

Social Services Agency

2013 Business Plan Updates





County of Orange
SOCIAL SERVICES AGENCY

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April 15, 2013



Dear Interested Stakeholders:

On behalf of the Orange County Social Services Agency (SSA), I am pleased to present the Agency's 2013 Business Plan Updates. Last year, SSA implemented the Balanced Scorecard, an integrative strategic planning and management tool to align the vision, mission, and goals of our Agency in the delivery of quality services. The Agency's performance measurement framework noted in our Balanced Scorecard focuses on the County of Orange Strategic Initiatives as our key service areas: (1) Protecting Our Community; (2) Promoting a Healthy Community; and (3) Building for the Future of Our Community. This report articulates the way we keep track of our goals to determine whether current performance meets expectations in the delivery of quality social services to children, adults, and families in Orange County.

As our Agency faces increased challenges, SSA's highly skilled and professional workforce continues to embrace the Agency's core values of integrity, fairness, diversity, compassion, respect, courtesy, and teamwork. Our role as servant leaders strengthens us to collaborate with the Board of Supervisors, the County Executive Office, and our community partners as we identify the needs of the families we serve.

We are committed to identifying best practices, translating our vision into operational goals, encouraging feedback and learning, and utilizing strategies for success in a service-oriented environment with highly complex demands and rapidly changing technology. We strive to work together in our ongoing efforts to provide a safe, supportive environment that champions stability and self-reliance for the residents of Orange County.

Please visit our website, www.ssa.ocgov.com, to obtain additional information about our programs and services. You may also visit us at [Orange County Social Services Agency | Facebook](#).

Sincerely,

Michael L. Riley, Ph.D.
Director



ORANGE COUNTY SOCIAL SERVICES AGENCY EXECUTIVE SUMMARY

The Orange County Social Services Agency (SSA) is the largest County Agency and serves an average of **1-in-every-7 Orange County residents¹, or 496,749 people, every month**. This figure represents a 4.2% increase in service compared to the number of people served in June 2011.

The Agency's four divisions (Appendix A) and approximately 3,600 dedicated employees work together seamlessly, as "One Agency Moving Forward Together, Serving Our Community," in administering quality Federal, State, and County social services programs designed to:

- Protect children and adults from abuse and neglect.
- Enable low-income adults who are frail and/or disabled to remain in their homes rather than being institutionalized.
- Move eligible families from dependency to self-sufficiency, and provide program benefits for eligible CalWORKs, CalFresh (Food Stamps), Refugee, General Relief, and Medi-Cal recipients.

SSA operates its general fund budgets at approximately \$741 million, of which 88.3% is funded with Federal and State funding, 6.6 % from Orange County's General Fund, and 5.1 % from other sources.

The 2013 Business Plan Updates present the key service areas and performance measures, which are aligned with SSA's vision, mission, goals, values, and core services. It also highlights the Agency's strategic use of fiscal and human resources, technology, and business processes, including SSA's emphasis on providing staff training to ensure accurate, quality, timely service delivery.

Agency employees successfully continued to respond to dramatically increasing caseloads during the past years, despite ongoing staffing shortages, changes in mandated regulations, and severe budgetary constraints.² Specifically, from FY 2006/07 to FY 2011/12, SSA experienced the most significant increases in the number of persons-per-month served in the following programs:

- 32% increase in Medi-Cal
- 51% increase in In-Home Supportive Services (IHSS)
- 45% increase in CalWORKs
- 160% increase in CalFresh (formerly known as Food Stamps)
- 285% increase in General Relief

A detailed breakdown of the number of persons served by SSA employees in June 2012 is shown in Appendix B.

SSA staff are to be commended for responding to increased workloads with professionalism and ingenuity while concurrently accomplishing many noteworthy successes during FY 2011/12. Ongoing monitoring of SSA's performance outcome measures (which include a blend of objective, subjective, quantitative, and qualitative indicators of programs/services accomplishments) and informed decision-making have enabled SSA employees to take appropriate actions as required. SSA is maximizing the use of technology to efficiently address increased workloads and decreased resources. One of the creative technological solutions deployed in 2012 was the Task Management System, which was developed to enable the Assistance Programs to automate business operations using fewer resources. The California State Association of Counties (CSAC) recognized this technological innovation by awarding SSA with its highest honor, the Challenge Award for *Doing More with Less*.

SSA employees are committed to exploring new innovations, adapting best practices, aligning Agency operations to internal and external changes, and utilizing the full implementation of the Balanced Scorecard planning and management system. This management tool will continue to help guide decision-making in SSA's ongoing quest to improve quality services to the residents of Orange County.

¹ Number reflects unduplicated counts.

² From FY 2006/07 to FY 2011/12, Orange County's population, grew by 6%. During this five-year period, persons served per month in all SSA programs/services increased 42% (unduplicated persons count), staffing levels decreased 16%, and budgeted revenues increased 23%.



ORANGE COUNTY SOCIAL SERVICES AGENCY
Table of Contents

	Page
Executive Summary	
1. Balanced Scorecard	1
1.1 Key Service Areas	
1.1.1 Safety and Well-Being of Vulnerable Children and Adults	2
1.1.2 Health Care, Food and Basic Needs	4
1.1.3 Employment Opportunities and Family Self-Sufficiency	6
1.1.4 Resource Management, Training and Administrative Support ...	7
2. County of Orange Social Services Agency Updated Organizational Chart.....	8
3. People We Serve Fact Sheets	9



COUNTY OF ORANGE SOCIAL SERVICES AGENCY

BALANCED SCORECARD AT A GLANCE

Score Card Codes: Meets or Exceeds



Close Monitoring



Needs Improvement



PROTECTING OUR COMMUNITY					
Goal 1: Safety and well-being of vulnerable children and adults	Mandated by	Goal FY12/13	Goal FY 11/12	Results FY 11/12	Results vs. Goal
% of no recurrence of maltreatment of children investigated for abuse.	Federal	94.6%	94.6%	94.3%	↔
% of children's point-in-time foster care placement with relatives.	State	40.0%	40.0%	48.9%	↑
% of all children served in foster care for less than 12 months who have had two or fewer placements.	Federal	86.0%	86.0%	88.7%	↑
% of monthly average Service Center calls answered within four (4) minutes. ³	SSA	80.0%	80.0%	44.0%	↓
PROMOTING A HEALTHY COMMUNITY					
Goal 2: Health care, food, shelter, and clothing aid to low-income adults and children	Mandated by	Goal FY12/13	Goal FY 11/12	Results FY 11/12	Results vs. Goal
% of timely health exams for children in foster care placement.	State	89.6%	89.6%	92.5%	↑
% of timely reassessment of functional levels and needs of children and adults with disabilities for supportive home-based services.	State	90.0%	90.0%	83.0%	↓
% of accuracy in determination of: <ul style="list-style-type: none"> • Medi-Cal eligibility • CalFresh eligibility 	State	90.0% 94.0%	90.0% 94.0%	98.0% 98.5%	↑ ↑
BUILDING FOR THE FUTURE OF OUR COMMUNITY					
Goal 3: Employment opportunities and family self-sufficiency	Mandated by	Goal FY12/13	Goal FY 11/12	Results FY11/12	Results vs. Goal
% of Welfare-To-Work participants involved in monthly employment activities.	SSA	65.0%	60.0%	70.7%	↑
% of annual increase in Welfare-To-Work participants who entered employment.	SSA	10.0%	10.0%	26.9%	↑
Goal 4: Resource management, training and administrative support	Mandated by	Goal FY12/13	Goal FY 11/12	Results FY11/12	Results vs. Goal
% of amount of initial State funding allocations expended and claimed in the fiscal year.	SSA	96.0%	96.0%	96.0%	↑
% of employees who completed required annual/biennial training mandates.	Fed & State	95.0%	90.0%	95.2%	↑

³The FY11/12 goal was set at 80% of calls to Service Center answered within two (2) minutes. However, the FY 12/13 goal was changed to four (4) minutes.



Key Service Area: SAFETY AND WELL-BEING OF VULNERABLE CHILDREN AND ADULTS

PERFORMANCE MEASURE: Recurrence of maltreatment of children investigated for abuse⁴

WHAT: % of no recurrence of maltreatment of children investigated for abuse

WHY: Mitigating children’s abuse and neglect is critical to prevent recurrence of maltreatment

FY11/12 Results	FY 12/13 Plan	FY 12/13 Anticipated Results	FY 13/14 Plan	How are we doing? ↔
<p>94.3% of the children with substantiated allegations of child maltreatment had <u>no</u> additional substantiated maltreatment allegations during the subsequent six months.</p>	<ul style="list-style-type: none"> • Increase Prevention & Early Intervention services and the use of Family Resource Centers. • Maximize parent mentors to support birth parents. • Continue to improve collaboration regarding mutual clients in CalWORKs. • Provide linkages to community-based resources to utilize aftercare services when families exit the Juvenile Dependency system. 	<p>94.0%</p>	<ul style="list-style-type: none"> • Increase Prevention & Early Intervention services and the use of Family Resource Centers. • Maximize parent mentors to support birth parents. • Continue to improve collaboration regarding mutual clients in CalWORKs. • Provide linkages to community-based resources to utilize aftercare services when families exit the Juvenile Dependency system. • Apply to become a Title IV-E Waiver county, which would allow more flexible funding to be used on Prevention and Early Intervention. 	<p>SSA is close to achieving the National Standard of 94.6%. This trend has also shown an increase from past years, demonstrating, for the most part, that children who have been abused in the past are not continuing to experience child maltreatment. This trend is due to expanding early family engagement, early intervention services, and improving family supports through linkages to community-based resources.</p>

⁴Child Welfare System Improvement and Accountability Act (AB636).



PERFORMANCE MEASURE: Foster care placement with relatives or non-related extended family members (NREFMs)⁵

WHAT: % of children's point-in-time foster care placement with relatives or NREFMs

WHY: Foster care placement with relatives/NREFMs provide permanency and stability in family environments

FY11/12 Results	FY 12/13 Plan	FY 12/13 Anticipated Results	FY 13/14 Plan	How are we doing? ↑
48.9% of children in foster care were placed with relatives or NREFMs.	<ul style="list-style-type: none"> • Target recruitment of additional relative/NREFM families to help enable all children to be placed in family-based care, per best practice. • Provide increased support to relative/NREFM placements. 	49.0%	<ul style="list-style-type: none"> • Target recruitment of additional relative/NREFM families to help enable all children to be placed in family-based care, per best practice. • Provide increased support to relative/NREFM placements. • Implement the Quality Parenting Initiative to better support foster parents and relative caregivers. • Improve search efforts for relatives by revising internal procedures and gaining access to additional search databases. 	In Orange County, close to one-half of all children in foster care are placed with relatives or NREFMs. In comparison, 35.8% of all children in foster care in California are placed with relatives/NREFMs. This percent has been trending upward from past years.

PERFORMANCE MEASURE: Foster care placement stability⁶

WHAT: % of children served in foster care for less than 12 months who have had two or fewer placements

WHY: Fewer placement settings provide increased stability and contribute to improved emotional well-being of foster children

FY11/12 Results	FY 12/13 Plan	FY 12/13 Anticipated Results	FY 13/14 Plan	How are we doing? ↑
88.7% of children in foster care for less than 12 months were placed in two or fewer placements.	<ul style="list-style-type: none"> • Increase the number of youth diverted from entering OC Foster Care. • Provide increased support services to caregivers. 	88.0%	<ul style="list-style-type: none"> • Increase the number of youth diverted from entering OC Foster Care. • Provide increased support services to caregivers. • Implement the Quality Parenting Initiative. • Continue the use of Placement Prevention Team Decision Making. 	Orange County's current performance of 88.7% exceeds the federal standard of 86% and California's current performance of 85.7%. This percent has been trending upward from past years.

⁵Child Welfare System Improvement and Accountability Act (AB636).

⁶Ibid.



PERFORMANCE MEASURE: Service Center calls

WHAT: % of monthly average Service Center calls answered within two (2) minutes⁷

WHY: Prompt response to clients' calls in the Service Center meets strict State and Federal performance mandates

FY11/12 Results	FY 12/13 Plan	FY 12/13 Anticipated Results	FY 13/14 Plan	How are we doing? ↓
44.0% of the Service Center calls were promptly answered within four (4) minutes.	Continue to promptly respond to Service Center calls despite limited resources.	80.0%	<ul style="list-style-type: none"> • Add staff, especially during peak hours. • Identify opportunities to streamline processes. 	Service Center data reflects a 42% increase in monthly calls for FY 11/12. The increased volume of calls along with staffing shortages resulted in our inability to meet the desired Service Center performance levels.

Key Service Area: HEALTH CARE, FOOD, AND BASIC NEEDS

PERFORMANCE MEASURE: Health exams for children in foster care placements⁸

WHAT: % of timely health exams for children in foster care placements

WHY: Health exams provide preventive medical care to children in foster care

FY11/12 Results	FY 12/13 Plan	FY 12/13 Anticipated Results	FY 13/14 Plan	How are we doing? ↑
92.5% of children in foster care placements received timely health exams.	Conduct health exams prior to the 31st day in placement, and thereafter based upon age/intervals specified by the Child Health and Disability Prevention Program (CHDP).	91.0%	Conduct health exams prior to the 31st day in placement, and thereafter based upon age/intervals specified by the Child Health and Disability Prevention Program (CHDP).	Orange County's performance has been trending upward from past years and currently exceeds the State's rate of timely health exams. During FY 11/12, 92.5% of the Orange County children in foster care placements received timely health exams, whereas the rate in California was 91.2%.

⁷The FY11/12 goal was set at 80% of calls to Service Center answered within two (2) minutes. However, the FY 12/13 goal was changed to four (4) minutes.

⁸Child Welfare System Improvement and Accountability Act (AB636).



PERFORMANCE MEASURE: Reassessment of functional levels and needs of children and adults with disabilities⁹
WHAT: % of timely reassessments of functional levels and needs for supportive, home-based services for children and adults with disabilities
WHY: Assistance addressing functional levels and needs of children and adults with disabilities could enable them to remain safely in their homes

FY11/12 Results	FY 12/13 Plan	FY 12/13 Anticipated Results	FY 13/14 Plan	How are we doing? ↓
83.0% of timely reassessments of functional levels and needs for supportive, home-based services for children and adults with disabilities.	Fill vacant positions to achieve and maintain full staffing levels required to meet regulations and mandates.	90.0%	In-Home Supportive Services (IHSS) will increase staffing by adding eight Social Worker IIs, one Social Services Supervisor I, and support staff.	The goal was not met due to underfunded caseload growth; staffing shortages; and the implementation of major State regulation changes which significantly increased workloads and affected staff's ability to complete timely reassessments.

PERFORMANCE MEASURE: Accurate determination of eligibility for Medi-Cal¹⁰ and CalFresh¹¹
WHAT: % of accuracy in determination of Medi-Cal and CalFresh eligibility
WHY: Accurate determination of eligibility ensures eligible residents receive the benefits to which they are legally entitled, reflects efficiency, and minimizes fiscal sanctions

FY11/12 Results	FY 12/13 Plan	FY 12/13 Anticipated Results	FY 13/14 Plan	How are we doing? ↑
<ul style="list-style-type: none"> Medi-Cal eligibility (average of 2 audits): 98.0%. CalFresh eligibility ending FY 10/11: 98.5%. 	Annual reporting, decreasing the number of eligibility benefits recalculations per year. The CalWIN My Benefits Portal page online will allow clients to access specific case information, allowing more "self-help" options.	98.0% 98.0%	Plan and implement State/ Federal mandated requirements of the Affordable Care Act (ACA). Implementation of ACA will result in a significant increase of both Medi-Cal and CalFresh caseloads.	SSA's performance has consistently exceeded State standards. The increased use of technology to streamline business processes and encouraging more clients to access "self-help" options, are two major strategies being utilized to meet our goals as caseloads increase.

⁹Welfare and Institutions Code 2301.0(b)

¹⁰All County Welfare Directors' Letter 11-19, p. 2; at <http://www.dhcs.ca.gov/services/medi-cal/eligibility/Documents/c11-19.pdf>.

¹¹Code of Federal Regulations, 7CFR-275.3(b) at www.ecfr.gov.; California Department of Social Services Operations Manual 15.




Key Service Area: EMPLOYMENT OPPORTUNITIES AND FAMILY SELF-SUFFICIENCY

PERFORMANCE MEASURE: Monthly employment activities

WHAT: % of Welfare-To-Work clients who participated in monthly employment activities


WHY: Participation in employment activities increases the likelihood of attaining economic self-sufficiency

FY11/12 Results	FY 12/13 Plan	FY 12/13 Anticipated Results	FY 13/14 Plan	How are we doing ? 
70.7% of Welfare-To-Work clients participated in monthly employment activities.	<ul style="list-style-type: none"> • Employment activities include unsubsidized employment, subsidized employment, and self-employment. • In FY 12/13, adequate job training programs are maintained, within decreased State funding levels, to help participants with lesser skills obtain employment. 	65.0%	<ul style="list-style-type: none"> • Employment activities will include unsubsidized employment, subsidized employment, and self-employment. • Assess enhancements to subsidized employment programs, including employer forums and wage adjustments. 	SSA exceeded its internal performance goal by over 10 percentage points. As the local economy gradually improves, employment overwhelmingly remains the most common activity for Welfare-To-Work participants given prevailing employer needs.

PERFORMANCE MEASURE: Welfare-To-Work participants who entered employment

WHAT: % of annual increase in Welfare-To-Work participants who entered employment

WHY: Entering employment is a path to self-sufficiency

FY11/12 Results	FY 12/13 Plan	FY 12/13 Anticipated Results	FY 13/14 Plan	How are we doing? 
26.9% annual increase in Welfare-To-Work participants who entered employment.	<ul style="list-style-type: none"> • Maintain at least a 10% increase over the previous year for participants who enter employment. • Maintain work experience, on-the-job training, and vocational education activities to help prepare participants for the workforce. 	10.0% increase	<ul style="list-style-type: none"> • Maintain at least a 10% increase over the previous year for participants who enter employment. • Evaluate redesign of operational services delivery model to improve efficiencies and client outcomes, including employment attainment. 	SSA experienced a significant increase in participants entering employment from the previous year. The Agency continues to explore best practices for matching Welfare-To-Work participants with prevailing employer needs.



Key Service Area: RESOURCE MANAGEMENT, TRAINING AND ADMINISTRATIVE SUPPORT

PERFORMANCE MEASURE: Funding allocation

WHAT: % of amount of initial State funding allocations expended and claimed in the fiscal year

WHY: This measure reflects good stewardship of State funds

FY 11/12 Results	FY 12/13 Plan	FY 12/13 Anticipated Results	FY 13/14 Plan	How are we doing? ↑
96.0% of the amount on initial State funding allocations was expended and claimed in the fiscal year.	96% of the amount on initial State funding allocations will be expended and claimed in the fiscal year.	96.0%	96% of the amount on initial State funding allocations will be expended and claimed in the fiscal year.	SSA is meeting the Agency goal. All allocations are expended throughout the year. Analysis is applied to time study and direct costs in order to maximize effective use of allocations.

PERFORMANCE MEASURE: Training mandates¹²

WHAT: % of employees who complete required annual/biennial training mandates

WHY: Changes in State/Federal regulations affect program operations which require annual/biennial training

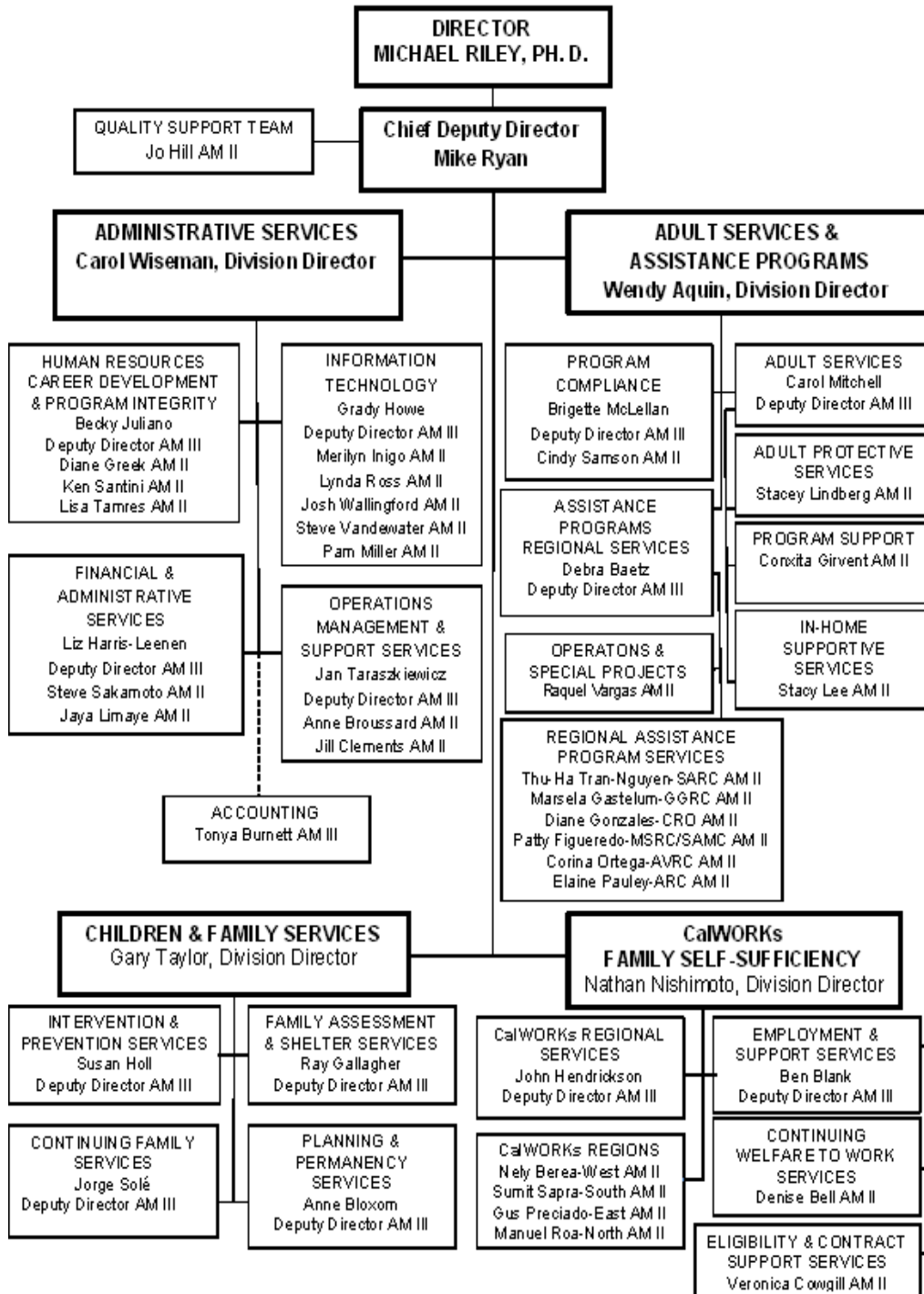
FY 11/12 Results	FY 12/13 Plan	FY 12/13 Anticipated Results	FY 13/14 Plan	How are we doing? ↑
95.2% of SSA staff completed required program and mandated training.	Maintain current completion rate of 95% by offering mandatory training classes in eLearn format.	95.0%	Maintain completion rate of 95% by offering mandatory training classes in eLearn format.	SSA is maintaining current completion rate. There are on-going meetings with the Training Advisory Committees within each division to address staff development strategies and compliance with required mandated training. More importantly, the Training Partner system is consistently utilized to track participation.

¹²Americans with Disabilities Act of 1990; Age Discrimination in Employment Act; Family and Medical Leave Act of 1993; Pregnancy Discrimination Act; Rehabilitation Act of 1973; Title VII of Civil Rights Act of 1964; Americans with Disabilities Act, Title II (ADA II); Freedom of Information Act; California Government Code Sections 12940; California Department of Fair Employment and Housing Act (FEHA); California Constitution Article I Section 8; California Public Records Act (CPRA 6250); State of California Welfare and Institutions Code 10850; and California Department of Social Services All County Letter 08-23.



COUNTY OF ORANGE SOCIAL SERVICES AGENCY
Organizational Chart

4/12/13



**Clients' Profiles Fact Sheet
Children Served by SSA**

Orange County has a population of 797,384 children under the age of 18*. The population decreased by .3% from FY 2006-07 to FY 2011-12, and a decrease of 0.1% is projected for FY 2012-13. SSA provided one or more types of services and assistance to 235,921 children in June 2012. At any given time, approximately **1 out of every 3 child residents** of the County has contact with the Agency.

PROGRAM	CLIENT CHARACTERISTICS	MONTHLY AVERAGE**	% OF COUNTY POPULATION	PERSONS PER POPULATION
1. Medi-Cal	Children who meet eligibility criteria for medical services, including those receiving other public assistance services.	218,914	27.454%	1 in every 4 children
2. CalFresh (Food Stamps)	Low-income children who meet legal residency, income and property limits, including CalWORKs recipients.	130,263	16.336%	1 in every 6 children
3. CalWORKs	Children who meet eligibility criteria, including legal residency, income and property limits, and Welfare-To-Work requirements.	45,950	5.763%	1 in every 17 children
4. Child Abuse Registry (CAR)	24-hour hotline for reports of suspected child abuse/neglect.	2,880	.361%	1 in every 277 children
5. Children in Foster Care/Relative Care	Children receiving services to reunite families, and children who cannot safely return home.	2,128	.267%	1 in every 375 children
6. Children in Their Own Homes	Children receiving Child Welfare Services while in the home.	980	.123%	1 in every 814 children
7. In-Home Supportive Services (IHSS)	Children who are low-income, frail, disabled, and/or blind, and who require and receive assistance with the activities of daily living (ADL).	1,109	.139%	1 in every 719 children
8. Orangewood Children and Family Center (OCFC)	Average daily population of children temporarily sheltered at OCFC.	58	.007%	1 in every 13,748 children
9. Adoptions	Children placed with adoptive parents.	24	.003%	1 in every 33,224 children

* State of California, Department of Finance, Race/Ethnic Population with Age and Sex Detail, 2000–2050. Sacramento, CA, July 2007: 12/05/2012 most recent data with age breakdowns and multiyear projections; DOF expected to provide 2010 Census adjustments in Jan. 2013. <http://www.dof.ca.gov/research/demographic/reports/projections/interim/view.php>

** Participants may be in more than one program at the same time.



**Clients' Profiles Fact Sheet
Adults Served by SSA**

Orange County has a population of 2,099,673 adults between the ages of 18 and 64*. The population grew by 6.4% from FY 2006-07 to FY 2011-12, and continued growth of 0.7% is projected for FY 2012-13. SSA provided one or more types of services and assistance to 192,978 adults in June 2012. At any given time, **1 out of every 11 adult residents** of the County has contact with the Agency.

PROGRAM	CLIENT CHARACTERISTICS	MONTHLY AVERAGE**	% OF COUNTY POPULATION	PERSONS PER POPULATION
1. Medi-Cal	Adults who meet eligibility criteria for medical services, including those receiving other public assistance services.	146,177	6.962%	1 in every 14 adults
2. CalFresh (Food Stamps)	Low-income adults who meet legal residency requirements and income and property limits, including CalWORKs recipients.	79,087	3.767%	1 in every 27 adults
3. CalWORKs	Adults who meet eligibility criteria, including legal residency, income and property limits, and Welfare-To-Work requirements.	9,807	0.467%	1 in every 214 adults
4. In-Home Supportive Services (IHSS)	Adults who are low-income, frail, disabled and/or blind, and who require and receive assistance with the activities of daily living (ADL).	4,894	.233%	1 in every 429 adults
5. General Relief	Indigent adults who meet legal residency, income and property limits.	984	.047%	1 in every 2,134 adults
6. Adult Protective Services (APS)	Number of reports of suspected abuse/neglect received for adults who are physically and/or mentally disabled.	164	.008%	1 in every 12,826 adults
7. Refugee Cash Assistance	Clients with an Immigration and Naturalization (INS) classification of Refugee, Asylee or Trafficking Victim, and who meet program eligibility criteria.	78	.004%	1 in every 26,804 adults

* State of California, Department of Finance, Race/Ethnic Population with Age and Sex Detail, 2000–2050. Sacramento, CA, July 2007: 12/05/2012 most recent data with age breakdowns and multiyear projections; DOF expected to provide 2010 Census adjustments in Jan. 2013. <http://www.dof.ca.gov/research/demographic/reports/projections/interim/view.php>

** Participants may be in more than one program at the same time.



**Clients' Profiles Fact Sheet
Seniors Served by SSA**

Orange County has a population of 374,714 seniors ages 65 and older*. The population grew by 16.0% from FY 2006-07 to FY 2011-12, and continued growth of 3.9% is projected for FY 2012-13. SSA provided one or more types of services and assistance to 67,850 seniors in June 2012. At any given time, **1 out of every 6 seniors residents** of the County has contact with the Agency.

PROGRAM	CLIENT CHARACTERISTICS	MONTHLY AVERAGE**	% OF COUNTY POPULATION	PERSONS PER POPULATION
1. Medi-Cal	Seniors who meet eligibility criteria for medical services, including those receiving other public assistance services.	53,559	14.293%	1 in every 7 seniors
2. CalFresh (Food Stamps)	Low-income seniors who meet legal residency requirements, and income and property limits, including CalWORKs recipients.	4,569	1.219%	1 in every 82 seniors
3. CalWORKs	Seniors who meet eligibility criteria, including legal residency, income and property limits, and Welfare-To-work requirements.	7	.002%	1 in every 54,836 seniors
4. In-Home Supportive Services (IHSS)	Low-income seniors who are frail, disabled and/or blind and who require and receive assistance with the activities of daily living (ADL).	13,237	3.538%	1 in every 28 seniors
5. General Relief	Indigent seniors who meet legal residency, income and property limits.	18	.005%	1 in every 21,111 seniors
6. Adult Protective Services (APS)	Number of reports of suspected abuse or neglect.	467	.125%	1 in every 803 seniors
7. Refugee Cash Assistance	Clients with an INS classification of Refugee, Asylee, or Trafficking Victim, and who meet program eligibility criteria.	4	.001%	1 in every 97,751 seniors
8. Cash Assistance Program for Immigrants (CAPI)	Applications for legal non-citizens who are aged, blind and/or disabled but who are not eligible for Federal Supplemental Social Security Income due solely to their immigrant status.	41	.011%	1 in every 9,139 seniors

* State of California, Department of Finance, Race/Ethnic Population with Age and Sex Detail, 2000–2050. Sacramento, CA, July 2007: 11/16/2011 most recent data with age breakdowns and multiyear projections; DOF expected to provide 2010 Census adjustments in 2012.

** Participants may be in more than one program at the same time.





One Agency Moving Forward Together, Serving Our Community.



**Respect
Creativity
Fairness
Thoroughness
Compassion**



**Courtesy
Integrity
Diversity
Teamwork
Efficiency**



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