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

DEPT: Community Services Agency

BOARD AGENDA # \*A-5

Urgent

Routine

AGENDA DATE June 2, 2015

CEO Concur with Recommendation YES  NO   
(Information Attached)

4/5 Vote Required YES  NO

SUBJECT:

Proclaim the Week of June 8-12, 2015 as Family Services Specialist Recognition Week

STAFF RECOMMENDATIONS:

Proclaim the Week of June 8-12, 2015 as Family Services Specialist Recognition Week.

FISCAL IMPACT:

There is no fiscal impact associated with this agenda item.

BOARD ACTION AS FOLLOWS:

No. 2015-232

On motion of Supervisor Monteith, Seconded by Supervisor Chiesa  
and approved by the following vote,

Ayes: Supervisors: O'Brien, Chiesa, Monteith, De Martini, and Chairman Withrow

Noes: Supervisors: None

Excused or Absent: Supervisors: None

Abstaining: Supervisor: None

1) X Approved as recommended

2) \_\_\_\_\_ Denied

3) \_\_\_\_\_ Approved as amended

4) \_\_\_\_\_ Other:

MOTION:

ATTEST:

  
CHRISTINE FERRARO TALLMAN, Clerk

File No.

**DISCUSSION:**

Stanislaus County employs Family Services Specialists at the Alliance Worknet, Behavioral Health and Recovery Services Agency, Community Services Agency (CSA), and the Health Services Agency.

The Family Services Specialists play a critical role in administering programs and services in Stanislaus County by providing a safety net for needy individuals and families who lack basic necessities in life, such as food, shelter, clothing, and health care.

The CSA Family Services Specialist has many roles. The position's main responsibilities are to serve the public by determining their eligibility for public assistance in the Medi-Cal, CalFresh, CalWORKs, Welfare-to-Work, Refugee Assistance, Child Care, Cal-Learn, and General Assistance programs and to coordinate resources for providing for the needs of children in placement in the Foster Care, Extended Foster Care, Adoption Assistance and Kin-GAP programs. They do this by interviewing customers, collecting relevant information, interpreting complex rules and regulations, ensuring accurate and timely benefit issuance, and providing customers with resources to help with immediate need situations. For many of the customers they see on a daily basis, the customers are at the most stressful and challenging time in their lives. The Family Services Specialist must help the customer navigate a very complex process to receive benefits. They must do this under demanding circumstances while providing excellent customer service to the public.

Family Services Specialists provide employment services to families receiving CalWORKs through the Welfare-to-Work Program. Employment services are designed to assist families and individuals reduce barriers to and enhance opportunities for long-term employment.

Family Services Specialists assigned to the Foster Care unit partner with Social Workers, Probation Officers, Foster Care Providers, and Adoptive Parents to ensure that the children who are at-risk in our county are protected, safe, and their needs are provided for while they are in foster care placements. The FSS ensures continued financial assistance to support these youth. The Foster Care FSS also make sure that the County's emancipated foster youth are connected to services they need to sustain self-sufficiency after they leave foster care by bridging the Foster Care program with CalFresh and Medi-Cal for seamless transition.

General Assistance is supported through the County General Fund. Family Services Specialists provide guidance and professional advocacy services to assist customers with the Social Security application process.

Family Services Specialists in the Agency's Program Integrity Section are

recognized for their commitment to a high level of program integrity. The Special Investigations Unit (SIU) is responsible for the prevention, detection and investigation of welfare fraud.

Program integrity and accuracy are also reflected in audit results. The programs administered by Family Services Specialists meet the performance standards set forth by the Department of Health Services, the Department of Social Services, and Department of Education. The role of the Family Services Specialists in the Agency's Appeals Unit is to resolve applicant disputes on actions taken by the County. If the dispute is not resolved the FSS defends the County action before an Administrative Law Judge in a state hearing. Family Services Specialists in the Quality Control (QC) Unit receive a random sampling of cases to review and verify conformity with State and Federal tolerance levels for accuracy.

Family Services Specialist continue to serve Stanislaus County residents by providing access to healthcare, employment and social services programs, adoptions and foster care programs.

**POLICY ISSUES:**

Proclaiming the week of June 8-12, 2015 as Family Services Specialist Recognition Week supports the Board's priorities of A Healthy Community, a Strong Local Economy, Effective Partnerships and Efficient Delivery of Public Services.

**STAFFING IMPACT:**

There is no staffing impact associated with this request.

**CONTACT PERSON:**

Kathryn M. Harwell, Director      (209) 558-2500

**Proclaim the Week of June 8-12, 2015 as Family Services Specialist Recognition Week**

**WHEREAS**, the County of Stanislaus takes great pride in recognizing Family Services Specialists who work with the community in administering public assistance programs and who strive for excellence in their work.

**WHEREAS**, Family Services Specialists administer programs and services to customers in accessing services in order to meet the customers' basic needs, which include food, shelter, health care and clothing. Family Services Specialists determine eligibility to public assistance programs, including Medi-Cal, CalFresh, Foster Care, Adoption Assistance Program, KinGAP, extended Foster Care, CalWORKs, Welfare-to-Work, Refugee Assistance, Child Care, and General Assistance.

**WHEREAS**, Family Services Specialists support Stanislaus County Board of Supervisors Strategic Priorities and the mission of the County of Stanislaus by successfully implementing Federal, State, and local mandated programs, practicing program integrity and promoting innovative effective business strategies while providing excellent customer service. Family Services Specialists are located throughout the Alliance Worknet, Behavioral Health and Recovery Services, Community Services Agency and the Health Services Agency.

**WHEREAS**, Family Services Specialists maintain the performance standards set forth by the California Department of Health Services, the California Department of Social Services, the California Department of Education and Department of Labor.

**NOW, THEREFORE, BE IT RESOLVED** that the Stanislaus County Board of Supervisors does hereby proclaim the week of June 8-12, 2015, as Family Services Specialist Recognition Week and commend the work of Stanislaus County Family Services Specialists to all members of the community.