistance to self-sufficiency.

Family Services Specialists assigned to the Foster Care Unit partner with Social Workers, Deputy Probation Officers, Foster Care Providers and Adoptive Parents to ensure that the children who are at risk in our County are protected, safe and their needs are provided for while they are in foster care placements. The FSS ensure continued financial assistance and both mental health and medical services are provided to support these youths. The Foster Care FSS also make sure that the County's emancipated foster youth are connected to services they need to sustain self-sufficiency after they leave foster care by bridging the Foster Care program with CalFresh and Medi-Cal for seamless transition.

Family Services Specialists in the General Assistance unit provide guidance, employment resources and professional advocacy services to assist customers with the Social Security application process. General Assistance is supported through the County General Fund.

Family Services Specialists also make up the backbone of the Agency's Program Integrity Section comprised of the Special Investigations Unit (SIU), Income Eligibility Verification Unit (IEVS), and Quality Control (QC) and Hearings Unit. The SIU is tasked to safeguard the integrity of public assistance programs through education, fraud prevention and detection, and promoting customer accountability through sanctions and recovery of public funds. The IEVS team is charged to review quarterly income reports to determine continuing program eligibility for customers by verifying sources of income and referring cases to the SIU in instances where fraud is suspected. QC receives a random sample of cases to perform an independent review and audit to verify conformity with state and federal regulations within established tolerance levels. Hearings staff seek to resolve applicant and customer disputes through negotiation, binding agreements and stipulations; representing the County at state hearings; and investigating allegations of civil rights violations.

Family Services Specialists continue to serve Stanislaus County residents by providing access to healthcare, employment, social service programs, child care, adoptions and foster care programs.

POLICY ISSUE:

The Governor and the California Legislature have historically proclaimed the second week of June as Family Services Specialist week.

FISCAL IMPACT:

There is no fiscal impact associated with this agenda item.

BOARD OF SUPERVISORS' PRIORITY:

The recommended action is consistent with the Boards' priorities of *Supporting Community Health* and *Developing a Healthy Economy* by recognizing the value of Family Services Specialists.

STAFFING IMPACT:

There is no staffing impact associated with this request.

CONTACT PERSON:

Kathryn M. Harwell, Director

ATTACHMENT(S):

1. 2018 Family Services Specialists Week June 4 - 8 Proclamation

**PROCLAIMING THE WEEK OF JUNE 4 - 8, 2018, AS
FAMILY SERVICES SPECIALIST WEEK IN STANISLAUS COUNTY**

WHEREAS, the County of Stanislaus takes great pride in recognizing Family Services Specialists who work with the community in administering public assistance programs and who strive for excellence in their work; and,

WHEREAS, Family Services Specialists administer programs and services to customers in accessing services in order to meet the customers' basic needs, which include food, shelter, health care and clothing. Family Services Specialists determine eligibility to public assistance programs, including Medi-Cal, CalFresh, Foster Care, Adoption Assistance Program, KinGAP, extended Foster Care, CalWORKs, Welfare-to-Work, Refugee Assistance, Child Care, Cash Assistance Program for Immigrants and General Assistance; and,

WHEREAS, Family Services Specialists support Stanislaus County Board of Supervisors Strategic Priorities and the mission of the County of Stanislaus by successfully implementing Federal, State, and local mandated programs, practicing program integrity and promoting innovative effective business strategies while providing excellent customer service. Family Services Specialists are located throughout the Department of Workforce Development, Behavioral Health and Recovery Services, Community Services Agency and the Health Services Agency; and,

WHEREAS, Family Services Specialists maintain the performance standards set forth by the California Department of Health Services, the California Department of Social Services, the California Department of Education and Department of Labor.

NOW, THEREFORE, BE IT RESOLVED that the Stanislaus County Board of Supervisors does hereby declare the week of June 4 - 8, 2018, as FAMILY SERVICES SPECIALIST WEEK in Stanislaus County; in recognition of all of the Family Services Specialists who help make Stanislaus County a better place to live and work.