



**Department of Employment &
Temporary Assistance/Adult Services**

CLIENT PROFILE



Fiscal Year 2007-08

COUNTY OF FRESNO
DEPARTMENT OF EMPLOYMENT &
TEMPORARY ASSISTANCE/ ADULT SERVICES

CLIENT PROFILE

Prepared for
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FOREWORD

Fresno County's Department of Employment and Temporary Assistance/ Adult Services (E&TA) 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.

In addition, E&TA administers and oversees services for seniors, dependent adults and people with disabilities. The Adult Protective Services (APS) Program investigates incidents of elder and dependent adult abuse while the In Home Supportive Services (IHSS) Program provides assistance to those eligible aged (65 and over), blind and disabled individuals who are unable to remain safely in their own homes without this assistance.

E&TA has over 1,500 staff in various locations throughout Fresno County, and is continuing its efforts to provide regionally based services to better serve residents of small and remote communities. We have expanded our role in the community beyond the issuance of benefits, and are actively developing strategies to bring improved services to all areas of the County, partnering with other agencies to provide a comprehensive and holistic approach to client services, and improving the lives of children, families and the elderly.

E&TA administers the following programs:

- ◆ ***Adolescent Family Live Program (AFLP)***

Supports and assists pregnant and parenting adolescents who do not qualify for Cal-Learn services.

- ◆ ***Adult Protective Services (APS)***

Protect older adults and persons with disabilities from abuse, neglect and exploitation by investigating and providing or arranging for services as necessary to alleviate or prevent further maltreatment.

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

The result of Federal Welfare Reform, this program provides time-limited cash assistance to families with children, and helps parents find and keep jobs through a variety of employment services and activities.

- ◆ ***Cal-Learn***

Cash assistance program for pregnant and parenting teens addressing unique educational, vocational, training, health and other service needs of teenage parents to help achieve self-sufficiency.

- ◆ ***Cash Assistance Program for Immigrants (CAPI)***

Provides benefits to aged, blind, and disabled legal immigrants.

FOREWORD (continued)

◆ ***Employment Services/Welfare-to-Work (WTW)***

Provides CalWORKs work activity participants with employment services, including counseling, job preparedness, job development, training, and supportive services.

◆ ***Foster Care***

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

◆ ***Food Stamps***

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

◆ ***General Relief***

A County funded program that provides cash or in-kind services to needy individuals and families who are not eligible for other forms of assistance.

◆ ***Homeless Assistance***

Available to CalWORKs eligible families to meet the reasonable costs of securing permanent housing and for temporary shelter while seeking permanent housing

◆ ***In-Home Supportive Services***

Provides household support and personal care services to aged, blind, and disabled individuals who are unable to perform basic activities of daily living in order to live safely and independently in their own homes

◆ ***In-Home Supportive Services Public Authority***

Employer of record for the In-Home Supportive Services care providers.

◆ ***Medi-Cal***

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

◆ ***Refugee Social Services (RSS)***

Provides case management and employment services to New Americans/Refugees who are receiving CalWORKs, Refugee Cash Assistance, or General Relief

◆ ***Veterans' Services Office***

Provides assistance to veterans, their spouses, widows and dependents in applying for Federal and State benefits through the Department of Veterans' Affairs

Our Department employees strive to provide services that are language specific and culturally sensitive, while ensuring a continuum of activity leading to financial self-reliance.

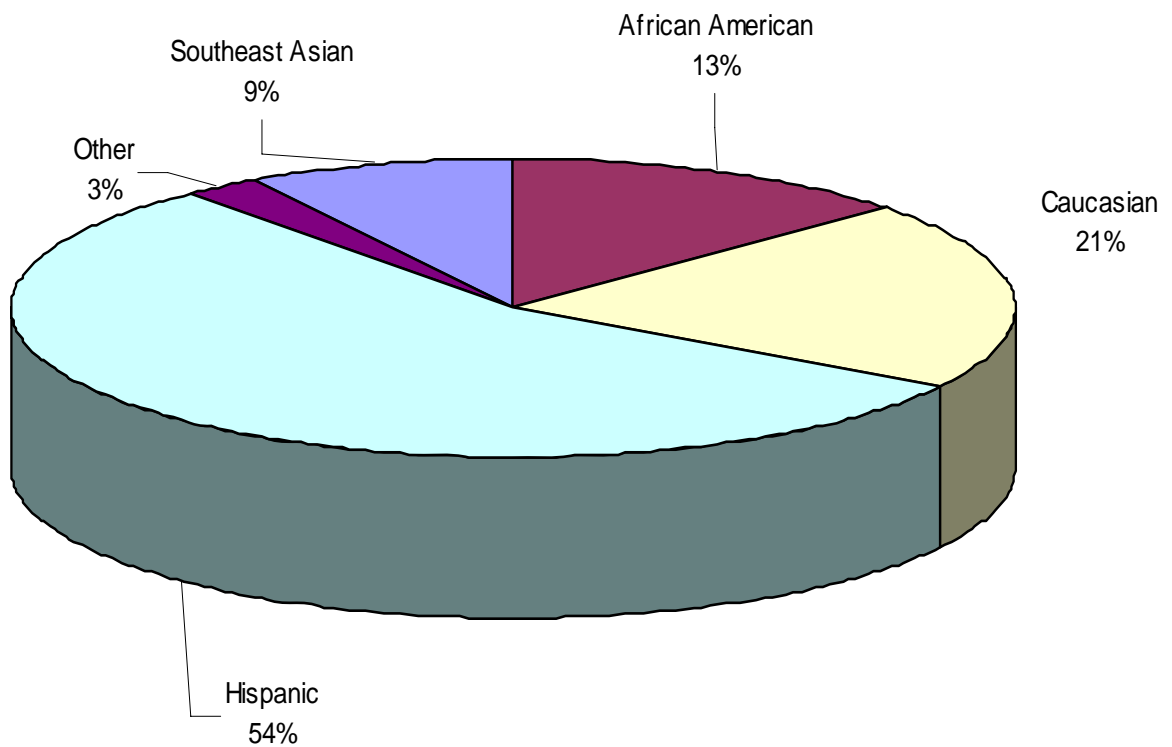
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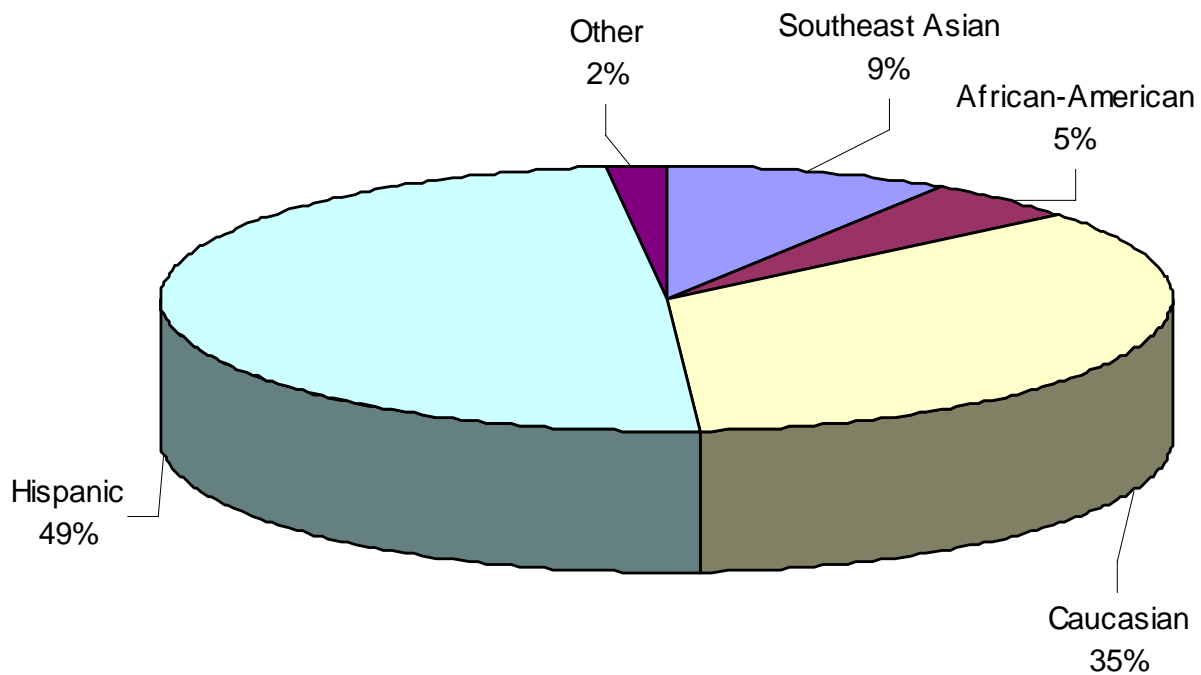
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**ALL PUBLIC ASSISTANCE RECIPIENTS
BY ETHNICITY
FY 2007-08**



TOTAL RECIPIENTS = 337,998

**FRESNO COUNTY'S POPULATION
BY ETHNICITY
PROJECTED 2008**



TOTAL COUNTY POPULATION = 946,353

*California Department of Finance, Demographics Information-Projected 2008 Population

CalWORKs PROGRAM OVERVIEW

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 also participate in a work activity. Employment services are available for adult recipients to assist in finding and keeping a job. Since CalWORKs was implemented in April 1998, cash aid cases have declined 18% with a 30% decrease in the number of persons aided.

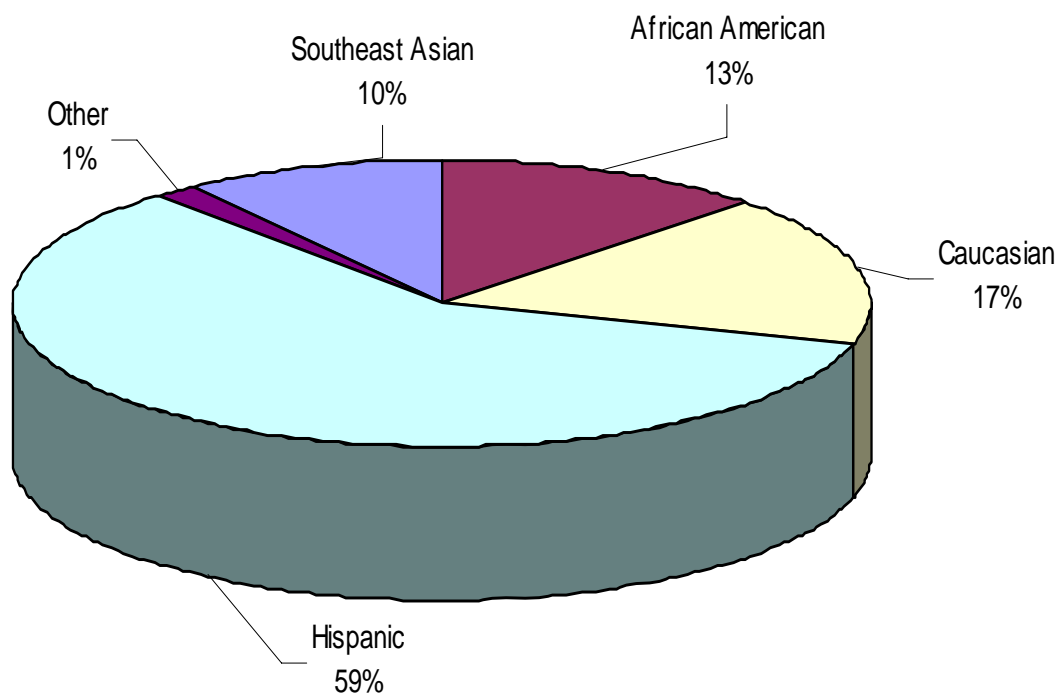
CalWORKs CASES & PERSONS

	FY 2005-06		FY 2006-07		FY 2007-08	
MONTH	CASES	PERSONS	CASES	PERSONS	CASES	PERSONS
JUL	23,960	69,809	23,508	67,922	24,527	66,889
AUG	24,593	70,065	24,079	67,501	24,708	67,248
SEP	24,270	70,329	24,090	67,166	24,654	67,208
OCT	24,006	70,321	24,101	67,078	24,815	67,467
NOV	23,860	69,362	24,080	66,901	24,946	67,699
DEC	24,101	69,758	24,054	67,168	25,203	68,187
JAN	24,040	69,288	23,990	67,407	25,452	69,126
FEB	23,906	69,143	23,820	67,245	25,783	69,647
MAR	24,269	69,663	23,770	67,524	25,970	70,059
APR	23,968	69,336	23,578	67,316	26,095	70,328
MAY	24,045	70,066	23,487	63,329	26,177	70,775
JUN	23,955	70,403	23,296	67,261	26,219	70,609
MONTHLY AVERAGE	24,081	69,795	23,821	67,318	25,379	68,770

CalWORKs RECIPIENTS BY AID TYPE FY 2007-08

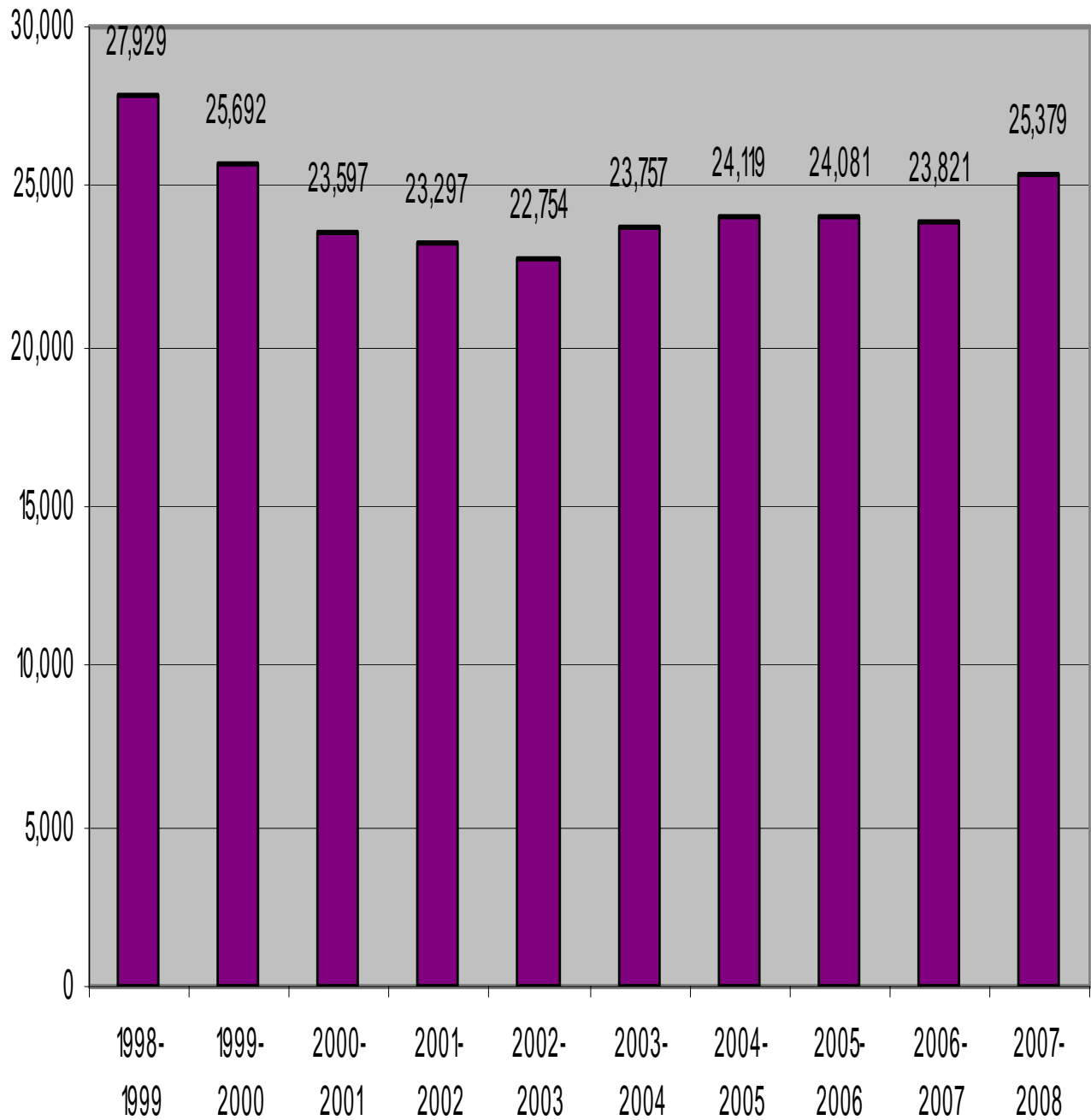
	TWO PARENTS	ZERO PARENT	OTHER FAMILIES	TANF TIMED OUT	SAFETY NET	TOTAL CalWORKs
TOTAL RECIPIENTS:	11,897	16,852	28,110	4,915	6,996	68,770
• <i>ADULTS</i>	4,496	N/A	8,189	1,160	N/A	13,845 (20%)
• <i>CHILDREN</i>	7,401	16,852	19,921	3,755	6,996	54,925 (80%)
TOTAL CASES	2,856	8,241	10,297	1,590	2,395	25,379
AVERAGE NUMBER OF PERSONS PER CASE	4.17	2.04	2.73	3.09	2.92	2.71
AVERAGE NUMBER OF CHILDREN PER CASE	2.59	2.04	1.93	2.36	2.92	2.16
LANGUAGE:						
• <i>ENGLISH</i>	81.6%	34.4%	86.9%	83.1%	82.5%	69%
• <i>SPANISH</i>	3.9%	57%	7.6%	5.6%	5.6%	22%
• <i>SOUTHEAST ASIAN</i>	12.7%	8.2%	5.1%	11%	11.1%	8%
• <i>OTHER</i>	1.8%	0.4%	0.4%	0.3%	0.8%	1%
RESIDENCE:						
• <i>URBAN</i>	82.9%	70.5%	79.4%	86.4%	83.2%	79%
• <i>RURAL</i>	17.1%	29.5%	20.6%	13.6%	16.8%	21%
AVERAGE MONTHLY GRANT AMOUNT	\$651	\$486	\$556	\$590	\$473	\$545

CalWORKs RECIPIENTS BY ETHNICITY FY 2007-08

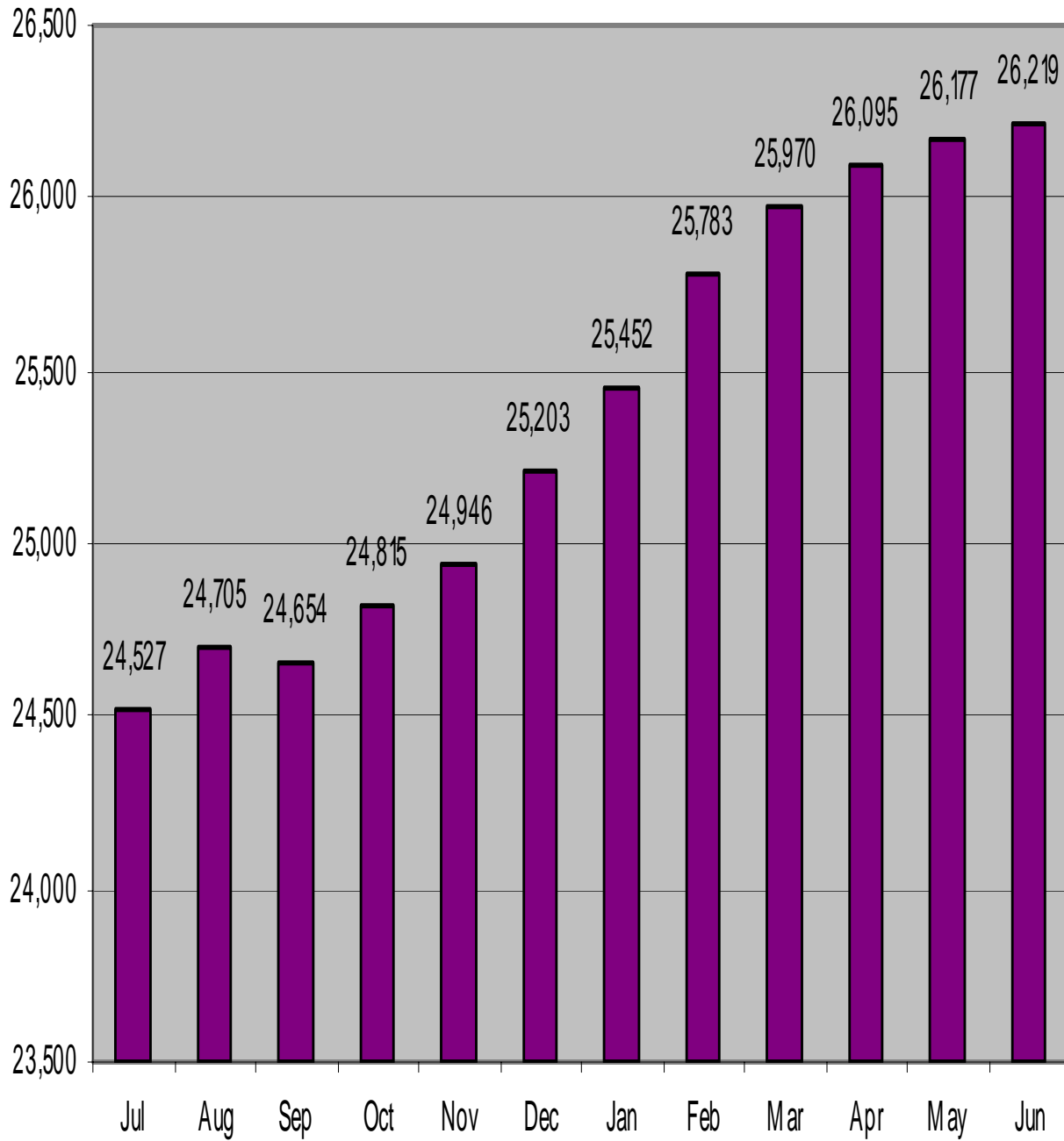


TOTAL RECIPIENTS = 68,770

**AVERAGE NUMBER OF CalWORKs CASES
FY 1998-2008**

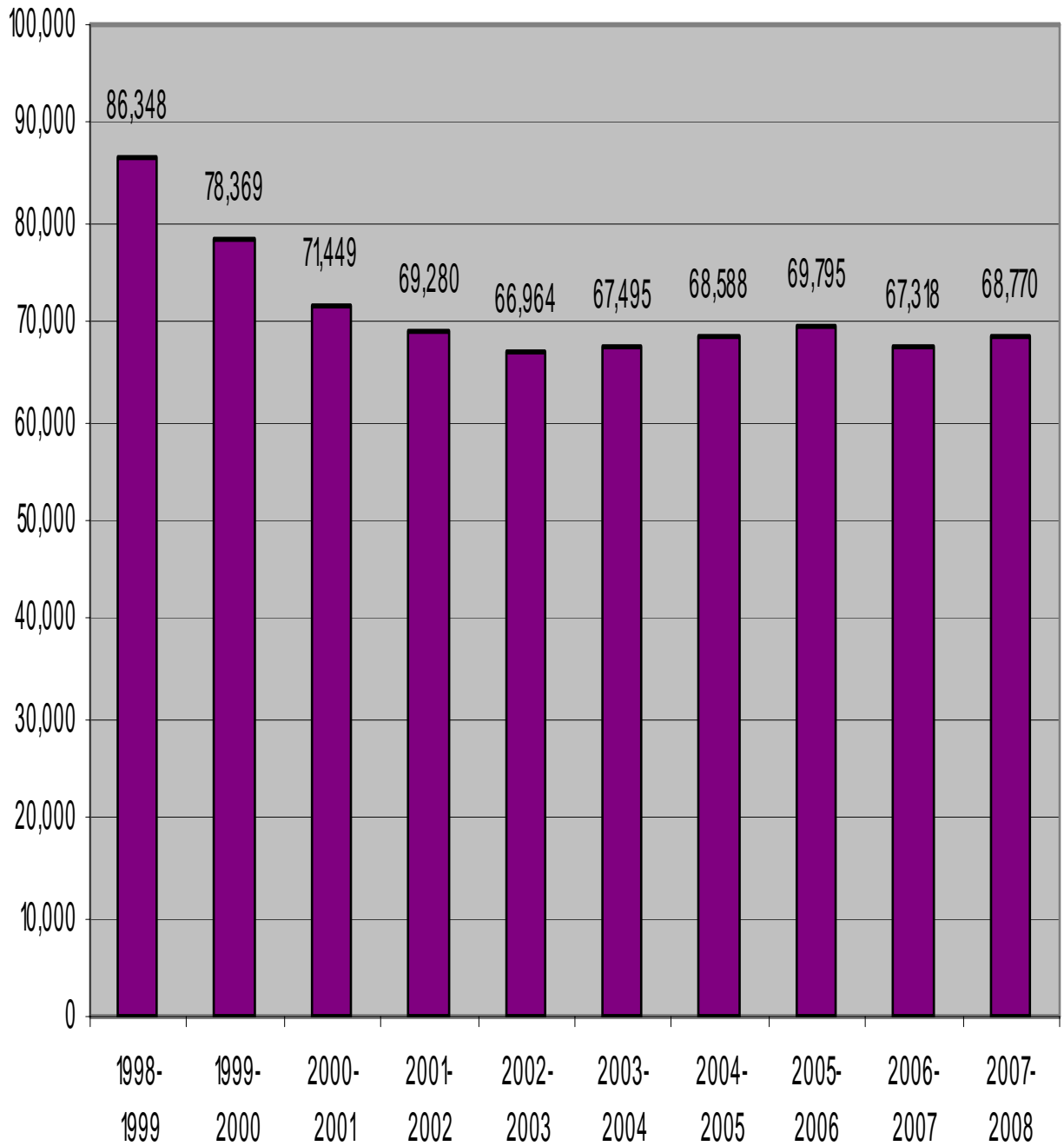


**CalWORKs CASES
FY 2007-08**

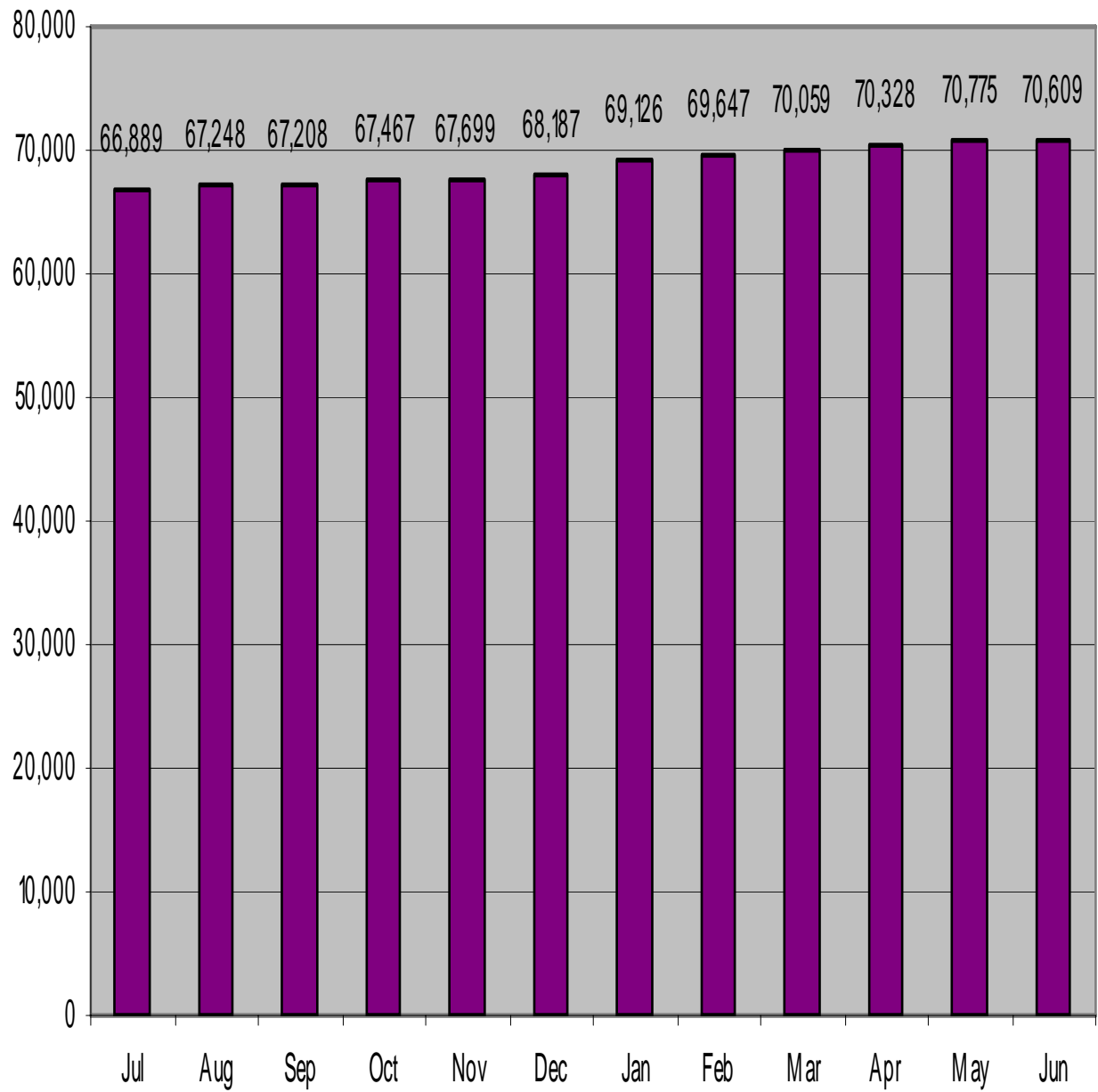


MONTHLY AVERAGE = 25,379 CASES

AVERAGE NUMBER OF CalWORKs RECIPIENTS FY 1998-2008



CalWORKs RECIPIENTS FY 2007-08



MONTHLY AVERAGE = 68,770 RECIPIENTS

FOSTER CARE PROGRAM OVERVIEW

Foster Care is a temporary form of care for children between the ages of birth to 18 years who have been, or are at risk of being neglected and or abused by a family member or determine to be a ward of the Juvenile Court. Such facilities include foster family homes, foster family agencies, and group homes. E&TA is responsible for the income maintenance portion of Foster Care, and the payments made to the home or institution in which the child is placed. The Department of Children and Family Services is responsible for case management and placement services for the Foster Care Program.

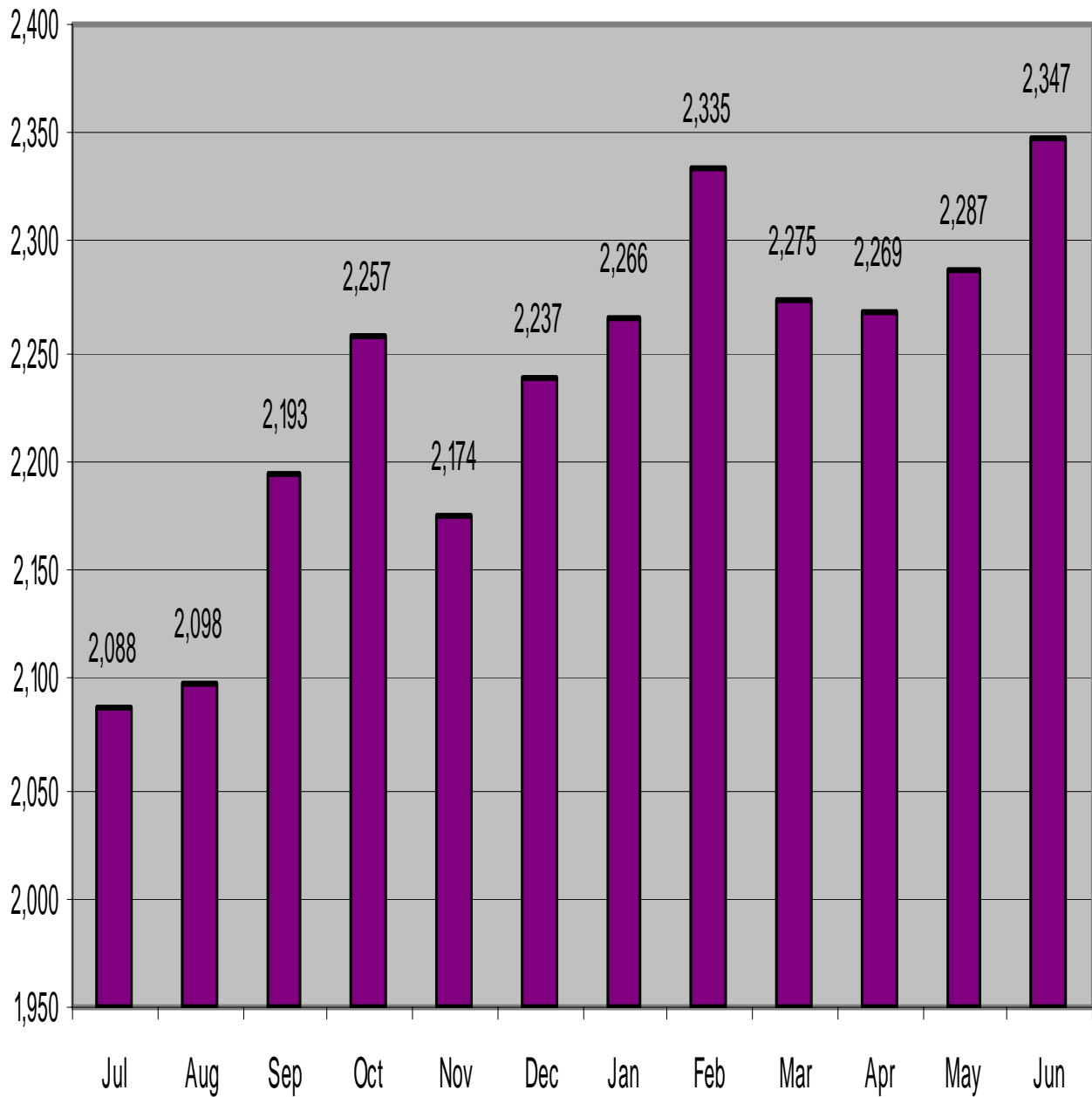
The Foster Care program consists of the following sub-programs:

- ◆ **Federal and Non-Federal Foster Care** – provides funding for food, housing, and basic needs of children placed in out-of-home care facilities
- ◆ **Emergency Assistance** – provides funding for placement costs and services granted for children at risk of abuse, neglect, abandonment or exploitation which are removed in an emergency situation
- ◆ **Kin-GAP** – enhances family preservation and stability by promoting stable placements of children with relatives as a permanent plan
- ◆ **County Only Foster Care** – provides funding for placement costs of children over 19 years of age who remain in foster care placement due to court order or court dependent minors that due to placement type or immigration status do not meet Federal and/or State eligibility guidelines

FOSTER CARE PERSONS

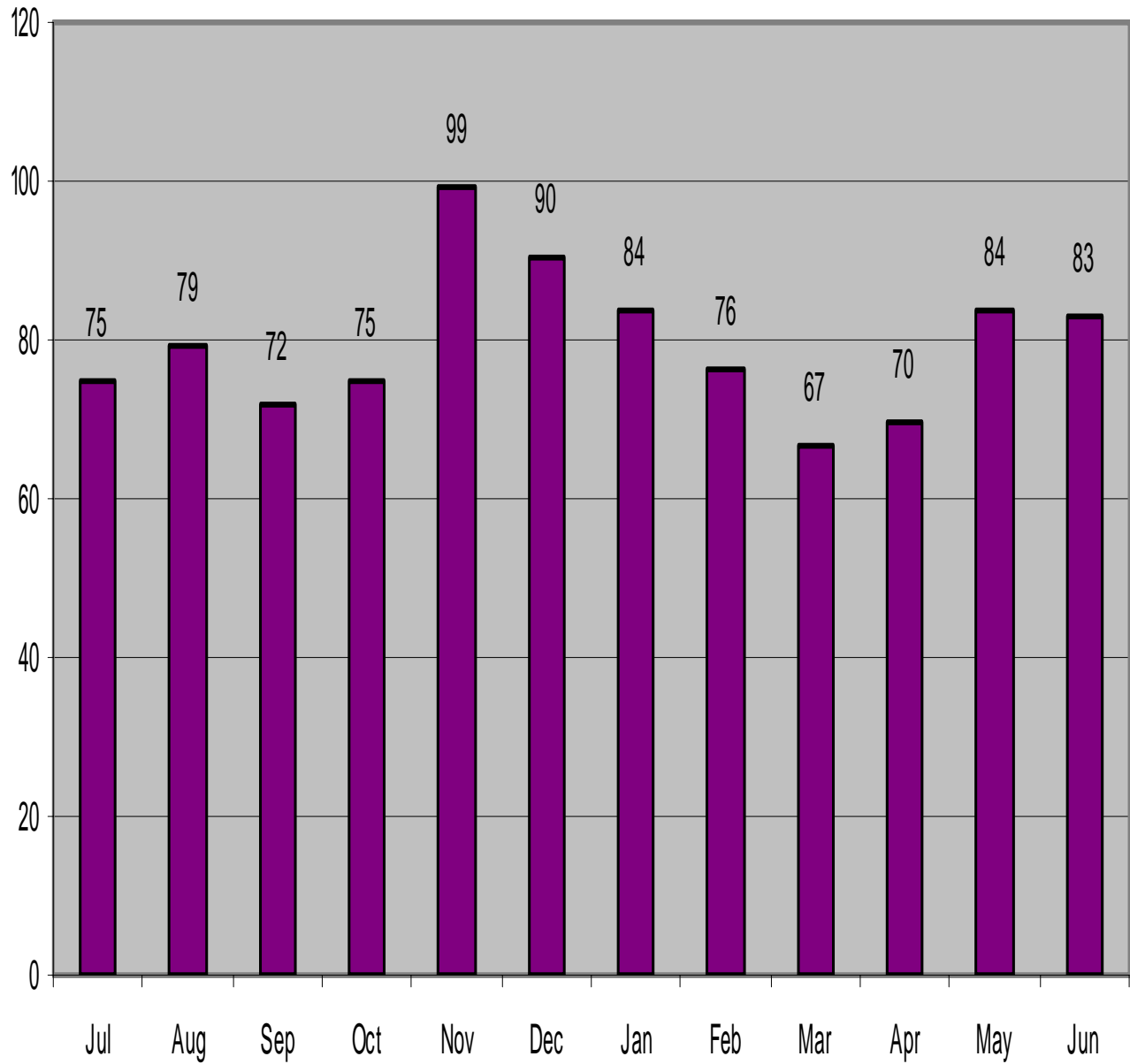
MONTH	Fed/Non-Fed Foster Care	Emergency Assistance	Kin-GAP	County Only Foster Care
JUL	2,088	75	509	113
AUG	2,098	79	511	102
SEP	2,193	72	504	119
OCT	2,257	75	498	142
NOV	2,174	99	495	132
DEC	2,237	90	488	77
JAN	2,266	84	487	85
FEB	2,335	76	485	75
MAR	2,275	67	482	108
APR	2,269	70	478	86
MAY	2,287	84	479	110
JUN	2,347	83	469	83
MONTHLY AVERAGE	2,236	80	490	103

**FEDERAL/NON-FEDERAL FOSTER CARE RECIPIENTS
FY 2007-08**



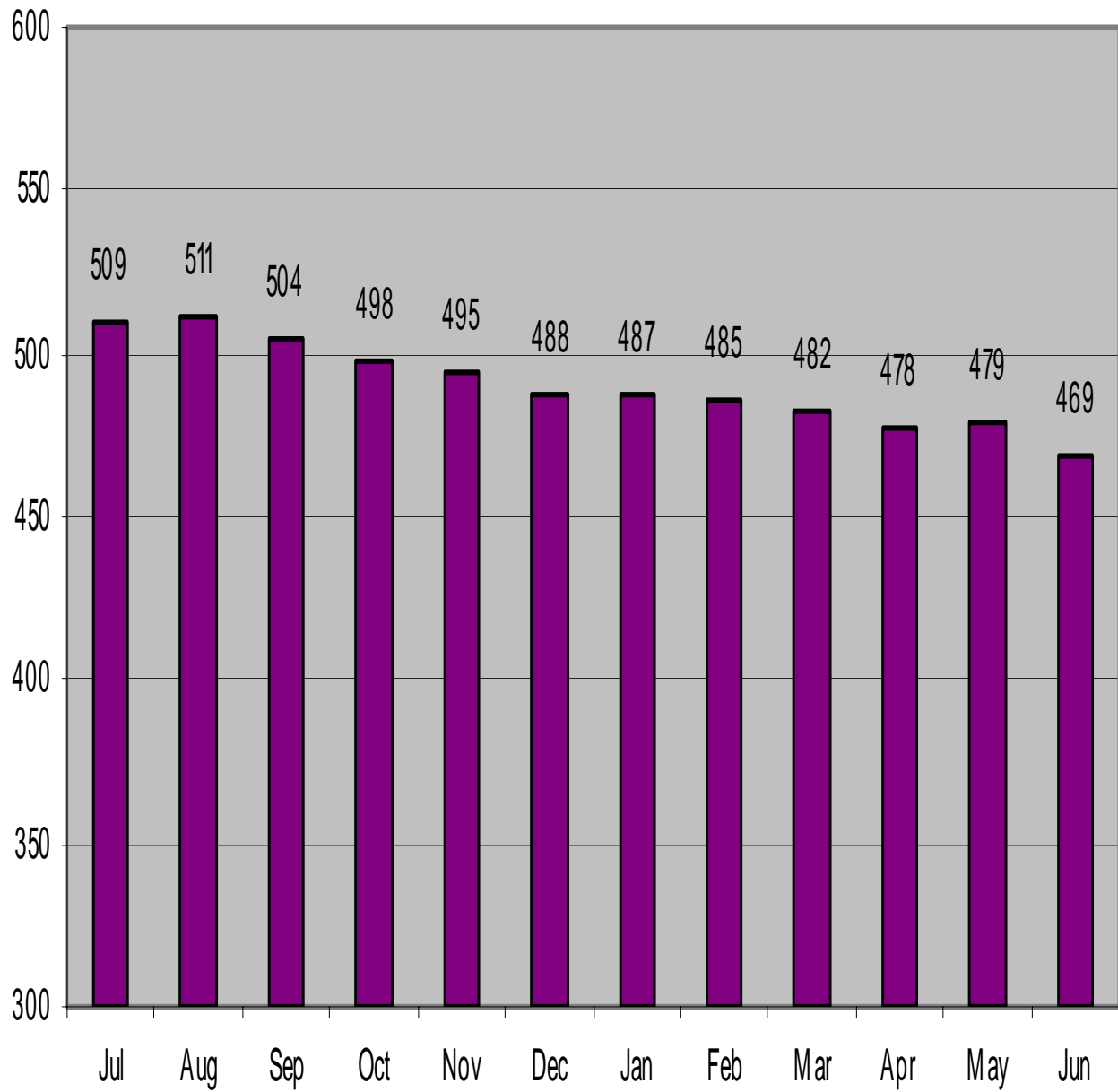
MONTHLY AVERAGE = 2,236 RECIPIENTS

EMERGENCY ASSISTANCE RECIPIENTS FY 2007-08



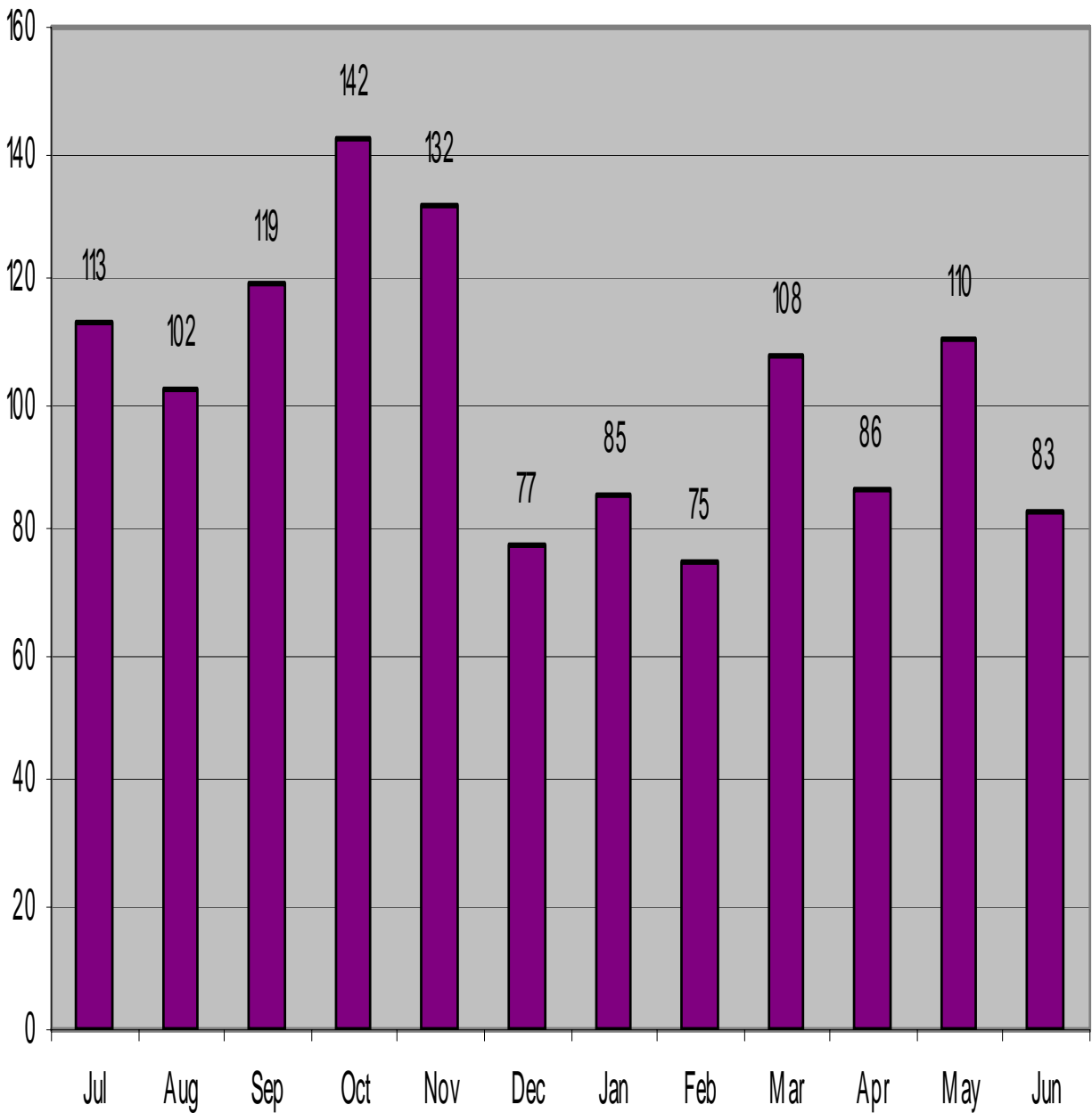
MONTHLY AVERAGE = 80 RECIPIENTS

**Kin-GAP RECIPIENTS
FY 2007-08**



MONTHLY AVERAGE = 490 RECIPIENTS

**COUNTY ONLY FOSTER CARE RECIPIENTS
FY 2007-08**



MONTHLY AVERAGE = 103 RECIPIENTS

CalWORKs EMPLOYMENT SERVICES WELFARE-TO-WORK PROGRAM OVERVIEW

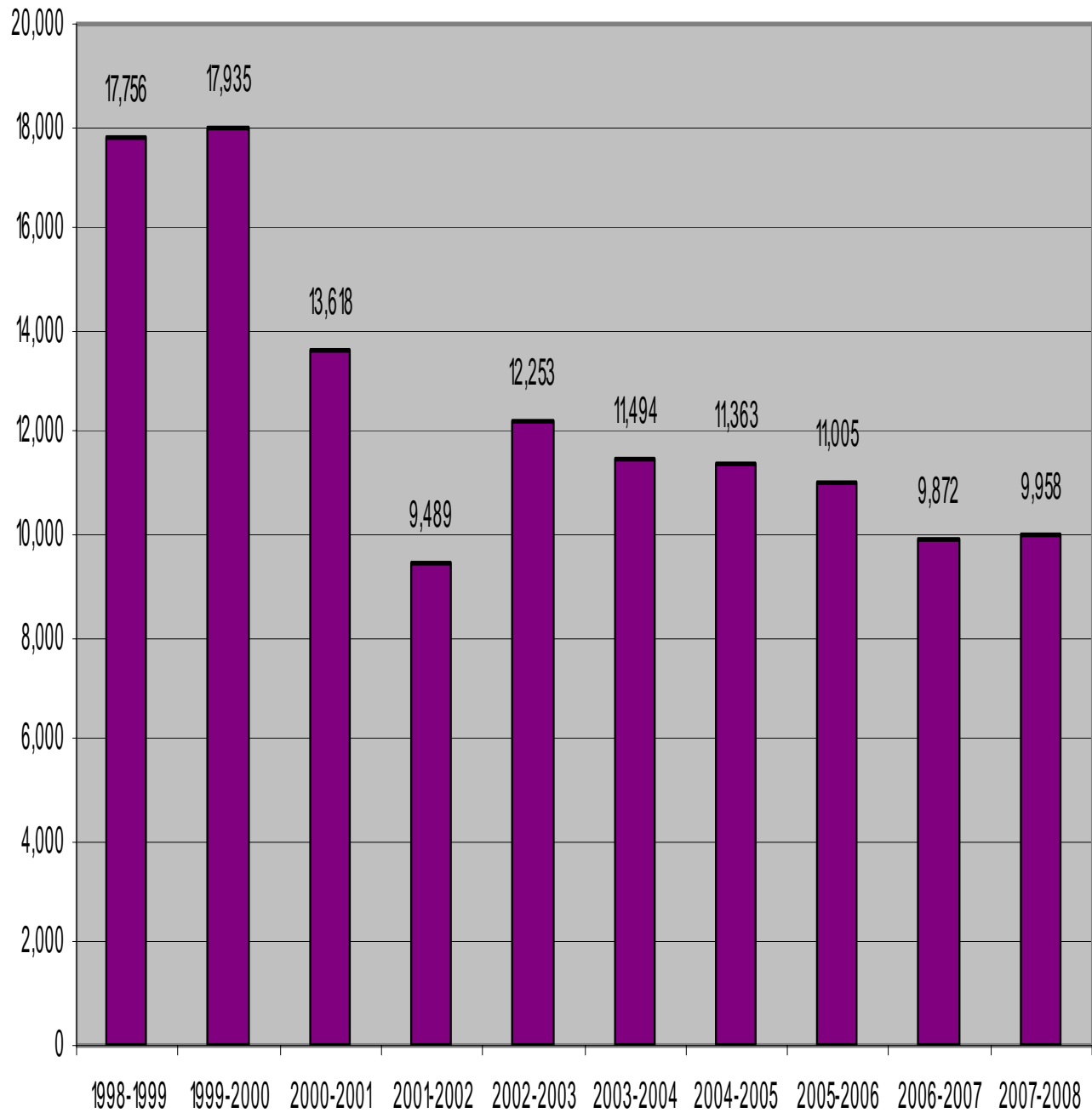
CalWORKs Employment Services provides a range of activities that are designed to lead to employment and self-reliance. Although CalWORKs is a work first program, welfare to work plans are customized for individual clients and may include any of the following activities:

Adult Basic Education	Work Study
Work Experience	Transitional Employment
Unsubsidized Employment	Community Service
On-the-Job Training	Job Search/Job Readiness
Job Skills Training	Vocational Education/Training
Education Related to Employment	Domestic Violence/Mental Health/ Substance Abuse Services

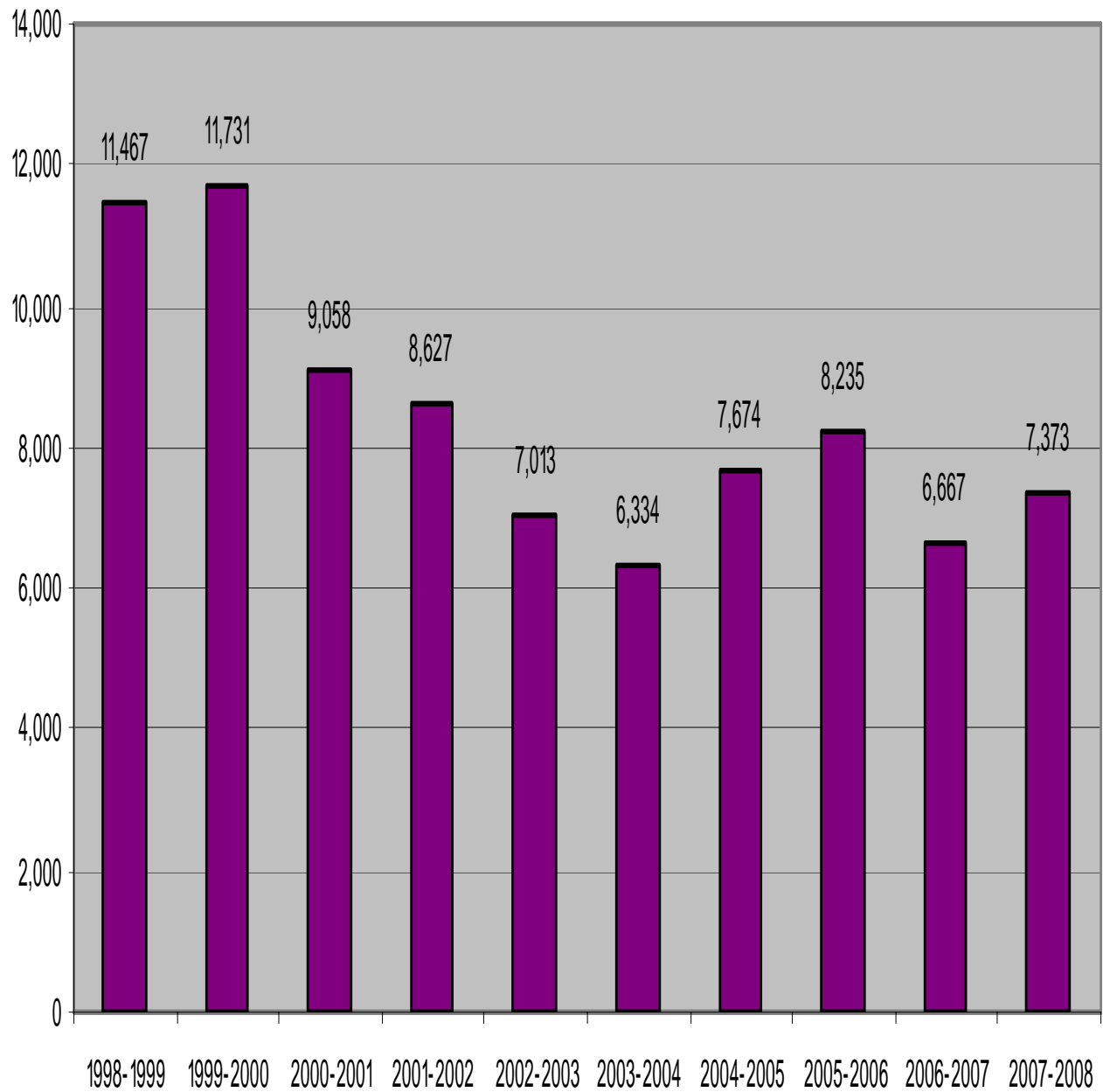
While receiving employment services, CalWORKs work registrants may also receive supportive services including child care, transportation, and ancillary funds for work-related expenses such as clothing or tools. Other County departments and various contracted services are available to assist clients with personal problems or barriers to employment, including mental health and substance abuse services. If a client does not comply with the welfare to work requirements, they may be sanctioned.

FY 2007-08	MONTHLY AVERAGE
Number of WTW Registrants	9,958
Job Placements	7,373
Number of Exempt Persons	2,792
Number of Sanctioned Persons	3,286

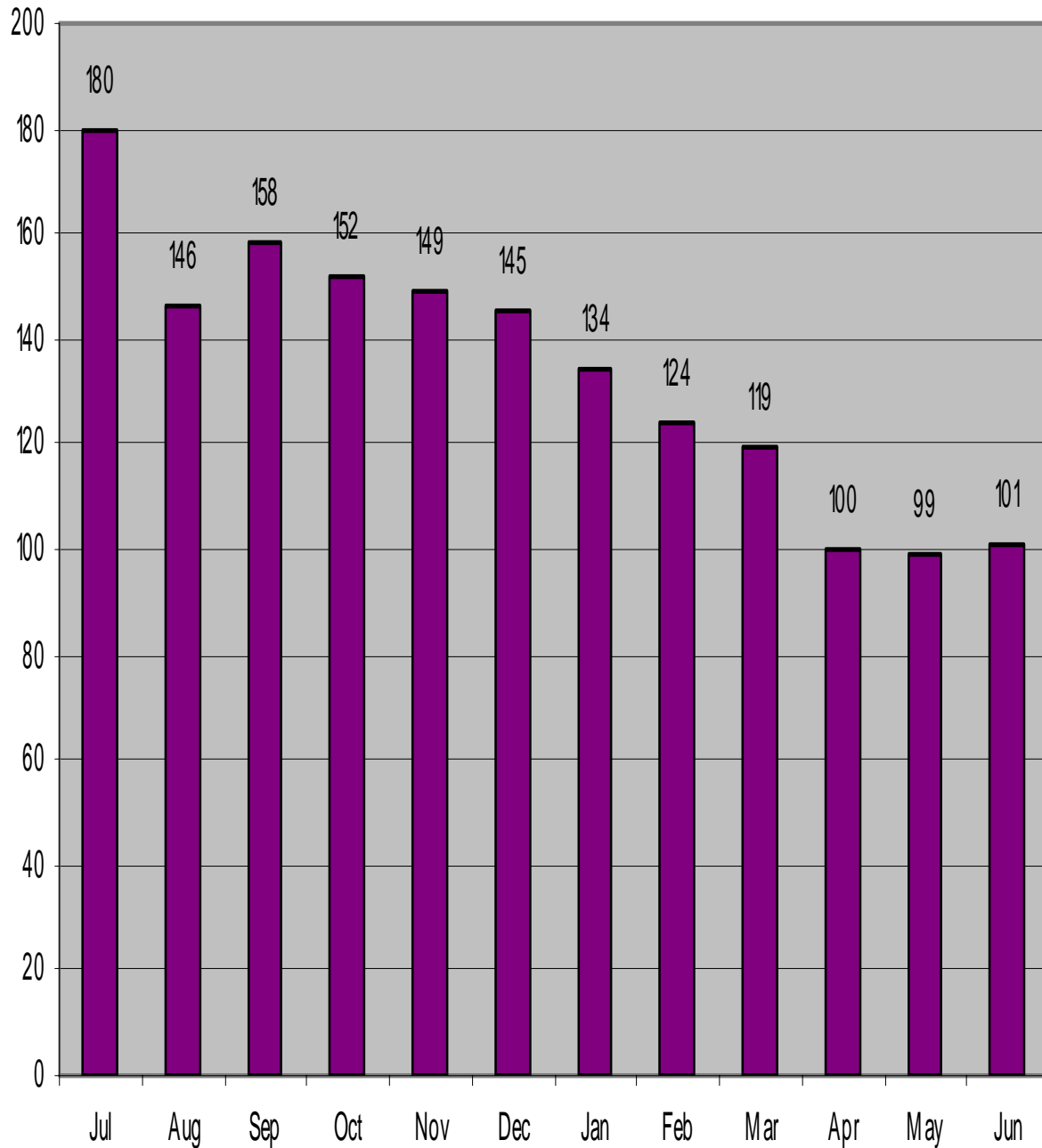
CalWORKs WORK REGISTRANTS FY 1998-2008



CalWORKs JOB PLACEMENTS FY 1998-2008

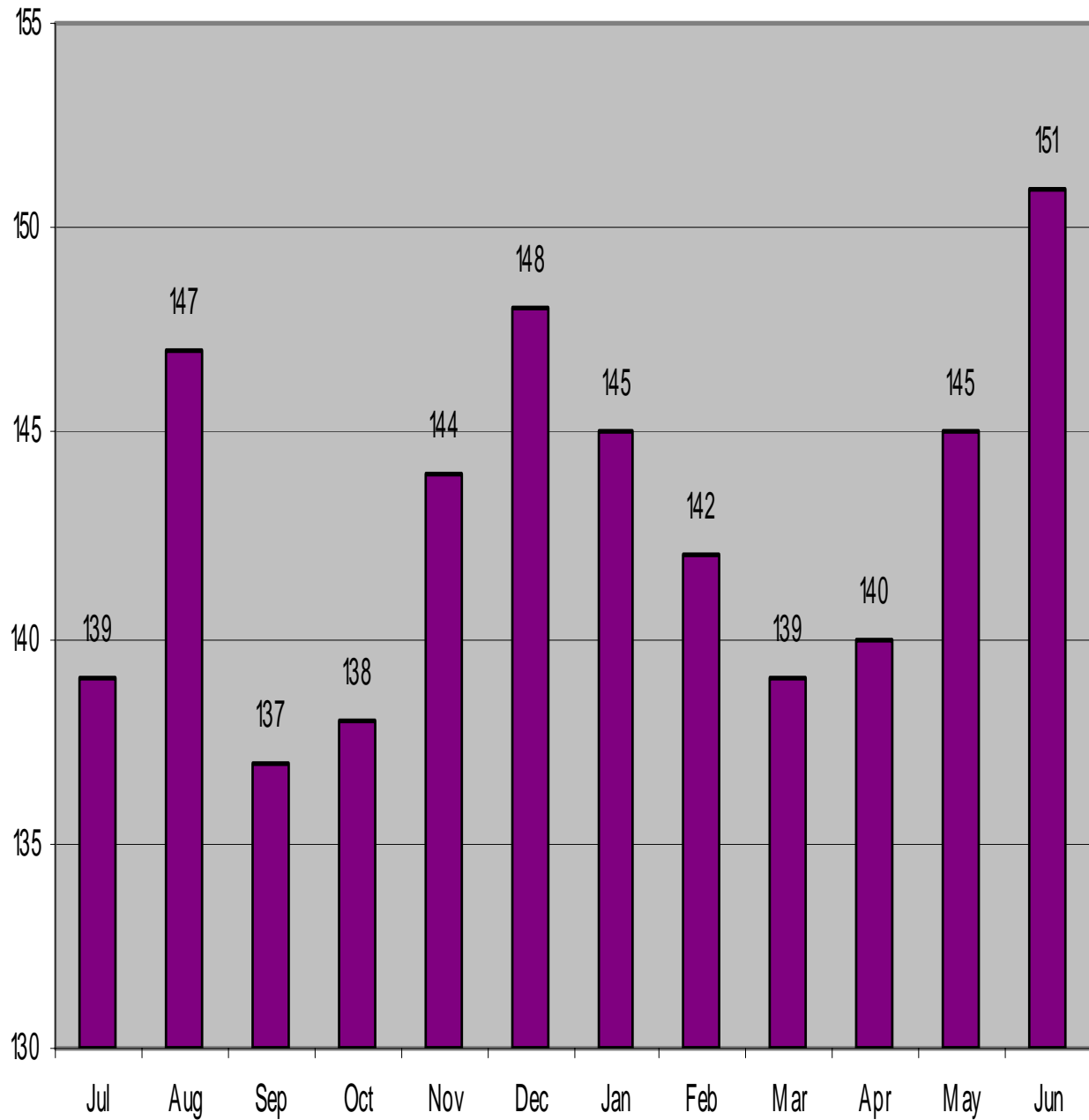


CalWORKs MENTAL HEALTH SERVICES RECIPIENTS FY 2007-08



MONTHLY AVERAGE = 134 RECIPIENTS

CalWORKs SUBSTANCE ABUSE SERVICES RECIPIENTS FY 2007-08



MONTHLY AVERAGE = 142 RECIPIENTS

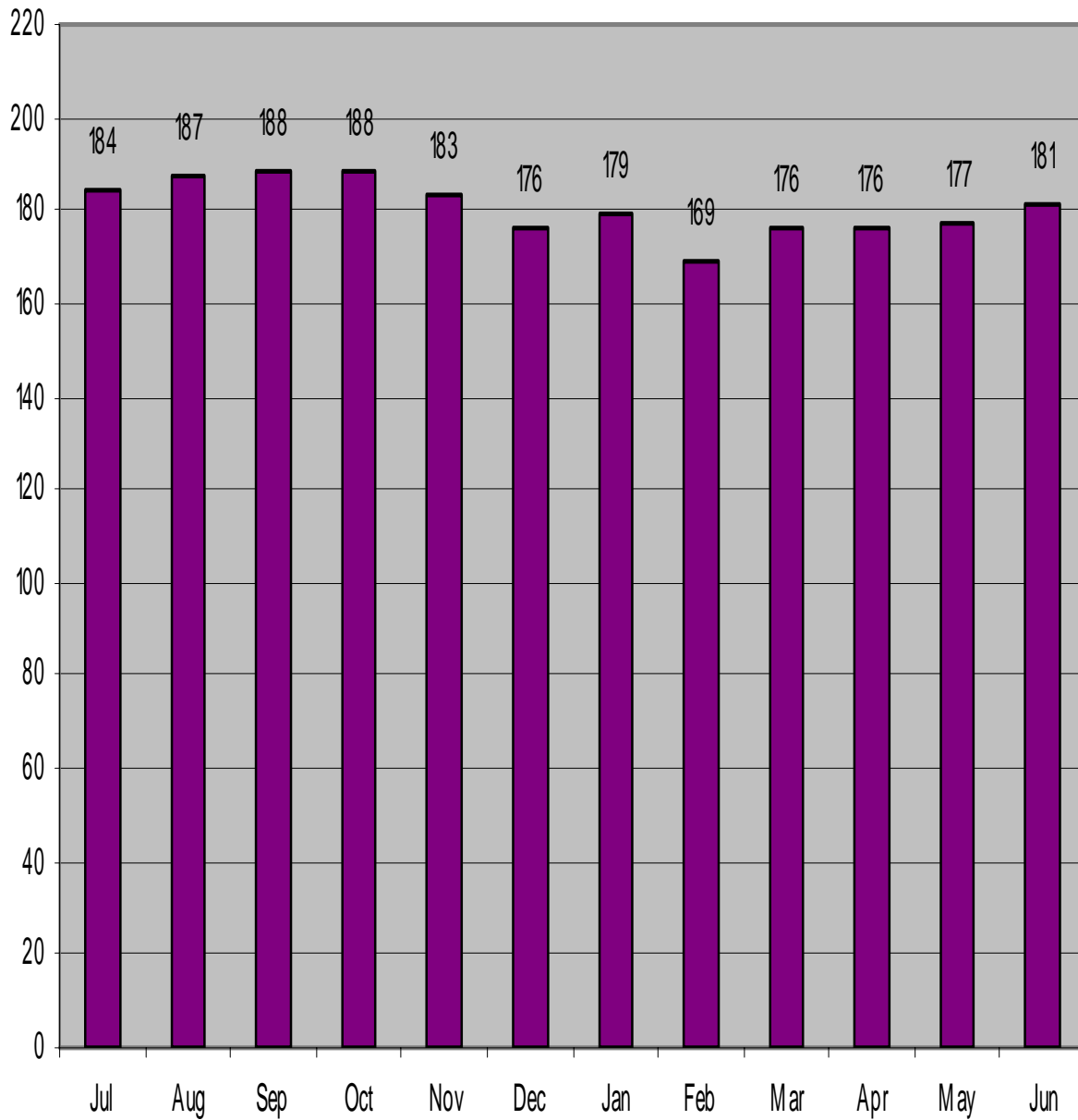
CASH ASSISTANCE PROGRAM FOR IMMIGRANTS OVERVIEW

Cash Assistance Program for Immigrants (CAPI) provides benefits to aged, blind, and disabled legal immigrants who successfully complete an application process. The program is 100 percent state funded. Benefits received are equivalent to those benefits that these recipients would have received if they were eligible for the SSI/SSP Program, less \$10 per individual and \$20 per couple. CAPI recipients include the following immigrants: (1) those who entered the United States prior to August 22, 1996 and are not eligible for SSI/SSP benefits solely due to their immigrant status; and (2) those who entered the US on or after August 22, 1996, but meet special sponsor restrictions (have a sponsor who is disabled, deceased, or abusive).

Cash Assistance Program for Immigrants (CAPI) Cases

MONTH	FY 2005-06	FY 2006-07	FY 2007-08
JUL	122	138	184
AUG	126	139	187
SEP	130	148	188
OCT	134	145	188
NOV	128	148	183
DEC	130	155	176
JAN	128	157	179
FEB	128	164	169
MAR	127	167	176
APR	127	164	176
MAY	129	171	177
JUN	132	177	181
MONTHLY AVERAGE	128	156	180

CASH ASSISTANCE PROGRAM FOR IMMIGRANTS (CAPI) CASES FY 2007-08



MONTHLY AVERAGE = 180 CASES

REFUGEE SERVICES PROGRAM OVERVIEW

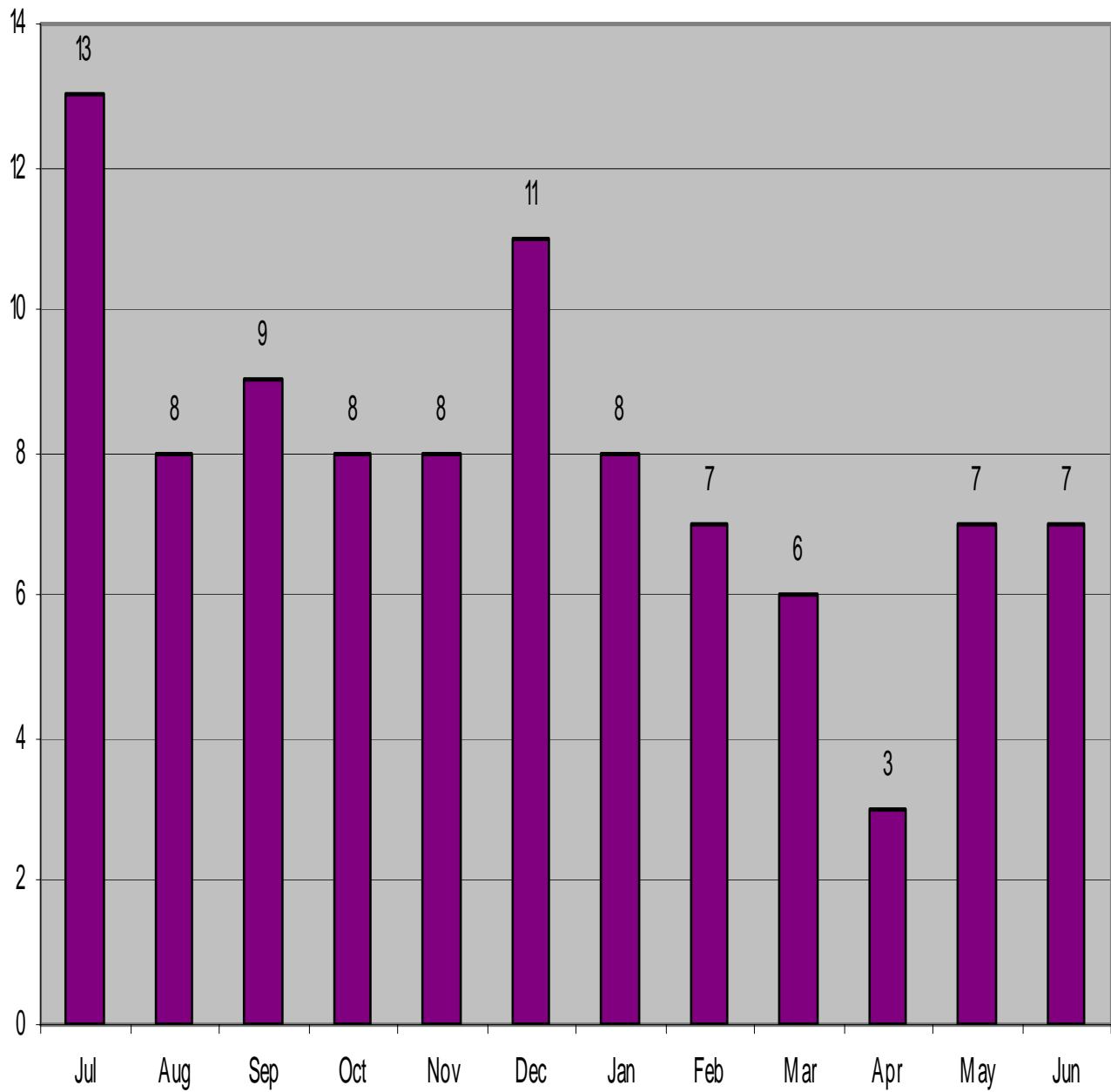
The Refugee Services program focuses on providing culturally sensitive employment and temporary assistance services to refugees residing in Fresno County. Employment Services are provided to refugees in receipt of CalWORKs and/or Refugee Cash Assistance (RCA). These services are designed to assist participants in achieving or sustaining financial self-reliance, and to address multiple employment barriers when needed. Services offered include employment appraisals, intensive case management, job development, and specialized employment strategies to meet the unique needs of the population.

The RCA program provides cash grants to refugees during their first eight months in the United States if they are not otherwise eligible for other categorical welfare programs. Grants are intended to provide food, housing, and basic needs for individuals and families with no dependent children. The program is 100 percent federally funded with the Cash, Medical and Administration Grant through the Office of Refugee Resettlement. Following the eight month period, some families become eligible for the 100 percent County-funded General Relief Program until they reach self-sufficiency or gain eligibility for other programs. During FY 2006-07, the RCA caseload significantly decreased due to the conclusion of the Hmong Refugee Resettlement program. The caseload continued to decrease in FY 2007-08

Refugee Cash Assistance (RCA) Cases

MONTH	FY 2005-06	FY 2006-07	FY 2007-08
JUL	127	18	13
AUG	122	20	8
SEP	130	18	9
OCT	173	15	8
NOV	129	12	8
DEC	115	16	8
JAN	108	16	7
FEB	72	15	6
MAR	58	19	6
APR	36	20	3
MAY	21	20	7
JUN	22	18	7
MONTHLY AVERAGE	93	17	8

REFUGEE CASH ASSISTANCE (RCA) CASES FY 2007-08



MONTHLY AVERAGE = 8 CASES

FOOD STAMP PROGRAM OVERVIEW

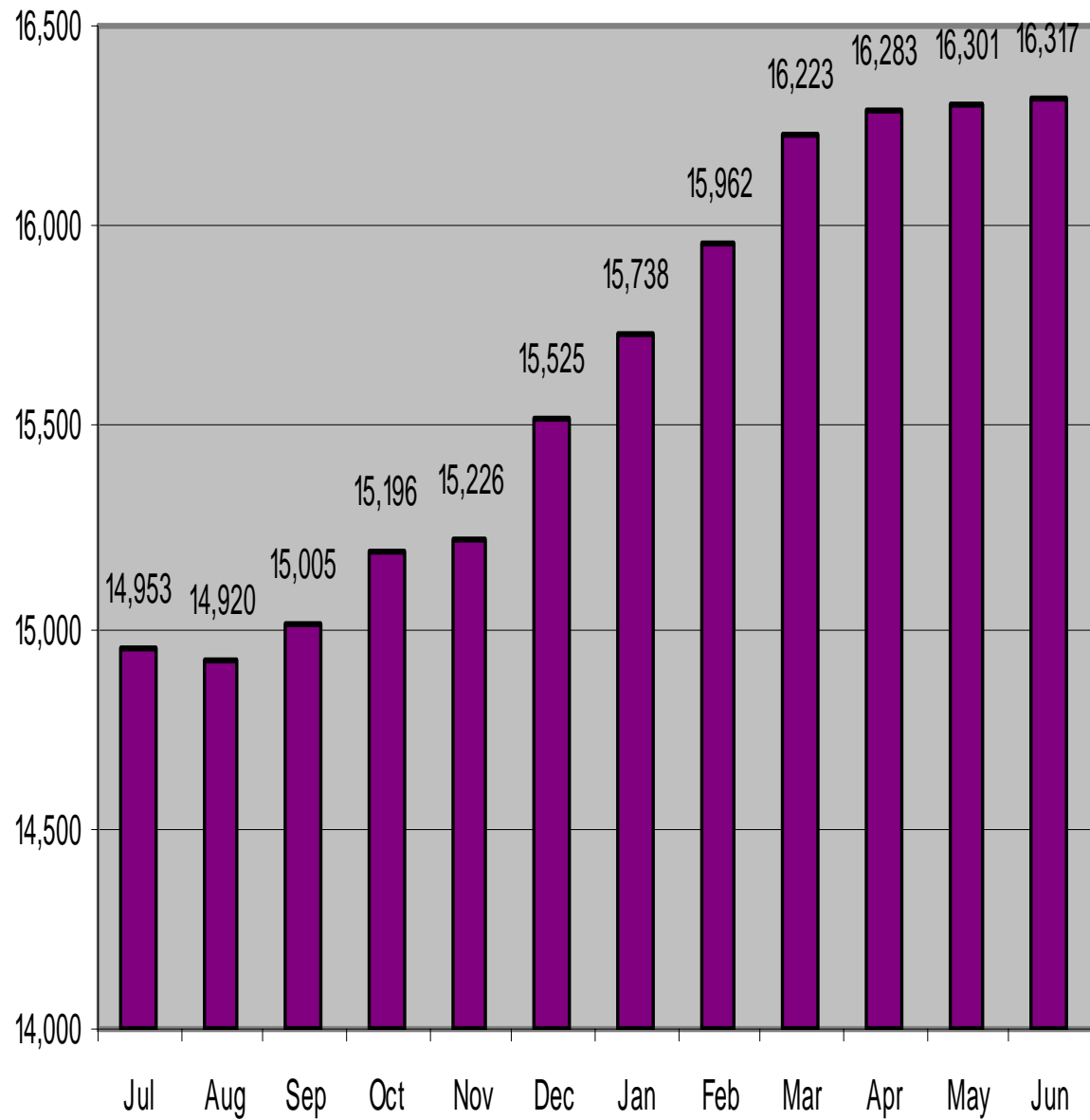
The Food Stamp Program is administered jointly by the U.S. Department of Agriculture and the U.S. Department of Health and Human Services. The program provides monthly benefits to assist low-income households to purchase food and maintain adequate nutrition levels. It is the only nationwide program available to eligible low-income persons, regardless of age or family composition. Food Stamps issued in conjunction with cash assistance are considered Public Assistance Food Stamps. When no cash assistance is received, the benefits are considered Non-Assistance Food Stamps. Able Bodied Adults without Dependents (ABAWDs) have restrictions on the number of months they may receive Food Stamps should they fail to follow program work requirements. However, the State of California was granted a waiver from this work requirement through September 30, 2009 due to high rate of unemployment.

FY 2007-08				
MONTH	PUBLIC ASSISTANCE		NON-ASSISTANCE	
	CASES	PERSONS	CASES	PERSONS
JUL	14,953	41,160	30,061	83,929
AUG	14,920	41,079	30,536	84,164
SEP	15,005	41,533	30,625	84,289
OCT	15,196	41,958	31,456	84,990
NOV	15,226	42,024	32,079	86,984
DEC	15,525	42,778	32,661	88,179
JAN	15,738	43,055	33,944	90,588
FEB	15,962	43,734	34,117	91,807
MAR	16,223	44,302	34,909	93,808
APR	16,283	44,379	35,637	94,950
MAY	16,301	44,412	36,198	96,153
JUN	16,317	44,480	37,068	97,532
MONTHLY AVERAGE	15,637	42,908	33,274	89,781

FOOD STAMP RECIPIENTS FY 2007-08

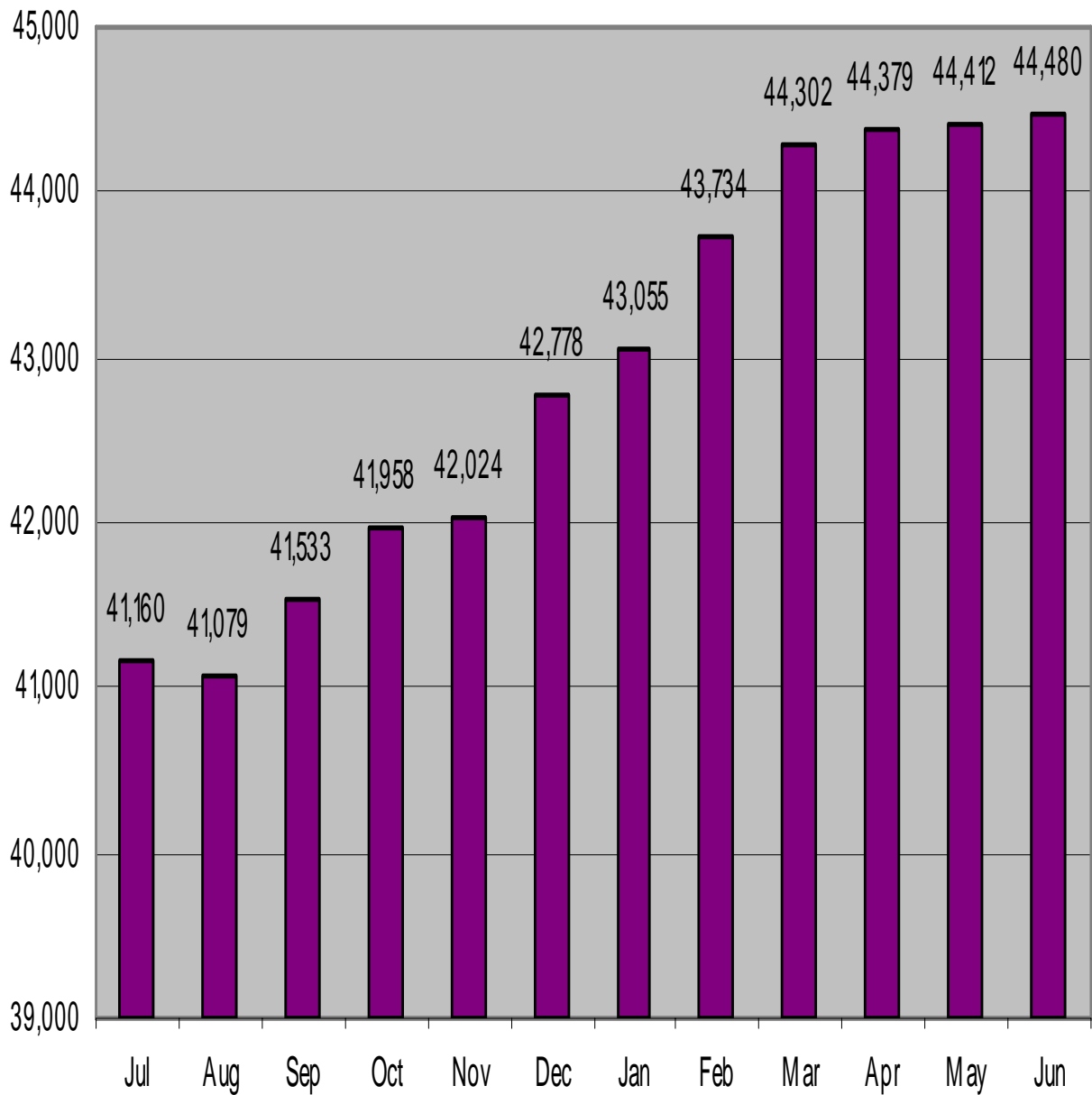
TOTAL RECIPIENTS	132,689
ADULTS:	47,699 = 36%
• <i>MALES</i>	15,527 = 37%
• <i>FEMALES</i>	30,172 = 63%
CHILDREN	84,990 = 64%
TOTAL CASES	48,912
Average Number of Persons	2.78 Persons Per Case
Average Number of Children	1.56 Children Per Case
LANGUAGE	
• <i>ENGLISH</i>	68%
• <i>SPANISH</i>	23%
• <i>SOUTHEAST ASIAN</i>	8%
• <i>OTHER</i>	1%
RESIDENCE	
• <i>URBAN</i>	75%
• <i>RURAL</i>	25%
AVERAGE MONTHLY FOOD STAMP ALLOTMENT	\$301

PUBLIC ASSISTANCE FOOD STAMP CASES FY 2007-08



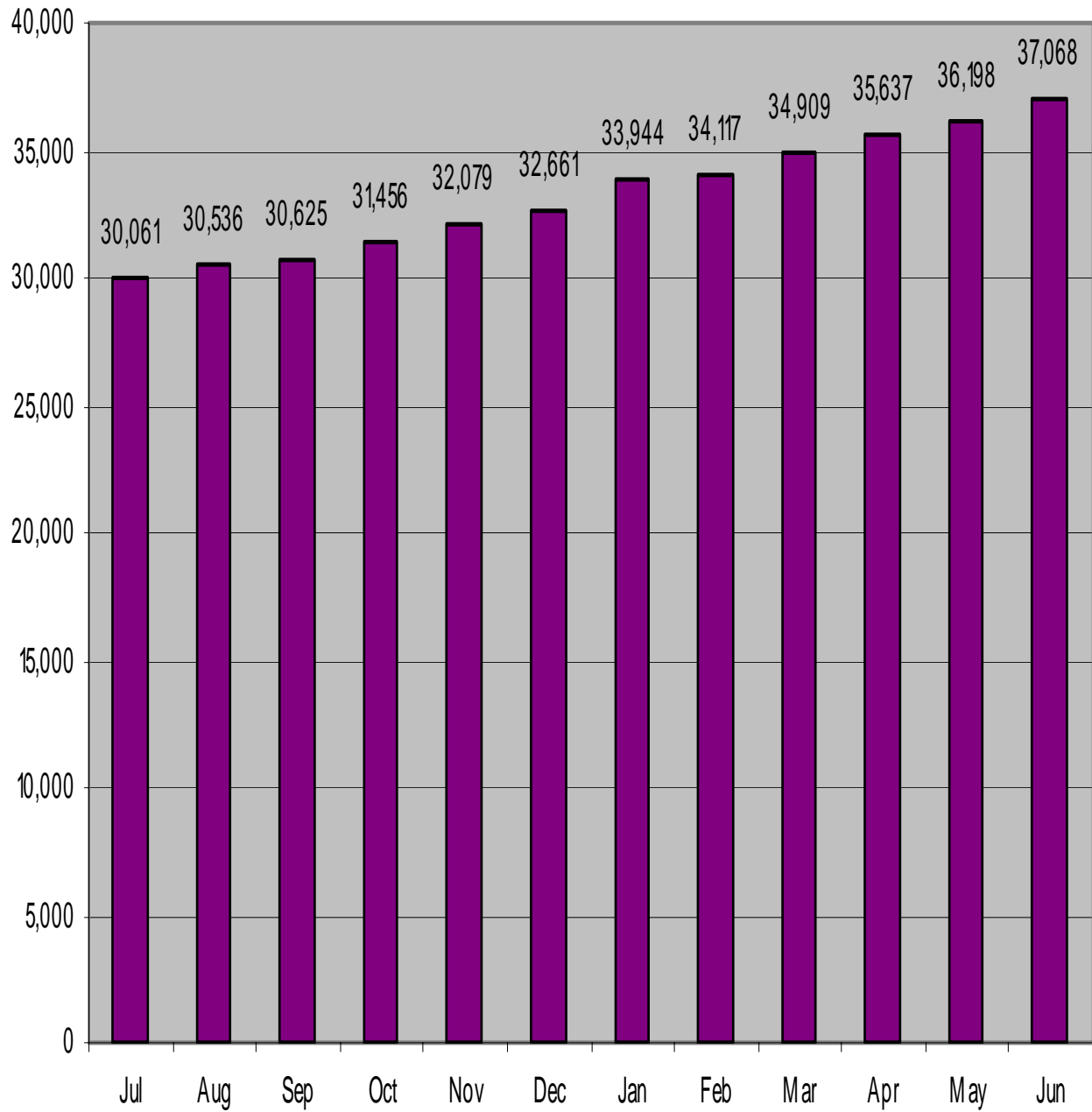
MONTHLY AVERAGE = 15,637 CASES

PUBLIC ASSISTANCE FOOD STAMP RECIPIENTS FY 2007-08



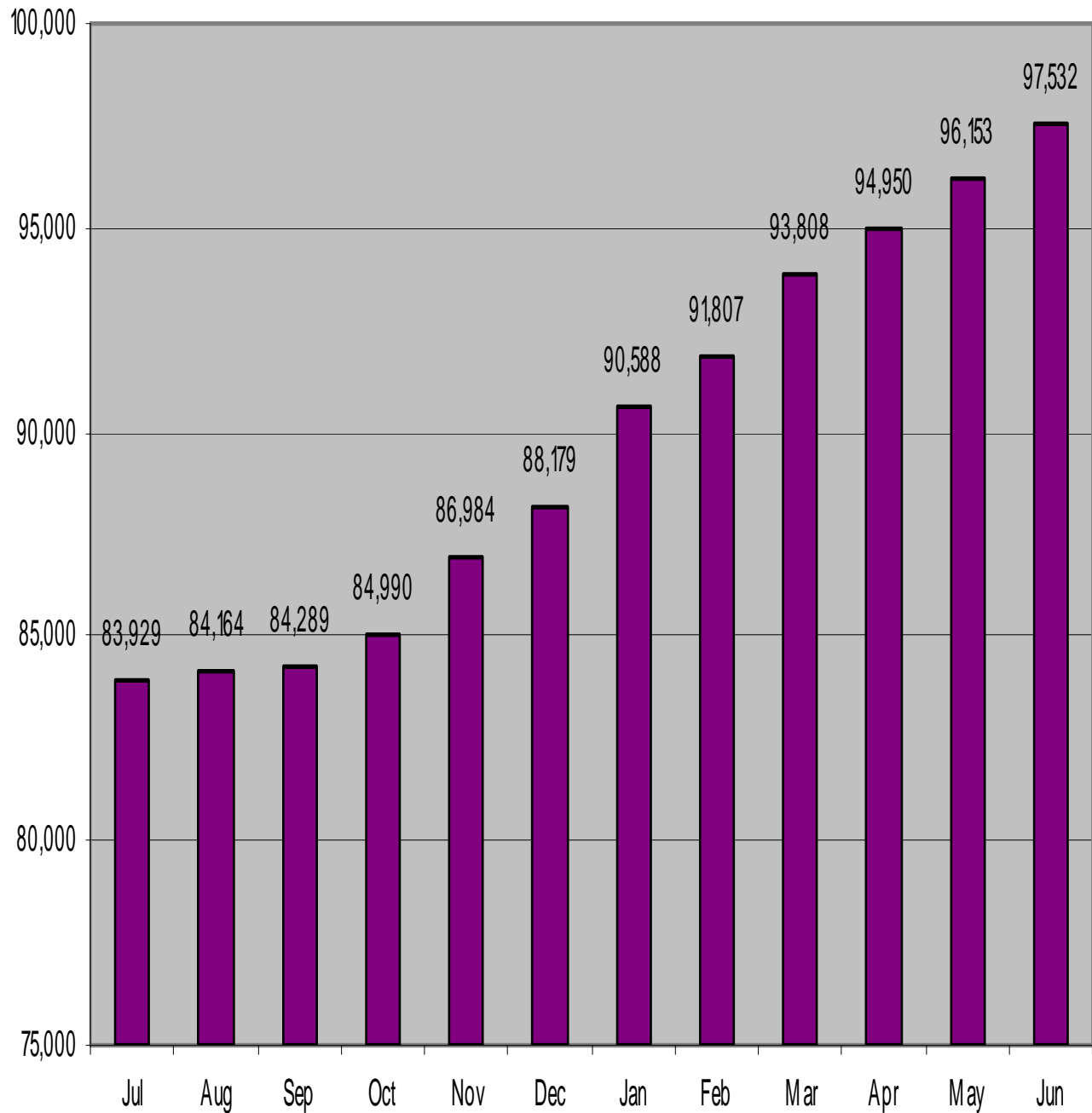
MONTHLY AVERAGE = 42,908 RECIPIENTS

NON-ASSISTANCE FOOD STAMP CASES FY 2007-08



MONTHLY AVERAGE = 33,274 CASES

NON-ASSISTANCE FOOD STAMP RECIPIENTS FY 2007-08



MONTHLY AVERAGE = 89,781 RECIPIENTS

MEDI-CAL PROGRAM OVERVIEW

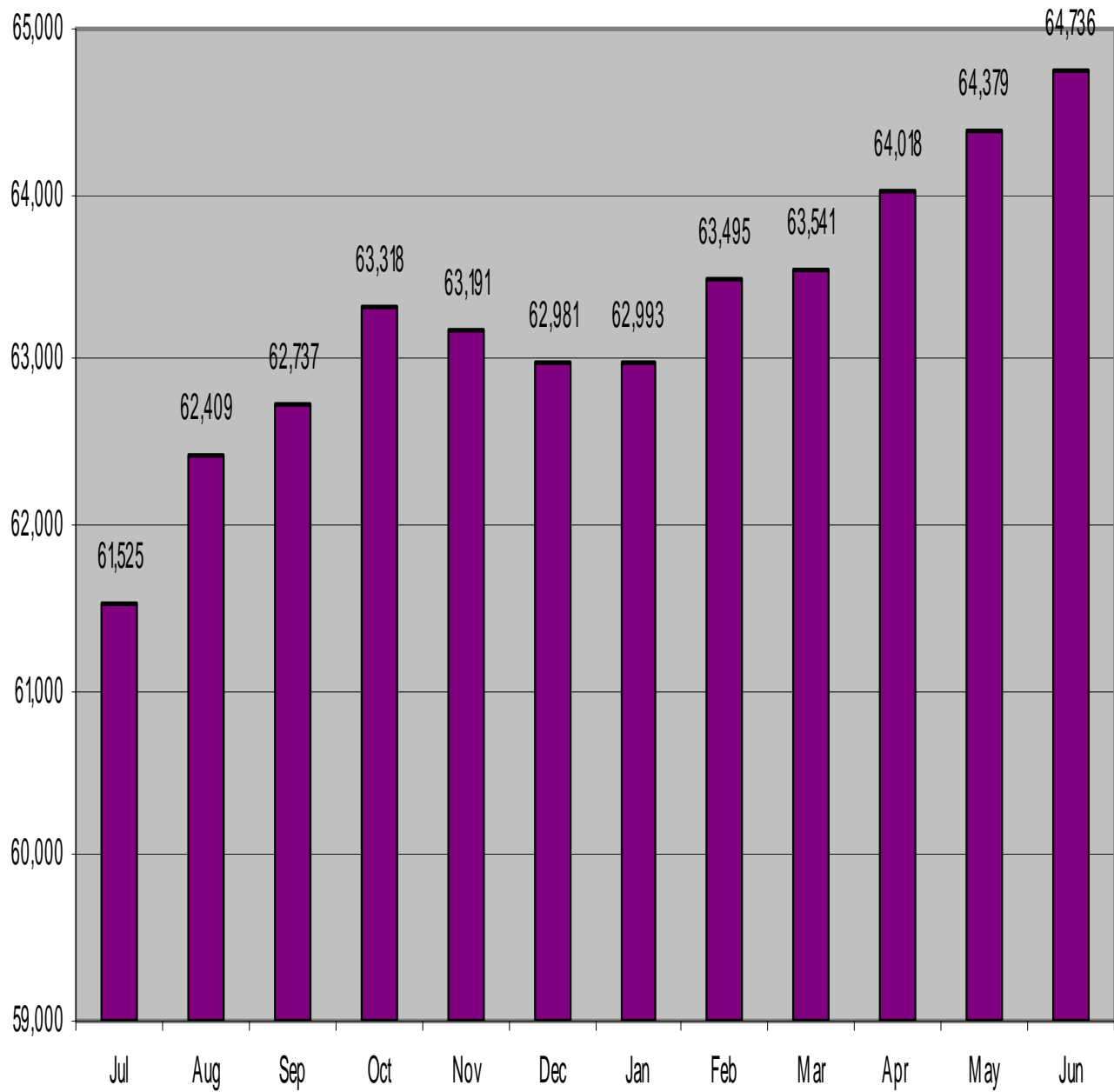
Medi-Cal refers to the California Medical Assistance Program, based on the national Medicaid program, and is designed to provide no-cost or low-cost medical benefits to low income families. CalWORKs families are automatically eligible to no-cost benefits. Other families qualify based on income and may qualify on a share-of-cost basis. Medi-Cal cases and persons include all cases and persons eligible for Medi-cal benefits, regardless of public assistance eligibility. Medi-Cal only cases and recipients are not linked to public assistance programs.

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

MEDI-CAL ONLY CASES & PERSONS

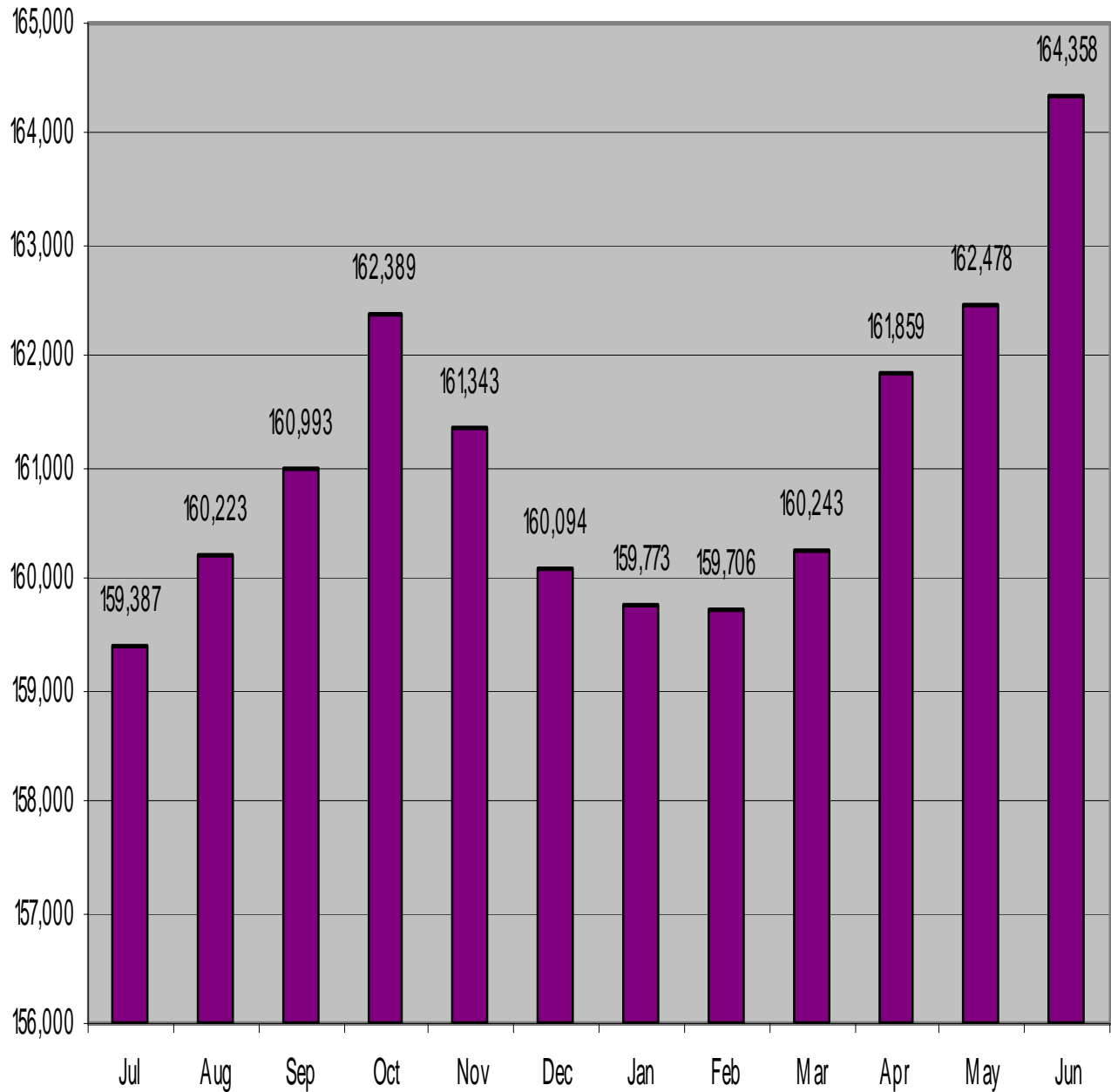
	FY 2005-06		FY 2006-07		FY 2007-08	
MONTH	CASES	PERSONS	CASES	PERSONS	CASES	PERSONS
JUL	69,133	141,723	59,975	152,573	61,525	159,387
AUG	69,730	142,947	60,183	154,922	62,409	160,223
SEP	70,545	144,617	60,192	153,177	62,737	160,993
OCT	70,220	143,951	61,019	155,941	63,318	162,389
NOV	69,707	142,889	60,508	154,020	63,191	161,343
DEC	69,047	141,546	59,878	152,183	62,981	160,094
JAN	67,300	137,965	59,493	151,711	62,993	159,773
FEB	64,511	132,248	59,233	152,047	63,495	159,706
MAR	64,259	131,731	59,367	152,541	63,541	160,243
APR	63,949	131,095	60,050	154,700	64,018	161,859
MAY	66,562	136,452	60,712	156,027	64,379	162,478
JUN	68,571	140,571	61,377	157,526	64,736	164,358
MONTHLY AVERAGE	67,795	138,978	60,166	153,947	63,277	161,071

**MEDI-CAL ONLY CASES
FY 2007-08**



MONTHLY AVERAGE = 63,277 CASES

MEDI-CAL ONLY RECIPIENTS FY 2007-08



MONTHLY AVERAGE = 161,071 RECIPIENTS

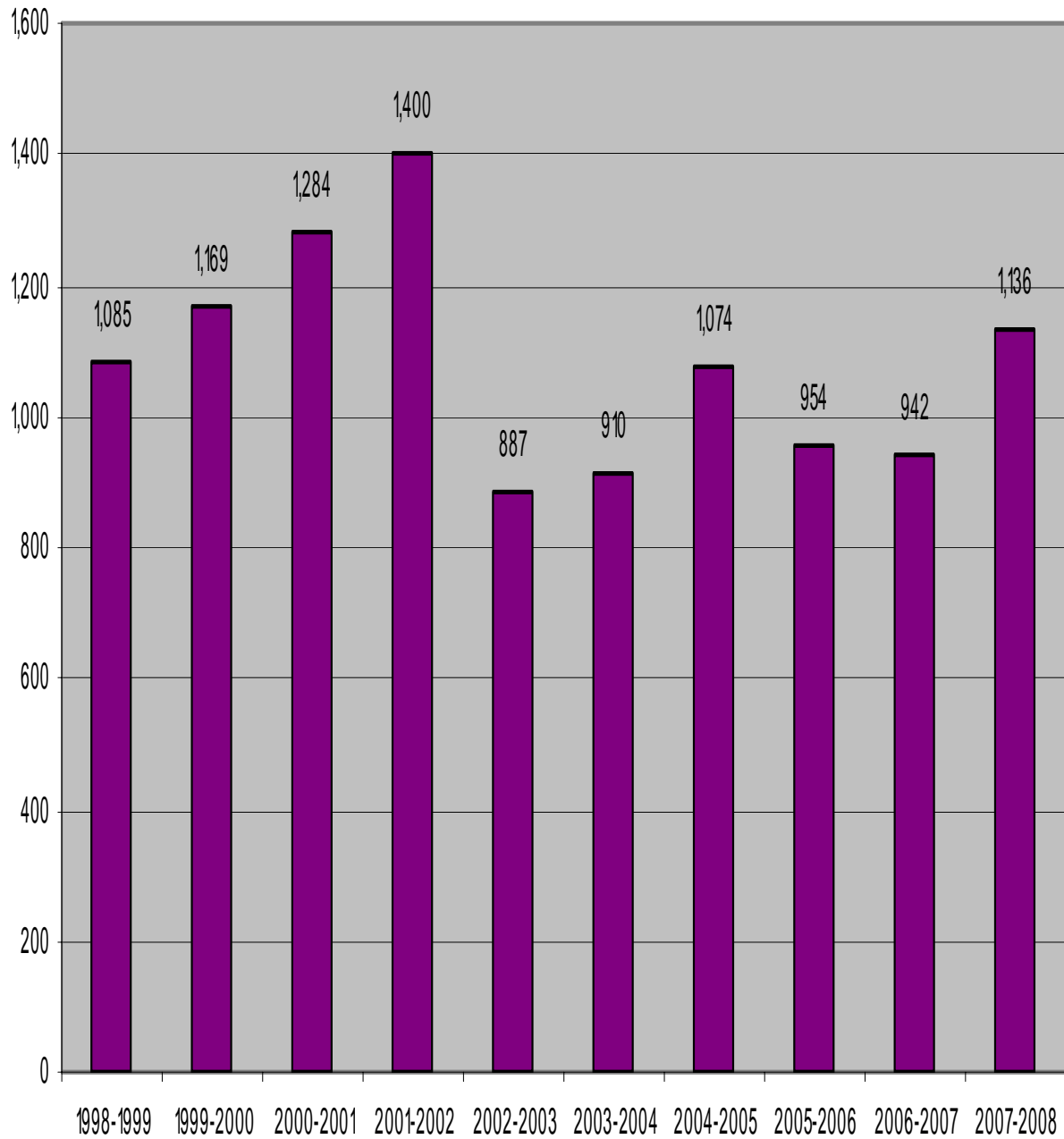
GENERAL RELIEF PROGRAM OVERVIEW

General Relief (GR) is cash or in-kind services provided to needy persons in Fresno County who are not eligible for any other type of cash assistance. The GR program is 100% County funded and is not subject to any federal or state reimbursement. GR benefits may be allowed for qualified individuals who are either unemployed or incapacitated. The GR program is primarily an adult program with a minimal number of families receiving assistance. Benefits are paid directly to the recipient on a continuing basis as long as program requirements are met. Persons who have applied for, but who have not yet received, Supplemental Security Income (SSI) benefits, may receive GR as interim assistance until their SSI is allowed.

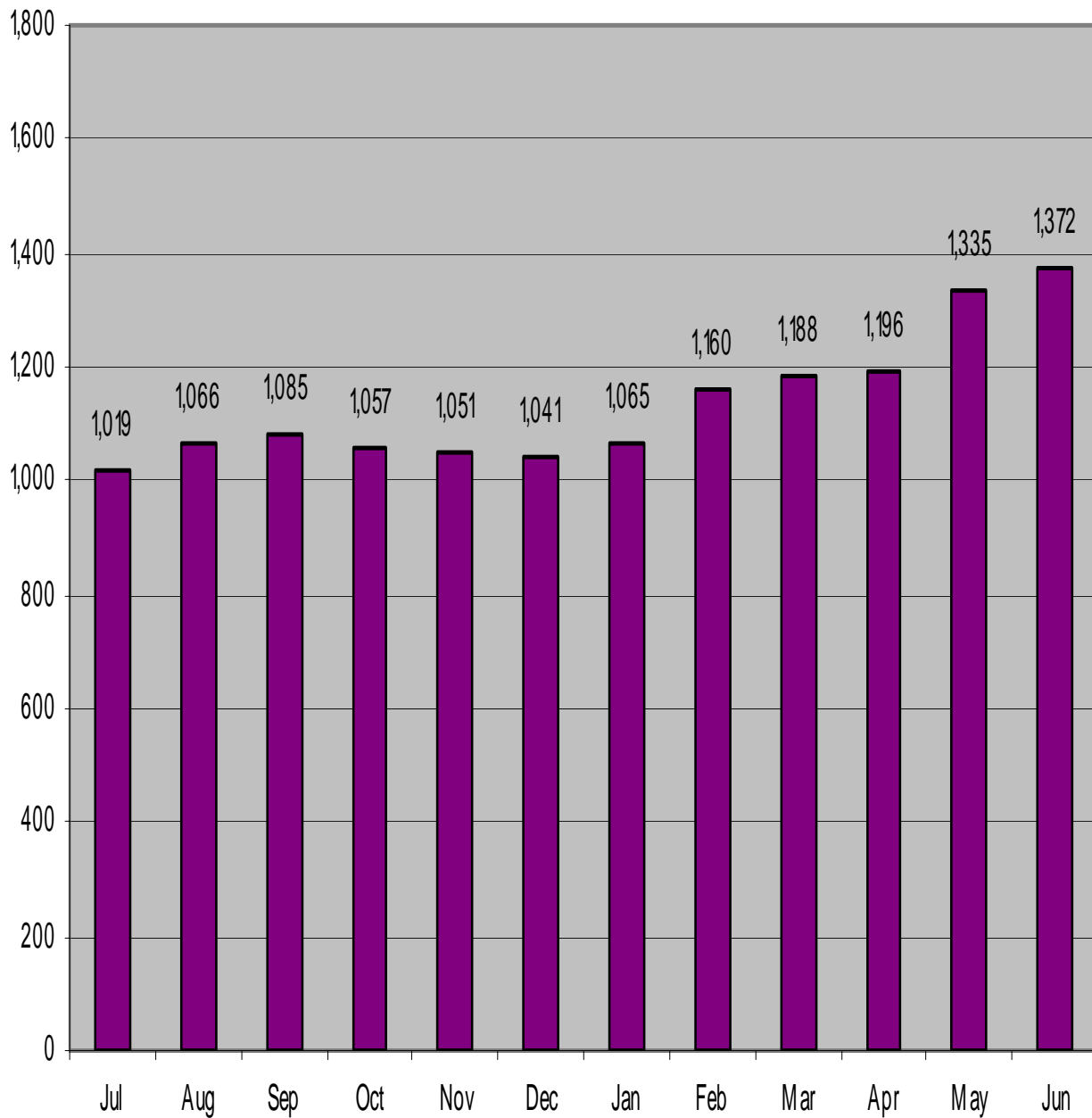
The GR Program also provides emergency aid and indigent relief. Emergency Aid is in-kind assistance (vendor payment) provided for a non-continuing period for needy persons. Non-residents may be aided temporarily depending on circumstances. Indigent Relief is direct payment to a rest home or nursing home for short-term post hospital care. Payments are authorized for needy individuals who are not eligible for state or federal benefits.

TOTAL RECIPIENTS*	1,145
ADULTS:	1,145 = 100%
• <i>MALES</i>	612 = 53%
• <i>FEMALES</i>	533 = 47%
CHILDREN	0
TOTAL CASES*	1,136
AVERAGE NUMBER OF PERSONS	1.01 Per Case
LANGUAGE:	
• <i>ENGLISH</i>	92%
• <i>SPANISH</i>	3%
• <i>SOUTHEAST ASIAN</i>	4%
• <i>OTHER</i>	1%
RESIDENCE	
• <i>URBAN</i>	91%
• <i>RURAL</i>	9%
AVERAGE MONTHLY GRANT	\$268

GENERAL RELIEF CASES FY 1998-2008

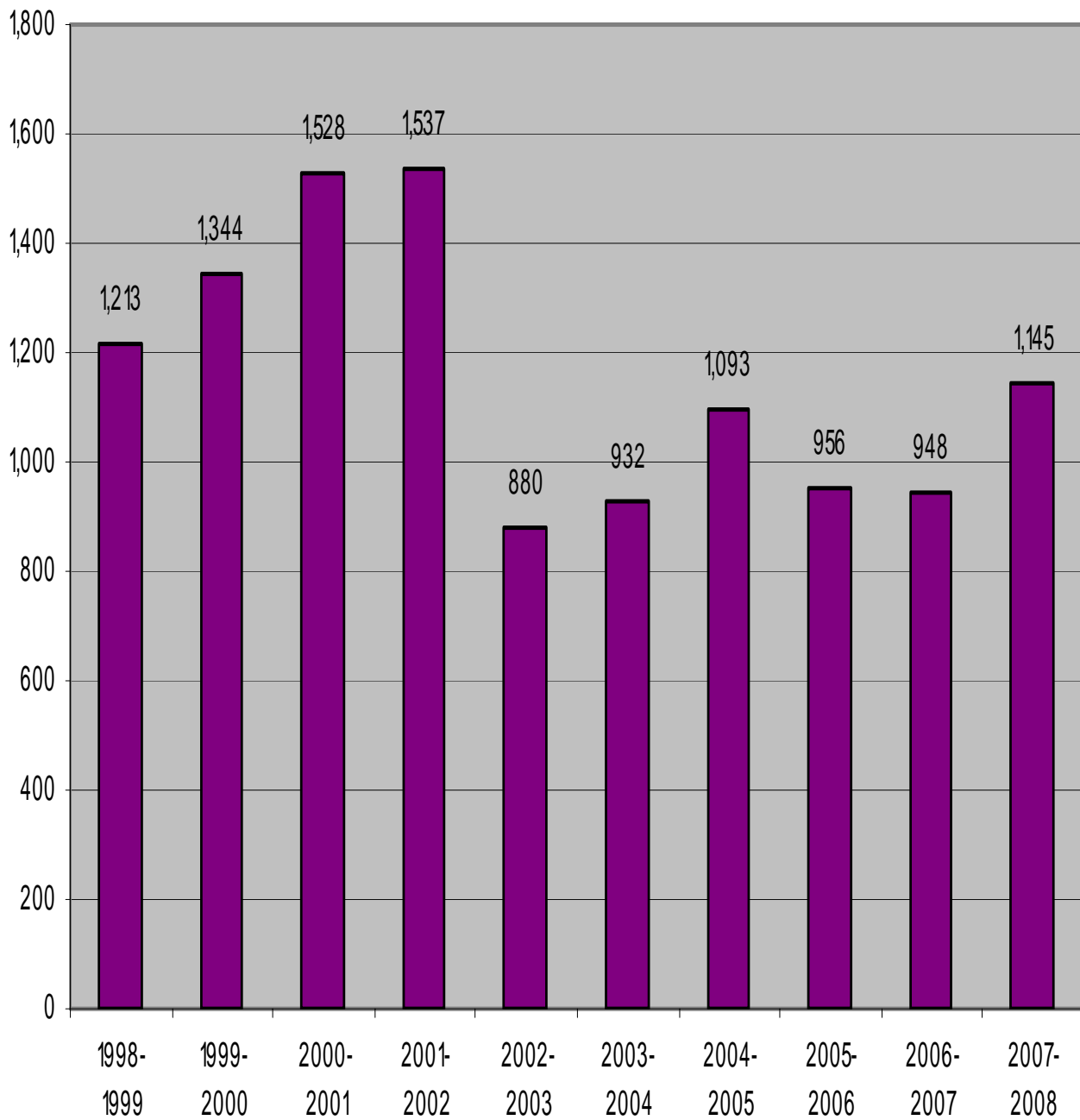


GENERAL RELIEF CASES FY 2007-08

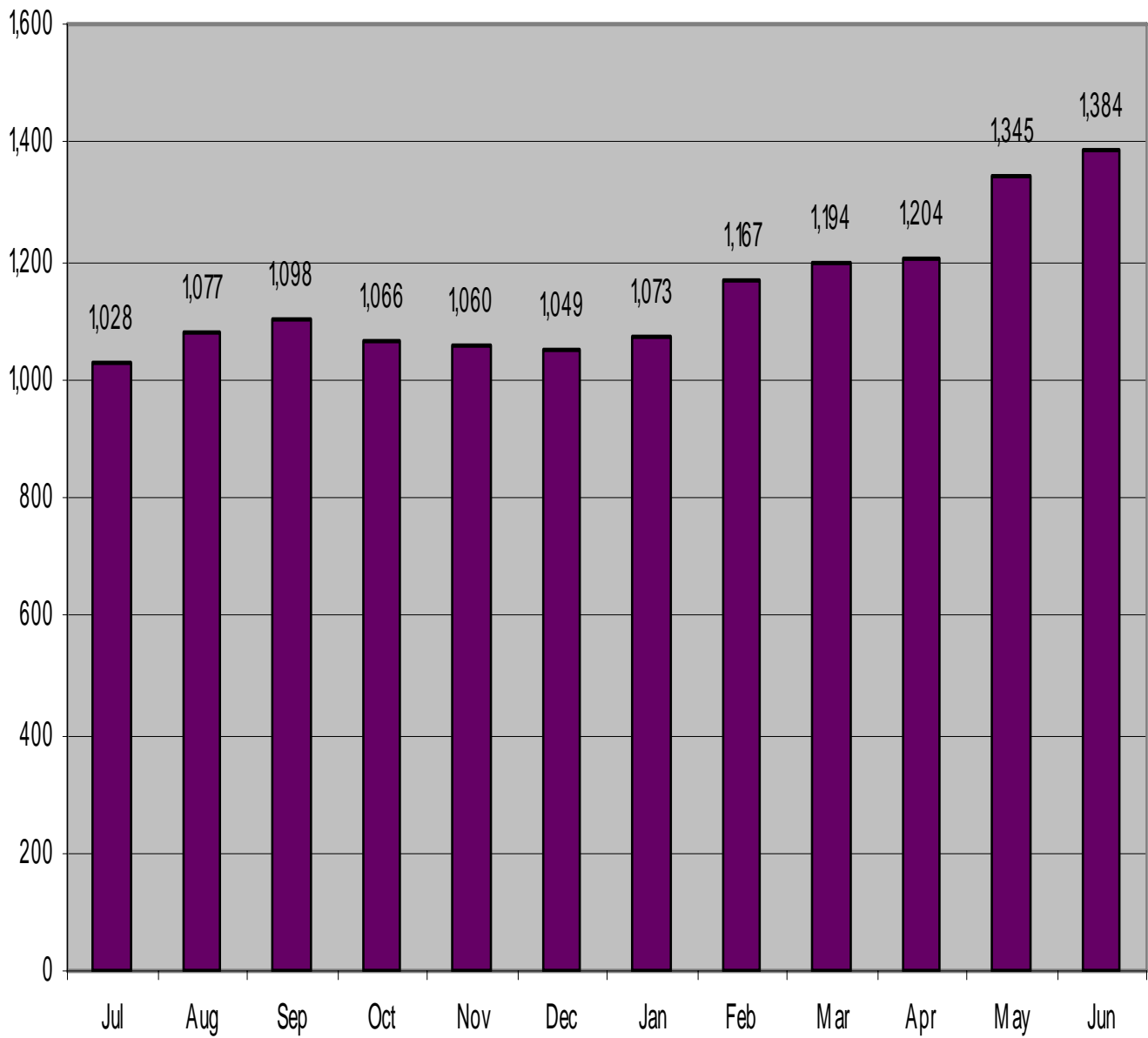


MONTHLY AVERAGE = 1,136 CASES

GENERAL RELIEF RECIPIENTS FY 1998-2008



GENERAL RELIEF RECIPIENTS FY 2007-08



MONTHLY AVERAGE = 1,145 RECIPIENTS

HOMELESS ASSISTANCE PROGRAM FY 2007-08

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. The chart below provides a summary of the CalWORKs Homeless Assistance services that were provided in FY 2007-08.

FY 2007-08		
MONTH	NUMBER OF CASES	TOTAL DOLLARS ISSUED
JUL	300	\$203,944
AUG	303	\$228,004
SEP	181	\$121,540
OCT	198	\$128,849
NOV	213	\$145,589
DEC	194	\$133,091
JAN	221	\$149,251
FEB	193	\$129,529
MAR	206	\$136,693
APR	211	\$146,224
MAY	213	\$153,529
JUN	204	\$144,266
TOTAL	2,637	\$1,820,509
MONTHLY AVERAGE	220	\$151,709

TEEN PROGRAM SERVICES OVERVIEW

CAL-LEARN PROGRAM: Cal-Learn is a statewide program designed to assist pregnant and parenting teens obtain a high school diploma or a General Educational Development (GED) certificate. Participation in Cal-Learn is mandatory for teen parents under the age of 19, who are receiving CalWORKs and do not have a high school diploma or GED certificate. The Cal-Learn Program requires all teen parents to attend school, unless determined to be exempt or deferred. The Cal-Learn Program contains two essential program elements: 1) financial bonuses and sanctions associated with school progress and graduation; and, 2) intensive case management to help teens earn a high school diploma or GED certificate. All teens attending school are entitled to “supportive services”, which may include childcare, transportation and other school-related expenses. Each Cal-Learn teen is assigned a case manager to assist in the identification and elimination of barriers that prevent continued participation. Cal-Learn case managers assess the multiple needs of teen parents and provide them with advocacy and referral services. They also assist teens in completing childcare and other supportive service applications and monthly expense reports. Cal-Learn services are available to all pregnant and parenting CalWORKs students in Fresno, regardless of district location, school level (elementary to secondary), or school status, (full-time, part-time, continuation). **There were a total of 1,323 teen clients served from July 1, 2007 through June 30, 2008.**

ADOLESCENT FAMILY LIFE PROGRAM: Teens who do not qualify for Cal-Learn services may receive services through the Adolescent Family Life Program (AFLP). AFLP services are provided jointly by E&TA staff and through contracted services from the Fresno County Economic Opportunities Commission. This voluntary program is aimed at defining, coordinating, and integrating a system of care that supports and assists the pregnant and parenting adolescents and their children. Case management services are provided to enhance health, educational achievement, economic, personal and societal integration and independence. Entry requirements have been established based on eligibility criteria and risk factors. Intervention strategies have been developed to meet the needs of the youth including job training and job readiness. **A total of 565 clients were served between July 1, 2007 and June 30, 2008.**

The total unduplicated number of teen clients served through the combined teen programs from July 1, 2007 through June 30, 2008 was 1,888.

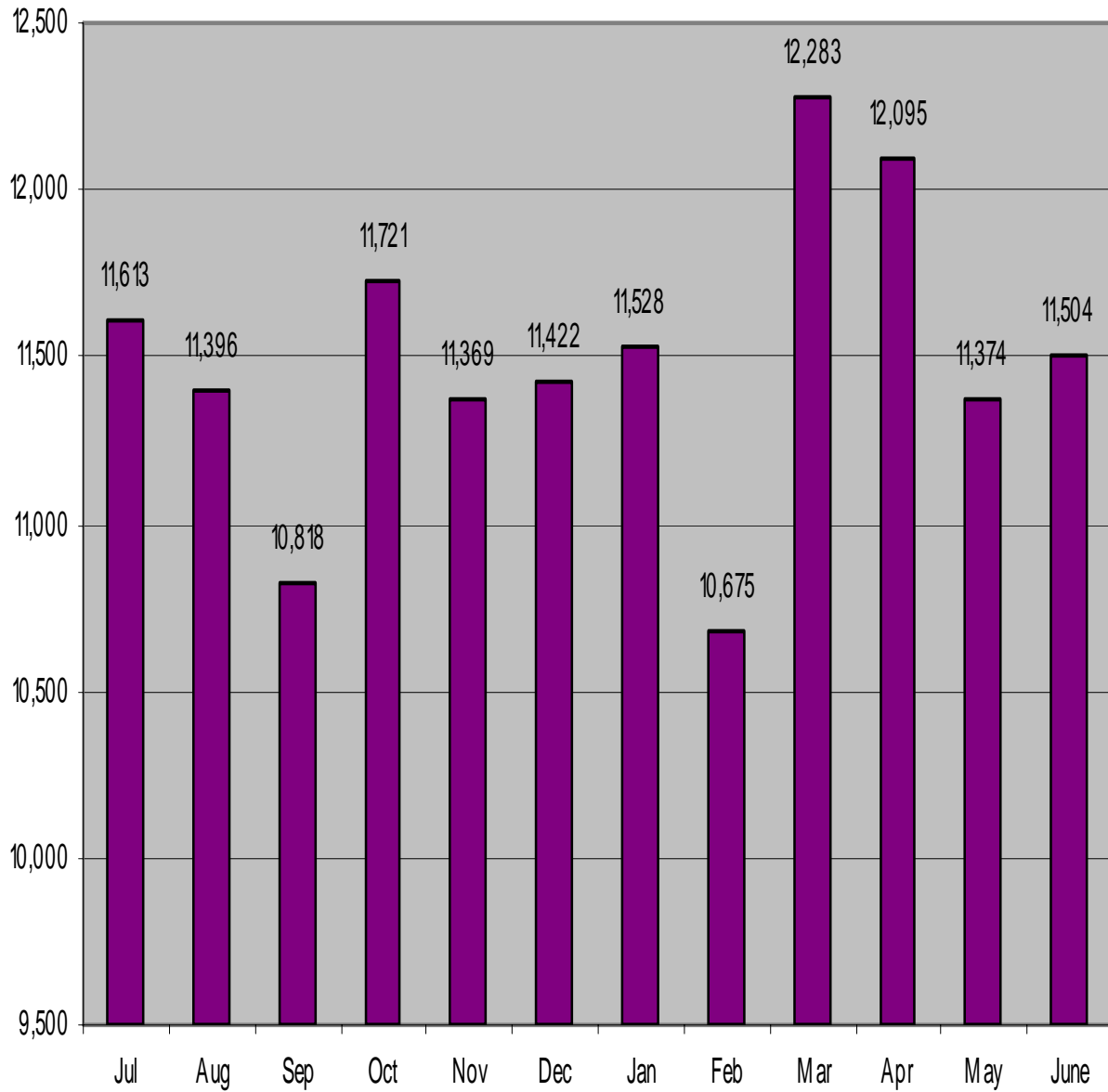
IN-HOME SUPPORTIVE SERVICES PROGRAM OVERVIEW

The IHSS Program provides supportive services to persons who are aged (65 years or older), 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 housecleaning, meal preparation, laundry and grocery shopping), and personal care services (such as bowel and bladder care, bathing and paramedical services).

The chart below is a summary of the services provided through the IHSS Program in FY 2007-08:

MONTH	NUMBER OF CASES	NUMBER OF HOURS	COUNTY EXPENDITURES	STATE/FEDERAL EXPENDITURES	TOTAL EXPENDITURES
JUL	11,613	1,126,099	\$2,063,894	\$8,998,719	\$11,062,613
AUG	11,396	1,139,761	\$2,075,210	\$9,079,389	\$11,154,599
SEPT	10,818	1,086,284	\$1,975,927	\$8,625,595	\$10,601,522
OCT	11,721	1,134,327	\$2,121,074	\$9,264,031	\$11,385,105
NOV	11,369	1,119,121	\$2,152,893	\$9,411,522	\$11,564,415
DEC	11,422	1,125,098	\$2,168,728	\$9,458,056	\$11,626,784
JAN	11,528	1,127,588	\$2,223,254	\$9,711,068	\$11,934,322
FEB	10,675	1,066,558	\$2,101,821	\$9,191,478	\$11,293,299
MAR	12,283	1,154,610	\$2,271,095	\$9,941,227	\$12,212,322
APR	12,095	1,158,322	\$2,266,782	\$9,919,384	\$12,186,166
MAY	11,374	1,119,703	\$2,191,694	\$9,556,643	\$11,748,337
JUN	11,504	1,127,619	\$2,199,922	\$9,607,846	\$11,807,768
TOTAL	137,798	\$13,485,090	\$25,812,293	\$112,764,958	\$138,577,251
MONTHLY AVERAGE	11,483	1,123,757	\$2,151,024	\$9,397,080	\$11,548,104

IN-HOME SUPPORTIVE SERVICES RECIPIENTS FY 2007-08



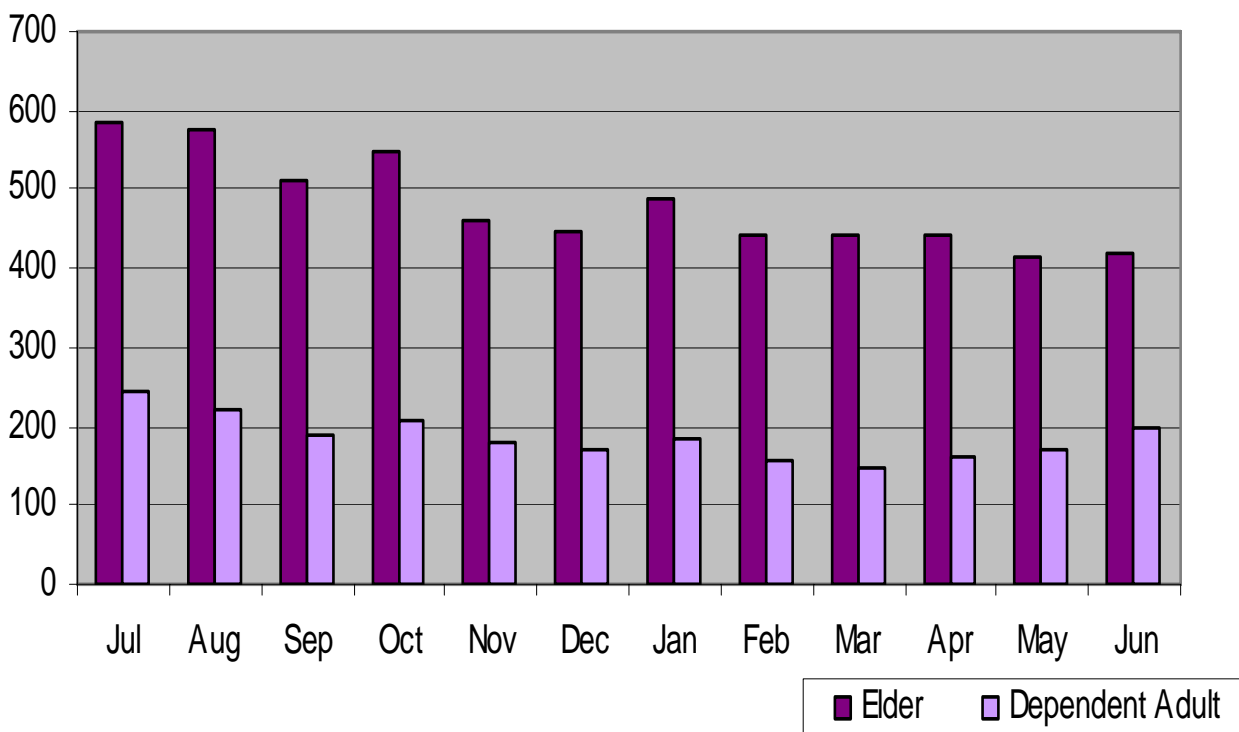
MONTHLY AVERAGE = 11,483 CASES

ADULT PROTECTIVE SERVICES PROGRAM

The goal of the Adult Protective Services (APS) program is to provide protective services to elders and dependent adults who are unable to protect their own interests or to care for themselves. An elder is defined as a person 65 years of age or older. A dependent adult is defined as a person 18 through 64 years of age who has a physical or mental impairment. APS is designed to prevent and remedy the abuse, neglect, or exploitation of elders and dependent adults who have been harmed or who are at risk of harm. APS Social Workers investigate and assess reports of physical, financial, and sexual abuse, exploitation, abandonment, isolation and self-neglect of elders and dependent adults.

APS works in collaboration with the Fresno Sheriffs Department, Fresno Police Department's Elder Crimes Unit and law enforcement agencies throughout the County of Fresno as well as the Mental Health Crisis Management Response Team, the Older Adult Mental Health Team, Health Department, local hospitals and numerous agencies to provide services to elders and dependent adults. On average, APS receives 16,353 telephone calls a year through the 24-hour Careline. Information and referral services are provided to citizens who seek help and information regarding services for elders and dependent adults. Referrals are taken on the Careline and Social Workers are assigned to respond to allegations of abuse. For FY 2007-08, APS actively investigated approximately 8,003 cases of elder and dependent abuse.

**Adult Protective Services
FY 2007-08
Number of Investigations**



VETERANS SERVICES OFFICE

The Veterans Services Office assists veterans, their spouses, widows and dependents in applying for Federal and State Veterans' benefits. This office also provides assistance in filing claims for the following benefits: pensions, compensations, education, medical, insurance, burials and headstones. Additionally, the Veterans Services Office provides assistance and counseling in preparing applications to Military Discharge Review Boards and Boards for correction of military records. The Veterans Services Officer makes field visits to nursing homes and hospitals and approves burials at the Fresno County Veterans' Liberty Cemetery.

In FY 2007-08, the Veterans Services Office served 5,414 clients and processed 1,947 claims for benefits. Over \$5.8 million in cash benefits was received by veterans in Fresno County with the assistance of the Veterans Services Office.

SOURCES OF INFORMATION

- California Department of Finance, Demographics Information, Fresno County Population
- California Department of Social Services ABCD 350-Annual Recipient Report on CalWORKs, Foster Care, Social Services, Non-assistance Food Stamps, Welfare To Work, Refugee Cash Assistance and the Cash Assistance Program for Immigrants Ethnic Origin and Primary Language
- California Department of Social Services CA 237 CW-CalWORKs Cash Grant Caseload Movement Report
- California Department of Social Services CA 237 EA-Title IV-A Emergency Assistance (EA) Program Caseload Report
- California Department of Social Services-CA 237 HA- CalWORKs Homeless Assistance Program Monthly Statistical Report
- California Department of Social Services-CA 237 KG-Kinship Guardianship Assistance Payment Program (Kin-GAP) Caseload Movement Report
- California Department of Social Services-CA 800 Assistance Claim
- California Department of Social Services-CA 1037 Cash Assistance Program for Immigrants Monthly Caseload Movement Statistical Report
- California Department of Social Services DFA 256-Food Stamp Program Participation and Coupon Issuance Report
- California Department of Social Services GR 237-General Relief and Interim Assistance to Applicants for SSI/SSP Monthly Caseload and Expenditure Statistical Report
- California Department of Social Services In-Home Supportive Services Management Statistics Summary Report-Case Management and Information Payrolling System
- California Department of Social Services SOC 242 -Adult Protective Services and County Services Block Grant Monthly Statistical Report
- 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

SOURCES OF INFORMATION (continued)

- California Department of Veterans Affairs-DVS 19 Daily Activity Reports
- California Department of Veterans Affairs-DVS 20 Subvention Awards Reports
- California Department of Veterans Affairs-DVS MC Medi-Cal Cost Avoidance Register
- CalWIN MRD012R-Active Cases by Aid Code Report
- CalWIN MRD036R-Claim for Aid of Cash Grant Cases by Aid Code Report
- CalWIN MR0007E-Ethnicity, Language, Citizenship and Person Count Extract
- CalWIN MR0009E-Geographic Information and Census Tract Extract
- CalWIN MR0073E-Supportive Services Extract
- Maternal and Child Health Lodestar Database

CONTACT INFORMATION

For additional information, please contact Stacey Sandoval, Staff Analyst, Department of Employment and Temporary Assistance at (559) 453-3909, or stsandoval@co.fresno.ca.us.

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