

County of Ventura

Human Services Agency



2013-2014 *Annual Report*

Overview

Human Services Agency



The Human Services Agency strives to strengthen Ventura County by administering programs that have a positive impact on key community concerns including food insecurity, limited access to health care and insurance, child and elder abuse, unemployment, and homelessness.

The Human Services Agency serves as a foundation for improved career paths and family lives, and as a safety net for individuals facing temporary setbacks due to loss of a job, illness, or other challenges.

Services available to the community include:

- Low-cost health insurance and financial, housing, and food assistance for families and individuals
- Supportive services for seniors, adults, and children with disabilities
- Job preparation, training, and placement assistance for youth and adults
- Layoff aversion and workforce transition planning
- Child care assistance for working parents
- Veteran benefits and support services
- Referrals to other county agencies and partner organizations
- Emergency response to allegations of child and elder abuse and neglect
- Foster care placement, reunification of children with their parents, and adoption services

Ventura County
BOARD
of Supervisors,
CEO &
Human Services Agency
DIRECTOR

Steve Bennett, Chair
Supervisor, District 1

Kathy I. Long
Supervisor, District 3

Peter C. Foy
Supervisor, District 4

Linda Parks
Supervisor, District 2

John C. Zaragoza
Supervisor, District 5

Michael Powers
County Executive Officer

Barry L. Zimmerman
Director, Human Services Agency

Snapshot

Fiscal Year 2013 – 2014

167,934

Helped **167,934** individuals receive health care through Medi-Cal benefits

73,155

Helped **73,155** individuals supplement their diets with CalFresh benefits

5,143

Investigated **5,143** reports of suspected child abuse or neglect during Calendar Year 2013

4,418

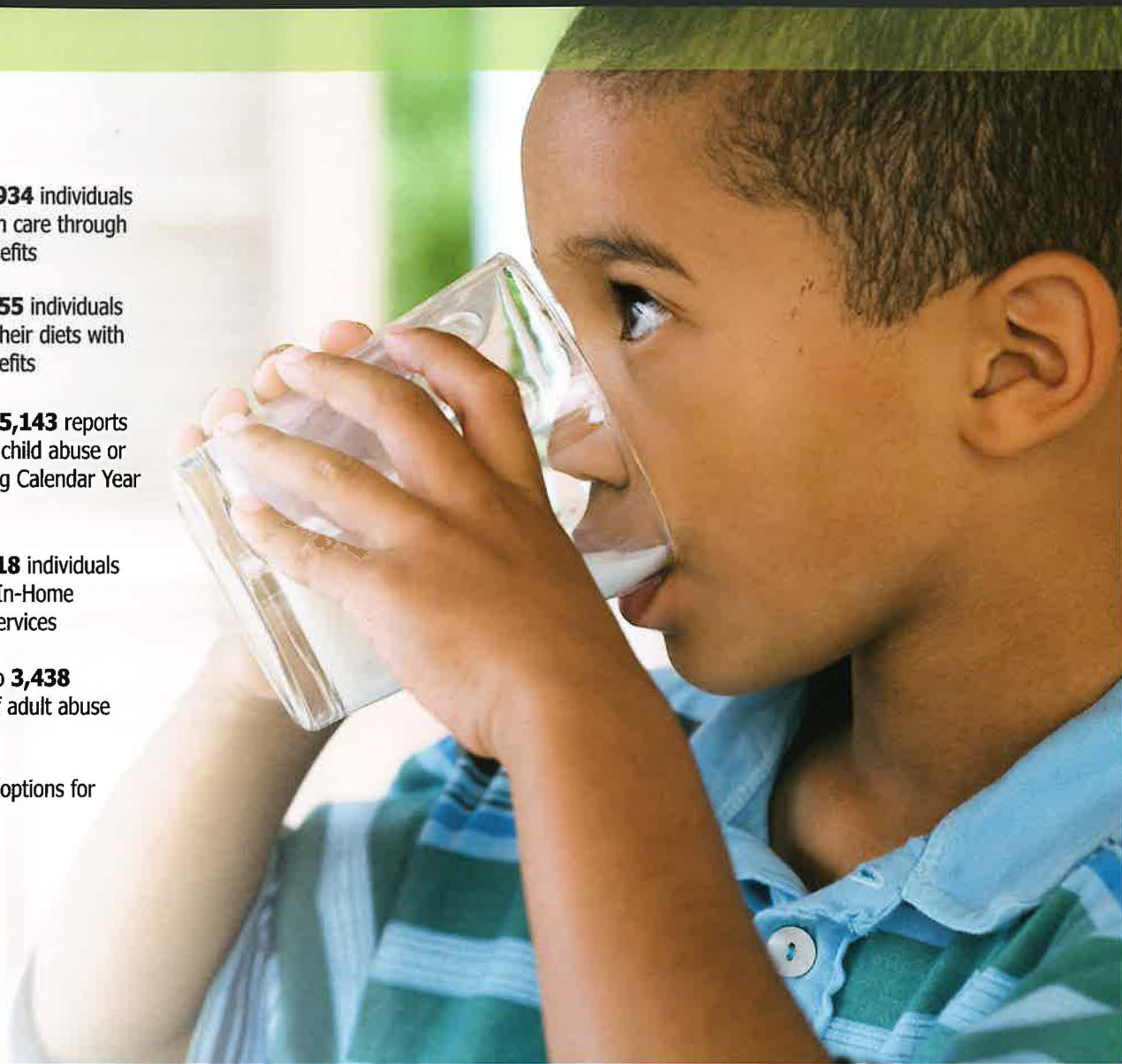
Assisted **4,418** individuals who receive In-Home Supportive Services

3,438

Responded to **3,438** allegations of adult abuse or neglect

90

Facilitated adoptions for **90** children



Between 2006 and 2014, the economic crisis, slow recovery, and expanded program eligibility resulted in record numbers of residents accessing safety net services such as CalFresh, Medi-Cal, and In-Home Supportive Services. During that time period, the percentage of county residents receiving support services has grown significantly: from 1 in 10 in 2006 to 1 in 5 in 2014.



Profile

Ventura County

During the economic crisis, Ventura County experienced a rise in caseloads for assistance programs such as CalFresh, Medi-Cal, Child Welfare, and In-Home Supportive Services.

Key Fiscal Year trends for 2013-2014 include the following:

- With the expansion of health care coverage under the Affordable Care Act, individuals receiving Medi-Cal increased by over 40 percent, rising from 119,279 in June 2013 to 167,934 in June 2014
- Individuals receiving CalFresh benefits continued to climb, with the number of participants increasing from 68,195 in June 2013 to 73,155 in June 2014, an increase of 7 percent
- Individuals receiving In-Home Supportive Services rose from 4,076 in June 2013 to 4,418 in June 2014, an increase of 8 percent
- The number of individuals receiving CalWORKs remained constant; there were 14,450 recipients in June 2013 and 14,446 in June 2014.
- Child Welfare cases continued to rise. Average monthly caseloads climbed from 1,098 to 1,196, an increase of nearly 9 percent.

Human Services Agency
PROGRAM
*Participants**
BY CITY
June 2014



Camarillo.....	4.6%
Fillmore.....	3.3%
Moorpark	3.1%
Ojai.....	1.9%
Oxnard.....	43.9%
Port Hueneme	3.5%
Santa Paula	6.7%

Simi Valley.....	9.7%
Thousand Oaks.....	7.2%
Ventura	12.4%
Other.....	3.7%

*Programs include Medi-Cal, CalFresh, CalWORKs, General Relief, Foster Care, and CAPI

Ventura County

Monthly Demographic Profile



	Ventura County	Camarillo	Fillmore	Moorpark	Ojai	Oxnard	Port Hueneme	Santa Paula	Simi Valley	Thousand Oaks	Ventura
Total Population¹	830,828	65,671	n/a	34,858	n/a	200,015	21,772	29,732	125,188	127,762	106,994
Unemployment Rate²	6.2%	4.4%	8.7%	5.8%	7.2%	8.6%	7.3%	10.5%	5.1%	4.8%	5.6%
Poverty¹	11.1%	6.5%	n/a	7.1%	n/a	16.5%	20.9%	16.7%	6.7%	6.7%	10.3%
Median Earnings Per Person¹	\$37,952	\$45,212	n/a	\$45,939	n/a	\$26,325	\$30,436	\$29,853	\$48,189	\$51,521	\$40,535
Homeless Persons³	1,449	38	6	15	62	379*	13	31	194	130	495
Persons Receiving CalWORKs⁴	14,446	540	512	350	197	6,437	693	1,208	1,291	552	2,182
CalWORKs Payments Issued⁴	\$2,433,223	\$90,385	\$89,436	\$56,871	\$34,157	\$1,092,084	\$120,705	\$191,413	\$230,787	\$72,077	\$354,492
Persons Receiving CalFresh⁴	73,155	2,798	2,613	1,897	1,235	31,103	3,027	5,175	7,107	4,154	10,099
CalFresh Payments Issued⁴	\$9,730,318	\$377,042	\$335,046	\$247,487	\$173,327	\$4,211,146	\$417,340	\$705,393	\$993,474	\$439,385	\$1,413,836
Persons Receiving Medi-Cal⁴	167,934	7,519	5,462	5,105	3,178	72,107	5,686	11,068	15,921	11,824	20,311
Medi-Cal Benefits⁵	\$68,685,006	\$3,075,271	\$2,233,958	\$2,087,945	\$1,299,802	\$29,491,763	\$2,325,544	\$4,526,812	\$6,511,689	\$4,836,016	\$8,307,199

¹ U.S. Census Bureau, 2010-2012 American Community Survey 3-Year Estimates.

² California Employment Development Department.

³ County of Ventura, 2014 Homeless Count, Findings by Jurisdiction. *The Oxnard figure is artificially low due to an unresolved reporting discrepancy and the winter warming shelter being located in Ventura.

⁴ County of Ventura, Public Assistance Data - June 2014. Ventura County total includes cities, communities, and unincorporated areas.

⁵ California Department of Health Care Services, FY 2013-14 Monthly Cost Per Eligible based on May 2014 estimate.

Outlook

Human Services Agency



The 2014-15 budget package signed by the Governor places a heavy emphasis on fiscal austerity – prioritizing paying down debt and saving for a rainy day – with only modest progress made in reinvesting in a variety of core public systems and services that were battered by cuts in prior years.

Despite increased revenues and an improving state fiscal outlook, the 2014-15 spending plan takes only a small step toward boosting support for public services and systems that are operating at severely diminished levels of funding in the aftermath of the Great Recession, including child care and safety-net services for low-income seniors and people with disabilities.

The 2014-15 budget agreement includes a number of investments and policy changes that will help alleviate economic hardship among California's lowest-income residents, who suffered disproportionately during the recession and who have continued to be left behind in the economic recovery. Given the magnitude of the cuts made to California's core public services and systems – cuts which low-income families and children bore the brunt of – bolder action may be needed to set California on a path toward more broadly shared prosperity.*

*Source: California Budget Project, Final Budget Agreement Analysis, July 2014

Human Services Agency

REVENUE & Expenditures

Fiscal Year 2011-2012
\$209.2 million

Fiscal Year 2012-2013
\$212.4 million

Fiscal Year 2013-2014
\$225.5 million

Revenue

Federal & State Funds..... \$208.6 million
County Funds \$16.9 million
Total..... \$225.5 million

Expenditures

Staff Salaries & Benefits..... \$99.2 million
Direct Client Assistance \$92.2 million
Services & Supplies \$34.1 million
Total..... \$225.5 million

Fiscal Year 2013-2014

Accomplishments

Fiscal Year 2013-2014 accomplishments:

- Provided public information, eligibility, and enrollment services associated with implementation of the Affordable Care Act
- Conducted successful tele-worker pilots that validated the benefits of staff's processing tasks offsite with remote access to all County systems and resources needed to complete work
- Provided targeted customer service training to staff, established customer satisfaction survey kiosks in major offices, and analyzed survey data to improve the customer experience
- Implemented the Foster Health Link web-based resource directory, and completed plans to convert the paper-based Health & Education Passport into an online system that provides timely and accurate information about foster children's needs to caregivers
- Expanded collaboration with Behavioral Health to implement the Katie A. legislation, which will improve mental health and supportive services for children and youth in, or at imminent risk of placement in, foster care

For further information about accomplishments, view the Fiscal Year 2013-2014 video at www.vchsa.org/reports.

For Fiscal Year 2014-2015, the Human Services Agency is focused on a number of initiatives:

- Continue outreach and education programs to assist eligible uninsured members of the public with enrollment and renewal in Medi-Cal and Covered California health insurance programs,
- Explore new facility opportunities that create greater access to services in the community, facilitate co-location with partners, and meet the needs of mobile staff and tele-workers who have unique requirements for office space
- Enhance the lobby experience for members of the public who opt to receive services in person, including using technology to educate lobby visitors on programs, services, and local resources
- Invest in staff training regarding disaster response roles, using table-top exercises and small-scale situations as opportunities to test and refine disaster plans
- Convene stakeholders to develop a county-wide initiative to end homelessness for families with children and develop solutions that will ensure no child spends a night on the street
- Renew the Team Decision Making program to reduce entries into the child welfare system and promote placement stability for children in foster care

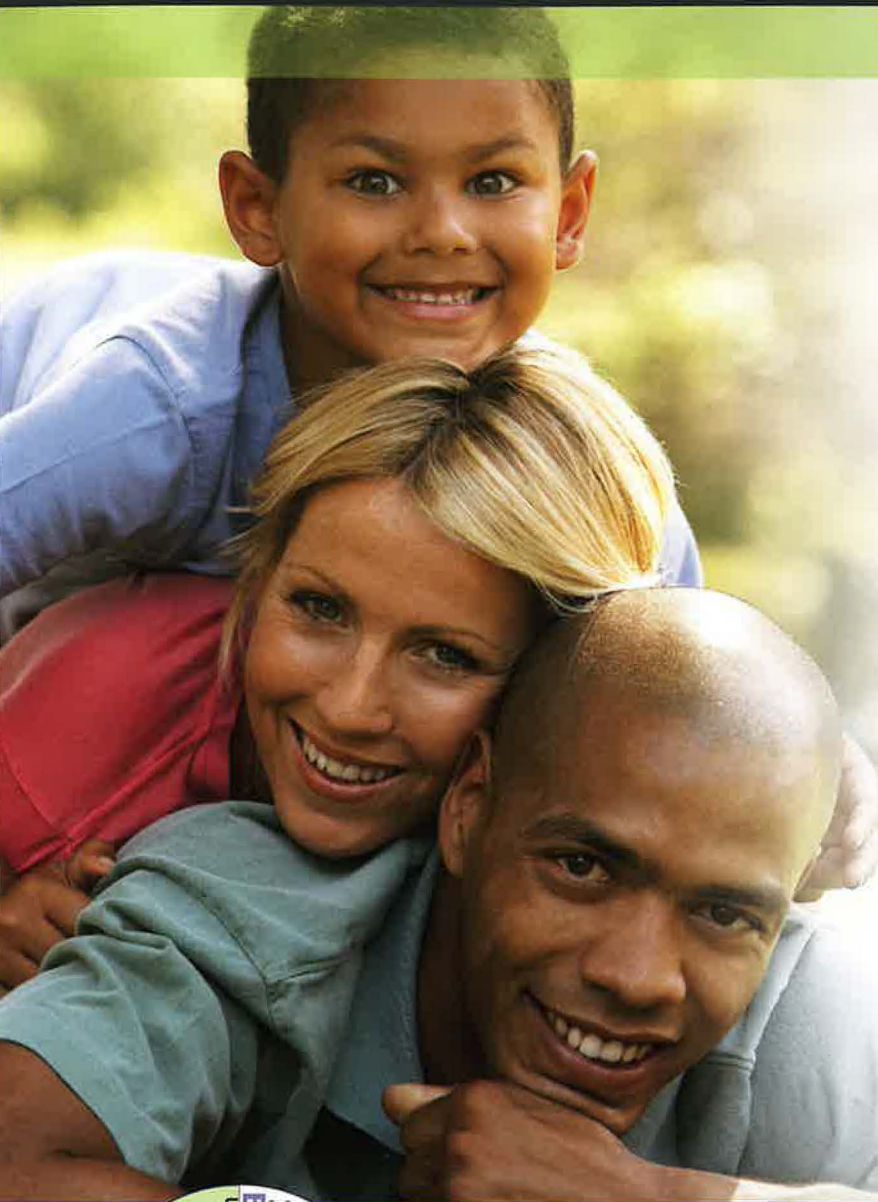


County of Ventura
Human Services Agency

(866) 904-9362 Toll Free
www.vchsa.org

Covered Ventura County

Health Care Reform



While the Affordable Care Act (ACA) passed in 2010, the major provisions of the ACA took effect in January of 2014. The historic new health care law was complex, and the political divisiveness of the ACA added to the public's uncertainty about how the new law would impact their health care. In order to serve the community, Human Services Agency staff had to quickly absorb the intricacies of the law and shift their benefits processing work from a culture of "Are You Eligible for Coverage?" to "What are You Eligible For?" With approximately 130,000 local residents uninsured, but newly eligible for the expanded Medi-Cal program or private plans available through Covered California, the Human Services Agency prepared to meet public demand in new ways.

In order to reach diverse demographic groups in the community, a key communication strategy involved formation of an inclusive work group made up of community partners and county agencies. The committee included staff from the Ventura County Human Services and Health Care Agencies, Public Health, Area Agency on Aging, United Way, 2-1-1, Clinicas del Camino Real, Planned Parenthood, and Medi-Cal provider groups. Early on the committee identified shared, consistent communication resources as key to successful implementation of the ACA. Community partners, led by Public Health, took charge of coordinating outreach events through the county. The Human Services Agency developed transferable communication tools and materials that were utilized by all community partners.

A new website and a Facebook page –Covered Ventura County– were created to provide information regarding opportunities for insurance coverage under the ACA. The Covered Ventura County website features fact sheets, links to event calendars, information on local health plan options for those who wish to purchase insurance through Covered California, and details about applying for Medi-Cal. These collaborative outreach efforts helped reduce the number of uninsured residents in Ventura County by 50 percent.



Covered California

Between October 1, 2013 – June 30, 2014
Ventura County Enrollment

June
2013

119,279

Medi-Cal Participants

June
2014

167,934