



County of Ventura  
**Human  
Services  
Agency**  
vchsa.org



**2017-2018  
Annual Report**

# Human Services Agency BY the NUMBERS

The Human Services Agency strives to strengthen Ventura County by administering programs that have a positive impact on key community concerns including food insecurity, access to health care and insurance, child and elder abuse, unemployment, and homelessness. The Human Services Agency serves as a foundation for improved career paths and family lives, and as a safety net for individuals facing temporary setbacks due to loss of a job, illness, or other challenges.

In the past decade, the percentage of county residents receiving support services has grown significantly: from 1 in 8 in 2008 to 1 in 4 in 2018.



COUNTY OF VENTURA

## By the Numbers 2017-2018

# 220,911

Helped 220,911 individuals receive health care through Medi-Cal benefits

# 67,722

Helped 67,722 individuals supplement their diets with CalFresh benefits

# 6,685

Assisted 6,685 individuals who receive In-Home Supportive Services

# 4,488

Investigated 4,488 reports of suspected child abuse or neglect

# 4,528

Responded to 4,528 allegations of adult abuse

# 134

Facilitated adoptions for 134 children



### 2017-2018 Revenue

Federal & State Funds.....	\$247.1 million
County Funds .....	\$26.2 million
<b>Total.....</b>	<b>\$273.3 million</b>

### 2017-2018 Expenditures

Staff Salaries & Benefits.....	\$128.8 million
Direct Client Assistance.....	\$94.3 million
Services & Supplies .....	\$50.2 million
<b>Total.....</b>	<b>\$273.3 million</b>

## Ventura County Board of Supervisors

Steve Bennett, *Supervisor, District 1*

Linda Parks, *Supervisor, District 2*

Kelly Long, *Supervisor, District 3*

Peter C. Foy, *Supervisor, District 4*

John C. Zaragoza, *Supervisor, District 5*

## County Executive Officer

Michael Powers

## Human Services Agency Director

Barry L. Zimmerman

## Improving Economy Triggers a Decline in Assistance Program Participants

During the Great Recession, Ventura County experienced high unemployment rates and rising caseloads in assistance programs that buffer the loss of employment income. Locally, CalFresh, CalWORKs and Medi-Cal benefits administered by the Human Services Agency helped Ventura County weather years of economic stress.

Over the last three years, the economy has begun to stabilize with the county unemployment rate falling from 5.3% in June 2015 to 4% in June 2018. Additionally, participation in most assistance programs has also declined: CalWORKs by 17%, CalFresh by 12% and Medi-Cal by 3%.

Even as local residents leave aid programs and return to work, wage growth remains stagnant. The inventory of jobs offering living wages to a growing workforce population coupled with rising housing costs can create challenges for working individuals and families in meeting basic needs.



### Human Services Agency PROGRAM Participants\* BY CITY June 2018

Camarillo ..... 4.8%	Santa Paula ..... 6.4%
Fillmore..... 3.2%	Simi Valley..... 10.2%
Moorpark ..... 3.2%	Thousand Oaks .. 7.7%
Ojai..... 1.9%	Ventura..... 12.6%
Oxnard ..... 42.6%	Other..... 4.1%
Port Hueneme .... 3.2%	

\*Enrolled in Medi-Cal and other programs concurrently



Human Services Agency  
**BY the NUMBERS**



The California Assembly recognized Ventura County Veteran Services Office employees Mike McManus and Tammy Bender as its 2018 Veterans of the Year on June 20 in Sacramento. The Veteran Services Office stands ready to connect more than 40,000 local veterans and 10,000 active-duty military personnel with federal and state benefits.

Mike McManus, who served 20 years in the Air Force, was selected by Assemblywoman Jacqui Irwin for District 44. "Mike has shown a steadfast devotion to active-duty personnel, veterans, and their families as a first sergeant and later as the county veteran service officer for the Ventura County Veteran Services Office. Congratulations, Mike, and thank you for your service," said Irwin.

Tammy Bender was selected as Veteran of the Year by Assemblywoman Monique Limón for District 37. "Tammy served in the U.S. Navy from April 1988 until she was honorably discharged in May 2008 as chief hospital corpsman. She has been working with the Ventura County Veteran Services Office where she has been instrumental in helping connect veterans to federal and state benefits. Tammy, we cannot thank you enough for your service to our community," said Limón.

## Earn It! Keep It! Save it! Partnership Returns over \$3.5m in Tax Refunds and Credits

**Earn it! Keep It! Save It!** is a partnership led by the Human Services Agency, the United Way of Ventura County, Cabrillo Economic Development Corporation, and the IRS. During the 2018 tax season, 80 Volunteer Income Tax Assistance (VITA) volunteers prepared 2,006 tax returns for low and moderate income earners at eight VITA sites across Ventura County.

The VITA program helps taxpayers with earnings below \$54,000 file their income taxes and access the federal and state credits to which they are entitled. This past year more than \$2.5 million in refunds were received, and over \$1 million of Earned Income Tax Credit, the nation's most successful anti-poverty program. It is estimated that the free services of the VITA program saved filers over \$300,000 in tax preparation fees, funds that could better be spent on food, housing, and other basic needs. Partners who hosted a VITA site included: Moorpark College, Many Mansion's Hillcrest Villas, Oxnard Housing Authority, California Lutheran University (Oxnard Campus), Housing Authority of the City of Ventura, Ventura College (Santa Paula Campus), and the Human Services Agency's East County America's Job Center and Ventura Community Service Center.



## Blanchard Library Pilot

**SANTA PAULA** – Since the spring of 2018, Medi-Cal, CalFresh, and CalWORKs clients may access services after hours thanks to a partnership between the Blanchard Library in Santa Paula and the Human Services Agency.

The partnership resulted from feedback gleaned from community members attending the Santa Paula Community Impact Project. Attendees expressed a need for after hour services to assist individuals who work during the day and cannot always reach the Human Services Agency office in Santa Paula during regular business hours.

The pilot places Human Services Agency staff at the Blanchard Library every Thursday evening and one Saturday each month. The staff are available to assist with applications, renewals, and questions regarding Medi-Cal, CalFresh, and CalWORKs, as well as referrals to other services as needed.

Through July 2018,  
more than

**90**

residents have  
benefited from the  
after hours service

The Human Services Agency continues to use various means of outreach to generate interest including text messages to existing clients, advertising on public transportation, and posts on social media.

## After Hours Help Now Available *at the Santa Paula Library*

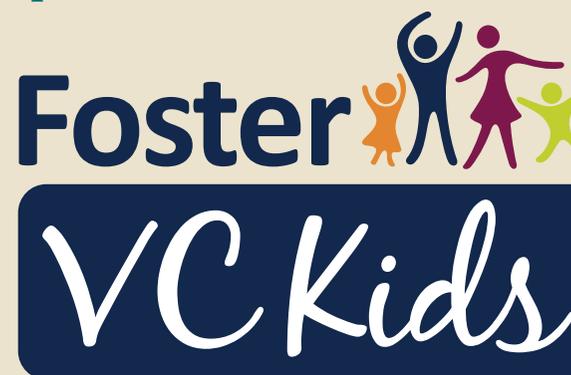
# Do You Need Help with Medi-Cal, CalFresh, or CalWORKs Benefits *After Regular Work Hours?*

You can now apply for benefits, submit verifications, and get your questions answered at Blanchard Community Library (119 N. 8th Street, Santa Paula)

**Thursdays, 5 – 8 p.m. and the  
First Saturday of each month, 11 a.m. – 2 p.m.**

## Partnering to Help Vulnerable Children

This past year, the Human Services Agency partnered with Child Hope Services to offer a Foster Care Summit. Community members were invited to learn about opportunities to support children and youth in care – either by becoming a resource, foster, or adoptive family, or by supporting those who do.



Ventura County Children & Family Services

[fosterVCkids.org](http://fosterVCkids.org)

Based on their personal experiences with the foster care and adoption process, Heather and Daniel Fowler founded Child Hope Services in 2014 to support foster families who are bringing foster children into their lives. Daniel says,

*“People are humanitarians at heart. There is a role and opportunity for everyone in the community to have a positive impact on the life of a child or young adult. You can be a world-changer.”*

The Foster Care Summit featured presentations from Jason Johnson, a foster and adoptive father, writer, and renowned speaker on orphan-related issues; the Human Services Agency regarding training and support available to those



interested in becoming resource families; and Child Hope Services regarding the organization’s mission to support and provide foster families and youth with practical resources needed during foster care placement.

Community  
**PARTNERSHIPS**

# The THOMAS FIRE

## The Human Services Agency Assists with Response and Recovery

The Thomas Fire, the second largest fire in the history of California, started on Monday, December 4, around 6:30 p.m. on the outskirts of Santa Paula. Driven by powerful Santa Ana winds, the fire began its march to the sea, reaching the city of Ventura in just a few hours. Along the way, the fire consumed 273,400 acres of brush, destroyed over 1,000 structures, and led to two deaths.

Early in the morning on Tuesday December 5, the County Office of Emergency Services activated their Emergency Operations Center (EOC). The Human Services Agency deployed staff to the EOC to work with the Red Cross and partners on Mass Care and Shelter Operations. Director Barry Zimmerman activated the Agency's disaster response plan as outlined in the Continuity of Operations Plan (COOP). The Agency's Department Operations Center, staffed by key members of the disaster response team, convened to begin implementation of the COOP and ensure that mission essential services continued uninterrupted.

Some Agency staff served as disaster service workers and were deployed to shelter locations at the Ventura Fairgrounds and Oxnard College, while others continued delivering services at offices, all

of which remained operational. The Red Cross established Thomas Fire Headquarters at the Human Services Agency's administrative facility, with Agency staff supporting technology and facility needs.

Plans were designed to facilitate communication with clients, staff, partner organizations, emergency responders, the media, and members of the public. Communication vehicles included:

- Thomas Fire information and resource guides posted on the Agency website and all social media channels
- Multiple email and text communications sent to clients and In-Home Supportive Services providers in both English and Spanish
- Partner and stakeholder email updates
- Publications developed and distributed for disaster-specific assistance programs such as housing assistance and disaster-related CalFresh benefits

As the fire moved into Santa Barbara County, Agency staff continued to ensure that critical services were delivered to the public. As managing entity for the County's Local Assistance Center (LAC) in Ventura, the Agency positioned staff

representing public assistance, veteran, and homeless services at the center. County and Red Cross service centers opened in Ojai and Santa Paula to meet the needs of local residents. Additionally, Agency outreach staff delivered information in English and Spanish to community members at meetings and events.

With temporary housing plans in place for all Red Cross shelter residents, the Thomas Fire evacuation shelter at the Fairgrounds closed on the afternoon of Friday, December 22. Homeless Services social workers assisted fire victims with transitions to motels and other interim housing and helped shelter residents who were homeless prior to the fires transition to the Winter Warming Shelter. After serving for two weeks as a one-stop center providing fire recovery information and assistance to over 1,950 residents, the LAC closed on the afternoon of Saturday, December 23.

During the Thomas Fire, the Human Services Agency demonstrated considerable capacity in responding to community demands and needs. Still, the Agency continues to refine plans to ensure it can perform essential functions should another disaster affect facilities and staffing more severely.

## CEO and Board of Supervisors Approve Rental Assistance Program for Fire Victims

On December 11, just days after the Thomas Fire had begun, County Executive Officer Mike Powers and the County Board of Supervisors quickly approved the use of \$500,000 in General Fund money to establish a rental assistance program for eligible residents who could not return to their homes due to the impact of local wildfires. This unique program expanded upon ongoing rental assistance programs for low-income households

administered by the County of Ventura Human Services Agency including the CalWORKs Housing Support Program, Homeless Prevention & Re-Housing Program and Emergency Solutions Grants.

"Short term rental assistance helped our lower and middle income neighbors who lost their homes get back on their feet more quickly," said Steve Bennett, County Supervisor for the First District. The new program offered eligible fire victims help with:

interim housing, rental payments, replacement of household and personal items, moving and storage costs, rental deposits, utility deposits and payments, and credit counseling.

Through July 1, 2018, the Human Services Agency provided homeless services and case management to 296 households and rental assistance to 56 families using the special funding.



## Helping Those Who Lost Homes

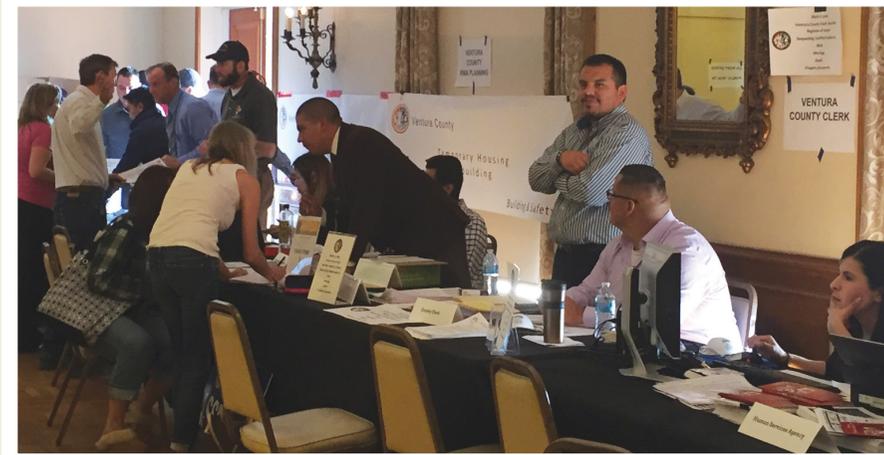
On the first night of the Thomas Fire, a family of six woke up to first responders banging on the door of their trailer home. They escaped in their car but lost their home and belongings, as well as the job the father performed on the ranch in exchange for modest housing. The family sought help at the Red Cross shelter at the Fairgrounds, and the mother continued to go to her job every day despite overwhelmingly difficult circumstances. Social workers with the Human Services Agency's Homeless Services program met with the family at the shelter and used special funding allocated by the Ventura County Board of Supervisors to place the family in temporary housing for nearly four months until they could secure an affordable, permanent rental unit. Social workers assisted the family with case management and supportive services, giving the family help and hope as the parents continued to rebuild their lives and keep their children in school despite such a significant setback. Both parents are now working full time again and maintaining their new apartment with no ongoing rental assistance.

After losing her home at the Hawaiian Village apartments during the Thomas Fire, a Ventura resident found herself sleeping at her workplace as she tried to figure out next steps with little savings and few support networks. Fortunately, she learned about special funding allocated by the Ventura County Board of Supervisors for fire victims, and applied for assistance. Through the program, Homeless Services social workers helped the Ventura resident with temporary housing for nearly three months until she found an apartment she could afford. Social workers also connected the Ventura resident to community organizations that helped her replenish furniture and household goods, and she is now making her new apartment a home.

## Food Benefits for Wildfire Victims

As part of the Agency's disaster planning efforts, staff regularly review and submit the County's Disaster CalFresh Plan to the state for approval. Disaster CalFresh is a program that helps to meet the temporary nutritional needs of disaster victims following events such as floods, fires, earthquakes, or any other natural disaster. Disaster CalFresh provides a month's worth of benefits on an Electronic Benefit Transfer card which can be used to purchase food at authorized retail stores. Until the Thomas Fire, the County plan had never been activated — but when it was needed the most, staff were trained and ready to implement the program.

Individuals already participating in CalFresh were not eligible for Disaster CalFresh food assistance, but some households affected by the Thomas Fire or related power outages were eligible to receive mass replacement and/or supplemental benefits. During the course of the Thomas Fire, over \$4.2 million in disaster-related food benefits were issued to residents impacted by the fire.



## Thomas Fire Recovery - Assisting Veterans

The Veteran Services Office provided outreach and services to fire victims in local offices and at the County's Local Assistance Center. Staff provided services to 22 individuals including:

- Connected vets displaced by the Thomas Fire with the Disabled American Veterans for monetary support
- Ordered replacement records, such as DD-214 Discharge documents
- Provided a surviving spouse with a replacement burial flag
- Assisted with referrals for a Veteran family needing housing
- Coordinated with CalVet to provide vets with resources if they lost their home and had a CalVet home loan

## Thomas Fire by the NUMBERS

**135**

staff participated,  
contributing  
**5,355 hours** of  
disaster focused work

**541**

residents were offered  
HSA services at the Local  
Assistance Center

**30,000**

unique views on HSA  
Thomas Fire social media  
posts (Facebook/Twitter)

**\$4.2  
million**

in CalFresh disaster-related  
food benefits issued

**56**

households received rental  
assistance

**22**

Veterans received services

**300+**

calls to vulnerable clients in  
IHSS & APS programs

**850+**

calls to foster families  
living in fire and mudslide  
evacuation zones

## STRATUS Interpretation Service Improves Language Access for Clients

The Human Services Agency has implemented a new language interpretation service that assists staff as they engage with clients and families who speak a variety of languages. Whether determining eligibility for public assistance programs, delivering child welfare services, or serving vulnerable adults, staff now have access to STRATUS video or over-the-phone language interpretation services. During the Thomas Fire, STRATUS Video Interpreting services were available to assist residents at the County's Local Assistance Center.

With the implementation of the STRATUS video service, Agency staff who work in the field now use their tablets to connect with language interpreters from a client's front porch, kitchen table or bedside, and share the live audio-video feed with the client. Additionally, office-based staff now use the STRATUS over-the-phone service or web-based desktop service for language interpretation.



Compliant with standards established by the Americans with Disabilities Act and Title VI of the Civil Rights Act, STRATUS provides confidential video interpretation 24/7 in more than 20 languages including American Sign Language, Arabic, Armenian, Korean, Spanish, and Tagalog. An additional 150 languages are available by phone, including

Mixteco, with advance notice. Further, STRATUS enables staff to highlight key information in writing on the video screen, such as telephone numbers and appointment dates, to help confirm the client's understanding.

Staff report that the STRATUS video format is particularly helpful for clients who are elderly and those who are deaf or hard of hearing. Staff also note that clients are more likely to open up and share information when they can see their interpreter on video. Moreover, STRATUS helps social workers prepare for unique and unpredictable situations in the field.

For example, when an Adult Protective Services social worker arrived at the home of an elderly woman who was reported to be at risk, the social worker was greeted by a Spanish/English-speaking housekeeper and a Mandarin-speaking caregiver, as well as the Farsi-speaking client. Using two STRATUS interpreters simultaneously, the social worker engaged with the client and her caregiver successfully, and ensured the client's safety within a short time frame.

## Children's Accelerated Access to Treatment & Services (CAATS)

Ventura County Human Services Agency Children & Family Services and Ventura County Behavioral Health have partnered to streamline access and provide timely mental health services for children and youth entering the child welfare system. The implementation of Children's Accelerated Access to Treatment & Services (CAATS) in February 2018 is expected to close existing gaps by changing the current structure of service delivery. Ultimately, the goal is to improve quality, access and overall outcomes for foster youth and families.

CAATS was conceived in response to the high needs of children and youth entering the child welfare system who have been exposed to trauma. As such Mental Health Services Act Innovations funds were leveraged to support implementation. The major tenets of CAATS include an expedited trauma-informed assessment process, universal mental health services for foster youth, and support from a Licensed Vocational Nurse who provides monitoring and oversight of psychotropic medication when medication is deemed necessary after alternatives have been tried.

The mental health assessment is completed by a team of clinicians within five days from receipt of the referral, and treatment is initiated five days from completion of the assessment. CAATS makes it possible for all children and youth entering the child welfare system to receive some form of mental health intervention, as removal from home can be traumatizing. It is believed that early assessment and timely access to treatment can improve children's overall mental health wellness, and help facilitate a successful reunification with the family or other caregivers.



Early results from CAATS show increased collaboration across agencies, as Behavioral Health clinicians attend critical Child & Family Team meetings to coordinate treatment and case planning, and leverage the family's natural supports to promote family healing.

## Child Welfare Continuum of Care Progress

California legislation (AB 403) signed into law in October 2015 mandates Continuum of Care Reform for the child welfare system. Major tenets include:

- Prioritizing home-based delivery of services
- Redefining the purpose of group care to short-term residential treatment
- Teaming service providers with children and families in a manner that ensures that families' voices are heard
- Ensuring children's early access to specialized mental health services irrespective of their placement setting

The Human Services Agency is implementing Continuum of Care system changes to ensure that more children experiencing abuse or neglect receive care in family settings, with early access to services and a voice in key decisions, until they reunite with their parents or enter a permanent home. Efforts are focused on promoting and providing services that are family-focused, trauma-informed, and delivered to youth and families in the least restrictive, least stigmatizing community-based setting.

Results showing that these changes are making a positive difference in the lives of children and families include:

- 13% decrease in the number of children in care in the past year
- 60% of children are in placements with relatives or another familiar caregiver
- 38% decrease in the number of youth placed in group homes
- 200 Child & Family Team meetings are conducted monthly to ensure the voices of children, families and supporters are heard



### Continuum of Care – Guiding Principles –

#### **Safe at Home:**

*We believe families can keep their children safe with support.*

#### **Caregiving:**

*We believe children should be cared for in a familiar, nurturing, and safe environment.*

#### **Child's Experience:**

*We believe every child is entitled to thrive through stability, family connections, quality treatment, and a voice in planning.*

#### **Parental Support for Reunification:**

*We believe, through partnership and support, parents can grow and change in order to safely parent their children.*

#### **Permanency:**

*We believe all children deserve a sense of belonging, and permanent unconditional commitment in a lifelong family.*

# INNOVATION

## RAIN Transitional Living Center Helps Client Recover and Thrive

Raquel is a single mother of three who was released from prison while recovering from drug and alcohol addiction. Her oldest child was living with her parents while her two younger children were in foster care. Raquel applied to RAIN Transitional Living Center and entered, initially as a single resident.

Raquel began attending the “New Start for Moms” program, secured a part time job at a warehouse and, together with her social worker, focused on taking needed steps to reunify with her two younger boys. During Raquel’s time at RAIN, she completed “New Start for Moms,” obtained full-time employment, opened a savings account, completed her probation, maintained her sobriety, and closed her child welfare case. Raquel’s two boys reunified with her at RAIN and soon after, her daughter also moved into RAIN.

Raquel continued to work and saved enough money while living at RAIN to purchase a vehicle and pay down her debts. Through intensive case management, Raquel developed coping skills for dealing with past traumas and established a stronger relationship with her children. Upon completing the RAIN program with newly acquired budgeting skills, Raquel moved into a two-bedroom apartment, and remains able to cover her housing expenses without subsidies.



## Partnerships Provide Foundations for Success

The Coordinated Entry System, also known as Pathways to Home, is the Ventura County Continuum of Care Alliance’s referral method to efficiently serve homeless individuals throughout the County, regardless of where they apply for services. This system allows individuals and families to access services needed to move them out of homelessness as quickly as possible. Pathways to Home utilizes a client-focused approach that minimizes the complexity and challenges associated with accessing multiple programs for help with homelessness. Referrals for permanent housing, shelter and services are sent to the various agencies participating in the Continuum who work collaboratively to provide effective and efficient client services.

Recently, a transitional aged youth was served through Pathways to Home. The 18 year-old had been homeless for over one year and had experienced severe trauma and negative experiences during childhood and while living on the streets. Pathways to Home partners worked diligently to gather the required documentation to ensure the youth met eligibility requirements,

and within 26 days, the youth was approved for Permanent Supportive Housing.

Due to the successful multi-agency efforts on this case, more agencies are requesting to be part of Pathways to Home. One group—the

Spirit of Santa Paula—actively works with the homeless population in their community and joined the Continuum to enhance collaborations with partners. Amidst the contentious issues the Spirit of Santa Paula regularly encounters in serving the most vulnerable, they have helped homeless clients achieve positive outcomes. As a next step, the Spirit of Santa Paula is gearing up for training on the Homeless Management Information System (HMIS), the primary repository for client level data for consumers of homeless services countywide. HMIS allows the Continuum of Care to analyze critical data and evaluate essential information

regarding outreach and prevention, emergency shelters, transitional housing, and permanent supportive housing.

## Ventura County HMIS

*“The Homeless Management Information System (HMIS) is not a program for sissies, and many hours of training will be required before login information is granted to the Spirit of Santa Paula.*

*The system is designed to match individuals with services offered by various non-profit and government agencies in the County—including us, through a sophisticated algorithm method,” said Kay Wilson-Bolton, volunteer Director of the Spirit of Santa Paula.*

## Multiple Programs Propel Client to Self Sufficiency

Clara was the first child born to parents who immigrated to California seeking a better life for their family. The oldest of five children, she grew up quickly, and from a young age was responsible for caring for her younger siblings while her parents harvested crops in Ventura County fields. At 15, she became pregnant and dropped out of school. Clara joined her parents picking peppers and berries to support their growing family. At 18, Clara began receiving CalWORKs assistance to support herself and her young child. As part



of her participation, she was encouraged to complete her remaining high school requirements and eventually, went on to obtain an Associate of Arts degree at Oxnard College. Eager to

become independent from her parents and support herself and her own family, Clara pursued school and work with dedication.

Human Services Agency programs and support services were critical for Clara during this time. CalWORKs and quality childcare from Child Development Resources allowed her to attend school full time. CalFresh food assistance and health care coverage from Medi-Cal were additional benefits she deeply appreciated for her children. Clara obtained a retail job, and eventually, due to her improved situation, no longer qualified for aid.



Clara went on to find employment in the social service sector, where she helped community members, both English and Spanish-speaking, connect with resources available in the community

to benefit their families. When needed, she took on second jobs to make ends meet, which included roles supporting parents, assisting with disaster relief and more. Throughout this, she continued to study, and eventually became the first in her family to obtain a bachelor's degree.

Despite challenges, Clara has persisted, maintaining her social service employment for nearly 15 years, where she is a loyal and valued team member. She is financially independent and has purchased a home for her family. Recently, she made the decision to return to school, and is now well on her way to achieving a Master's Degree in Counseling at California Lutheran University.

**California Lutheran**  
 UNIVERSITY

## Keeping Engaged Youth Supported – Client on Path to Success

Recently, Ventura County Probation opened the Keeping Engaged Youth Supported (KEYS) Youth Day Reporting Center. KEYS focuses on bringing partner organizations together to work with clients in a collaborative manner. One client, Kevin, shared his story at a recent KEYS event. Kevin had been in and out of the juvenile justice system for years and did not feel supported by his family. Facing a robbery charge, he went on the run, but was afraid of what was ahead of him given he was about to turn 18. Kevin's connection with his probation officer gave him the moral support and guidance needed. Once KEYS opened, Kevin was a frequent visitor. Kevin credited an employment specialist with the Human



Services Agency with helping him learn "how to dress, how to talk to adults versus how I talk to my friends, how to put together a resume and how to conduct myself in an interview." Kevin is now enrolled at Ventura College, working part-time, and has a goal to become an electrician.



Supervisor John Zaragoza and county partners cutting the ribbon for the KEYS Day Reporting Center.

## Client Testimonial



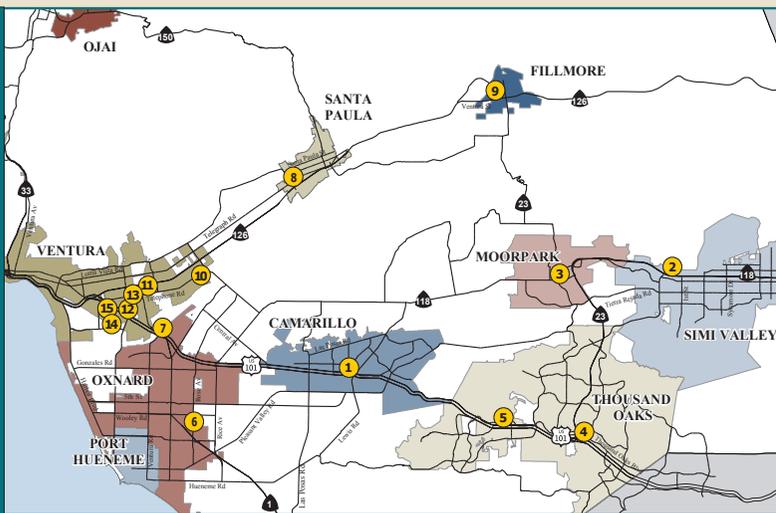
"I knew what CalWORKs was, but I was hesitant to apply because of the negative stigma associated with it. I quickly learned that what others said or thought didn't matter, and am so thankful to have been a CalWORKs recipient because of all the resources the program provided in my time of need. CalWORKs has been a saving grace for me. Not only did it allow me to further my education; but it also taught me the importance of deadlines, to see things through, and self-sufficiency. All of what CalWORKs taught me are crucial skills I'll carry with me throughout my lifetime. Today, in addition to being a mother to my son, I am working towards my bachelors at Cal State Channel Islands in Non-Profit Organizational Communication and working full-time at the Port Hueneme Naval Base."

Vanessa, CalWORKs Client



# Human Services Agency

## Locations & Services at a Glance



		SERVICES															
		Adoption Services	Adult Protective Services	CalFresh (Food Stamps)	CalWORKS	CAPI	Child Welfare Services	Employment Services	Foster Parenting (Resource Families)	General Relief	Health Care Enrollment (including Medi-Cal)	Homeless Services	In-Home Supportive Services	IHSS Public Authority	Public Administrator & Public Guardian	Veteran Services	Youth Services
<b>SERVING VENTURA COUNTY – Call for More Information</b>																	
	RAIN Transitional Living Center .....											●					
	Homeless Services .....											●					
<b>CAMARILLO REGION</b>																	
	<b>1</b> Veteran Services (Gold Coast Veteran's Foundation) – 4001 Mission Oaks Blvd, Suite D, Camarillo (805) 477-5155															◆	
<b>EAST COUNTY REGION</b>																	
	<b>2</b> East County Community Service Center – 2900 N. Madera Road, Suite 100, Simi Valley ..... (805) 584-4842																
	America's Job Center – East County – 2900 N. Madera Road, Suite 100, Simi Valley ..... (805) 955-2282			●	●	●	●	●		●	●		●			◆	
	East County Adult & Family Services – 2900 N. Madera Road, Suite 110, Simi Valley ..... (805) 306-7935																
	East County Children & Family Services Center – 2900 N. Madera Road, Suite 200, Simi Valley ..... (805) 955-2290																
	<b>3</b> Moorpark Community Service Center (Ruben Castro Center) – 612B Spring Road, #301, Moorpark (805) 523-5444			●	●			●		●	●					◆	
	<b>4</b> Thousand Oaks Community Service Center – 80 E. Hillcrest Drive, Suite 200, Thousand Oaks ..... (805) 449-7320			●	●			●		●	●						
	<b>5</b> Veteran Services (Supervisor Linda Parks' Office) – 625 W. Hillcrest Drive, Thousand Oaks ..... (805) 477-5155															◆	
<b>OXNARD REGION</b>																	
	<b>6</b> Oxnard Community Service Center – 1400 Vanguard Drive, Oxnard ..... (805) 385-9363	●		●	●	●	●			●	●						●
	Oxnard Children & Family Services Center – 1400 Vanguard Drive, Oxnard ..... (805) 240-2700																
	<b>7</b> America's Job Center – Oxnard – 2901 N. Ventura Road, Oxnard ..... (805) 204-5100							●								◆	
<b>SANTA CLARA VALLEY REGION</b>																	
	<b>8</b> Santa Clara Valley Community Service Center – 725 E. Main Street, Santa Paula..... (805) 933-8300			●	●			●		●	●					◆	
	<b>9</b> Fillmore Community Service Center – 828 Ventura Street, Suite 200, Fillmore..... (805) 524-8666			●	●			●		●	●						
<b>VENTURA REGION</b>																	
	<b>10</b> Veteran Services (California Veteran's Home) – 10900 Telephone Road, Ventura ..... (805) 477-5155															◆	
	<b>11</b> HSA Administrative Services Center – 855 Partridge Drive, Ventura ..... (805) 477-5100																
	<b>12</b> Ventura County Veteran Services – 5740 Ralston Street, Suite 304, Ventura ..... (805) 477-5155															●	
	<b>13</b> Adult Protective Services – 1001 Partridge Drive, Suite 365, Ventura ..... (805) 658-4450		●														
	Public Administrator & Public Guardian – 1001 Partridge Drive, Suite 360, Ventura ..... (805) 654-3141														●		
	<b>14</b> In-Home Supportive Services (IHSS) – 4245 Market Street, Suite 204, Ventura ..... (805) 654-3260												●				
	IHSS Public Authority – 4245 Market Street, Suite 213, Ventura ..... (805) 654-3416													●			
	<b>15</b> Ventura Children & Family Services Center – 4651 Telephone Road, Suite 300, Ventura ..... (805) 654-3409			●	●	●	●	●	●	●	●						
	Ventura Community Service Center – 4651 Telephone Road, Ventura ..... (805) 658-4100																

LOCATIONS

