



**COUNTY OF MADERA
DEPARTMENT OF SOCIAL SERVICES**

CLIENT PROFILE

**Prepared for
BOARD OF SUPERVISORS**

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Kelly L. Woodard
Director of Social Services

NOVEMBER 2009

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DIRECTOR'S NOTE

This Client Profile is prepared to provide an annual update to your Board on Social Services programs. This document contains information on our programs that can be used by constituents and the community who may have general social welfare questions.

Sincerely,

Kelly L. Woodard, Director

Madera County

Department of Social Services

FORWARD

Madera County's Department of Social Services provides a wide range of programs and services designed to move people from public assistance to financial independence. Our mission of fostering self-reliance among those we serve touches every facet of daily life; from employment, health care, shelter, food and clothing; to education, training, child care, transportation and other supportive services. Our programs are designed to assist low-income families and individuals find workable solutions to daily-living challenges as they make the transition from welfare to self-sufficiency. Further, departmental programs provide intervention and case management services to at risk children and vulnerable adults. These programs include:

 **CalWORKs (California Work Opportunity & Responsibility to Kids)**

The result of Federal Welfare Reform, this is the state implementation of the Federal Temporary Assistance to Needy Families (TANF) program that provides time-limited cash assistance to families with children and helps parents find and keep jobs through a variety of employment services and activities.

 **Welfare to Work**

Program designed to assist Temporary Assistance to Needy Families (TANF)/CalWORKs clients in obtaining education and/or training when necessary, finding and retaining employment and upgrading to higher paying jobs that subsequently lead to financial self-reliance.

 **Food Stamps**

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

Medi-Cal

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

County Medical Services Program (CMSP)

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

General Assistance

A County funded program that is mandated by law. The program provides assistance for normal 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

Protects elders (age 65 or older) and dependent adults (18 through 64 years of age) from abuse, neglect and exploitation by investigating and providing or arranging for services as necessary to alleviate or prevent further maltreatment.

In-Home Supportive Services

Pays for services provided to elders, disabled including children or blind to ensure they can remain safely in their own home. This program is an alternative to out-of-home 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 of all independent IHSS providers for collective bargaining purposes.

Child Welfare Services

Goal is to prevent or remedy neglect, abuse or exploitation of children and preserving, rehabilitating or reuniting families. The breakdown of the different services provided on behalf of children includes Emergency Response, Family Preservation and Support Service, Family Maintenance, Family Reunification and Permanent Placement services.

Foster Care

Provides financial and medical assistance to children placed in foster homes.

Adoption Assistance Program

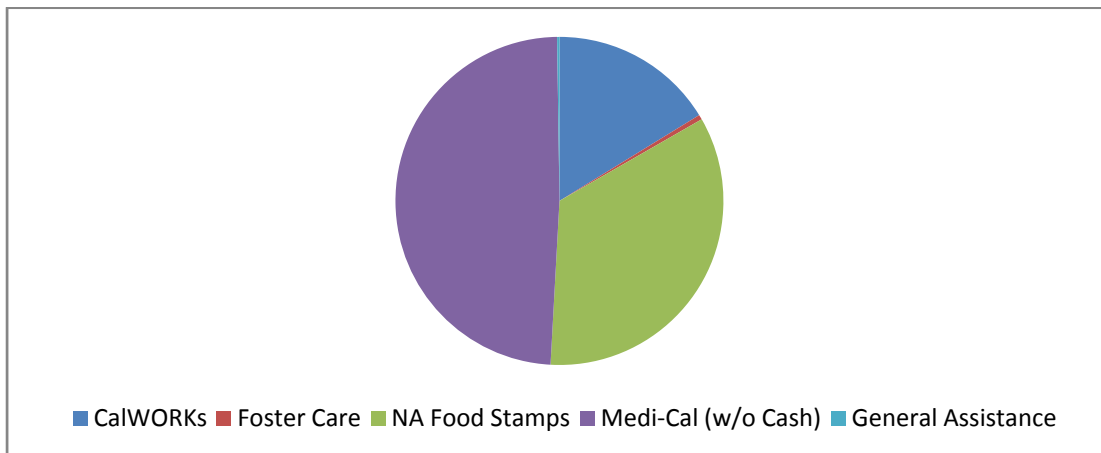
Provides financial and medical assistance to adopted children.

ALL PUBLIC ASSISTANCE

JULY 2009

<u>PROGRAM</u>	<u>CLIENTS</u>
CALWORKS	7,718
FOSTER CARE	227
NA FOOD STAMPS	16,251
MEDI-CAL (w/o cash)	23,260
GENERAL ASSISTANCE	109

July 2009 – Recipient Breakdown



MADERA COUNTY POPULATION AS OF 2009 – 151,848*

(*Projected using 2.37 growth ratio)

% CLIENTS SERVED – JULY 2009 POPULATION FIGURE – 31.3%

CalWORKs

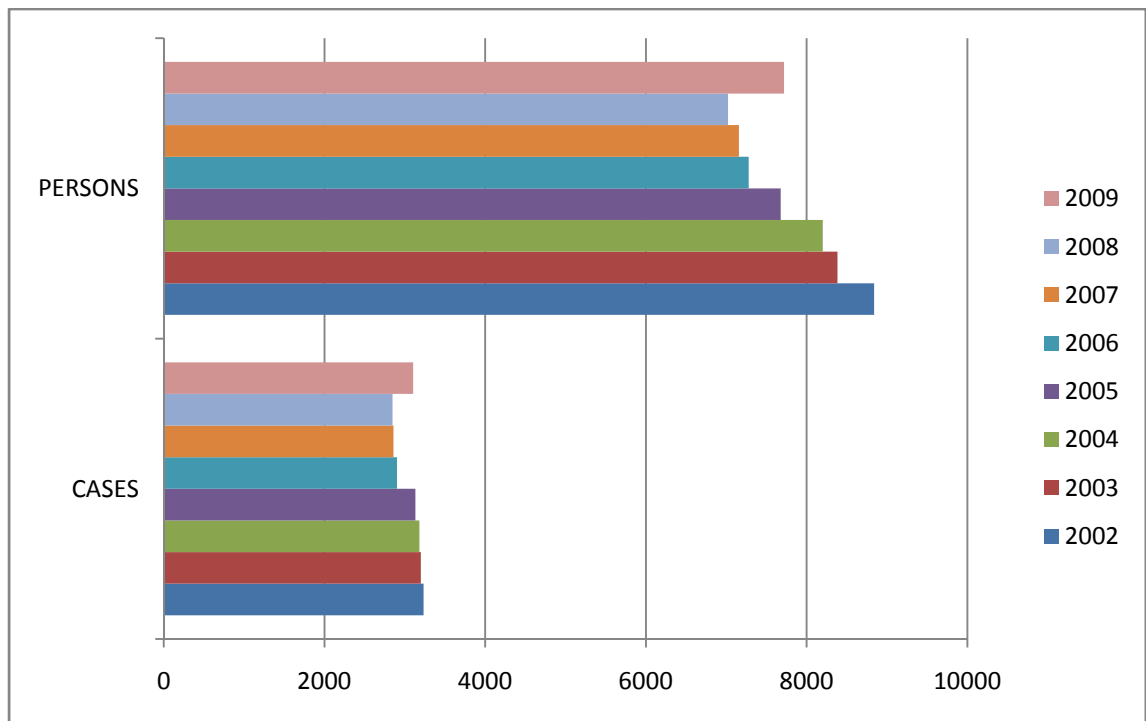
CalWORKs is California's version of welfare reform and encompasses all the mandates of the Federal welfare reform program called TANF (Temporary Assistance to Needy Families). Families may be eligible for CalWORKs cash aid benefits if there is at least one child in the home who is deprived of parental support due to death, absence, disability or unemployment. CalWORKs households are defined as:

- **Two Parent Household** – both parents are in the home and receive assistance
- **Zero Parent Household** – only the child(ren) in the home receive assistance
- **Other Families** – includes single parents and needy caretakers
- **TANF Timed Out** – adult(s) who have reached their 60 months time limit
- **Safety Net** – only the child(ren) continue to receive assistance after the adult(s) time-out

Adults in the CalWORKs Program are limited to receiving cash assistance for a lifetime cumulative period of 60 months. Non-exempt adults must participate in a work activity. Employment services are available for adult recipients to assist in finding and keeping a job.

CalWORKs CASES AND PERSONS:

JULY	CASES	PERSONS
2002	3233	8840
2003	3200	8384
2004	3182	8200
2005	3132	7677
2006	2903	7278
2007	2859	7157
2008	2846	7021
2009	3103	7718



WELFARE TO WORK

The WtW program is designed to assist CalWORKs clients in becoming self-sufficient. WtW offers a variety of employment services to move participants from welfare to work. WtW pays for the costs of childcare, transportation and other work-related expenses for those engaged in services.

CalWORKs adults participate in a variety of programs, including vocational training, paid and unpaid work experience, college classes, job search workshops, mental health and substance abuse counseling and High School diploma/GED classes.

Our Department partners with the following agencies to provide services to CalWORKs families:

- State Center Community College District
- Workforce Development Office
- Central Valley Occupational Center
- Madera County Behavioral Health Services
- Madera County Public Health Department
- California State University of Fresno
- Madera County Economic Development Commission
- Madera Adult School and others

NUMBER OF CASES

	FY 2002-2003	FY 2003-2004	FY 2004-2005	FY 2005- 2006	FY 2006-2007	FY 2007-2008	FY 2008-2009
MONTH	#CASES	#CASES	#CASES	#CASES	#CASES	#CASES	#CASES
JULY	2030	1815	1659	1290	1011	954	988
AUG	2030	1733	1638	1191	995	982	979
SEPT	1824	1695	1341	1159	961	955	1038
OCT	1976	1712	1301	1085	944	955	1017
NOV	1998	1669	1301	1054	944	951	1007
DEC	2028	1676	1301	1078	948	932	1072
JAN	1958	1661	1355	1065	971	975	1106
FEB	2015	1660	1369	1029	975	940	1114
MAR	2011	1690	1363	1037	955	959	1111
APR	2029	1657	1345	1031	947	980	1079
MAY	1853	1600	1330	1018	937	984	1050
JUNE	1937	1620	1318	1019	949	957	1050
MON. AVG.	1974	1682	1385	1088	961	960	1051

FOOD STAMPS

The Food Stamp Program 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 to purchase food and maintain adequate nutrition levels. It is the only nationwide program available to all that need it, if eligible, regardless of age or family composition. Food stamps issued in conjunction with cash assistance are the considered Public Assistance Food Stamps. When no cash assistance is received, the benefits are considered Non-Assistance Food Stamps.

In October 2003, the manner in which Food Stamps are issued and redeemed dramatically changed with the implementation of Electronic Benefit Transfer (EBT). EBT is the distribution of Food Stamp benefits with a plastic debit card, making the issuance of state public assistance and federal food stamp benefits faster and easier through the use of electronic transactions. By using the EBT card, cardholders can access food benefits at the point-of-sale (POS) terminals of retailers authorized by USDA to accept food stamp benefits.

Number of Cases:

JULY	PUBLIC ASSISTANCE	NON-ASSISTANCE
2002	1482	2680
2003	1374	3018
2004	1255	3493
2005	1250	3896
2006	1127	4268
2007	1023	4396
2008	970	5104
2009	1028	6271

MEDI-CAL

Medi-Cal refers to the California Medical Assistance Program, based on the national Medicaid program and is designed to provide no-cost or low-cost medical benefits to low income families. CalWORKs families are automatically eligible for no-cost benefits. Other families qualify based on income and may qualify on a share-of-cost basis. There are four categories in which a person may qualify for Medi-Cal:

- Public Assistance Recipients (CalWORKs or SSI/SSP)
- Medically Needy Only – Child, Adult or Family
- Medically Indigent Persons under age 65
- Kidney Dialysis Patients

While CalWORKs caseloads have declined since the implementation of welfare reform in 1998, Medi-Cal only cases have increased most significantly. This is due primarily to the number of CalWORKs clients who terminated their cash cases after finding employment, but who are entry level or low-paying positions with no health insurance. Medi-Cal provides an important safety net for the working poor and helps ensure job retention.

During July 2009, Madera County served 23,260 Medi-Cal only clients.

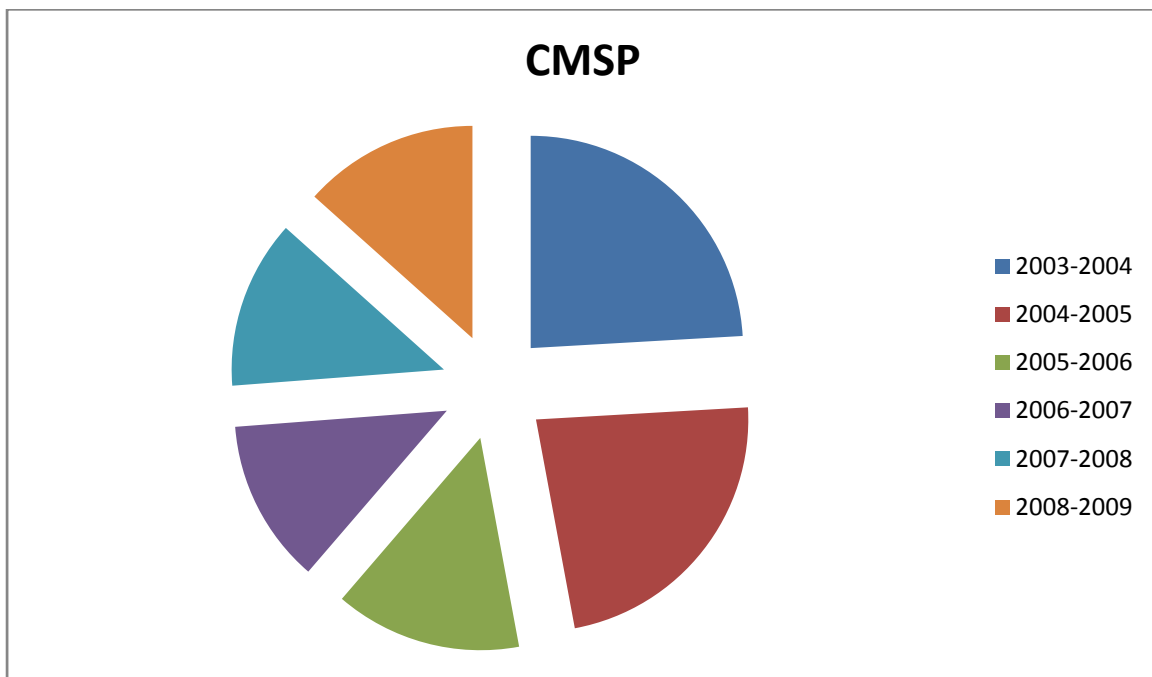
CMSP

The County Medical Services Program (CMSP) provides health coverage for low-income, indigent adults in thirty-four, primarily rural, California counties. 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 payment rates paid to health care providers delivering services to CMSP members.

Effective December 2004 the reporting changed from case count to individual count. There has been a steady decline in the number of CMSP cases due to stricter regulations and the fact that certification periods are shorter.

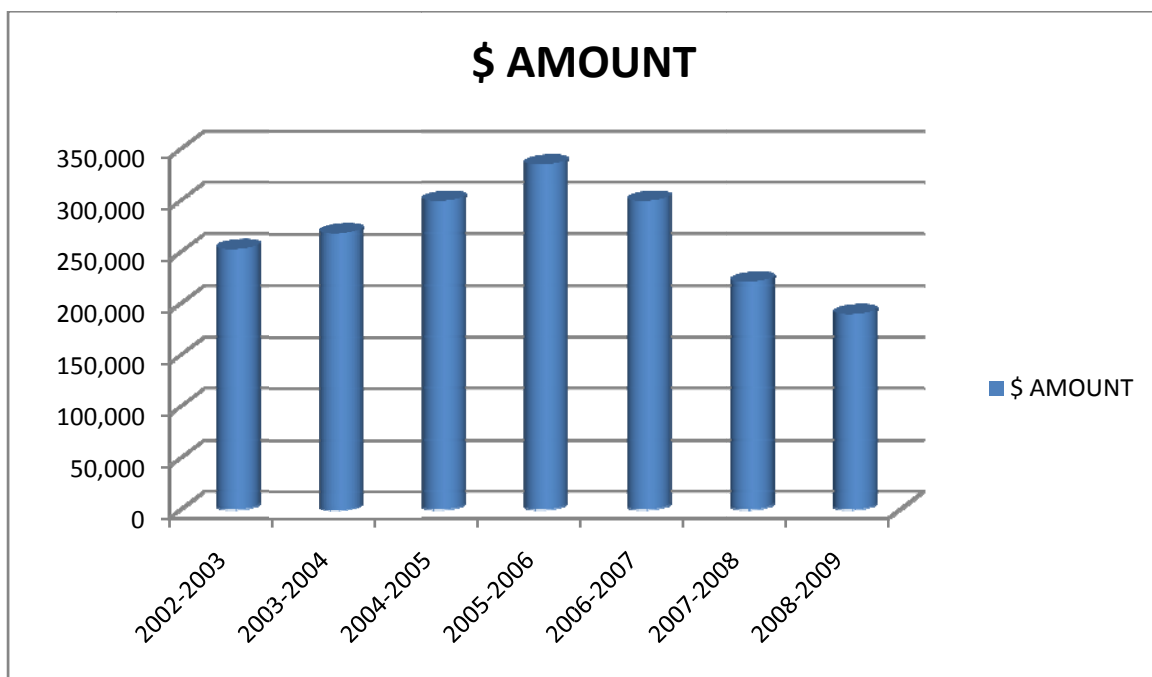
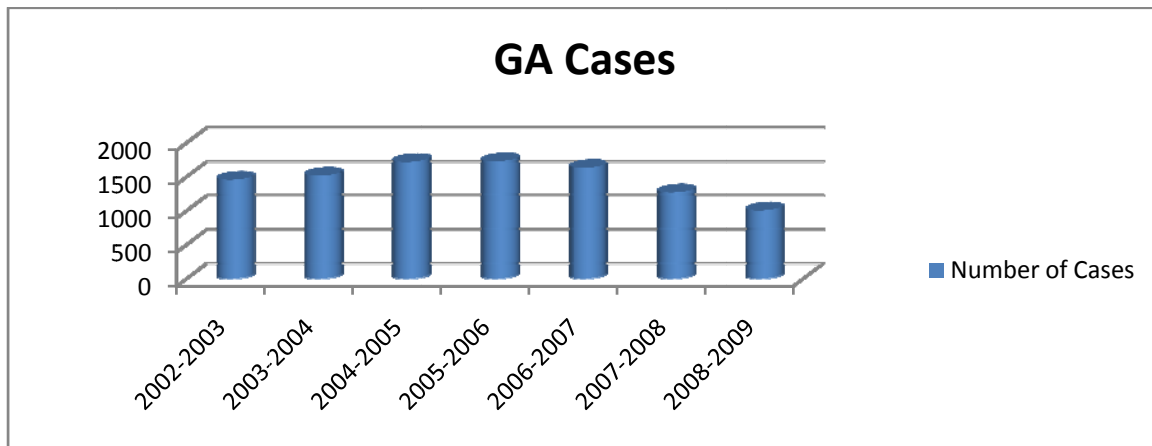
CMSP ONLY CASES

FISCAL YEAR	2003-2004	2004-2005	2005-2006	2006-2007	2007-2008	2008-2009
MONTHLY AVERAGE	3063	2923	1810	1587	1632	1701



GENERAL ASSISTANCE

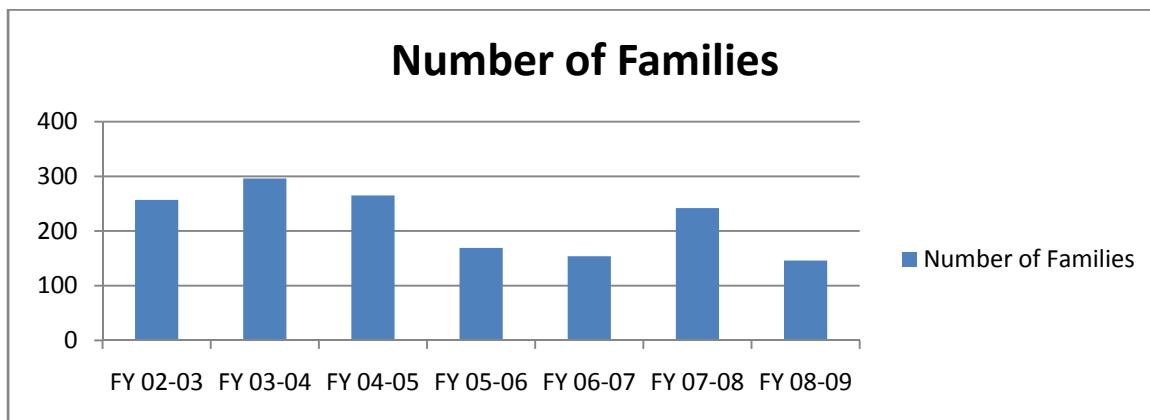
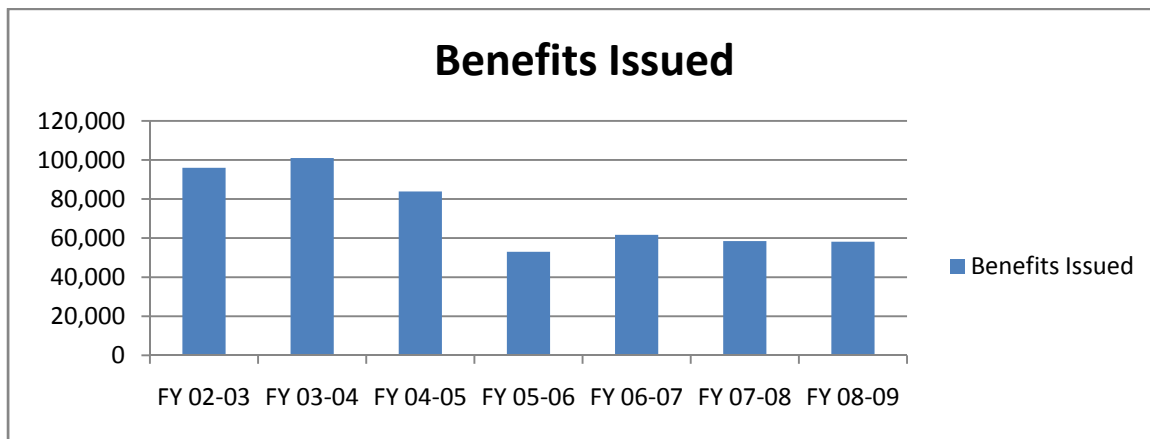
General Assistance helps the indigent and dependent poor who are not eligible for any other assistance program. The General Assistance program is mandated by law. GA is funded with county dollars only and is not subject to any federal or state reimbursement. Persons who have applied for, but who have not yet received Supplemental Security Income (SSI) benefits, may receive GA as interim assistance until SSI is allowed.



HOMELESS ASSISTANCE

The Homeless Assistance Program is a part of CalWORKs that provides services for families with special needs. Temporary shelter payments are made to CalWORKs applicants/recipients who lack a regular fixed nighttime residence and who meet program eligibility requirements. Additionally, the program provides permanent homeless assistance payments to CalWORKs recipients, which may include payments for legal security deposits (within certain limitations) necessary to secure permanent shelter.

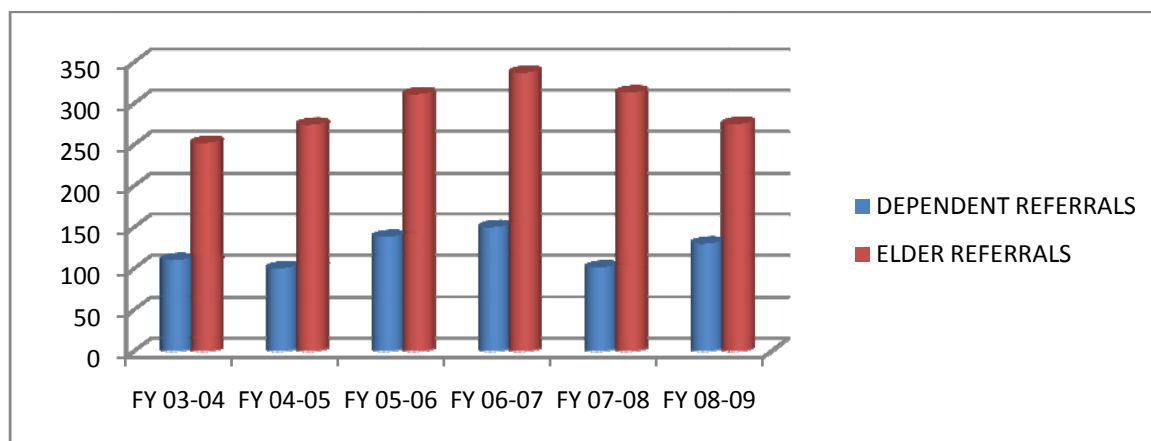
There are two types of permanent Homeless Assistance payments, one that helps homeless families secure a permanent residence and a new type of permanent Housing Assistance payment that would prevent eviction. Receipt of either of these two permanent Housing Assistance payments would constitute a one-in-a-lifetime payment.



ADULT PROTECTIVE SERVICES

Adult Protective Services (APS) provides protective services to elders (65 or older) and dependent adults (age 18 through 64 years of age) who are unable to protect their own interests or to care for themselves. The APS program is to prevent and remedy the abuse, neglect, or exploitation of elder and dependent adults who have been harmed or are at risk of harm. This program seeks to maintain the elder or dependent adult safely in his or her normal environment by strengthening his or her capacity for self-maintenance. These goals are accomplished through the direct provision of adult protective services or by linking the elder or dependent adult with appropriate community-based resources.

FISCAL YEAR	ELDER REFERRAL	DEPENDENT REFERRAL	NEW REFERRALS	REFERRALS CLOSED
2003-2004	252	110	362	333
2004-2005	274	100	374	392
2005-2006	311	138	449	407
2006-2007	337	150	487	476
2007-2008	313	101	414	581
2008-2009	275	130	405	372



IN-HOME SUPPORTIVE SERVICES

The IHSS program provides supportive services to persons who are aged, blind or disabled and are unable to perform the activities of daily living in order to live safely and independently in their own homes. Services are aimed at maintaining health and safety and preventing institutional placement by augmenting what the clients and other alternative resources are able to do. IHSS is considered an alternative to out-of-home care, such as nursing homes or board and care facilities. The types of services that can be authorized through IHSS are chores and related services such as housekeeping, meal preparation, laundry and grocery shopping, also personal care services, such as bowel and bladder care, bathing and paramedical services.

On September 1, 2009, Madera County authorized 1,629 cases for In-Home Supportive Services. The average amount of hours authorized for September 2009 was 76.3 per case, which totaled \$1,128,559.08 dollars.

CHILD WELFARE SERVICES

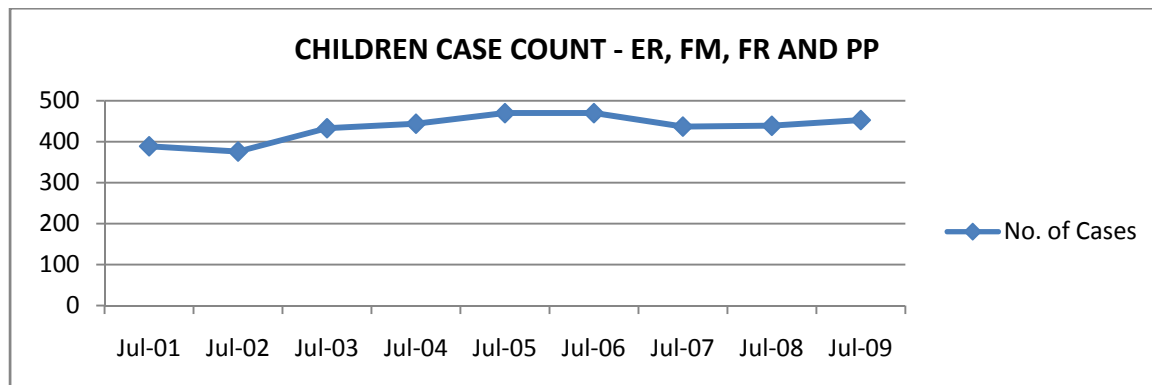
The primary focus of Child Welfare Services (CWS) is ongoing assessment of child and family risk factors in order to intervene when child abuse, neglect and exploitation are suspected; link families to agencies/organizations that can provide early intervention and prevention services.

Additionally, when child abuse, neglect and exploitation assessments and interventions determine that a child cannot safely remain in their home the focus of Child Welfare Services becomes focused toward both reunification of children and families as well as concurrently, should those plans not be feasible, the identification of alternative permanent plans which may include adoption, guardianship and an alternative permanent placement planned living arrangement.

Child Welfare Services contains a continuum of programs that include Emergency Response (ER), Family Maintenance (FM), Family Reunification (FR) and Permanent Planning (PP) in collaboration with County and Community Based organizations.

From September 2008 through September 2009 CWS Emergency Response had 2,318 referrals for abuse and/or neglect.

As of July 31, 2009 there were 453 open cases in CWS.

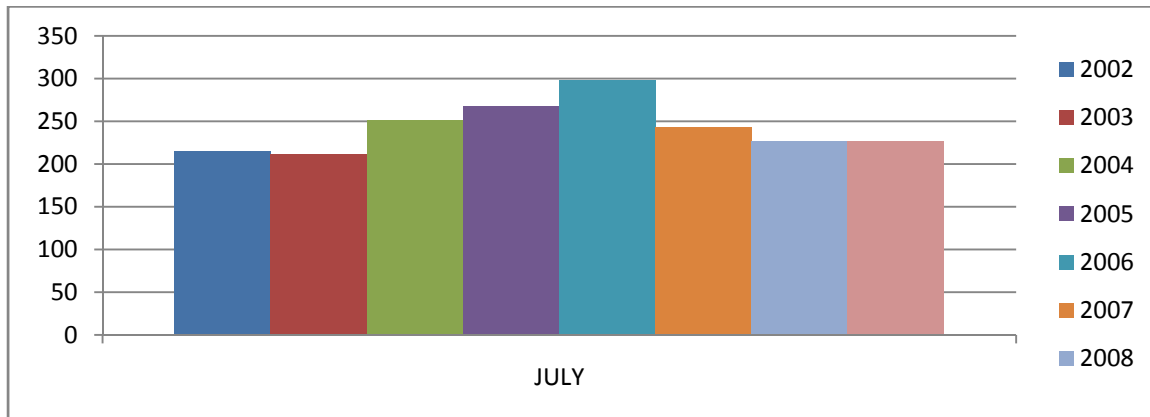


FOSTER CARE

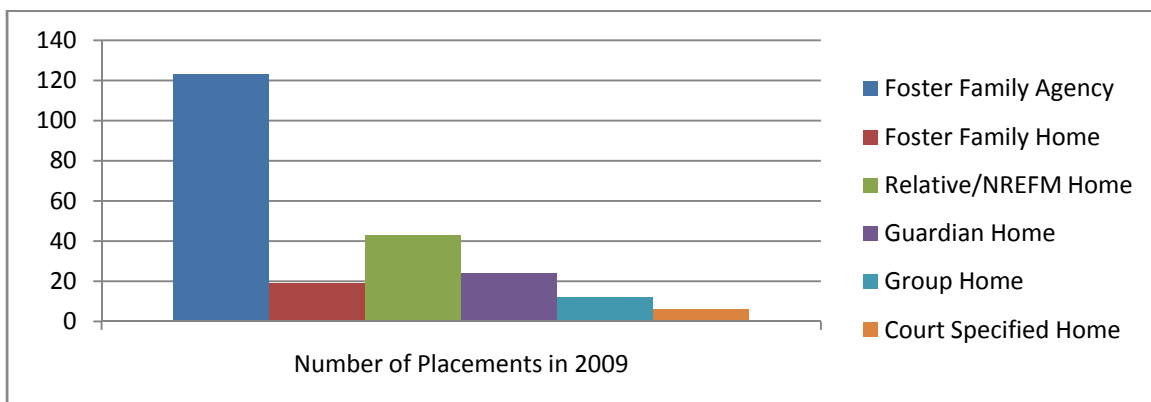
Foster Care is a program designed to provide out-of-home care and supervision to a child who has been removed from his or her own family due to abuse, neglect or abandonment. This program also includes Probation Department placements.

In October 2009, dollars spent for children placed in Foster Care outside Madera County Totaled \$115, 182.00. Dollars spent for same time period in Madera County totaled \$168,704.00. Dollars spent in Madera County was 48.9% of total Foster Care placements.

OUT OF HOME PLACEMENT



There are several types of Foster Care Placements: Foster Family Agencies, Foster Family Homes, Relative/NREFM Homes, Guardian Homes, Group Homes and Court Specified Homes.



SOURCES OF INFORMATION

- ✚ 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
- ✚ www.safemeasures.org

CONTACT INFORMATION

For additional information, please contact Karen DaSilva, Administrative Assistant, and Department of Social Services at (559) 675-7841,

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/socialservices>