



DEPARTMENT OF SOCIAL SERVICES
PUBLIC GUARDIAN
CONSERVATOR
PUBLIC ADMINISTRATION

CLIENT PROFILE

October 2013

Annual Report to the Board of Supervisors



The Madera County Department of Social Services wishes to thank the Board of Supervisors for your continued support. The Department administers a variety of programs to serve the constituents of Madera County. These service recipients include families, children, disabled adults, elderly and the unemployed. This Client Profile has been prepared to provide program information and data for the Board and the community.

I would also like to thank our staff and community partners, without whom meeting our agency and county goals would not be possible.

Sincerely,

Kelly Woodard,
Director

COUNTY OF MADERA

Compassion + Action = Support



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FOREWARD

The Department of Social Services (DSS) and Public Guardian provide services designed to strengthen the lives of families and individuals in Madera County. The Department partners with multiple County Departments and community organizations. Department staff guide families in finding and implementing solutions to challenges as they navigate barriers to self sufficiency and family functioning. Programs administered by the Department of Social Services/ Public Guardian include:

❖ **CalWORKs**

California's version of the federal Temporary Assistance to Needy Families (TANF) program that provides time-limited cash assistance to needy families with children.

❖ **Welfare to Work**

Program designed to assist CalWORKs clients in finding employment, upgrading skill sets, obtaining job training and education which ultimately leads to financial self-reliance.

❖ **CalFRESH/ Food Stamps**

Federal program which assists low-income households to supplement their food purchases and maintain an adequate level of nutrition.

❖ **Medi-Cal**

Provides no-cost or low-cost medical insurance to low-income families. CalWORKs families are automatically eligible for no-cost medical benefits.



FOREWARD

❖ **County Medical Services Program (CMSP)**

Provides medical services to medically-indigent adults between 21 and 62 years of age who are not covered by Medi-Cal due to age, disability, or lack of children in the home.

❖ **General Assistance**

Provides assistance for everyday living expenses through cash payments or in-kind services to needy individuals and families who are not eligible for other forms of assistance.

❖ **Adult Protective Services**

Respond to allegations of abuse, neglect, and exploitation of elders (age 65 or older) and dependent adults (18 through 64 years of age).

❖ **In-Home Supportive Services**

Pays for services provided to eligible seniors and the disabled to ensure they remain safely in their homes. This program is an alternative to out-of-home long-term care. Services provided include housekeeping and personal care.

❖ **In-Home Supportive Services—Public Authority**

Established by state law and local ordinance in 2002, the Public Authority is a separate entity responsible for operation of a registry of screened providers for IHSS consumers, training for both consumers and providers, and acts as the employer of record for all independent IHSS providers for collective bargaining purposes.



FOREWARD

❖ Child Welfare Services

Responds to allegations of neglect, abuse, or exploitation of children and provides caseload management services to preserve, rehabilitate, or reunite families. Services provided on behalf of children and families include Emergency Response, Family Preservation and Support Services, Family Maintenance, Family Reunification, and Permanent Placement Services.

❖ Foster Care

Provides financial and medical assistance to children placed in foster homes and relative care through court action.

❖ Public Guardian/Conservator/Administrator

Provides services to adults who are unable to care for themselves and administers the estates of decedents when no other party is willing or able to do so.

❖ Adoptions

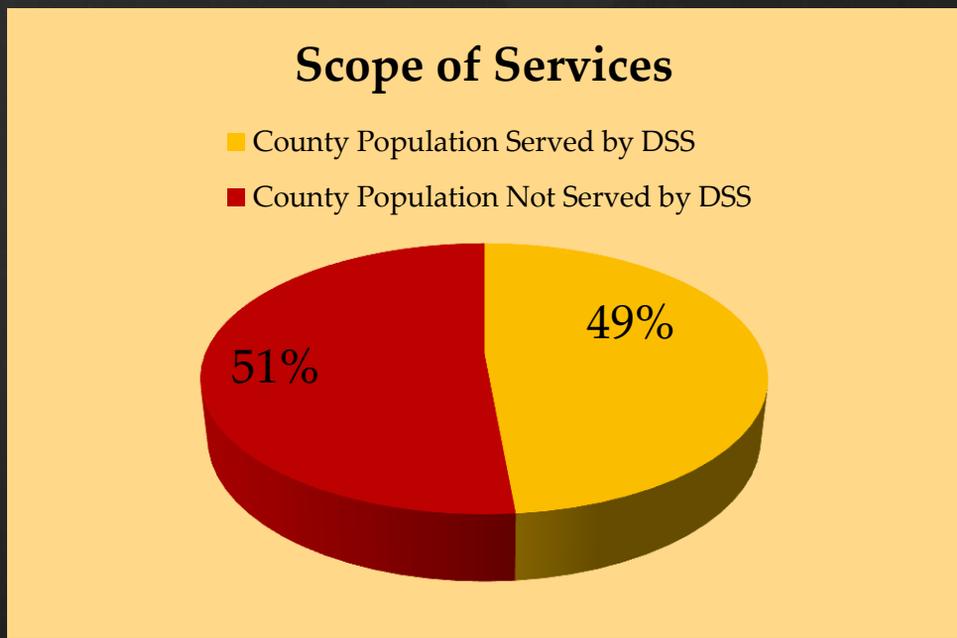
Provides services to achieve permanency through Adoption for dependent children who are not able to return to the care of their biological parents. Adoption is the social, emotional, and legal process in which children who will not be raised by their birth parents become full and permanent legal members of another family while maintaining genetic and psychological connections to their birth family.



SCOPE OF ALL PROGRAMS

JULY 2013

<u>PROGRAM</u>	<u>CLIENTS</u>
CALWORKS	8,277
CaIFRESH/FOODSTAMPS (NON-CALWORKS)	21,310
MEDI-CAL (NON-CALWORKS)	38,632
CMSP	2,579
GENERAL ASSISTANCE	179
ADULT PROTECTIVE SERVICES	151
IN-HOME SUPPORTIVE SERVICES	1,770
CHILD WELFARE SERVICES	705
PUBLIC GUARDIAN	213
ADOPTIONS	71
Total Number of Individuals Served by our Department	73,887



MADERA COUNTY POPULATION — 152,218*

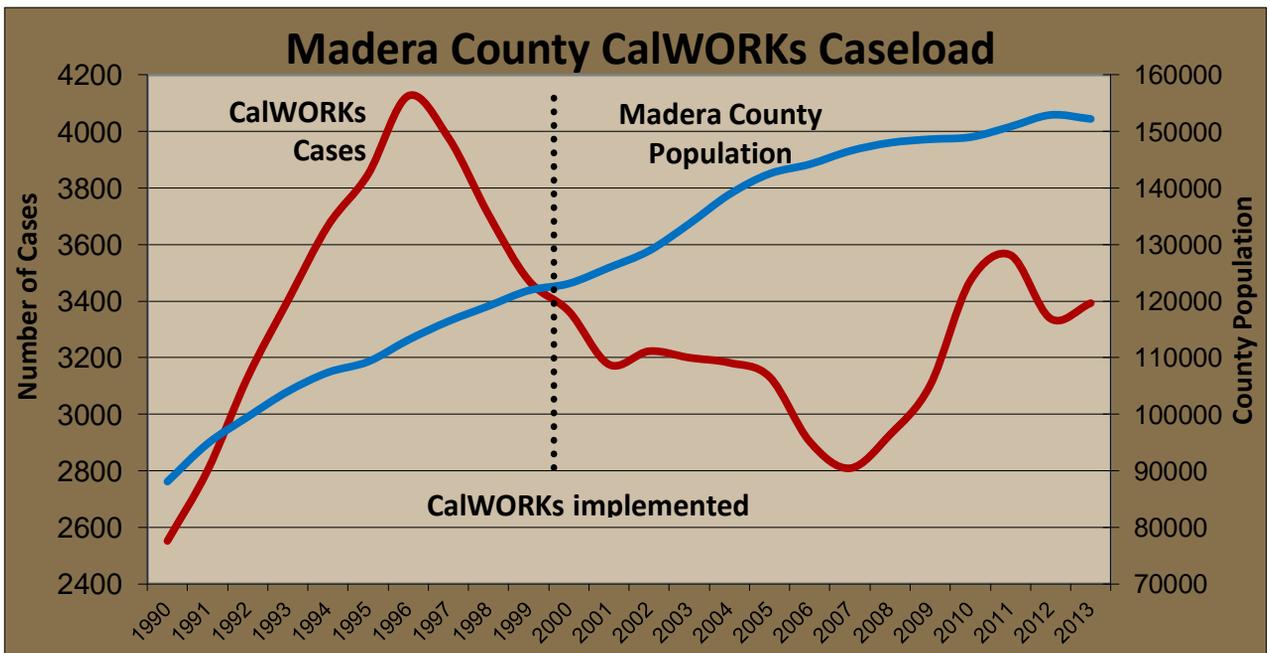
(*Estimate of US Census Bureau at <http://quickfacts.census.gov/qfd/states/06/06039.html>)



CALWORKS

CalWORKs is California’s federal welfare program—Temporary Assistance to Needy Families (TANF), which replaced Aid to Families with Dependent Children (AFDC) in 1996. Unlike AFDC, CalWORKs has a goal of connecting parents to employment in order to gain self sufficiency versus simply providing income maintenance as an entitlement. CalWORKs cash aid benefits are provided to families if there is at least one child in the home who is deprived of parental support due to death, absence, disability, or unemployment. CalWORKs recipients are automatically eligible for Medi-Cal, and may qualify for CalFresh benefits. Adults in the CalWORKs program are limited to receiving cash assistance for a lifetime cumulative period of 48 months. However, the safety net program allows for children under the age of 18 to continue to receive assistance when there is still deprivation. Non-exempt adults must participate in the employment services program, which in Madera County is the Welfare-to-Work program.

In 2012-13, Social Services disbursed \$18.9 million in cash benefits to eligible CalWORKs families in Madera County.





CALWORKS

Madera County Department of Social Services has initiated an innovative program/policy, known as Linkages. Linkages policy requires the inter-departmental collaboration of CalWORKs and Child Welfare workers, so that dual clients receive services and are not overwhelmed with competing case plans. This partnership organizes the case plans for clients with an array of service needs. This model shows promising results in other counties and states, including the increased likelihood that clients will comply with and meet both Child Welfare and CalWORKs requirements. Madera County Child Welfare Services/ CalWORKs currently manage 35 Linkages cases.

Legislation AB 429, makes it easier to coordinate services between Child Welfare and CalWORKs by allowing a parent to continue to receive Welfare to Work (WtW) services for 180 days after the removal of their children from the home and as long as they are progressing toward reunification. Previously, a CalWORKs recipient would be dropped from their WtW services immediately after their children were removed, making reunification less probable. This also translates into increased long term costs to DSS, incurred by raising children in state care and dealing with the social costs associated with children who age out of the system. AB 429 also allows more flexible use of funding to assist in streamlining these dual cases and preventing duplicate services. The Linkages program is a very promising policy and practice initiative.

Highlighting the link between CalWORKs and Child Welfare: “Families with annual incomes below \$15,000 are 22 times more likely to experience child maltreatment, compared to families with incomes above \$30,000.” (US Dept. HHS).



Through the on-going partnership between Madera Community College and the Madera County Department of Social Services, Madera Community College has developed their CalWORKs Education Program. Madera County CalWORKs students are enrolled in county-approved education/training programs, work in paid work-study jobs, and participate in job preparation workshops. Students receive counseling as well as financial assistance with books, child care and transportation, etc. and job placement assistance. The CalWORKs program at Madera Community College is successful to the degree that it prepares recipients to become employed.

During FY12-13 the CalWorks Education Program served 211 students . There were 17 graduates, 42 students which received Dean’s Medals and 8 which received scholarships.



WELFARE – TO – WORK

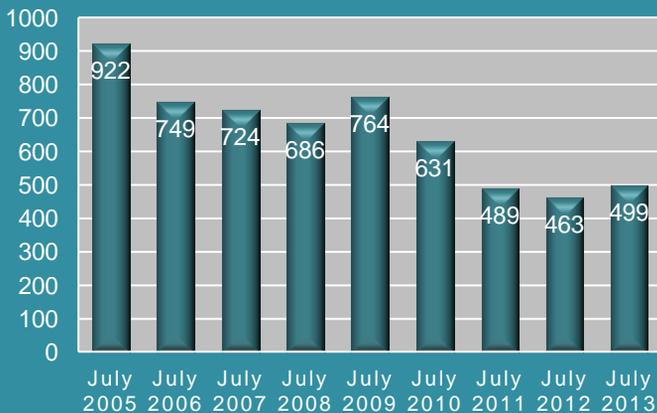
California’s Welfare to Work (WTW) program is designed to assist welfare recipients to obtain or prepare for employment. Employment services are provided based on an individual’s education and work history. Program participants may be eligible for help with child care, transportation, and work-related or training related expenses. Unless exempt, applicants/recipients of CalWORKS are required to participate in Welfare to Work activities as a condition of receiving aid.

The passage of SB 1041 on June 27, 2012, resulted in significant changes to the CalWORKS program. CalWORKS recipients have 24 months, depending on their 48 month clock, to participate in activities they need to become self-sufficient without the core hourly requirements. Weekly hours of participation have changed to align with federal requirements. Clients may be eligible to qualify for a new once in a lifetime exemption for caring for a child 0 to 23 months old. Meeting the exemption criteria may stop the 24 and 48 month time clock.

Social Services partners with the following agencies to provide services:

- ❖ **Community Action Partnership of Madera County**
- ❖ **Kings View Ready, Set, Go!**
- ❖ **Madera County Behavioral Health Services**
- ❖ **Madera County Economic Development Commission**
- ❖ **Madera County Public Health Department**
- ❖ **Madera County Workforce Development Office**
- ❖ **State Center Community College District**

Number of WtW Enrollees



Number of WtW Exemptions



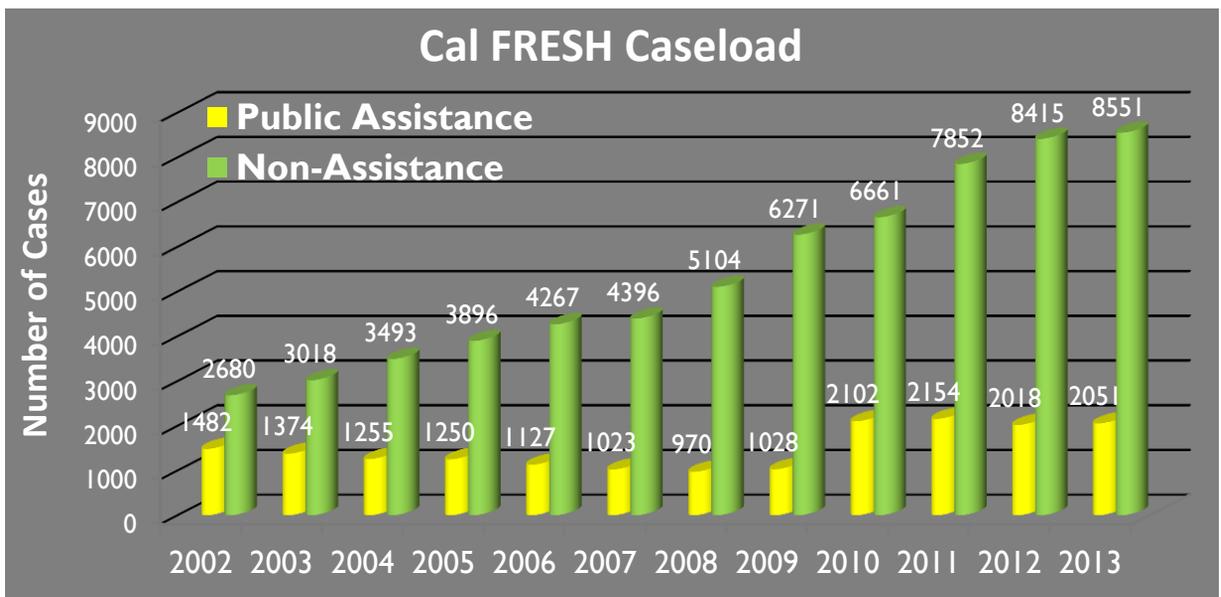


CALFRESH



The CalFRESH Program, formerly known as Food Stamps and federally known as the Supplemental Nutrition Assistance Program (SNAP), is administered jointly by the U.S. Department of Agriculture and the U.S. Department of Health and Human Services. The program provides monthly benefits to assist low-income households, regardless of age or family composition, to purchase food and maintain adequate nutrition levels. CalFRESH (Food Stamps) issued in conjunction with cash assistance is considered Public Assistance Cal FRESH and considered Non-Assistance Cal FRESH when not accompanied by cash assistance.

Since 2003, CalFRESH benefits have been issued via Electronic Benefit Transfer (EBT). EBT is a plastic card which, much like a credit or debit card, allows cardholders to access CalFRESH and CalWORKs benefits at point-of-sale (POS) terminals of authorized retailers. In 2012-13, Social Services disbursed nearly \$46.2 million in CalFRESH benefits to residents of Madera County. The increase may be partly due to the federal waiver for resource limitations of clients, which increased eligibility criteria. Currently, 26,655 Madera county residents receives food stamps (over 17% of the population). Nationally, 47.6 million people receive Food Stamps (over 15% of the United States population).





MEDI – CAL

Medi-Cal refers to the California Medical Assistance Program, which is based on the national Medicaid program. Medi-Cal provides health insurance to low-income families, indigent elderly citizens, foster children, pregnant women, persons with disabilities, kidney dialysis patients and persons with specific illnesses, such as HIV/AIDS and breast cancer. Families enrolled in CalWORKs are automatically eligible for no-cost benefits. Other families may be eligible but have incomes slightly above the limit. In these cases, they would have to pay a share-of-cost for the benefits they receive.

While CalWORKs caseloads have fluctuated since the implementation of welfare reform in 1998, Medi-Cal only cases have increased significantly. This is due primarily to the number of CalWORKs clients who terminated their cash cases after finding employment, but who are in entry level or low-paying positions with no health insurance. This also includes the large number of working poor who can not access affordable health insurance. Medi-Cal provides an important safety net for these families. This program contributes to job retention and helps ensure a healthy, productive work force. Medi-Cal enrollment is projected to rise substantially in the upcoming years as up to 853,000 children shift from the Healthy Families Program. Healthy Families stopped accepting applications in December 2012, ending the year with 852,600 children enrolled statewide. These children are scheduled to shift to Medi-Cal in several phases during 2013.

In July 2013, there were 46,909 Medi-Cal recipients, with the average for FY 2012-13 of 47,134.

Number of Medi-Cal Recipients in Madera County



In 2010, the federal government approved – the Patient Protection and Affordable Care Act (Affordable Care Act) – to increase the number of Americans with health insurance and cut costs of health care. This law provides financial assistance to help individuals and small businesses pay for health insurance.

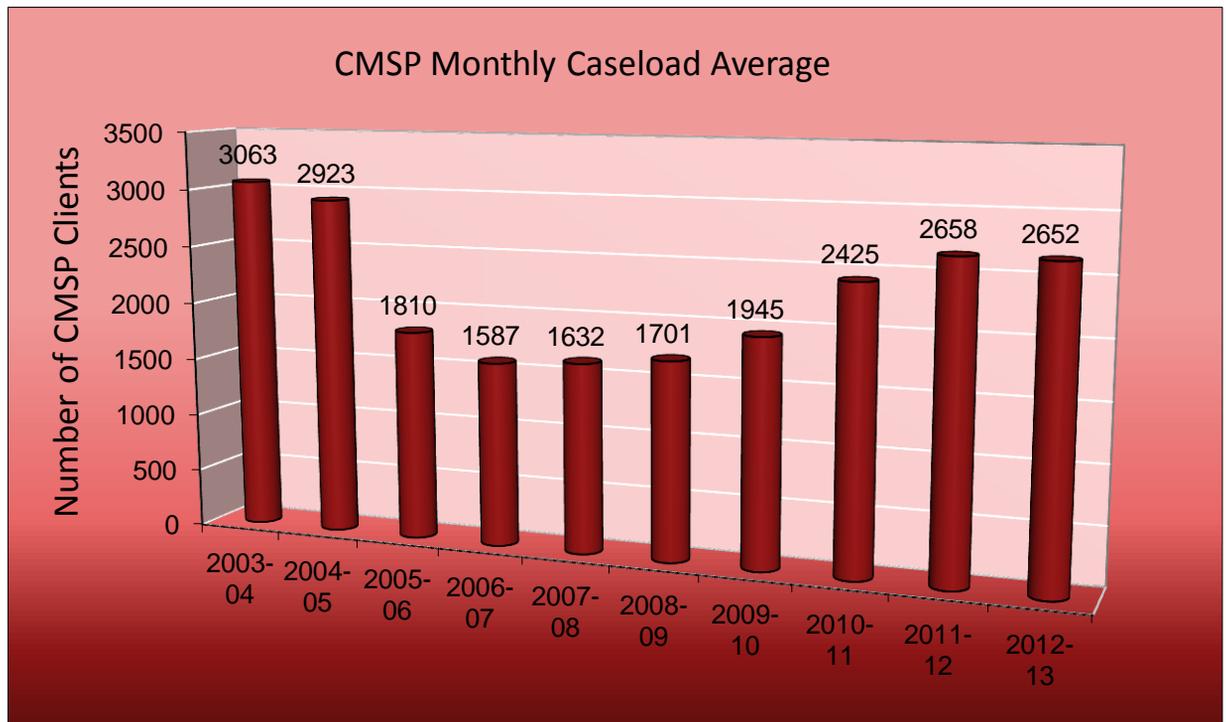
The Affordable Care Act expands Medi-Cal to low-income adults under 65, including those without children living at home.



COUNTY MEDICAL SERVICES PROGRAM

The County Medical Services Program (CMSP) provides health coverage for low-income, indigent adults, between the ages of 21 and 64, in thirty-four, primarily rural, California counties. This program provides only temporary coverage to poor adults in dire need of medical attention for specific ailments. The eleven-member CMSP Governing Board provides policy direction for the program. As a part of this responsibility, the Governing Board sets program eligibility requirements, determines the scope of covered health care benefits, and sets the rates paid to health care providers delivering services to CMSP members.

There has been a steady increase in the number of CMSP cases over the time period beginning in 2006, with a significant increase since 2009 to present.





GENERAL ASSISTANCE

General Assistance (GA) provides aid to the indigent and dependent poor who are not eligible for any other assistance program and are unable to support themselves, often due to a disability that has not been claimed. The GA program is mandated by law and is funded solely with County funds. Persons who have applied for, but who have not yet received Supplemental Security Income (SSI) benefits, may receive GA as interim assistance until their SSI is allowed. At that time, the County will recoup the amount of General Assistance that went toward the individual with the retroactive SSI/SSP benefits.

In the 2012-13 FY, the average monthly case load for GA was 179 cases.

GA Dollars Disbursed



Number of Persons Receiving GA Benefits

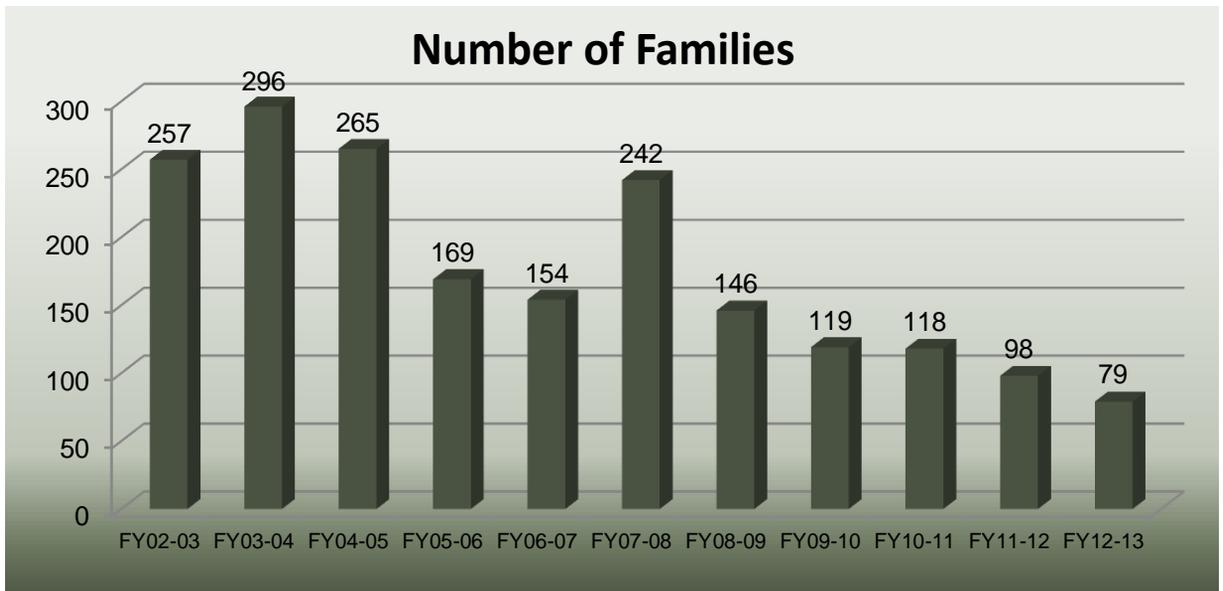




HOMELESS ASSISTANCE



The Homeless Assistance program aids CalWORKs families who lack a regular, fixed nighttime residence by helping families to find or maintain shelter. When no other options are available, the Homeless Assistance program provides temporary homeless assistance payments to house eligible CalWORKs families in local hotels. Families receiving CalWORKs may qualify for permanent housing assistance, which includes payments for back-owed rent, security deposits on rental properties, and other move-in costs.



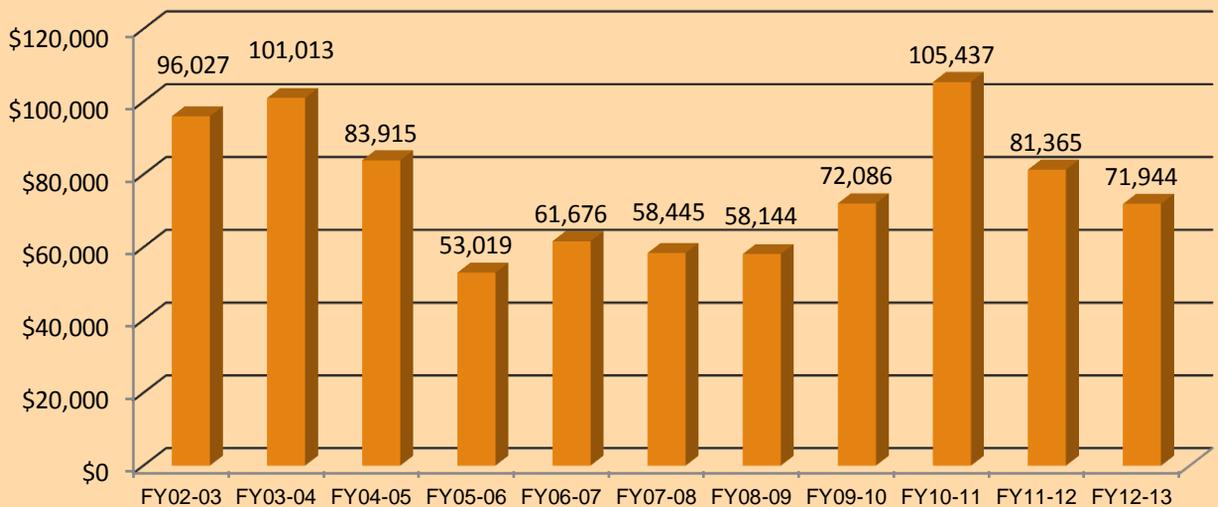


HOMELESS ASSISTANCE



These payments are designed to maintain families in the residence they currently live in and avoid greater costs down the road. Both temporary and permanent housing assistance is available only once in a lifetime to CalWORKs families, except in situations with exemptions that meet certain criteria.

Benefits Issued



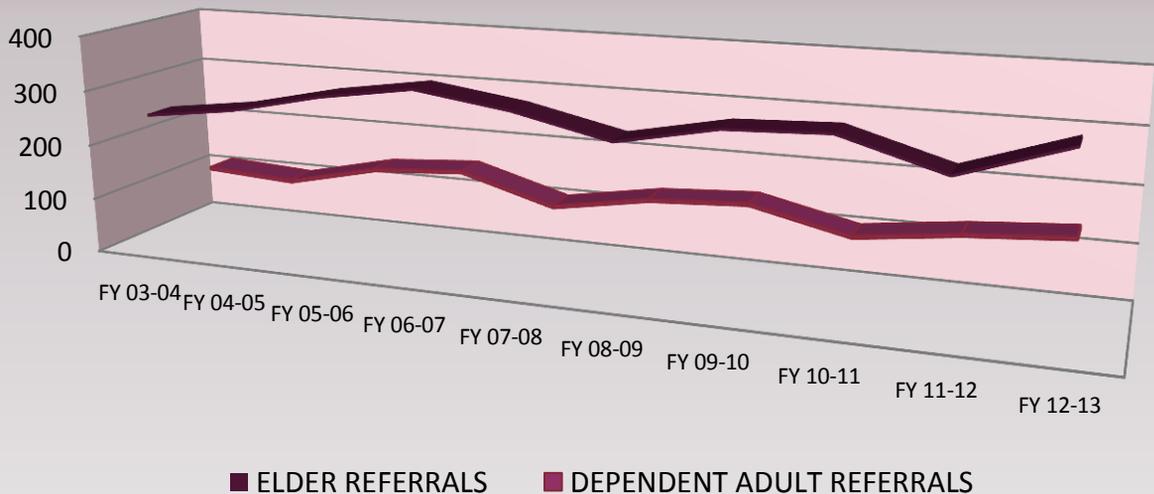


ADULT PROTECTIVE SERVICES



Adult Protective Services (APS) provides services to elders (65 or older) and dependent adults (18 through 64 years of age) who are unable to protect themselves and provide for their own needs, such as those with mental, physical or cognitive impairments. The APS program intervenes and prevents elder and dependent abuse by investigating referrals and assisting law enforcement and the District Attorney in the prosecution of offenders. APS strives to maintain the elder or dependent adult safely in his or her normal environment or the least restrictive environment, by building on their current assets and reinforcing community supports. These goals are accomplished through the direct provision of services or by linking the elder or dependent adult with community-based resources that can assist in their self maintenance.

APS Referrals from 2003 to 2013





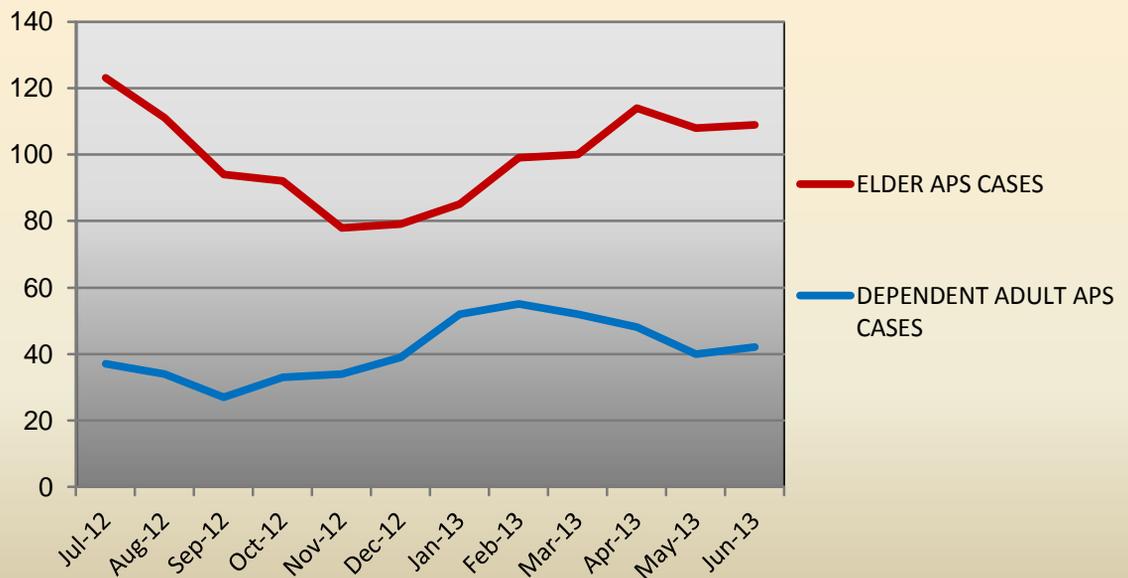
ADULT PROTECTIVE SERVICES

Dependent and Elder Abuse can take many forms such as but not limited to:

- ❖ Neglect (including self abuse)
- ❖ Financial abuse
- ❖ Abandonment
- ❖ Abduction
- ❖ Physical/Sexual abuse
- ❖ Other treatment resulting in pain and mental suffering
- ❖ Isolation



ACTIVE APS CASES FY2013



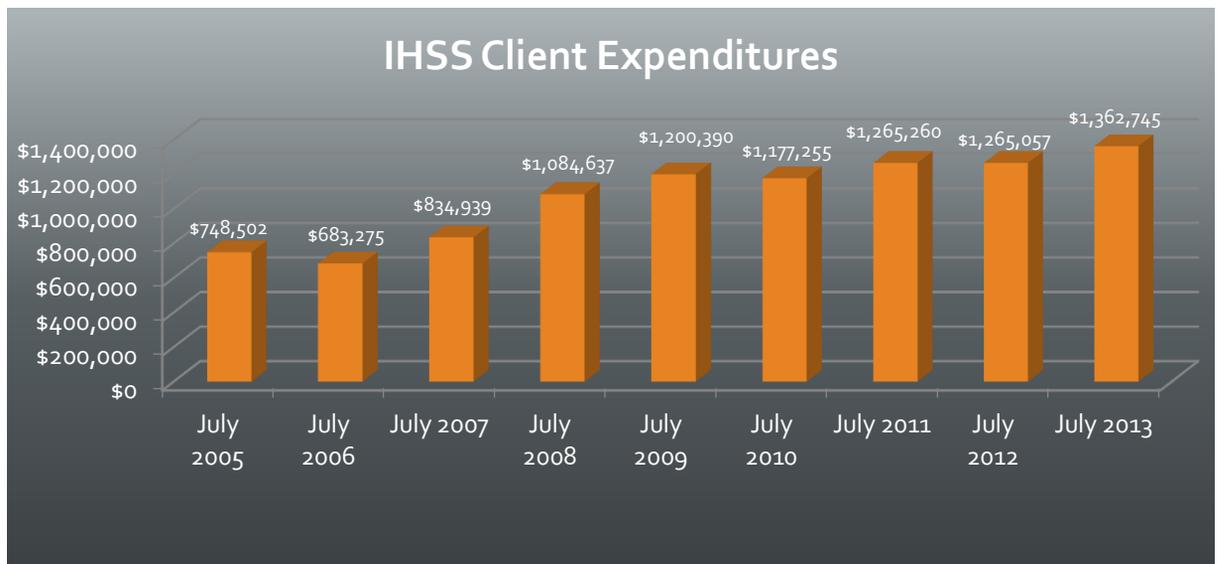


IN – HOME SUPPORT SERVICES



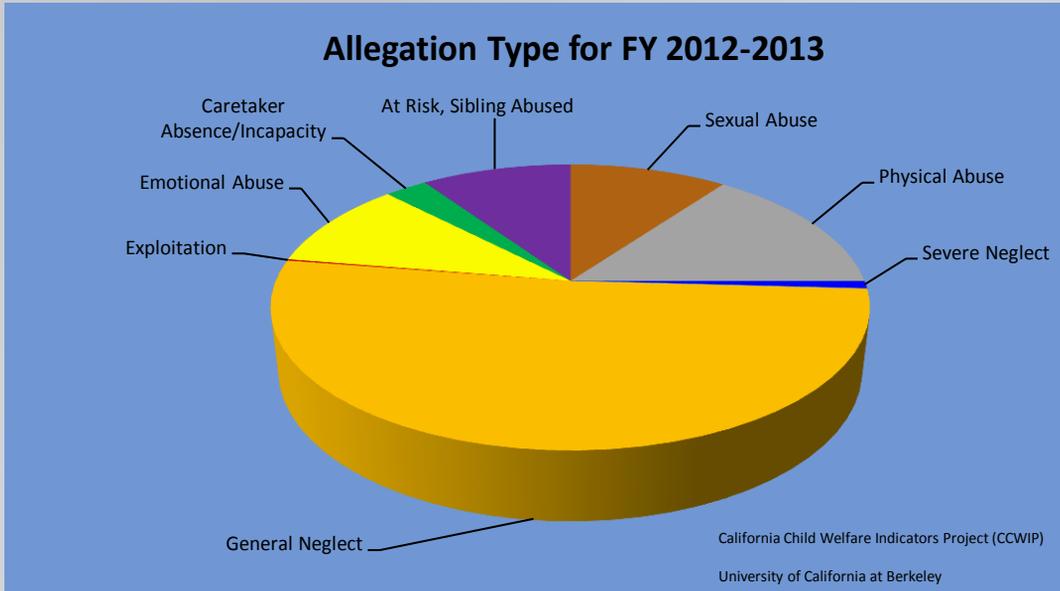
The In-Home Supportive Services (IHSS) program provides services to aged, blind, or disabled persons who are able to remain independent in their own homes with some assistance in daily living tasks. Services are designed to prevent institutionalization by supplementing social and community supports that the client already has available to them. The program is an alternative to out-of-home care, such as nursing homes and board-and-care facilities. These types of skilled nursing or assisted living facilities are typically more expensive but more importantly are against the wishes of the client. It costs the tax payer much more money to maintain a reasonably capable elderly resident in a nursing home, through Medicaid/Medicare, than it does to provide IHSS. The services authorized through IHSS include everyday chores, such as housekeeping, meal preparation, laundry and grocery shopping, and personal care services, such as bowel and bladder care, bathing, and paramedical services.

In July 2013, Madera County provided IHSS services to 1,770 individuals.





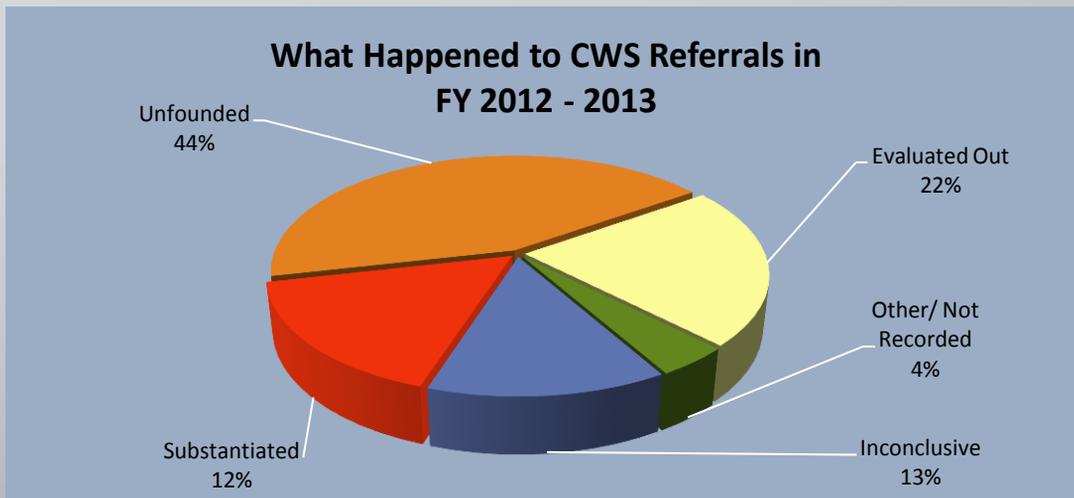
CHILD WELFARE SERVICES



Child Welfare Services (CWS) goal is to prevent abuse, neglect and exploitation of children, while preserving, rehabilitating and/or reuniting families. Child Welfare links families to services to address risk factors and provide preventative services. CWS assesses safety risks and evaluates family crisis situations to determine the safety of the children.

When it is determined that a child cannot be safely remain in their home, Child Welfare Services staff work with families to develop reunification plans while identifying alternative permanent plans, such as adoption or legal guardianship, should family reunification be ruled out. Child Welfares Services include: Emergency Response, Family Maintenance, Family Reunification and Permanent Planned Living Arrangement Services.

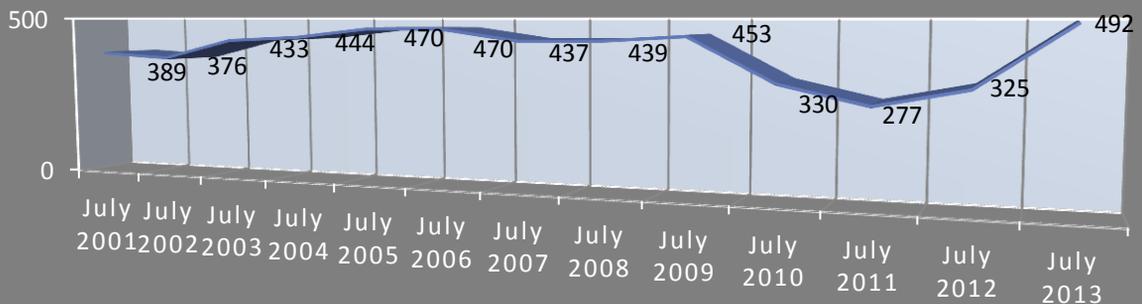
During FY 2012-2013 there were 2,628 children with one or more allegations.





CHILD WELFARE SERVICES

Number of Children in Active CWS Cases



Number of Children in Active CWS Cases Aug 2012 - Aug 2013



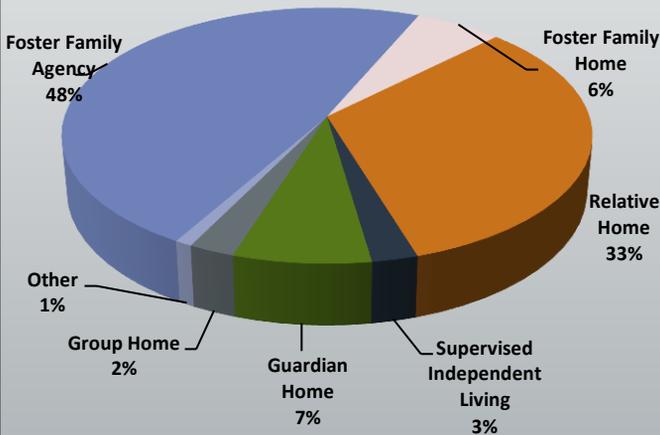
For FY 2013, the number of active child welfare cases increased. The Department of Social Services engages in efforts to provide early intervention and prevention services to families at risk of involvement with Child Welfare. Collaborations with Healthy Beginnings, Child Abuse Prevention Council, and Madera County First 5 provide preventative services that are unique in providing assistance to prevent future Child Welfare Service cases.

Parent Advocacy Support Programs are supported by the County Children's Trust Fund. In addition to these programs, the Child Abuse Prevention Council activities include outreach services along with mandated reporter training.

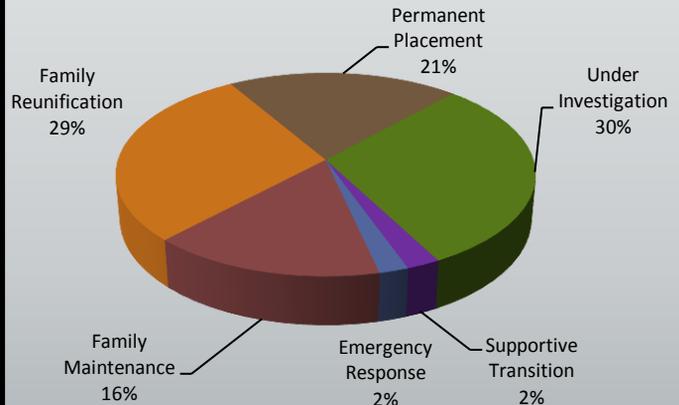


CHILD WELFARE SERVICES

Where Children are Placed



Where are the Open Child Welfare Cases?



The Department of Social Services attempts to place children with relative care givers whenever possible. Nevertheless, foster family agencies and foster family homes provide much needed services to children in care. Group homes are the least desirable placement, but sometimes necessary, placement.

Madera County Child Welfare Services collaborates with various agencies within Madera County, as well as outside of the county, to assess the appropriate level of services for children and families of Madera County.

Foster youth ages 14 – 21 are offered Independent Living Services (ILP). In this program, Child Welfare Services partners with other agencies to provide older youth with skills designed to help them become self sufficient upon aging out of the system. Training and support services include: employment experience, transitional housing, college and financial aid application competency, financial management and how to maintain domestic responsibilities. Recent passage of the legislation known as AB 12, will expand the age of eligibility for foster youth to age 21 by 2014.



CHILD WELFARE SERVICES

BEFORE



AFTER



BEFORE



AFTER



AFTER



The Social Services Department provides supervised visitation services for children in out-of-home care. The Department provides a place for children and parents to visit in a friendly and welcoming environment. Visitation is the corner stone of reunification, providing education and support for families. In FY 2012-13 the Department's visitation room was remodeled through the efforts of the Madera Rotary Club, while the visitation play area was constructed through collaboration between Social Services, Maintenance and the Parks and Recreation Departments. On July 8, 2013 the visitation play area was dedicated in memory of Paige Turner-Garcia, a former social worker supervisor, for her dedication to the children of Madera County.



FOSTER CARE



Foster Parent Partners Needed

"The Rewards Are Endless"

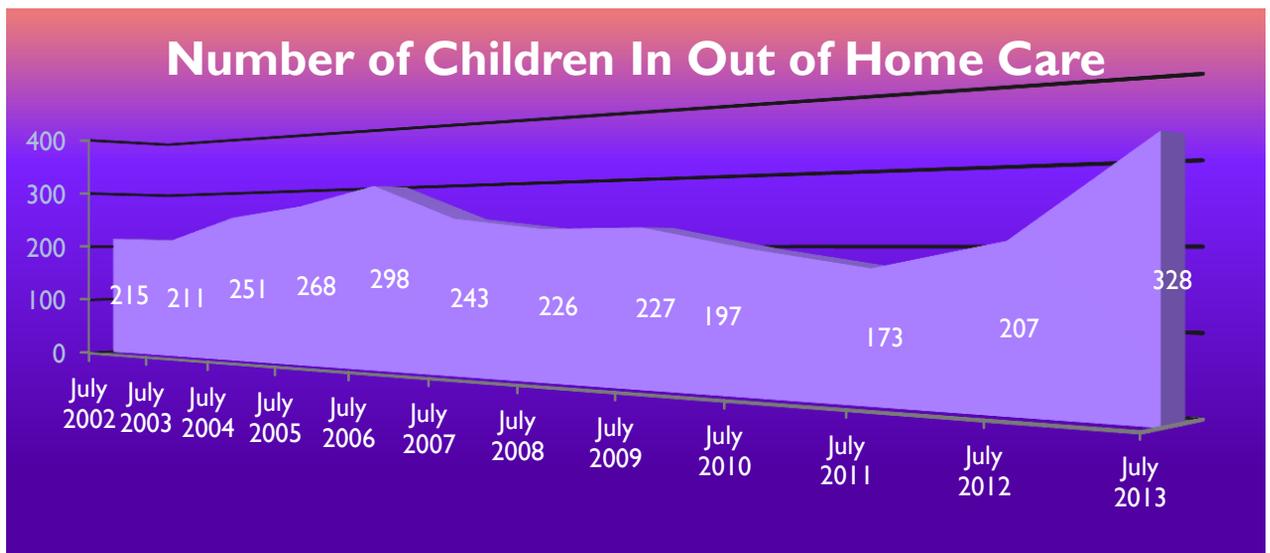
Call the Madera County Foster Parent Liaison
(559) 675-7841



Foster Care is designed to provide out-of-home care and supervision to children who have been removed from their families due to abuse, neglect, or exploitation. The Foster Care program includes Probation Department placements. It is the goal of the agency to first seek placement with non-custodial parents or relatives. If unable to do so, County Foster Homes or Foster Family Agency placements are then pursued.

In July 2013, there were 328 children placed in out of home care.

It is a Federal mandate that the Department of Social Services work with families when children are unable to return home, to locate a permanent home for the children and to reduce the amount of time involved in the child welfare system.





PUBLIC GUARDIAN/CONSERVATOR/ ADMINISTRATOR



The Office of the Public Guardian ensures the physical and financial safety of persons unable to manage their person or estate. Through order of the Superior Court, the Public Guardian may be appointed as Conservator of an individual or an estate, or both. The primary role of the Conservator is to provide the least restrictive living arrangement possible, taking into consideration each individual's abilities and resources.

The Public Administrator is charged with managing the estates of persons who die without a will or an ascribed executor of the estate. In such cases, the Public Administrator performs a diligent search to identify and transfer responsibility of the estate to heirs. When heirs do not exist or are unwilling to participate, the Public Administrator disposes of the estate pursuant to California Probate Code.

In July 2013, the Office of Public Guardian managed:

- 76 Probate conservatorships (frail adults)
- 57 LPS conservatorships (mentally ill adults)
- 4 Public Administrator estates
- 80 Active Payee cases



ADOPTIONS



The Department of Social Services assumed responsibility of the Adoption Program in July 2012. The primary mission of the Adoption Program is to achieve permanency through Adoption for dependent children who are not able to return to the care of their biological parents. Adoption is the social, emotional, and legal process in which children who will not be raised by their birth parents become full and permanent legal members of another family while maintaining genetic and psychological connections to their birth family. Adoption has many facets and touches people in different ways—depending on their role and perspective.

Foster/adoptive families can be relatives or foster parents who provide foster care for children while reunification services are provided to the child and his or her birth parents. Foster/adopt families actively support reunification efforts through a concurrent plan, and are also willing to provide a permanent home if it is not possible for the child to reunify with their parents.

Waiting children are currently residing in Madera County in regular resource family homes, specialized health care homes, group homes or institutions. Waiting children are of all ethnicities, ages and sometimes part of a sibling group, both in California and throughout the country.

Adoption is a life-long process and as such, the needs of children and their families do not end when an adoption is finalized.

This year the Madera County Adoptions unit finalized 24 Adoptions.

Tribal Customary Adoption

Without terminating parental rights, the court can order tribal customary adoption. A “tribal customary adoption” means adoption by and through the tribal customs, traditions, or law of an Indian child’s tribe.

In 2013 Madera County Department of Social Services in collaboration with North Fork Rancheria and Superior court finalized one customary adoption in Madera County.



SOURCES OF INFORMATION

- ❖ California Department of Health Care Services Research and Analytical Studies Branch
- ❖ California Department of Social Services DFA 358F – Food Stamps NA/PA
- ❖ California Department of Social Services DFA 256 – Food Stamp Program Participation and Coupon Issuance Report
- ❖ Caseload Movement and Activity Report CMSP 237 - CMSP
- ❖ California Department of Social Services CA 237 CW– CalWORKs
- ❖ California Department of Social Services CA 237 HA – Homeless Assistance
- ❖ California Department of Social Services GR 237 – General Assistance
- ❖ California Department of Social Services WTW 25 – CalWORKs Welfare to Work Monthly Activity Report – All (Other) Families
- ❖ California Department of Social Services WTW 25A – CalWORKs Welfare to Work Monthly Activity Report – Two Parent Families
- ❖ California Department of Social Services SOC 242 – Adult Protective Services and County Block Grant Monthly Statistical Report
- ❖ California Department of Social Services, Sacramento, Statistical Data Section
- ❖ California Child Welfare Indicators Project (CCWIP), University of California at Berkeley
- ❖ Centers for Medicare & Medicaid Services, Office of the Actuary, National Health Statistics Group
- ❖ U.S. Department of Commerce, Bureau of Economic Analysis
- ❖ U.S. Bureau of the Census
- ❖ www.safemeasures.org

For additional information, please contact Paul Yankey,
Administrative Analyst II at (559) 675-7841,

paul.yankey@co.madera.ca.us

Or write to:

Madera County Department of Social Services

P. O. Box 569

Madera, CA 93639

Visit our website at: <http://www.madera-county.com/index.php/dss-home>