

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

DEPT: Chief Executive Office

BOARD AGENDA # B-13

Urgent Routine

AGENDA DATE September 1, 2009

CEO Concurs with Recommendation YES NO
(Information Attached)

4/5 Vote Required YES NO

SUBJECT:

Approval to Accept the Third Annual Report on A Healthy Community Priority Goals and Performance Measures

STAFF RECOMMENDATIONS:

Accept the Third Annual Report on A Healthy Community Priority Goals and Performance Measures.

FISCAL IMPACT:

The stated Board priorities identify seven core areas: a safe community, a healthy community, a strong local economy, effective partnerships, a strong agricultural heritage and economy, a well planned infrastructure system, and the efficient delivery of public services. These priorities guide all fiscal planning and budgetary preparation. The Board priorities impact the focus and priority of work and influence our fiscal approach, providing an important framework for continued process improvements and the strategic use of limited resources.

BOARD ACTION AS FOLLOWS:

No. 2009-604

On motion of Supervisor Grover, Seconded by Supervisor O'Brien

and approved by the following vote,

Ayes: Supervisors: O'Brien, Chiesa, Grover, and Chairman DeMartini

Noes: Supervisors: None

Excused or Absent: Supervisors: Monteith

Abstaining: Supervisor: None

1) Approved as recommended

2) Denied

3) Approved as amended

4) Other:

MOTION:



ATTEST: CHRISTINE FERRARO TALLMAN, Clerk

File No.

DISCUSSION:

Background

Stanislaus County has adopted the vision "to be the Best County in America". To assist in achieving that vision, in 2005 the County Board of Supervisors defined seven priority areas of focus for Stanislaus County. These seven Board priorities serve as the foundation for operational and strategic planning for the organization. To ensure implementation, each Board priority has a team of department heads and representatives that work together to develop goals, measures and expected outcomes for that priority. Each team is responsible for monitoring results and reporting those results annually to the Board of Supervisors. This agenda item represents the third annual report on actual outcomes achieved for Fiscal Year 2008-2009 for A Healthy Community priority.

Overview

The Board of Supervisors adopted this priority to promote a healthy community for the residents of Stanislaus County. The members of this priority team include Area Agency on Aging and Veterans' Services, Behavioral Health and Recovery Services, Child Support Services, Community Services Agency and the Health Services Agency. For Fiscal Year 2008-2009, the priority team recommended one goal: Access to services that promote continued health, self-sufficiency, accountability, protection and independence based upon state and federal funding and regulations.

In order to promote health, the priority team focused on achieving fiscal targets to operate the clinic system within approved appropriations, improving the infant mortality rate, increasing participation in the Healthy Aging Summit, providing mental health services to individuals under the Mental Health Services Act program, Full Service Partnership programs and General Service Development and Outreach and Engagement programs and processing Medi-Cal applications in under 30 days.

To promote Self Sufficiency, the priority team focused on increasing outreach efforts to veterans, usage of the Home-Delivered Meals program, Welfare to Work Engagement rates and the number of caregivers supported by the Family Resource Center.

To promote accountability, the priority team focused on meeting or exceeding baseline child support collection and distribution goals.

To promote protection, the priority team focused on increasing the number of adoptions from child welfare supervised foster care, improving readiness to respond to public health issues, continuing timely Adult Protective Services

investigations, creatively maintaining outreach efforts for elder abuse prevention, and participating in the Methamphetamine Task Force.

To promote independence, the priority team focused on increasing employment rates and decreasing homelessness for mentally ill individuals serviced through Mental Health Services Act and AB2034 funding, increasing the number of youth emancipated from foster care who receive transitional housing support, and increasing awareness of senior services in the County.

While there have been many successes, the priority team has also identified several lessons learned and opportunities for improvement.

The achievement of fiscal targets for the clinic system, services for seniors and recipients of mental health services will require continued vigilance and possible changes based largely on external factors including state and federal reimbursement and coverage decisions. Future outreach and education rates may also be impacted by funding reductions. The priority team acknowledges the effectiveness of reaching vulnerable populations through community organizations and the importance of partnering with the community when possible to reach these populations.

Exhibit A outlines the outcomes that this priority team expected to achieve in Fiscal Year 2008-2009 and the actual outcomes achieved. Exhibit A also provides a discussion of Lessons Learned over the past year for each measure.

Conclusion

Most expected outcome targets have been achieved this year. The priority team will continue to strive to meet the needs of the community utilizing effective partnerships and pursuing process efficiencies when appropriate. However, the achievement of expected outcomes in 2009-2010 undoubtedly will be seriously impacted by the current State Budget crisis.

POLICY ISSUE:

The Board of Supervisors priorities establish the future direction for Stanislaus County. Approval of the recommended goals and proposed outcomes for each priority provide a focused direction for County departments and staff in support of the Board of Supervisors' directives.

STAFFING IMPACT:

The work required implementing the goals and measures associated with the Board priorities will be absorbed by existing staff.



GOALS AND PERFORMANCE MEASURES

BOARD PRIORITY

The Stanislaus County Board of Supervisors is committed to providing excellent community services and we charge the organization to effectively manage public resources, encourage innovation and continuously improve business efficiencies.

In collaboration with public and private partnerships we strive for:

A healthy community

PRIORITY TEAM

- Aging and Veterans' Services
- Behavioral Health and Recovery Services
- Child Support Services
- Community Services Agency
- Health Services Agency

GOAL 1

Access to services that promote continued health, self-sufficiency, accountability, protection and independence based upon state and federal funding and regulations

MEASURE 1

Promote health

EXPECTED OUTCOMES FOR FISCAL YEAR 2008-2009	ACTUAL OUTCOMES FOR FISCAL YEAR 2008-2009
Achieve fiscal targets to operate clinic system within approved appropriations;	Preliminary year-end figures indicate that operating performance will be better than budget by approximately \$1.5 million. The clinic system is projected to end the fiscal year with an estimated cash balance of approximately \$900,000;
To improve infant mortality rates, identify and provide health education to 40% of the pregnant population through the Healthy Birth Outcomes program (contingent on continued level of Children and Families Commission grant and State funding);	Based on the outreach contacts made by Public Health staff and subcontracted partners, over 1,000 women were identified as being pregnant and referred to the Healthy Birth Outcomes program. Of those, 54% received health education;

<p>Increase participation in the Healthy Aging Summit for seniors and Veterans by 5% above a baseline of 1,300;</p>	<p>This goal was exceeded. Approximately 1,400 seniors and Veterans attended the 6th Annual Healthy Aging and Fall Prevention Summit last October. Over 2,000 free health screenings for Diabetes, Cholesterol, Bone Density, Blood Pressure, Depression, Balance/ Coordination, Medication Management, and many others were offered. In addition, 325 flu shots were given by Public Health;</p>
<p>Through the Mental Health Services Act program, 509 individuals will be served by Full Service Partnership Programs and 5,075 individuals will be served by General Service Development and Outreach and Engagement Programs; and</p>	<p>496 individuals (97% of target) were served by Full Service Partnership (FSP) Programs and 6,129 individuals (120% of target) were served by General Service Development and Outreach and Engagement Programs. It should be noted that there was greater client turnover in the FSP programs this year, which was a strategy put into place to increase service access; and</p>
<p>Medi-Cal applications will be processed in less than 30 days.</p>	<p>The average number of days to process Medi-Cal applications for the first eight months of FY 08/09 is 24.32 days. Due to the high number of applications and the increased need for health coverage, staff resources from other areas have been shifted and focused on processing applications for those in need.</p>

Lessons Learned

- The achievement of clinic system fiscal targets will require continued vigilance and possible changes based largely on external factors including state and federal reimbursement and coverage decisions.
- Continued acknowledgement of the effectiveness of reaching vulnerable populations through community organizations. Future outreach and education rates may be impacted by funding reductions.
- Due to drastic cuts in most services and programs for senior citizens, including cuts in Medi-Cal, it is extremely important that the Area Agency on Aging (AAA) and the Healthy Aging Association continue to seek sponsors to hold the Annual Healthy Aging Summit. Now more than ever, as the senior population increases and because they are living longer due to advances in technology and medicine, it is crucial that they take advantage of the free health screenings that are offered at this event.
- Mental Health Services Act (MHSA) programming has succeeded in providing increased access to new services, even while funding reductions to "core" mental health and alcohol and drug services has restricted traditional services. As MHSA funding fluctuates these new services may be adversely affected in the future due to little flexibility in other Behavioral Health and Recovery Services (BHRS) funding.

MEASURE 2

Promote self-sufficiency

EXPECTED OUTCOMES FOR FISCAL YEAR 2008-2009	ACTUAL OUTCOMES FOR FISCAL YEAR 2008-2009
Increase the number of Benefit Claims filed for Veterans by 10% above baseline of 1,623 claims;	This goal was exceeded. The Veterans Services Division filed 2,069 Benefit Claims on behalf of Veterans and their dependents;
Increase the number of home-delivered meals for seniors by 5% above baseline of 100,000;	The goal was met. Seniors in Stanislaus County received 103,981 home-delivered meals;
Increase the Welfare-to-Work engagement rate from 30% to 50%; and	This goal was exceeded. The Welfare to Work engagement rate is 51% overall. During the past year the number of individuals participating in the Welfare to Work program has grown by over 29%, from 2236 to 2896; and
The care givers of 2,400 children will be provided with family support and parent education services through Family Resource Centers to positively impact child health, school readiness, mental health, and abuse/neglect.	Through the 3rd quarter, the number of children whose care givers received family support and parent education services through FRCs was 3,200.

Lessons Learned

- The extensive outreach that the Veterans Services Office has been conducting has been extremely successful. We have almost doubled the number of claims filed on behalf of veterans from World War II, Korea, Iraq, and the Afghanistan Wars. Unfortunately, due to the fact that we cannot employ additional Veterans Representatives to serve these Veterans because of the budget crisis, Veterans are waiting up to three weeks to get an appointment.
- The Home-Delivered Meals Program continues to increase at an alarming rate. Fortunately, due to some additional American Recovery and Reinvestment Act (ARRA) funding for the Senior Nutrition Program, the AAA was able to serve meals to all the seniors who were on a waiting list. At this point, no waiting lists are anticipated; there should be enough funding to serve all the seniors in the coming year who qualify for this program.
- The Community Services Agency (CSA) met or exceeded the expected outcomes this fiscal year due to adequate funding and staff resources to dedicate to best practices and good customer service. As the year progressed and midyear budget cutbacks were made, we strove to continue to meet our measures by shifting staff to more immediate needs. An example is increased intake workload for new applications in StanWORKS where we saw a huge rise in applications for Food Stamps, Medi-Cal and Cash Assistance due to the economy and unemployment in our county. Due to decreased midyear funding and staff vacancies we were unable meet the measures in welfare fraud recoupment and adoption timelines being twice as fast as the state average. As further reductions are made in funding, however, we will see these successes diminish and our effectiveness and efficiency in meeting customer needs decline.

MEASURE 3

Promote accountability

EXPECTED OUTCOMES FOR FISCAL YEAR 2008-2009	ACTUAL OUTCOMES FOR FISCAL YEAR 2008-2009
Collect and distribute \$47,350,000 of child support to approximately 35,000 families;	Total collected and distributed as of June 30, 2009: \$47,510,232. This meets our expected outcome but is a .06% decrease from the prior year outcome;
Increase the amount of public assistance benefits discontinued or denied as a result of fraud investigations to \$4 million;	This year benefits of \$3,104,850 were discontinued or denied as a result of fraud investigations by SIU. This was a decrease from last year, primarily due to staffing shortages and budget reductions;
Collect 50% of the current court-ordered child support;	As of June 30, 2009, total current support collections equal 54.27%. This meets our expected outcome and is an increase of .46% over the prior year outcome;
55% of child support cases with an arrearage will have a collection;	As of June 30, 2009, percentage of cases making a payment towards arrearages equals 57.17%. This meets our target but is a decrease of 1.40% from prior year outcome;
80% of child support cases without a judgment will have an order entered; and	As of June 30, 2009, percentage of cases with a court order equals 80.57%. This meets our target but is a decrease of 4.9% decrease from the prior year outcome; and
90% of child support cases without a judgment of paternity will have an order entered.	As of the first quarter, the State DCSS has instructed local agencies not to measure the establishment of paternity cases until a simplified process is developed. Therefore, no outcomes are available.

Lessons Learned

- All data is from the State of California as the Stanislaus County Department of Child Support Services (DCSS) and all other counties are utilizing a state-wide automation system. Compared to the prior fiscal year, DCSS anticipated a direct and negative impact on overall collections this fiscal year due to the worsening economic environment and no intercept of Economic Stimulus dollars. The actual outcomes for fiscal year 2008-2009, though meeting our expected outcome, do reflect a slight decrease (.06%) from the prior years distributed collections.
- The current economic conditions have affected the results related to the number of cases making payments towards the arrearage. DCSS has seen a significant increase in dollars collected from intercepted unemployment benefits. As these unemployment benefits are a small percentage of an individual's prior salaried earnings, the entire intercepted amount is applied to the monthly current support obligation leaving little or no money to apply to the arrears balance of past due support.
- As of the first quarter, the State DCSS has instructed local agencies to not measure the establishment of paternity cases until a simplified process is developed. As such, no outcomes are available for the paternity establishment category.

MEASURE 4

Promote protection

EXPECTED OUTCOMES FOR FISCAL YEAR 2008-2009	ACTUAL OUTCOMES FOR FISCAL YEAR 2008-2009
Maintain a rate of twice the state average for the number of children adopted from child welfare supervised foster care within 24 months of placement;	We are not quite twice the State average due to budget cuts and reductions in staffing but exceed the National Standard;
To improve readiness to respond by staff and community partners, conduct an exercise on establishing an alternate care site or based on Centers for Disease Control's directive, if different;	<p>A Mass Flu Vaccination exercise was completed on November 20, 2008 at the Casa Del Rio School in Riverbank. Over 700 children and adults received a free flu mist or shot during the exercise.</p> <p>The Centers for Disease Control directive of an Alternate Care Site exercise to test the readiness for a pandemic flu event took place at Johansen High School on April 16, 2009;</p>
Adult Protective Services investigations will be conducted immediately in life threatening situations or at a minimum within ten days from when the referral is received;	This goal continues to be on target. We will always focus on the referrals where people are most at risk;
Creatively maintain outreach efforts and participation in the Stanislaus Elder Abuse Prevention Alliance (SEAPA) activities to educate the community about elder abuse prevention; and	The SEAPA core group, which is comprised of members from CSA-Adult Protective Services, Catholic Charities Ombudsman Program, District Attorney's Office, Sheriff's Department, BHRS-Senior Access & Resource Team, HICAP, Modesto Police Department, MID, and many other organizations continues to meet on a monthly basis to share relevant information pertaining to elder abuse prevention; however, funding to conduct outreach activities in the community has been drastically reduced. We continue to maintain this goal despite shrinking budgets and staff time; and
Methamphetamine Task Force will be established and meet quarterly. The Task Force data assessment will be underway and will be shared with the community through an Annual Report Card by September 30, 2009.	The Task Force continues to meet regularly and has developed an Indicator Workgroup to refine data results for an Annual Report Card. An informational presentation about the Task Force was made to the Board of Supervisors in June, 2009.

Lessons Learned

- There is significant value in conducting public health exercises to further develop relationships and competencies across agencies, to test readiness, to identify areas for improvement and target future priorities. Occurring soon after the April exercise was the activation of the emergency operations center for the initial 2009 H1N1 identification. The efficiency of the activation was likely enhanced by the April exercise.

MEASURE 5

Promote independence

EXPECTED OUTCOMES FOR FISCAL YEAR 2008-2009	ACTUAL OUTCOMES FOR FISCAL YEAR 2008-2009
Increase employment for those individuals served by Behavioral Health and Recovery Services Mental Health Services Act and former AB 2034 programs by 20%;	Overall results for the year show a total reduction of 46% in employment for individuals served by BHRS Mental Health Services Act programs;
Decrease homelessness for those individuals served by Behavioral Health and Recovery Services Mental Health Services Act and former AB 2034 programs by 50%;	There was a 77% reduction in homelessness for this population;
Increase the number of youth emancipated from foster care who receive transitional housing support by an additional 43% to maximize the Transitional Housing Program Plus allocation;	This outcome has been achieved;
Increase the number of elderly and disabled individuals who remain safely in their own homes through IHSS by 5%; and	This outcome has been achieved. Growth rate has exceeded 8 percent per year over the last three full years; and
Increase awareness of senior services in the County by increasing the number of presentations and community events by 5% above baseline of 105.	This goal was not met. Due to budget cuts in senior services and programs at the AAA, the funding allocated to conduct outreach activities was severely reduced. Consequently, the AAA and the Commission on Aging were only able to conduct 88 community presentations during the Fiscal Year.

Lessons Learned:

- Employment services for BHRS clients were adversely affected by significant State budget reductions as well as the economic downturn. In addition, because of higher turnover of clients in the Mental Health Services Act programs, the number of unemployed individuals actually increased over the year.
- Housing services related to decreasing homelessness for BHRS clients were an area of strong focus in Fiscal Year 2008-2009. The "housing first" approach was very successful in assisting individuals in achieving and maintaining permanent housing.
- Despite the aggressive outreach efforts that the AAA and the Commission on Aging have been conducting, there are still many seniors who do not know where to go for services. The AAA will continue to rely on volunteers to help increase awareness of the services and programs available in our County to assist homebound, frail, and low-income seniors.