



***County of San Luis Obispo
Department of Social Services
Semi-Annual Report***

Report Period: July 1, 2017 through December 31, 2017

Table of Contents

Mission, Vision, and Guiding Principles 3-4

Recent Efforts and Changes

Changes to CalFRESH to Help Seniors (60+) and
Disabled Individuals 5-6

Statistics

Caseload Averages Per Month 7

Department Services and Locations

Programs and Services 8-9

Office Locations and Phone Numbers 10

County of San Luis Obispo

Mission, Vision and Guiding Principles

The County of San Luis Obispo is a local government agency made up of dedicated elected officials, skilled employees, and devoted volunteers who are committed to public service. Together, they provide a variety of essential public services that contribute to a safe, healthy, livable, prosperous and well-governed community.



County of San Luis Obispo

Department of Social Services

Mission, Vision and Guiding Principles

The County of San Luis Obispo Department of Social Services provides public services that promote self-sufficiency, health and well-being. These programs help ensure the protection of children, the elderly and dependent adults, and provide a safety net for individuals and families who need assistance with basic necessities, such as food, housing and health care.

Mission

We partner with the community to enhance self-sufficiency while ensuring that safety and basic human needs are met for the people of San Luis Obispo County.

Vision

A responsible and caring community:
Safe, Resilient and Healthy

Guiding Principles

We strive to eliminate poverty and abuse.

We believe all people have strengths.

We work together to assist in removing barriers and finding solutions.

We strive to meet the unique needs of each community, family, and individual.

We commit to fairness and equality.



Recent Efforts and Changes

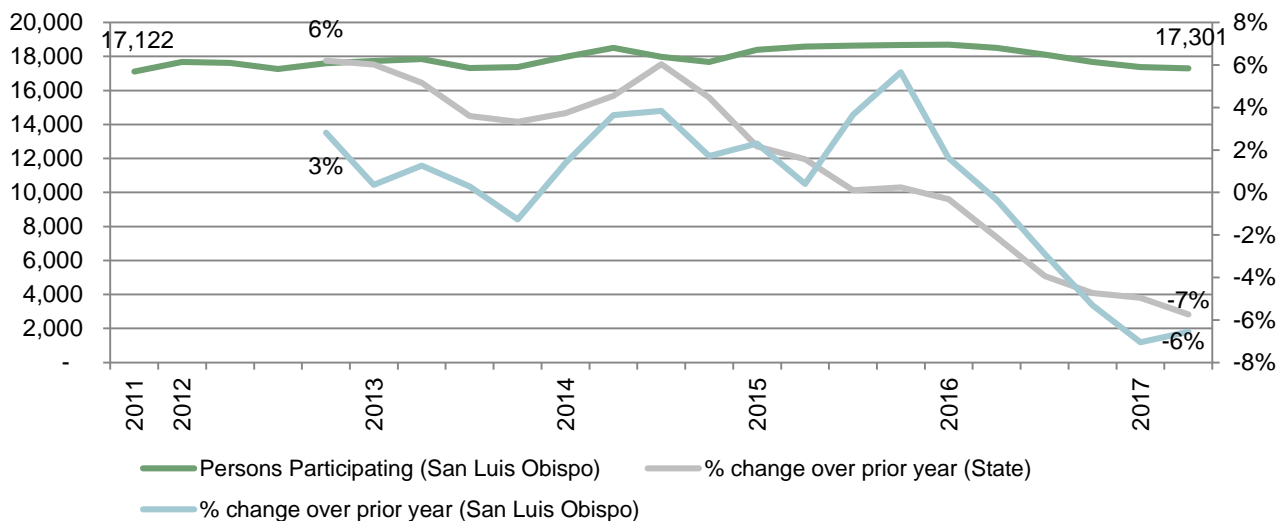
Changes to CalFRESH help Seniors (60+) & Individuals with Disabilities

Locally, the Alliance to Transform CalFresh, a collaboration of local non-profits and local government agencies has been focused on reducing hunger by increasing the number of people who receive CalFresh benefits. In a county with so much to offer it can be difficult to recognize that hunger and food insufficiency exist in the County of San Luis Obispo. However, there are approximately 46,000 residents in the county who struggle with hunger and of that number, 20% are seniors. Based on 2015 data, there are 71,659 people in the county who are over the age of 60, which is approximately 25% of the county's population, and around 23% of the county's population under the age of 64 years is considered disabled.



Over the last ten years, the Department of Social Services has shared information about public assistance programs with the community. Efforts to encourage CalFresh participation among seniors, have not resulted in an increase in the number of seniors who apply for CalFresh. The most common reason that seniors give for not applying for CalFresh is "it's a lot of work for just a few dollars a month." A nationwide study found that is one of the more common reasons seniors are resistant to applying for assistance.

CalFresh Participation Growth – 2nd Quarter 2017



Graph source: California Department of Social Services 2nd Quarter 2017

Recent Efforts and Changes

Changes to CalFRESH help Seniors (60+) & Individuals with Disabilities

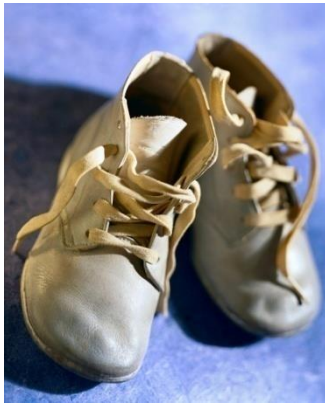
The State of California has been working to improve participation in the CalFresh Program by increasing benefit retention, streamlining the application process and removing barriers. Beginning October 1st, 2017, two changes to the CalFresh Program were implemented that are designed to benefit seniors (age 60 +) and disabled individuals! Our County's Department of Social Services together with the Alliance to Transform CalFresh, are actively spreading the word about these changes on social media and at public events such as Food Distributions, Farmer's Markets, and by speaking to organizations that serve the needs of the senior and disabled individuals.

Beginning October 1st, 2017, two changes to the CalFresh Program were implemented that are designed to benefit seniors (age 60 +) and individuals with disabilities. The first change, is the CalFresh Elderly Simplified Application Project (referred to as ESAP). ESAP makes it easier for senior and disabled people to apply for and stay on the CalFresh Program! ESAP is for households where everyone is either a senior (age 60+) or a disabled individual, and where the household's only income sources are considered unearned income such as Social Security, pensions or disability payments. The ESAP has been operating successfully in eight states. California will take part in this project between October 2017 and September 2021. The success of the project will be evaluated to determine its success. Critical Outcomes include: better customer service, increased administrative efficiency and high CalFresh participation among seniors.

The second change implemented in October 2017 can increase the amount of CalFresh benefits received. Each month, seniors and disabled individuals pay out-of-pocket medical expenses. Costs for expenses such as care giving, health coverage, traveling to medical appointments add up quickly and make a big dent in the senior's budget. The revised CalFresh medical deduction can increase the amount of CalFresh benefits issued to a household with a senior or disabled person! It is possible to double the amount of the monthly CalFresh benefit. This means more help at the grocery store for seniors and disabled individuals! Since good nutrition means improved health and lower health care costs – these changes have the potential to improve the quality of life for vulnerable seniors and disabled individuals.

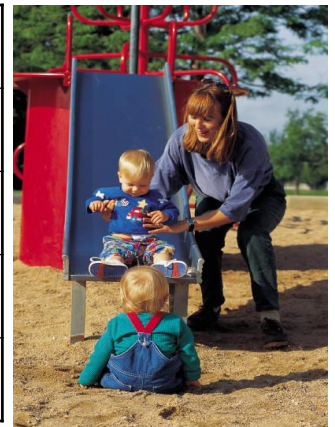
Statistics

Caseload Averages Per Month



Child Welfare Services	Referrals Received	264
	Referrals Responded by CWS	188
	Family Maintenance Cases	85
	Family Reunification Cases	183
	Permanency Planning Cases	267

Participant Services	CalWORKS	1,569
	CalFresh (Food Stamps)	10,136
	Medi-Cal Only*	28,932
	Foster Care	296
	General Assistance	312



Adult Services	In-Home Support Services (IHSS) - Applications	73
	In-Home Support Services (IHSS) - Active Cases	1,886
	Adult Protective Services (APS) - Investigations	225
	Adult Protective Services (APS) - Number Served	379

*Categorically eligible Medi-Cal (associated with CalWORKS and Foster Care cases) is no longer being considered in the Medi-Cal caseload average.

Department Services and Locations

Programs and Services

PARTICIPANT SERVICES (CASH, HOUSING, FOOD, AND MEDI-CAL BENEFITS)

CalWORKs: Temporary, time-limited cash assistance to families and children who are deprived of support or care due to the death, incapacity, unemployment, or continued absence of one or both parents.

Diversion: One-time cash assistance or services, when such services will prevent a family from needing to apply for ongoing cash assistance.

Welfare-to-Work Employment and Training Program: Training and/or education activities to assist adults who are receiving CalWORKs in finding employment and becoming self-sufficient. This program is mandatory for non-exempt adult CalWORKs participants.

Supportive Services: Services such as childcare, transportation, and work clothing, for adult CalWORKs participants seeking work, working, and/or in training.

CalWORKs Child Support: A program administered by the Department of Child Support Services to increase CalWORKs families' self-sufficiency by obtaining financial support from absent parents.

AFDC – Foster Care: Cash assistance to caretakers of foster children.

Medi-Cal: Comprehensive medical benefits to all public assistance recipients and to certain other eligible persons who do not have sufficient funds to meet the costs of their medical care.

CalFresh: Benefits for low income families to improve nutrition and food purchasing power.

General Assistance: Temporary assistance for needy persons not eligible for benefits through other Federal and State aid programs. Also provides cremation services for indigent persons, when necessary.

For more information on program requirements and benefit levels, please visit our website at: <http://www.slocounty.ca.gov/dss>

Department Services and Locations

Programs and Services

CHILD WELFARE AND ADULT SERVICES PROGRAMS

Adoption Services: Finding safe, stable, permanent families for children who are unable to be reunified with their birth parents.

After 18 (Fostering Connections to Success Act): Providing services and financial benefits for youth in foster care past age 18. Formerly known as AB12.

Foster Home Licensing: Finding and licensing nurturing homes for foster children.

Child Welfare Differential Response: Responding to allegations of abuse or neglect in a timely and appropriate manner, in order to provide for the safety and stability of the children in our county.

Child Welfare Family Maintenance: Providing child welfare services to families, while the children remain in the home under the supervision of a Social Worker.

Child Welfare Family Reunification: Providing child welfare services after a child has been separated from his/her parents due to abuse or neglect, in order to stabilize the family and hopefully reunify the child back into the home.

Child Welfare Permanency Planning: Providing child welfare services to children who can not return to their birth parents' home. This may include adoption, guardianship, or the establishment of a planned permanent living arrangement for the child.

Adult Protective Services: Responding to allegations of abuse or neglect in a timely and appropriate manner, in order to provide for the safety and stability of the elderly and/or dependent adults in our county.

In-Home Supportive Services: Providing personal care services and domestic services to eligible elderly and/or disabled individuals in our county, to enable them to remain living in their own homes.

For more information on these and more programs, please visit our website at: <http://www.slocounty.ca.gov/dss>

Department Services and Locations

Office Locations

City	Office	Address	Phone #
Arroyo Grande	Dept. of Social Services Main Office	1086 Grand Ave.	805-474-2000
	South S.A.F.E. Family Resource Center	1086 Grand Ave.	805-474-2105
Atascadero	Dept. of Social Services Main Office	9415 El Camino Real	805-461-6000
	Dept. of Social Services Annex	9479 El Camino Real	805-461-6181
Morro Bay	Dept. of Social Services	600 Quintana Rd.	805-772-6405
Nipomo	Dept. of Social Services	681 W. Tefft St., Ste. 1	805-931-1800
Paso Robles	Dept. of Social Services Main Office	406 Spring St.	805-237-3110
	North County Job Center	534 Spring St.	805-237-3003
San Luis Obispo	Dept. of Social Services Main Office	3433 S. Higuera St.	805-781-1660 or 1-800-834-3002
	America's Job Centers of California	880 Industrial Way	805-903-1400
CHILD ABUSE REFERRALS: 1-800-834-5437			
ADULT ABUSE REFERRALS: 1-805-781-1790			
TO REPORT FRAUD: 1-800-781-1914			