

Family Services Specialist Recognition Week

January 24, 2010 – January 30, 2010

Presentation to:

Stanislaus County Board of Supervisors

Presented by the Community Services Agency:

Christine Applegate, Director



January 26, 2010





“At times our own light goes out and is rekindled by a spark from another person. Each of us has cause to think with deep gratitude of those who have lighted the flame within us.”

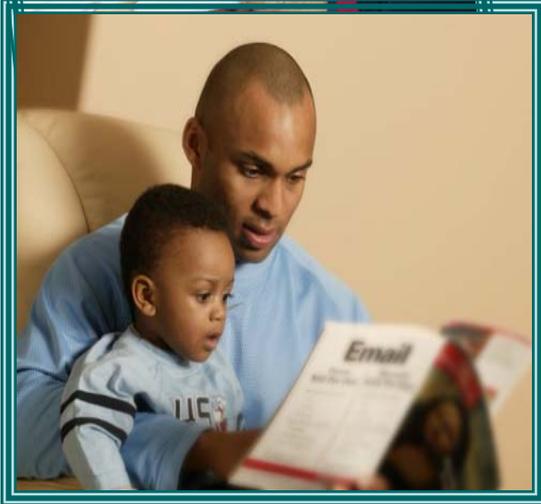
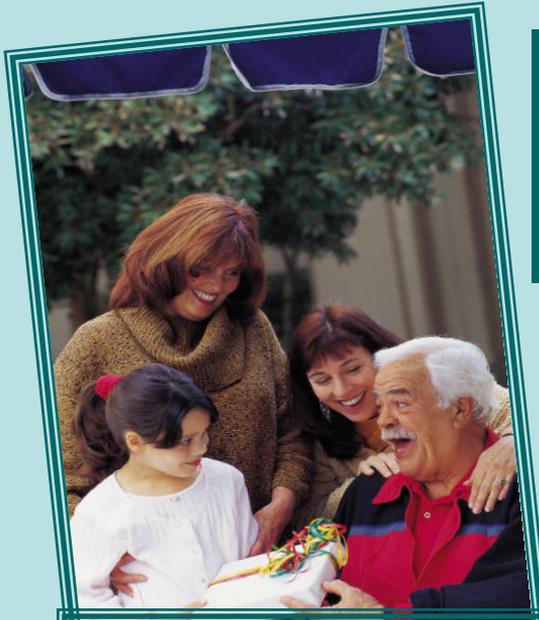
~Albert Schweitzer

Family Services Specialists: *Serving the Community*

- **Family Services Specialists at the following departments provide an array of community services:**
 - **Alliance Worknet**
 - **Behavioral Health and Recovery Services**
 - **Community Services Agency**
 - **Health Services Agency**



Serving Stanislaus County: *CSA impacts the Community*



- Over 143,000 residents rely on safety net programs administered by Family Services Specialists.
- The total economic value of the benefits issued through the CalWORKs and Food Stamp program to our community for FY 2008/2009 was over \$307,000,000.
- The benefits assisted Stanislaus County residents with daily living expenses, including access to food, shelter, health care, and opportunities to work which support the Board priorities of a safe community and a healthy community.

Family Services Specialists: Community Services Agency

Family Services Specialists serve families and individuals at the Community Services Facility and six additional outstations throughout Stanislaus County. Families and individuals may also request services via the Internet.

Family Services Specialists assist with:

StanWORKs Division

Programs:

- CalWORKs,
- Welfare-to-Work
- Food Stamps
- Medi-Cal
- Child Care
- Refugee Services

Adult Services

Division Programs:

- General Assistance
- Medi-Cal Long Term Care/Aged, Blind and Disabled

Child and Family Services Division Program:

- Foster Care

Financial Services and Operations

Division Functions:

- Quality Control
- Hearings and Special Investigations

Family Services Specialists: *Achievements*

For Fiscal Year 2008/2009, Family Services Specialists demonstrated excellent case management abilities by:

Providing Food Stamp payments to over 55,000 individuals while maintaining a 97.44% Food Stamp accuracy rate.



Assisting 2,147 customers attain employment.

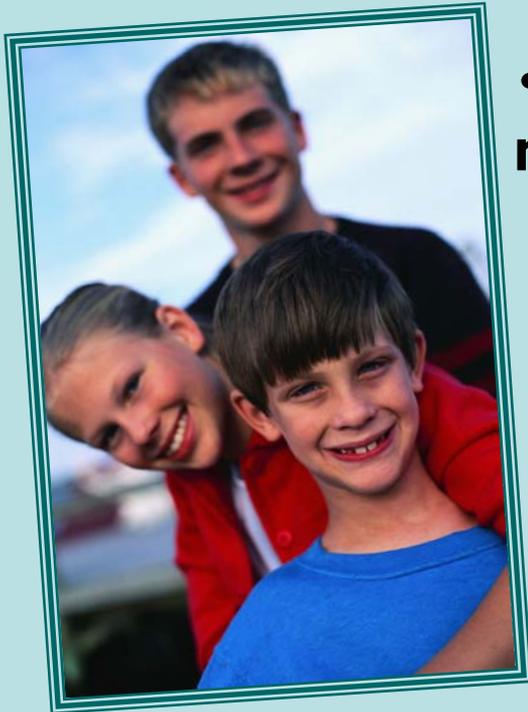
Serving over 531 children in foster homes and issuing over \$9 million in payments to Foster Care families.

Providing Child Care payments to over 1,400 providers totaling over \$8,929,018 while maintaining a payment accuracy rate of 96.92%, the highest in the State.



Family Services Specialists: *Achievements*

For Fiscal Year 2008/2009, Family Services Specialists demonstrated excellent case management abilities in the Medi-Cal Program by providing benefits to over 120,987 individuals. In addition, they maintained a:

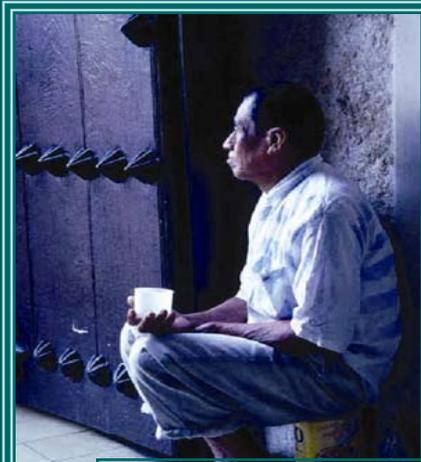


- 90% overall program accuracy rating in the 2009 Single Audit.
- 100% accuracy rating for informing families with affected children about the Healthy Families Program.

Family Services Specialists: *Savings to Stanislaus County*

The SSI Advocacy Program generated a total of \$389,6468 in the recoupment of General Assistance payments

Fraud investigations led to a total savings in cash aid/food stamp payments of \$1,818,231, 1.1% of the total aid benefits issued.



Family Services Specialists: *Commitment to our Customers*

Customer Satisfaction Results for Spring 2009, demonstrated the following:



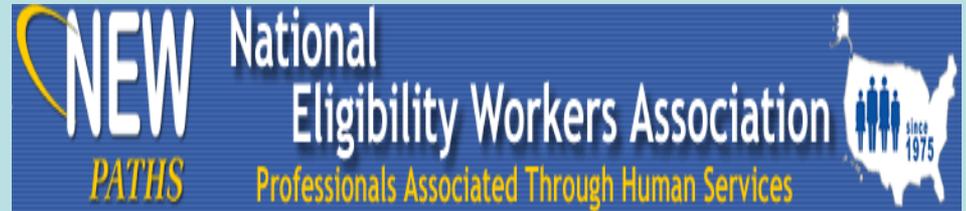
**91% of Customers stated,
"I was treated well by staff."**

**89% of Customers stated,
"The help I received made a
positive difference in my life."**

**92% of Customers stated,
"Overall, the agency has
been helpful to me."**

Maintaining Professional Standards

**National Eligibility
Workers Association
Professionals
Associated Through
Human Services**



**Fosters and promotes the
identity, integrity and
professionalism of Family
Services Specialists and
Family Services Supervisors.**

