

PROGRAM II: COMMUNITY SERVICES

SUMMARY OF APPROPRIATIONS AND REVENUES

Agency	Agency Name	FY 2002-2003 Appropriations	FY 2002-2003 Revenue	FY 2002-2003 Net County Cost
012	Community Services Agency	19,581,134	13,622,687	5,958,447
027	Department of Child Support Services	66,836,435	63,374,435	3,462,000
042	Health Care Agency	457,230,169	386,341,374	70,888,795
063	Social Services Agency	387,803,652	361,661,416	26,142,236
065	CalWorks Family Group/Unemployed Parents	120,557,181	117,543,251	3,013,930
066	AFDC - Foster Care	116,194,861	88,422,253	27,772,608
067	Aid to Refugees	713,557	713,557	0
068	Case Data System	0	0	0
069	General Relief	1,429,546	1,027,017	402,529
GENERAL FUND TOTAL		1,170,346,535	1,032,705,990	137,640,545
136	Community Social Programs	955,612	955,612	0
13N	Orange County Tobacco Settlement	50,450,398	50,450,398	0
146	Workforce Investment Act	18,519,064	18,519,064	0
14T	Facilities Development and Maintenance	14,036,981	14,036,981	0
14W	Welfare-to-Work	1,000,000	1,000,000	0
590	In-Home Supportive Services Public Authority	1,032,225	1,032,225	0
NON-GENERAL FUND TOTAL		85,994,280	85,994,280	0
TOTAL COMMUNITY SERVICES		1,256,340,815	1,118,700,270	137,640,545

012 - COMMUNITY SERVICES AGENCY

Operational Summary

Mission:

To improve the lives of older adults, veterans, workers, diverse communities, and victims of domestic violence, by advocating, building partnerships, providing services, and working with businesses; and to protect, assist and manage the affairs of decedents and those unable to care for themselves.

Strategic Goals:

- Ensure that older adults in Orange County experience a high quality of life.
- Match Orange County workforce skills and abilities with employer workforce needs.
- Ensure Orange County veterans, their survivors and dependents receive the benefits, recognition and assistance to which they are entitled.
- Build mutual understanding and facilitate the peaceful resolution of disputes among residents, and eliminate prejudice, intolerance and discrimination.
- Provide timely and effective administration of estates and protect persons unable to manage their own affairs.
- Shelter victims of domestic violence from further abuse.

Key Outcome Measures:

Performance Measure	2001 Business Plan Results	2002 Business Plan Target	How are we doing?
OLDER RESIDENTS NOT LIVING IN SKILLED NURSING FACILITIES. What: The percent of persons in Orange County over 65 who are not living in skilled nursing facilities. Why: It measures the effectiveness of efforts to assist Orange County older adults to remain independent.	New measure.	New measure.	Method for data gathering under development.
OLDER ADULTS INDICATING QUALITY OF LIFE IS GOOD OR EXCELLENT. What: The percent of Orange County older adults rating their quality of life as good or excellent. Why: It measures the effectiveness of our efforts to meet our goals.	New measure.	New measure.	Method for data gathering under development.

At a Glance:

Total FY 2001-2002 Actual Expenditure + Encumbrance:	19,156,952
Total Final FY 2002-2003 Budget:	19,581,134
Percent of County General Fund:	0.81%
Total Employees:	158.00



Key Outcome Measures: (Continued)

Performance Measure	2001 Business Plan Results	2002 Business Plan Target	How are we doing?
<p>WORKFORCE DEMAND AND SUPPLY GAP. What: Compares the existing and projected demand for jobs against the supply of workers in the County. Why: To measure County efficiency in matching current and future job supply to demand.</p>	New measure.	New measure.	Method for data gathering under development.
<p>PERCENT OF CLIENTS PLACED AND RETAINED IN JOBS. What: The percent of clients placed in jobs and the percent of those working 90 days after placement. Why: It measures the success of services delivered to both businesses and job seekers.</p>	New measure.	New measure.	Data currently being collected.
<p>UNEMPLOYMENT RATE OF ORANGE COUNTY COMPARED WITH THAT OF THE STATE OF CALIFORNIA. What: The annual County unemployment rate, compared to the State rate for the same time period. Why: It reflects the state of labor and business environment in the County compared to that of the State.</p>	Orange County - 2.9% State of California - 5.2%	Orange County - 3.2% State of California - 5.5%	Efforts are contributing to improvements.
<p>AVERAGE HOURLY WAGE OF ORANGE COUNTY COMPARED WITH THAT OF THE STATE OF CALIFORNIA. What: The Average Hourly Wage of workers in the County compared to workers in the State. Why: It measures business' contribution to the quality of life of Orange County workers.</p>	Orange County - \$17.53 State of California - \$17.94	Orange County - To be determined State of California - To be determined	Efforts are contributing to improvements.
<p>PERCENT OF VETERANS BENEFIT CLAIMS APPROVED. What: The percentage of benefits claims filed that result in the veteran receiving benefits. Why: It demonstrates the effectiveness in meeting our goal.</p>	51% approved.	52% approved.	Program is contributing to increased approval rates.
<p>HATE CRIME INCIDENT RATE. What: The number of hate crime incidents per 100,000 residents in Orange County. Why: It is a measure of the level of prejudice and intolerance in the community.</p>	5 per 100,000.	4 per 100,000.	The 9/11 attacks caused a large increase in hate crimes and incidents. OCHRC efforts have prevented more hate crimes.
<p>DISCRIMINATION COMPLAINT RATE. What: The number of employment and housing discrimination cases filed per 100,000 people in the County. Why: It is a measure of discrimination in the community.</p>	100 per 100,000.	90 per 100,000.	The economic slow down and the tight housing market are causing an increase in discrimination complaints. OCHRC strategies expected to contribute to improvements.
<p>POSITIVE STUDENT RESPONSES TO OCHRC SURVEY. What: Percent of students of OCHRC program schools responding positively to a survey. Why: To measure the effectiveness of efforts to build understanding among diverse students in the County.</p>	New measure.	New measure.	Method for gathering data is under development.

Key Outcome Measures: (Continued)

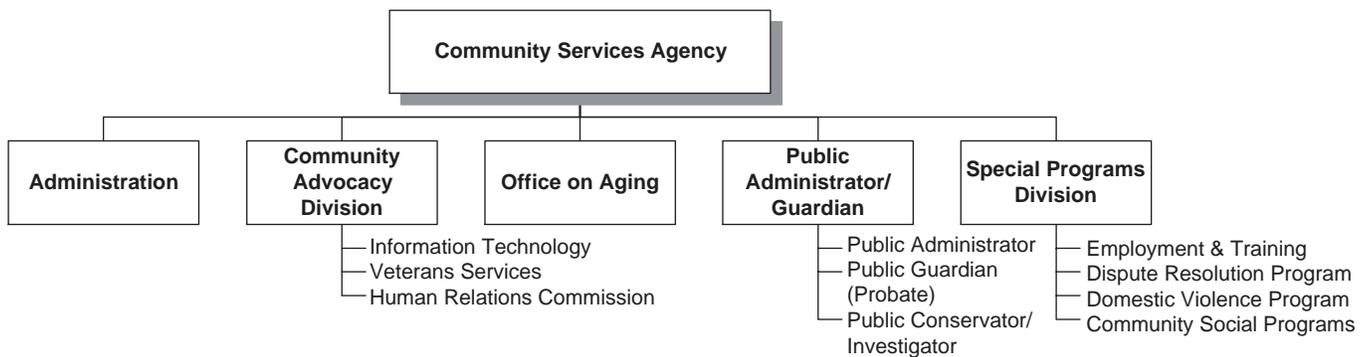
Performance Measure	2001 Business Plan Results	2002 Business Plan Target	How are we doing?
<p>PERCENT OF SUCCESSFUL RESOLUTION OF DISPUTES. What: The percent of cases referred for mediation that result in successful resolution of the conflict. Why: Measures the success of the mediation process in resolving conflict without going to court.</p>	70%	70%	Increased presence and collaboration with courts is yielding results.
<p>PERCENT OF COURT CASELOAD DIVERTED THROUGH MEDIATION. What: The percent of Orange County Court cases diverted from the courts. Why: It measures the degree to which dispute resolution services are easing the burden on the courts.</p>	19%	22%	Increased presence and collaboration with courts is yielding results.
<p>PERCENT OF ESTATES/CONSERVATORSHIPS COMPLETED WITHOUT SURCHARGE. What: The percent of estate/conservatorships completed without surcharge. Why: It measures the efficiency of the program, the court levies surcharges for improper estate administration.</p>	New measure.	New measure.	Method for gathering data is under development.
<p>JUDGES' RATINGS OF ESTATE/ CONSERVATORSHIP ADMINISTRATION QUALITY. What: Judges' rating of estate/conservatorship administration quality. Why: It is a measure of the degree to which estates and conservatees are being protected.</p>	New measure.	New measure.	Method for gathering data is under development.
<p>PROBATE EXAMINERS' RATINGS OF ESTATE/ CONSERVATORSHIP ADMINISTRATION QUALITY. What: Probate examiners' ratings of estate/ conservatorship administration quality. Why: It is a measure of the degree to which estates and conservatees are being protected.</p>	New measure.	New measure.	Method for gathering data is under development.
<p>DOMESTIC VIOLENCE RATE. What: The number of reported cases of domestic violence per 1,000 population per year. Why: It measures the level of domestic violence.</p>	5.8 per 1,000.	6.1 per 1,000.	Program is implementing strategies to moderate the effects of the economy.
<p>DOMESTIC VIOLENCE VICTIM ACCOMMODATION RATE. What: The percent of domestic violence victims seeking shelter accommodated per year. Why: It measures the availability of shelter and motel voucher services.</p>	87%	90%	Accommodation rate is improving.
<p>DOMESTIC VIOLENCE VICTIM SHELTER REPEAT USER RATE. What: The percent of domestic violence victims sheltered per year who have previously been sheltered. Why: It measures repeat shelter use, as an indicator of the level of domestic violence.</p>	10%	11%	Program is implementing strategies to moderate the effects of the economy.

Fiscal Year FY 2001-2002 Key Project Accomplishments:

- More than 90% of CSA customers rated the services as satisfactory or better on customer satisfaction surveys.

- Organized and presented additional Senior Summits, as directed by the members of the Board of Supervisors.
- Conducted at least 400 public presentations, reaching an audience of over 1,000,000 during the year.
- Supported Orange County Human Relations activities by raising and managing \$1,500,000 in funds.
- Established 10 military and veterans museum displays on WWI, WWII, the Korean War, the Vietnam War, Desert Storm; and conducted a Veterans Day Parade.
- Met all performance and expenditure goals established for programs for employment and seniors programs.
- Expanded ongoing direct-referral Dispute Resolution Program activities in the courts.
- Provided school inter-ethnic relations and violence prevention programs at 35 schools, reached 25,000 participants with school based tolerance projects.
- Partnered with residents, police, human relations organizations and cities to reach 2,500 individuals with Hate Crime Network, Community Policing Awards, Leadership Institutes, Symposiums, human relations events and training.
- Conducted Senior Needs Assessment Survey.
- Conducted several public hearings in order to collect public input, regarding senior needs, to use in planning.
- Completed Status of OC Seniors Report.
- Completed Area Agency on Aging Strategic Business Plan.

Organizational Summary



ADMINISTRATION - Provides agency-wide administrative support and oversight services to CSA program divisions.

COMMUNITY ADVOCACY - Provides assistance to and advocacy for often under-represented groups including veterans and victims of prejudice and discrimination. Provides agency Information Technology support.

OFFICE ON AGING - Serves as chief designated advocate for older adults and their caregivers, providing information and administering contracts for the provision of meals, transportation and other supportive services to seniors.

PUBLIC ADMIN/PUBLIC GUARDIAN - Provides protective services to the estates of decedents, and when no satisfactory alternative exists, conservatorship services to those unable to care for themselves. Most conservatees are mentally ill.

SPECIAL PROGRAMS - Serves as administrative staff to the Orange County Workforce Investment Board and is the primary facilitator of workforce development activity for Orange County. Special Programs administers the Workforce Investment Board specialized grant-funded programs that serve job seekers and businesses. Other programs administered serve domestic violence victims in need of shelter, individuals in need of mediation as an alternative to litigation, and Community Social Programs.

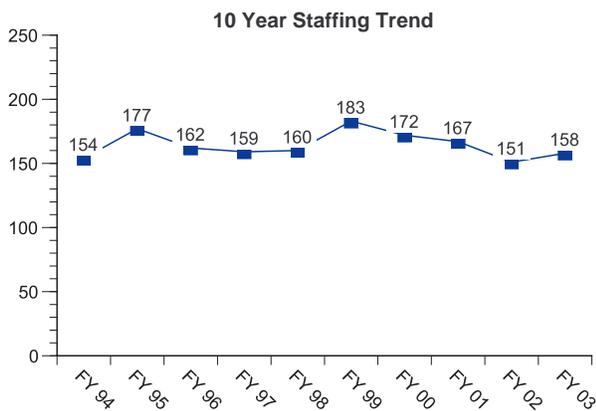
EXECUTIVE MANAGEMENT - Consists of two positions. One position acts as the Community Services Agency Director, the Public Guardian and the elected Public Administrator. The second position performs duties of Executive Secretary.

Budget Summary

Changes Included in the Base Budget:

This department made internal reductions to come as close as possible to the 2002 Strategic Financial Plan Net County Cost (NCC) Target. The CEO reduced the department's proposed budget to meet the NCC target. The Board approved restoring the funding to allow the department to continue to operate at the current level of service. (See Approved Budget Augmentations and Related Performance Results below).

Ten Year Staffing Trend:



Approved Budget Augmentations and Related Performance Results:

Unit/Amount	Description	Performance Plan	Ref. Num.
Continue Current Level of Service Amount: \$ 210,579	Fund retirement, health insurance, utility, building maintenance, and County Counsel costs.	Continue to operate at current level of service.	012-009
Office on Aging Amount: \$ 2,379,631	Add new Senior Non-Emergency Medical Transportation Program.	This program will provide 25,000 one-way trips and will receive 3,250 monthly contacts.	012-001
Impact of May Revise Amount: \$ (2,655,571)	Reflects the impact of the State's May budget revise on CSA	N/A	012-010



Final Budget and History:

Sources and Uses	FY 2000-2001 Actual Exp/Rev	FY 2001-2002 Final Budget	FY 2001-2002 Actual Exp/Rev ⁽¹⁾	FY 2002-2003 Final Budget	Change from FY 2001-2002 Actual	
					Amount	Percent
Total Positions	-	151	158	158	0	0.00
Total Revenues	12,913,755	14,139,259	14,152,068	13,622,687	(529,381)	-3.74
Total Requirements	15,754,808	17,822,025	18,278,447	19,581,134	1,302,686	7.13
Net County Cost	2,841,053	3,682,766	4,126,378	5,958,447	1,832,068	44.40

(1) Amounts include prior year expenditures and exclude current year encumbrances. Therefore, the totals listed above may not match Total FY 2001-02 Actual Expenditure + Encumbrance included in the "At a Glance" section.

Detailed budget by expense category and by activity is presented for agency: Community Services Agency in the Appendix on page 476.

Highlights of Key Trends:

- There is an increasing demand for services associated with growing, aging and more diverse client populations, in the face of stable or diminishing resources.

This requires programs to seek new sources of revenue and implement new methods of conducting business more efficiently.

Budget Units Under Agency Control

No.	Agency Name	Administration	Community Advocacy	Office On Aging	Public Admin/Public Guardian	Special Programs	Executive Management	Total
012	Community Services Agency	34,190	1,738,541	10,407,556	5,088,291	2,312,556	0	19,581,134
136	Community Social Programs	955,612	0	0	0	0	0	955,612
146	Workforce Investment Act	18,519,064	0	0	0	0	0	18,519,064
14W	Welfare-To-Work Fund	1,000,000	0	0	0	0	0	1,000,000
	Total	20,508,866	1,738,541	10,407,556	5,088,291	2,312,556	0	40,055,810

136 - COMMUNITY SOCIAL PROGRAMS

Operational Summary

Description:

Provide Board of Supervisors-initiated grants to qualified non-profit and public organizations to support a variety of social programs providing human services such as literacy, battered women's shelters, counseling, child care, youth recreation, senior services, and the Orangewood Children's Home.

At a Glance:

Total FY 2001-2002 Actual Expenditure + Encumbrance:	404,402
Total Final FY 2002-2003 Budget:	955,612
Percent of County General Fund:	N/A
Total Employees:	0.00

Budget Summary

Final Budget and History:

Sources and Uses	FY 2000-2001 Actual Exp/Rev	FY 2001-2002 Final Budget	FY 2001-2002 Actual Exp/Rev ⁽¹⁾	FY 2002-2003 Final Budget	Change from FY 2001-2002 Actual	
					Amount	Percent
Total Revenues	716,322	861,523	837,252	955,612	118,359	14.14
Total Requirements	246,500	861,523	362,069	955,612	593,542	163.93
Balance	469,822	0	475,182	0	(475,182)	-100.00

(1) Amounts include prior year expenditures and exclude current year encumbrances. Therefore, the totals listed above may not match Total FY 2001-02 Actual Expenditure + Encumbrance included in the "At a Glance" section.

Detailed budget by expense category and by activity is presented for agency: Community Social Programs in the Appendix on page 492.



146 - WORKFORCE INVESTMENT ACT

Operational Summary

Description:

Provide for services through workforce investment systems that increase the employment, retention, and earnings of participants, and reduce welfare dependency.

At a Glance:

Total FY 2001-2002 Actual Expenditure + Encumbrance:	17,960,017
Total Final FY 2002-2003 Budget:	18,519,064
Percent of County General Fund:	N/A
Total Employees:	0.00

Budget Summary

Final Budget and History:

Sources and Uses	FY 2000-2001 Actual Exp/Rev	FY 2001-2002 Final Budget	FY 2001-2002 Actual Exp/Rev ⁽¹⁾	FY 2002-2003 Final Budget	Change from FY 2001-2002 Actual	
					Amount	Percent
Total Revenues	8,317,458	18,964,581	12,964,699	18,519,064	5,554,364	42.84
Total Requirements	8,316,223	18,964,581	16,551,518	18,519,064	1,967,545	11.89
Balance	1,235	0	(3,586,818)	0	3,586,818	-100.00

(1) Amounts include prior year expenditures and exclude current year encumbrances. Therefore, the totals listed above may not match Total FY 2001-02 Actual Expenditure + Encumbrance included in the "At a Glance" section.

Detailed budget by expense category and by activity is presented for agency: Workforce Investment Act in the Appendix on page 495.

14W - WELFARE-TO-WORK

Operational Summary

Description:

Provide employment and training services in accordance with the Welfare-to-Work Local Plan approved by the Orange County Workforce Investment Board and the Orange County Board of Supervisors.

At a Glance:

Total FY 2001-2002 Actual Expenditure + Encumbrance:	1,758,201
Total Final FY 2002-2003 Budget:	1,000,000
Percent of County General Fund:	N/A
Total Employees:	0.00

Budget Summary

Final Budget and History:

Sources and Uses	FY 2000-2001 Actual Exp/Rev	FY 2001-2002 Final Budget	FY 2001-2002 Actual Exp/Rev ⁽¹⁾	FY 2002-2003 Final Budget	Change from FY 2001-2002 Actual	
					Amount	Percent
Total Revenues	823,951	3,434,320	(206,981)	1,000,000	1,206,981	-583.14
Total Requirements	2,110,746	3,434,320	2,253,610	1,000,000	(1,253,610)	-55.63
Balance	(1,286,795)	0	(2,460,592)	0	2,460,592	-100.00

(1) Amounts include prior year expenditures and exclude current year encumbrances. Therefore, the totals listed above may not match Total FY 2001-02 Actual Expenditure + Encumbrance included in the "At a Glance" section.

Detailed budget by expense category and by activity is presented for agency: Welfare-to-Work in the Appendix on page 497.

027 - DEPARTMENT OF CHILD SUPPORT SERVICES

Operational Summary

Mission:

To enhance the quality of life for children and families by providing child support services in an effective, efficient and professional manner.

Strategic Goals:

- The Business Plan goal is to increase per case collection of child support.

Key Outcome Measures:

Performance Measure	2001 Business Plan Results	2002 Business Plan Target	How are we doing?
PATERNITY ESTABLISHMENT PERCENTAGE What: Measures the percentage of children in the caseload with paternity established. Why: Paternity Establishment is a prerequisite to establishing a medical/monetary child support order.	Child Support Services (CSS) has established paternity for 87.98% children in the caseload.	To increase the percentage of children with paternity established.	Orange County greatly exceeds the Federal Performance Standard of 50% with an establishment percentage of 87.98%
CASES WITH SUPPORT ORDERS What: Measures the percentage of cases with an order for child support. Why: An order must be established before support can be collected.	CSS has established a court order in 77.5% of the caseload.	Increase the percentage of cases with support orders.	CSS exceeds the Federal Performance Standard of 50% with a case order percentage of 77.5%
COLLECTIONS ON CURRENT SUPPORT What: Measures the amount collected for current child support as a percentage of the total amount due. Why: Measures the effectiveness of the enforcement actions taken by CSS to collect current child support.	CSS exceeded the Federal Performance Standard of 40%.	Increase the percentage of current child support collected.	CSS exceeded the Federal Standard of 40% in FY 00/01 and will exceed this standard in the current FY.
CASES WITH COLLECTIONS ON ARREARS What: Measures the percentage of cases with past due child support due in which some collection was made. Why: Provides income to families and reimburses Federal, State and County for the cost of welfare.	CSS exceeded the Federal Performance Standard of 40%.	To increase the percentage of cases with collections on arrears.	CSS collected arrears in 57.18% of cases in FY 00/01. The percentage of cases in which collections on arrears are made is increasing.

Fiscal Year FY 2001-2002 Key Project Accomplishments:

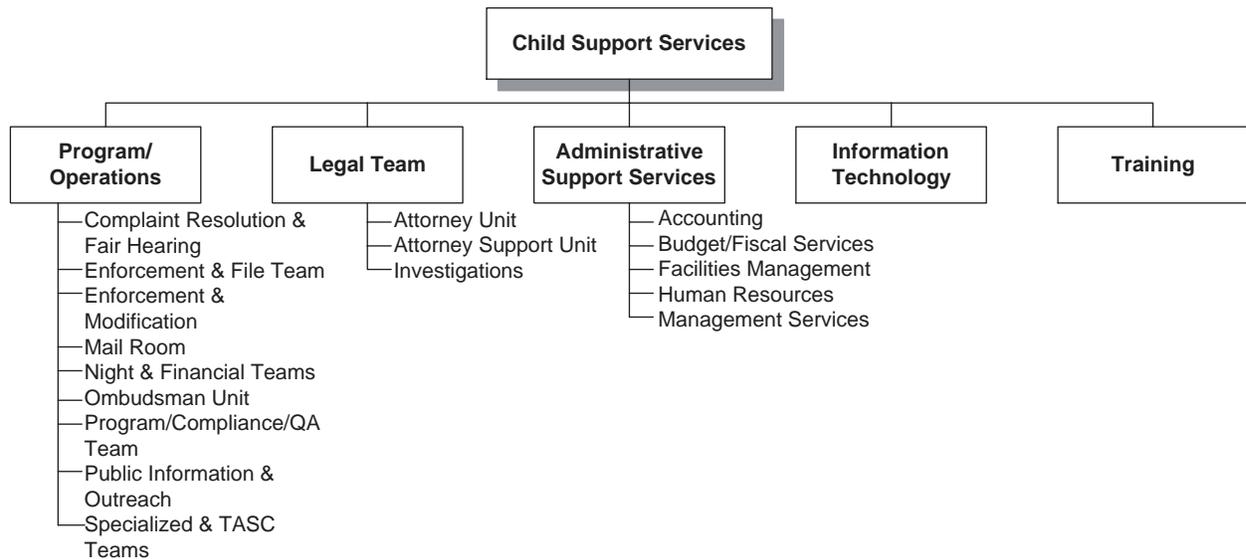
- A 6% increase in total collections first six months of FY 01/02.
- Achieved substantial compliance rate of 93.1% meeting State and Federal mandates.
- Continued active outreach efforts with our customers and community based organizations.



At a Glance:	
Total FY 2001-2002 Actual Expenditure + Encumbrance:	79,373
Total Final FY 2002-2003 Budget:	66,836,435
Percent of County General Fund:	2.77%
Total Employees:	782.00

- Completed the plan for the transition of the Family Support Division from the District Attorney's Office to the Department of Child Support Services.
- Completed the conversion to the Los Angeles child support computer system.

Organizational Summary



DEPARTMENT OF CHILD SUPPORT SERVICES - PROGRAM/OPERATIONS - This Division is responsible for the opening, establishment, modification and enforcement of child support orders. Case management staff serve as primary customer service representatives and take administrative enforcement actions that do not require court intervention.

LEGAL TEAM - This Division provides legal guidance and advice associated with family support. Legal staff handle all matters that go before the court, including obtaining court orders to establish paternity and financial child support, modification of existing child support orders, and civil enforcement actions.

ADMINISTRATIVE SUPPORT SERVICES - This Division handles the accounting and distribution of child support payments and provides administrative support for the other divisions. Support services includes budget/fiscal, purchasing, human resources, management services and facilities management.

INFORMATION TECHNOLOGY - This Division provides computer technical support, systems applications, and systems security.

TRAINING - This Division provides a centralized training resource to address training for the Department. Training includes: case management, computer skills, legal, clerical, accounting, general supervisory/management, administrative, quality assurance, safety, cultural, equal employment opportunity, information technology and other specialized areas.

Ten Year Staffing Trend Highlights:

- Twenty-four (24) positions were added in the FY 01-02 1st Quarter Budget Adjustment resulting from new State funding for expanded or new child support services.
- Fifteen (15) DA positions are being deleted from the CSS budget. Services required of the District Attorney's Office in support of CSS after 6/30/02 will be provided under Memorandum of Understanding.

- Sixteen (16) new positions for transitioning to a new department are included in the FY01/02 3rd Quarter Budget Adjustment to ensure staffing needs are in place and all duties and services assumed from the DA by 7/1/02.

Changes Included in the Base Budget:

On July 1, 2002, the District Attorney Family Support Division will become a separate County Agency known as the Orange County Department of Child Support Services. All ongoing appropriations and revenues are included in the budget submittal for this new department. Fifteen (15) District Attorney positions and associated costs are being deleted from the CSS budget and will remain with the DA. Services required of the District Attorney for CSS will be provided under an MOU. The ongoing costs for transition, including 16 positions requested in the FY 01/02 3rd Quarter Budget Adjustment and ongoing costs related to the conversion to a new child support computer system are included in the budget submittal.

Budget Summary

Plan for Support of the County's Strategic Priorities:

The Child Support Services Department does not have any projects defined as Board Strategic Priorities. In FY 02/03, CSS will strive to improve efficiencies and responsiveness while maintaining costs within our 100% State and Federal funding in order to avoid impacting net county costs.

Final Budget and History:

Sources and Uses	FY 2000-2001 Actual Exp/Rev	FY 2001-2002 Final Budget	FY 2001-2002 Actual Exp/Rev ⁽¹⁾	FY 2002-2003 Final Budget	Change from FY 2001-2002 Actual	
					Amount	Percent
Total Positions	-	0	0	782	782	0.00
Total Revenues	0	0	0	63,374,435	63,374,435	0.00
Total Requirements	0	0	0	66,836,435	66,836,435	0.00
Net County Cost	0	0	0	3,462,000	3,462,000	0.00

(1) Amounts include prior year expenditures and exclude current year encumbrances. Therefore, the totals listed above may not match Total FY 2001-02 Actual Expenditure + Encumbrance included in the "At a Glance" section.

Detailed budget by expense category and by activity is presented for agency: Department of Child Support Services in the Appendix on page 479.

Highlights of Key Trends:

- Child Support Services has sustained increases in over-all collections, in collections per case, in cases with court orders and in paternities established. Success in these areas contributes to the well-being of children and the self-sufficiency of families. Factors contributing to the success of these mandated services are as follows:
 - Increase in staff devoted to these efforts.
 - Changes in the law which permitted the use of administrative processes instead of court processes.
 - Enhanced ongoing staff training. Increased public outreach activities resulting in greater public awareness of parental obligations.
 - Focused customer service plans.
 - State Investment Fund projects - defaults, modifications, Judgment Debtor Exams and Contempts.

Budget Units Under Agency Control

No.	Agency Name	Department Of Child Support Services	Total
027	Department Of Child Support Services	66,836,435	66,836,435
	Total	66,836,435	66,836,435



042 - HEALTH CARE AGENCY

Operational Summary

Mission:

The Health Care Agency is dedicated to protecting and promoting the optimal health of individuals, families, and our diverse communities through partnerships, community leadership, assessment of community needs, planning and policy development, prevention and education, and quality services.

Strategic Goals:

- Prevent disease and disability, and promote healthy lifestyles.
- Assure access to quality health care services.
- Promote and ensure a healthful environment.
- Recommend and implement health policy and services based upon assessment of community health needs.

Key Outcome Measures:

Performance Measure	2001 Business Plan Results	2002 Business Plan Target	How are we doing?
HEALTH CARE ACCESS FOR CHILDREN What: A measure of access to health care for children. Why: Insured children are more likely to receive health care and preventive services when needed.	The number of children enrolled in public health insurance programs increased by 21% in 2001.	Annual 25% increase in the number of children with health insurance coverage.	Progress has been made over the past two years (2000-2001) in providing public health insurance to 37% more children (0-17 years) in OC. A recent survey (NHIS) found that nationally, 11% of children were uninsured compared to about 10% in OC (OCHNA 2002).
CHRONIC DISEASES What: Measures of the leading causes of death for Orange County residents. Why: The 3 leading causes accounted for 60% of all deaths & over \$1.2 billion in hospital charges in '99.	OC has met HP2010 objectives in reducing deaths due to diabetes, nearing objectives for lung & breast cancer.	A reduction in mortality rates toward HP2010 objectives, especially for cancer, heart disease, and cerebrovascular disease (stroke).	OC has met or is approaching ten of the twenty top mortality/morbidity indicators for HP2010. However, OC death rates for the top 3 leading causes of death (cancer, heart disease, and stroke) remain well above national HP2010 target objectives.
COMMUNICABLE DISEASES What: Measure of annual rate of TB and % of patients completing treatment for active/latent TB infections. Why: One in 10 of those infected will eventually develop active TB and could spread it to others.	Tuberculosis infections declined 17% between 1998 & 1999, but remained above target objectives.	Identify and provide preventive therapy to estimated 275,000 individual with latent TB infections.	The number of TB infections has dropped 43% from a high of 430 cases in 1993. However, in 2000 the TB rate was still higher than the statewide goal for that year and two-and-a-half times higher than California's Year 2000 Health Objective of 3.5 TB cases per 100,000 population.

At a Glance:

Total FY 2001-2002 Actual Expenditure + Encumbrance:	419,626,254
Total Final FY 2002-2003 Budget:	457,230,169
Percent of County General Fund:	18.95%
Total Employees:	2,678.00

Key Outcome Measures: (Continued)

Performance Measure	2001 Business Plan Results	2002 Business Plan Target	How are we doing?
<p>OCEAN AND RECREATIONAL WATER QUALITY What: A measure of closures due to bacterial contamination to protect the public from infections. Why: Contaminated ocean water is a threat to the personal and economic health of the community.</p>	<p>Beach-mile-day closures reduced 61% from 111 in 1999 to 43 in 2001.</p>	<p>Further reduction in beach-mile-day closures through continued testing & identification of sources of bacteria.</p>	<p>While the total number of water closures more than doubled between 1999 and 2001 due in part to increased surveillance/testing capabilities, the magnitude of beach-mile-day closures was reduced by 61%, significantly lowering the overall impact of the closures.</p>
<p>VIOLENCE AND UNINTENTIONAL INJURY What: A measure of mortality due to such things as falls, drowning, fire, guns, or violence (homicide). Why: Accidents are leading cause of death for ages 1-34; homicide ties leading cause for 15-19 yr. olds.</p>	<p>At or close to HP2010 objectives for intentional and unintentional injury deaths.</p>	<p>Maintain and/or work toward achieving HP2010 target objectives for deaths due to violence or unintentional injuries.</p>	<p>The rate of preventable losses has declined; the homicide rate is lower than state/national levels.</p>

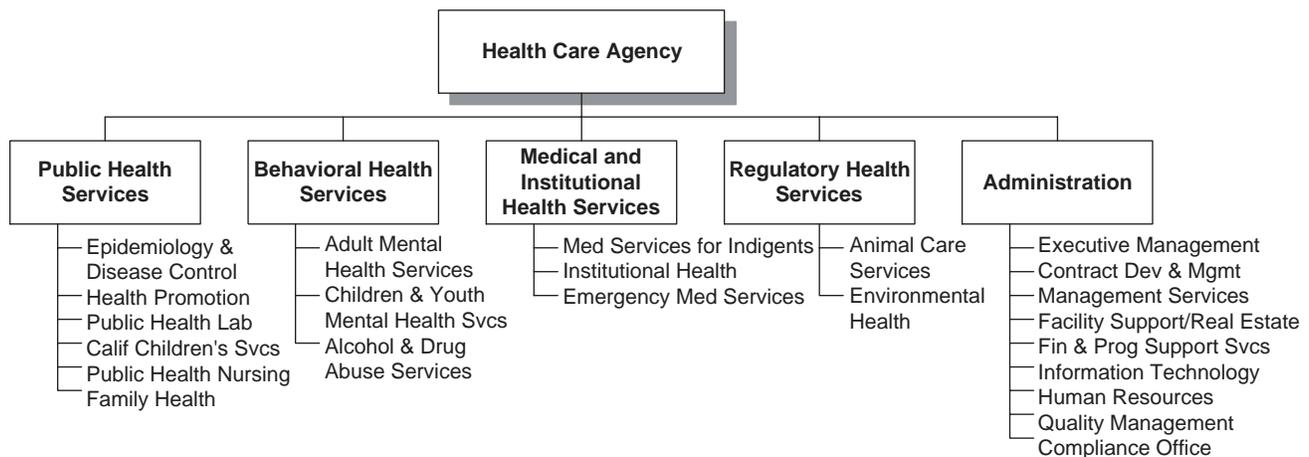
Fiscal Year FY 2001-2002 Key Project Accomplishments:

- Development of a program to comply with Proposition 36 provisions for treatment of nonviolent drug offenders, in collaboration with the County Executive Office, Probation, other criminal justice agencies and local treatment providers.
- Implementation of a Tobacco Settlement Spending Plan for health programs in accordance with the requirements of Measure "H", in collaboration with community advisors, including major Agency projects such as: Contracting for mobile medical vans to improve access for the elderly and uninsured to medical care; A Senior Non-Emergency Medical Transportation project in conjunction with Community Services Agency/Office on Aging and Orange County Transportation Authority; The Senior Health Outreach and Prevention Program (SHOPP), which provides and outreach and care coordination targeted to older adults; Royale, an adult mental health acute care and residential rehabilitation facility in Mission Viejo; Expanded and new contracts for local treatment and rehabilitation facilities for the mentally ill and substance abusers, including pregnant or parenting women; and School and community-based substance abuse prevention and treatment.
- Completion of an alcohol and drug treatment pilot project in which 104 inmates received services, in conjunction with the Sheriff-Coroner.
- Expansion of field nursing services at four Family Resource Centers.
- Conduct of water quality evaluations at two sites for the Ocean Recreation Water program, in collaboration with the Public Facilities and Resources Department.
- Development of a program to increase awareness of food borne illness in a targeted community.
- Implementation of the Agency-wide Corporate Compliance Program, including and Agency Code of Conduct, issues/complaint investigation procedures and training for all Agency staff.
- Completion of the Public Health Services Restructuring Plan, which achieves a significant flattening of the organizational structure and establishes the new roles of Chief Medical Officer and Chief of Public Health Operations.
- Establishment of a Training and Professional Development Plan congruent with the Management Performance Plan and Performance Improvement Plan.
- Development of an Agency-wide Strategic Plan for 2001-2005.
- Initiation of development of the Enterprise Management Information System, which will automate common functions such as intake and appointment scheduling across Behavioral Health, Public Health and Correctional Medical Services. The system will also automate charting and billing functions in Behavioral Health.
- Enhancement of public information, including a Residential Care Website and information on public beaches.



- Development of a user friendly Guide to Services booklet on all Health Care Agency programs and services for the public.
- Establishment of an award winning animal care website for lost animals.
- Provision of information and education to physicians, nurses, paramedics and other emergency responders on recognition and treatment of victims of chemical and biological terrorism. Development and distribution of public informational materials, including brochure on Terrorism: A Guide to Domestic Preparedness.
- Initiation of a Health Care Agency Emergency Operations Center (EOC) for enhancing operational response, in conjunction with the County EOC, to a major emergency or disaster.

Organizational Summary



PUBLIC HEALTH SERVICES - Monitors the incidence of disease and injury in the community and develops preventive strategies to maintain and improve the health of the public.

BEHAVIORAL HEALTH SERVICES - Provides a culturally competent and client-centered system of behavioral health services for all eligible county residents in need of mental health care and/or treatment for alcohol and other drug abuse.

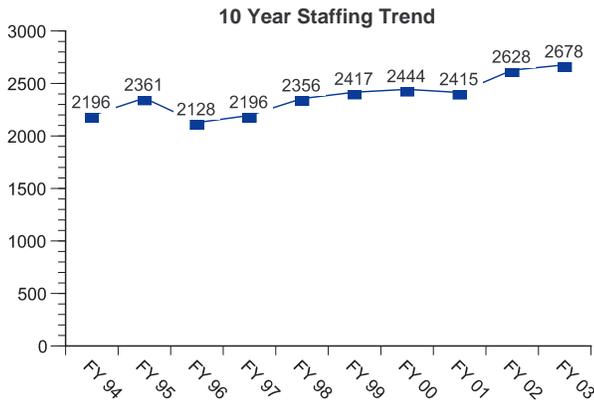
MEDICAL & INSTITUTIONAL HEALTH SERVICES - Coordinates emergency medical care, provides medical and behavioral health care to adults and children in institutional settings, and contracts essential medical services for patients for whom the County is responsible.

REGULATORY HEALTH SERVICES - Ensures food safety and water quality and protects the public's health and safety from harmful conditions in the environment, from animal-related injury, and from disease and nuisance hazards through the enforcement of health and safety standards.

ADMINISTRATION - Promotes and provides for the fiscal and operational integrity of the Agency through sound management principles and practices, and provides support services to Agency programs. Information Technology designs, develops, implements, operates and supports HCA computer systems to optimize information processing and customer service. Human Resources ensures sound management principles and practices and compliance with law and regulation through the administration of uniform employment policies and procedures. Quality Management provides resources and expertise in needs assessment, program evaluation, and the development of strategies for public and media relations, response to legislative/regulatory changes,

grant acquisition, and program implementation. The Office of Compliance assures that all Agency operations are conducted ethically, and in conformity with all applicable laws, rules, regulations, standards and other requirements imposed by county, state and federal governments.

Ten Year Staffing Trend:



Ten Year Staffing Trend Highlights:

Over the last ten years, the number of HCA employees has grown by 461 or 21%. During that same period, the population of Orange County has grown by approximately 17%. In FY 1995-96, the number of employees dipped by 233 positions following the County's declaration of bankruptcy. In FY 2000-01 the number of employees decreased by 29 positions due to restructuring. From FY 2000-01 to FY 2001-02, 213 positions were added. This included 51 positions for the Theo Lacy expansion, 23 for Tobacco Settlement Health Care Priorities, and 20 positions for implementation of State staffing standards for California Children's Services. During FY 2001-02, HCA added 29 positions. These included two positions for Proposition 10 Federal Financial Participation, two positions for HIV/AIDS prevention, ten positions for Public Health Field Nursing services, three positions for Alcohol and Drug Abuse services, eight for Substance Abuse and Mental Health Services Adminis-

tration (SAMHSA), and four for Nutrition Services. Twenty-one positions were added for FY 2002-03 BARs, including 19 positions related to Anti-terrorism and 2 positions for the Methadone Clinic.

Budget Summary

Plan for Support of the County's Strategic Priorities:

Costs to prepare for and respond to potential terrorist threats are included in the Requested Budget. Included in the base budget are: site design costs for the relocation of the Animal Shelter; construction costs for the Watershed and Ocean Monitoring lab; health priorities funded from Tobacco Settlement Revenue; and, in-custody Alcohol and Drug rehabilitation services funded by Tobacco Settlement Revenue.

Changes Included in the Base Budget:

This department made internal reductions to come as close as possible to the 2002 Strategic Financial Plan Net County Cost (NCC) Target. The CEO reduced the department's proposed budget to meet the NCC target. The Board approved restoring the funding to allow the department to continue to operate at the current level of service. (See Approved Budget Augmentations and Related Performance Results below).

Agency base budget expenditures total \$462,469,295 an increase of \$41.2 million over the adopted budget for FY 2001-02. Major factors include a 4% cost of living adjustment and employee benefit increases. Streamlining of programs and services agency-wide occurred to meet the Net County Cost target while addressing increases in medication costs, deferral of one-time expenditures, and Information and Technology infrastructure implementation.

Approved Budget Augmentations and Related Performance Results:

Unit/Amount	Description	Performance Plan	Ref. Num.
Anti-Terrorism Preparedness And Response Amount: \$ 5,694,897	New and enhanced programs and services related to Anti-Terrorism Preparedness and Response	Implement and improve Anti-Terrorism activities throughout the Agency	042-001
Continue Current Level of Service Amount: \$ 7,118,670	Fund increased retirement/health insurance costs; slower than anticipated realignment revenue growth	Continue to operate at current level of service.	042-018



Approved Budget Augmentations and Related Performance Results: (Continued)

Unit/Amount	Description	Performance Plan	Ref. Num.
Implementing Audit-Related Efficiencies Amount:\$ 99,988	Meet Internal Audit's recommendation for Animal Care Services	Strengthen cash handling and administrative operations	042-002
Comp Nurse Prac II, Contract Forensic Ped Phys Spec II, and CSW II/MFT II Amount:\$ 360,840	Expand Child Abuse Services	Increase utilization of CAST services to 600 examinations and case reviews annually	042-003
Methadone Treatment Accreditation Program Amount:\$ 177,343	Add two positions in order to meet new Federal mandates	Meet increased demand of program documentation, service, delivery, and reporting mandates	042-004
Tuberculosis Prevention in Orange County Amount:\$ 46,614	Provide treatment for latent tuberculosis infection for infected persons	Provide treatment for persons with latent tuberculosis infection	042-005
Development of proper staffing level to meet workload Amount:\$ 87,792	Properly staff the dental clinic	Provide increased Children/Juvenile, Emergency, and HIV Dental Services to the indigent population	042-007
CCS Administrative Staffing Standards for Case Management Amount:\$ 454,228	Meet case management mandates and expedite eligibility and authorizations	Determine eligibility and authorize services within five days for 95 percent of pending cases	042-009
CCS Medical Therapy Program Amount:\$ 499,704	Provide physical therapy for children with severe physical disabilities	Provide direct client services; meet AB 3632 timelines 80 percent of the time	042-010
Quality Management - Ryan White CARE Act Funded HIV Services Amount:\$ 56,923	Develop and implement a quality management program	Improve quality of care provided to patients living with HIV disease	042-012
Perinatal Substance Abuse Services Initiative (PSASI) Program Expansion Amount:\$ 629,867	Expand Perinatal Substance Abuse Services/ Assessment Coordination Team	Increase the number of referrals and women served	042-014
Public Health Lab Remodel Amount:\$ 450,000	Continue integrated lab remodel project	Complete Phase IV of Public Health Lab Remodel	042-015
HCA Agency-wide Health Care Information System Staffing Amount:\$ 0	Reduce contract staff supporting the Agency-wide Info System	Provide application building, implementation, and support of the Agency-wide system	042-016
Chlamydia Testing Amount:\$ 321,075	Expand Chlamydia testing for clients	Perform Chlamydia testing in-house and eliminate the use of a contract laboratory	042-017
Impact of May Revise Amount:\$ (13,869,866)	Reflects the impact of the State's May budget revise on HCA	N/A	042-019

Final Budget and History:

Sources and Uses	FY 2000-2001 Actual Exp/Rev	FY 2001-2002 Final Budget	FY 2001-2002 Actual Exp/Rev ⁽¹⁾	FY 2002-2003 Final Budget	Change from FY 2001-2002 Actual	
					Amount	Percent
Total Positions	-	2,628	2,657	2,678	21	0.79
Total Revenues	310,388,383	368,458,158	366,799,923	386,341,374	19,541,450	5.33
Total Requirements	354,287,531	421,302,841	417,475,191	457,230,169	39,754,977	9.52
Net County Cost	43,899,148	52,844,683	50,675,267	70,888,795	20,213,527	39.89

(1) Amounts include prior year expenditures and exclude current year encumbrances. Therefore, the totals listed above may not match Total FY 2001-02 Actual Expenditure + Encumbrance included in the "At a Glance" section.

Detailed budget by expense category and by activity is presented for agency: Health Care Agency in the Appendix on page 480.

Highlights of Key Trends:

■ The Health Care Agency will face a number of significant challenges in FY 2002-03. At this time the most significant challenge is the uncertainty of the economy, and its impact on funding and services. The Agency's largest revenue source is Realignment, which is funded from sales tax collections and Vehicle License Fee collections. A prolonged economic downturn could affect the funding levels received next fiscal year at a time

when demand for health care services will very likely be increasing. In addition, the downturn in the economy will affect revenue collected by the State. Funding decisions made by the Governor and Legislature to balance the State budget could have dramatic impacts on services at the local level. The Agency will continue to work with its county and community partners in carrying out services during this uncertain economic period.

Budget Units Under Agency Control

No.	Agency Name	Public Health Services	Behavioral Health Services	Medical & Institutional Health Services	Regulatory Health Services	Administration	Total
042	Health Care Agency	106,092,110	185,105,782	114,808,119	27,614,267	23,609,891	457,230,169
	Total	106,092,110	185,105,782	114,808,119	27,614,267	23,609,891	457,230,169



063 - SOCIAL SERVICES AGENCY

Operational Summary

Mission:

The Social Services Agency is comprised of dedicated, caring, efficient staff whose mission is to deliver quality social services that are accessible and responsive to the community, encourage personal responsibility, strengthen individuals, preserve families, protect vulnerable adults and children, and recognize cultural diversity. We succeed in our mission through encouragement and respect for our clients, partnerships with the community and a commitment to innovation and excellence in leadership.

At a Glance:

Total FY 2001-2002 Actual Expenditure + Encumbrance:	365,004,145
Total Final FY 2002-2003 Budget:	387,803,652
Percent of County General Fund:	16.07%
Total Employees:	3,951.00

Strategic Goals:

- Provide services to help needy or vulnerable adults and children to receive health care, food, shelter, clothing, and protection from abuse and neglect.
- Promote independence and self-sufficiency by helping the unemployed, underemployed, and emancipating youth achieve and sustain stable employment.
- Increase the capacity of community and public agencies to provide services to the residents of Orange County through collaborative planning, partnerships and technical assistance.

Key Outcome Measures:

Performance Measure	2001 Business Plan Results	2002 Business Plan Target	How are we doing?
<p>CALWORKS CASES WITH EARNED INCOME What: The percentage of CalWORKs cases with mandatory Welfare-To-Work participants who report earnings. Why: Welfare reform laws stress client self-sufficiency & personal responsibility through employment.</p>	<p>Between FY 94/95 and FY 00/01, the percentage of CalWORKs cases with mandatory Welfare-To-Work (WTW) participants with earned income increased. For the period covering 07/01 through 12/01, the number of participants reporting earnings is 68%, a slight decrease from the FY 00/01 total of 72%.</p>	<p>We plan to work closely with contractors, the community and faith-based organizations to encourage recipients to become employed and to improve employment prior to the end of the 60-month time limit. We will also continue to work on innovations to help recipients with transportation and child care.</p>	<p>In seven years, the percentage of Welfare-To-Work (WTW) recipients reporting earnings has gone from 33% to 72%. This may be due to "work first" projects, full implementation of WTW, and a good economy. The Agency faces a challenge as the economy changes and we see a softer labor market for clients.</p>



Key Outcome Measures: (Continued)

Performance Measure	2001 Business Plan Results	2002 Business Plan Target	How are we doing?
<p>MEDI-CAL COVERAGE What: Monthly average no. of persons receiving Medi-Cal less those receiving Medi-Cal in other programs. Why: Monitoring persons served by this program alerts us to the medical requirements of needy families.</p>	<p>The average number of persons receiving Medi-Cal for the period covering 07/01 through 12/01 is 188,695. This excludes those receiving Medi-Cal via other programs. Tracking those served helps with awareness of the medical needs of low-income families and planning ways to reach the uninsured.</p>	<p>Expand outreach efforts and make changes that facilitate applying for and retaining benefits. Strategies include placing Medi-Cal staff at locations around the county, using Children and Families Commission of Orange County funds for mobile health vans, and capacity building for community clinics.</p>	<p>Medi-Cal enrollment increased by 22% last year due to regulation changes and enhanced outreach efforts. New projects that focus on outreach and access, along with legislation that simplifies and expedites application processing, should result in continued increases in Medi-Cal enrollment numbers.</p>
<p>ADOPTIVE HOME PLACEMENTS What: The number of children adopted in the County of Orange. Why: Placements give children permanency & stability in family environments free from abuse and neglect.</p>	<p>Children and Family Services placed 247 children in homes approved for adoptive placements from July 2001 through December 2001. By being placed in an adoptive home, each child will have an opportunity to be raised in a loving and supportive home and achieve a life-long relationship with the family.</p>	<p>The Adoption Program will continue to partner with private agencies to study adoptive families. They will also work with the Kinship Center to create a new Adoption Recruiter/Marketer. The Concurrent Planning program will expand to a second unit which will facilitate earlier adoptions for children.</p>	<p>The Children and Family Services Division received an Excellence in Adoption award for increasing permanency for special needs children. Retaining social work staff within the program continues to be a challenge. Adoptive homes were found for 419 children during FY 00/01, a 2% decline from FY 99/00.</p>
<p>ADULT PROTECTIVE SERVICES FINANCIAL ABUSE RECOVERY What: This measurement depicts the cumulative amount of preserved/recovered funds of exploited elders. Why: Reports of elder abuse and financial exploitation are increasing.</p>	<p>When abuse occurs and there is no family member to intervene, Adult Protective Services (APS) works with the Public Guardian's Office to protect the victim's assets. Last year, an average of \$1.1 million in assets was protected monthly through this alliance with the Deputy Public Guardian's Office.</p>	<p>We anticipate being able to increase the amount of assets protected next year. Staffing for this project has been increased and once new staff is fully trained, more cases should be investigated. Next year, we hope to recover at least \$16 million.</p>	<p>We are protecting many victims and their assets by intervening sooner to prevent financial abuse. A state budget shortfall threatens our ability to meet the demand in FY 02/03. Growth in the value of assets recovered is difficult to predict, as the estates of many victims are small.</p>

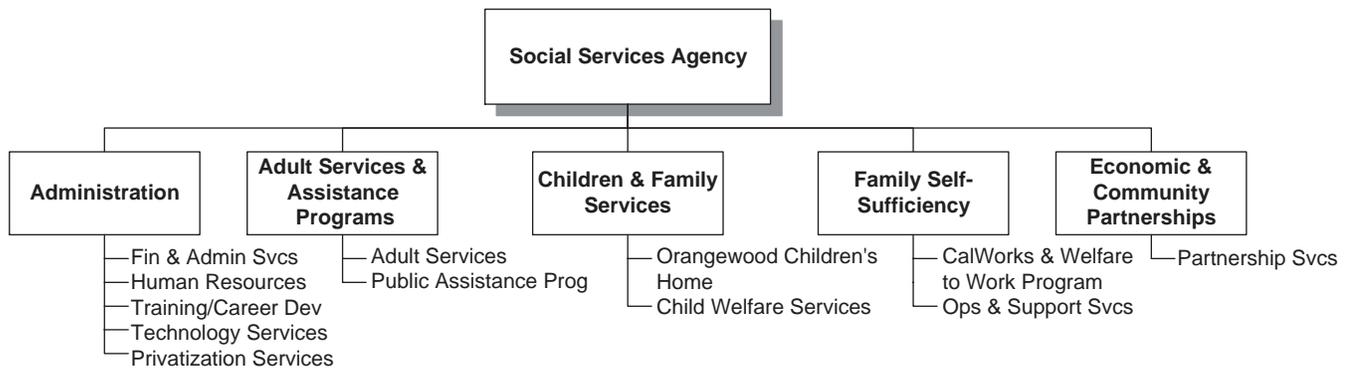
Fiscal Year FY 2001-2002 Key Project Accomplishments:

- The In-Home Supportive Services (IHSS) Advisory Committee, which includes SSA staff members, adopted by-laws and established a time line to implement Employer of Record by July 2002.
- Funding was approved for a second concurrent planning unit in the Children and Family Services court services program. Contingent upon hiring and training of additional staff, 50% of all continuing cases should be receiving concurrent planning by June 2002.
- The Child Welfare Services/Case Management System was fully implemented June 30, 2001. Staff has been trained and case plan entry is being monitored via ad hoc reports.
- Contracts effective September 1, 2001 for new Family Resource Centers bring the number of centers to 18. SSA/FaCT partnered with the Children and Families Commission of Orange County to develop a countywide in-home visitation strategy.

- Medi-Cal cases have increased by an average of 2,200 per month as a result of promoting mail-in applications, relaxing reporting requirements, and automatically converting benefits for families terminating from cash assistance. Continued caseload growth is anticipated.
- In collaboration with community partners, Medi-Cal staff are located at 34 outstation sites throughout the county.
- SSA is coordinating implementation of \$4 million of contracted services to provide accessible housing and emergency rental assistance for CalWORKs participants and to ensure maximum utilization of housing vouchers through the local housing authorities.
- From January 1, 2000 through June 30, 2001, permanent housing was provided for 1,288 Welfare-To-Work participants through vouchers issued through collaboration with the Anaheim Housing Authority.
- Children and Family Services received an Excellence in Adoption award from the United States Department of Health and Human Services for increasing permanency for special needs children.
- In conjunction with the local Workforce Investment Boards, SSA has developed and implemented new voluntary employment program for CalWORKs non parents (NCP) and emancipated foster youth. A video to provide NCPs with resource information has been produced in cooperation with other County departments. Through September 2001, the NCP program accomplished the following: 1) 235 CalWORKs-eligible NCP referrals were made, 26 were enrolled and 20 were placed in full time employment. 2) 37 incarcerated NCPs were enrolled, and 6 were placed in full time employment.
- A total of 65 foster youth and over 1,000 other youth participated in Youth Employment Programs. They all were enrolled in Pre-Employment (Work Maturity) Workshops, Labor Market Workshops, and Work Experience Workshops.
- SSA is providing intensive caseload management to victims of domestic abuse, community service participants, and families with extensive barriers to employment. In 2001, domestic abuse referrals from CalWORKs averaged 72 per month. Domestic Abuse Services Unit (DASU) staff are collocated in CalWORKs offices, and SSA has contracted with two community-based organizations to provide in-home parental aide services to DASU clients. Seven staff were added to DASU and staff has been collocated in all four Family Self-Sufficiency regional offices in order to expand service delivery to CalWORKs clients.
- SSA is expanding the quality and continuity of services to foster youth and their caretakers through collaboration with the Health Care Agency, Department of Education, school districts, Regional Center of Orange County, and Probation Department.
- Effective July 1, 2001, the Senior Health Outreach Prevention Program was implemented with Adult Services and the Health Care Agency (HCA) to serve low income, underserved and/or homebound adults who are unable or unwilling to access traditional behavioral health or physical health services. HCA will report suspected elder/dependent adult abuse to SSA and refer clients, as appropriate, for other assistance.
- SSA participates in Financial Abuse Specialist Team (FAST), a partnership of public and private multidisciplinary professionals who coordinate intervention plans for complex financial abuse cases for elderly or dependent adults. Staff attends monthly meetings to present cases for consideration, and two training sessions on financial elder abuse were presented for FAST members.
- In an effort to increase reporting of adult abuse, Adult Protective Services participated in 18 presentations on abuse of elderly and dependent adults to a total of 488 medical professionals, and eight medical students accompanied staff on home visits to frail seniors. Senior Social Workers referred 113 cases to the UCI Vulnerable Adult Specialist Team (VAST). Adult Protective Services social work staff attended training by the District Attorney's Office on testifying on adult abuse in court.
- Two contract agencies began providing Wraparound Services to care for seriously emotionally disturbed children in community-based family settings effective July 1, 2001. Twenty-four children are receiving services at this time.
- SSA is participating in the Children's Health Care Access Initiative collaborative with the Health Care Agency to develop a countywide strategic plan related to health insurance and health care coverage for children.

- Domestic Abuse training for CalWORKs specialized units was completed in May 2001, and in February, 326 CalWORKs staff attended Intensive Needs training, which focused on working with "hard-to-place clients," including those with substance abuse problems and disabilities.
- SSA staff regularly participates in in-service training to build their skills and abilities in areas such as automation, public contact, client services and new procedures and regulations. Other training includes Performance Incentive Plan, cultural diversity, civil rights, training for new supervisors, Interaction Management, advanced supervisory topics, and mediation training. Over 200,000 hours of staff training was provided in 2001, an increase of 120% over the past four years.

Organizational Summary



ADMINISTRATION - Supports the goals of the agency by implementing, facilitating, and coordinating administrative services and projects through fiscal management, human resources, accounting, systems, training, research, privatization services, and program integrity functions.

ADULT SVCS & ASSISTANCE PRGRM - Protects the aged and disabled from abuse and exploitation so that they may live in a safer environment. Administers Federal, State and County mandated assistance programs including Medi-Cal, Food Stamps, and General Relief.

CHILDREN & FAMILY SERVICES - Protects children through the prevention or remedy of conditions which may result in abuse and promotes maintaining families so that children can remain in or return safely to their homes.

FAMILY SELF-SUFFICIENCY - Administers Federal, State and County mandated Refugee Cash Assistance program and CalWORKs program to enable disadvantaged individuals and families to become self-sufficient through employment.

ECONOMIC & COMM PARTNERSHIPS - Supports the goals of the agency by implementing community partnerships, child care capacity building, strategic planning, legislative analysis and volunteer coordination.

DIRECTOR - Supports the goals of the agency by directing all agency programs and operations.

Ten Year Staffing Trend:



Ten Year Staffing Trend Highlights:

- SSA staffing levels increased from FY 98 to FY 01 due to the following:

- Medi-Cal, Food Stamps, Adult Protective Services, In-Home Supportive Services, Multipurpose Senior Services, Foster Care, Child Welfare Services Caseload Growth
- Governor's Adoptions Initiative
- County Restructuring
- Welfare Reform
- Orangewood Children's Home (AB 1197)
- Technology Support for Mandated Systems
- Placement Resources and Support
- Transfer of Multipurpose Senior Services Program from CSA
- Independent Living Program
- Child Welfare Services Workload Relief
- Transfer of Welfare Fraud Investigation Staff from District Attorney
- Transfer of Proposition 10 positions to SSA

Budget Summary

Plan for Support of the County's Strategic Priorities:

SSA established the Facilities Development and Maintenance Fund (14T) to budget and account for facilities projects approved in the County's Strategic Financial Plan. 14T includes funds to cover the cost of a 60 bed facility at Tustin MCAS and some funds to be applied toward the cost of a 50 bed new admissions and 85 bed court return facility at El Toro.

Changes Included in the Base Budget:

Reduction in Medi-Cal program due to no state funding for the increased cost of doing business

General Salary Increases, Performance Incentive Plan program, Management Performance Plan

Retirement rate increases

Health and other insurance rate increases

CalWORKs Performance Incentive Funds for projects approved by the Board

Annualization of midyear augmentations

Reduced costs in areas which would have a minimal impact on services to clients including overtime, extra help, office expense, and equipment to absorb net county cost increases

Approved Budget Augmentations and Related Performance Results:

Unit/Amount	Description	Performance Plan	Ref. Num.
Medi-Cal Cost of Doing Business Amount:\$ 1,562,180	\$.8M to restore staff for Medi-Cal to current targets-343.65 cont' cases & 54.55 intake case/worker.	Restore staff to the current caseload targets-343.65 continuing & 54.55 intake cases/worker.	063-001
Adoption Services Recruitment Amount:\$ 400,000	Recruitment to facilitate approval process for adoptive parents of special needs children.	Increase productivity to a total of 440 adoptive placements annually.	063-002
Foster Care Task Force Recruitment Amount:\$ 250,000	\$250,000 to develop and implement a recruitment/marketing plan for foster/adoptive parents.	Contract to develop/implement plan to increase foster/adoptive parents and placement alternatives.	063-005
Impact of May Revise Amount:\$ (39,278,080)	Reflects the impact of the State's May budget revise on SSA.	N/A	063-006



Final Budget and History:

Sources and Uses	FY 2000-2001 Actual Exp/Rev	FY 2001-2002 Final Budget	FY 2001-2002 Actual Exp/Rev ⁽¹⁾	FY 2002-2003 Final Budget	Change from FY 2001-2002 Actual	
					Amount	Percent
Total Positions	-	3,914	3,951	3,951	0	0.00
Total Revenues	289,379,677	381,197,475	333,550,407	361,661,416	28,111,008	8.43
Total Requirements	308,099,674	404,697,025	353,604,436	387,803,652	34,199,215	9.67
Net County Cost	18,719,997	23,499,550	20,054,028	26,142,236	6,088,207	30.36

(1) Amounts include prior year expenditures and exclude current year encumbrances. Therefore, the totals listed above may not match Total FY 2001-02 Actual Expenditure + Encumbrance included in the "At a Glance" section.

Detailed budget by expense category and by activity is presented for agency: Social Services Agency in the Appendix on page 484.

Highlights of Key Trends:

- Moderate growth is projected for various programs administered by the agency. Consistent with the State budget, assumes no increased cost of doing business

funding will be available from the State for administration of Medi-Cal, In-Home Supportive Services, Foster Care, and Food Stamp programs.

Budget Units Under Agency Control

No.	Agency Name	Administration	Adult Service & Assistance Program	Children & Family Services	Family Self-Sufficiency	Economic & Comm Partnerships	Director	Total
063	Social Services Agency	51,602,271	68,061,431	131,302,045	121,965,707	13,966,736	905,462	387,803,652
065	Calworks Family Group/Unemployed Parents	0	0	0	120,557,181	0	0	120,557,181
066	AFDC - Foster Care	0	0	116,194,861	0	0	0	116,194,861
067	Aid To Refugees	0	0	0	713,557	0	0	713,557
068	Case Data System	0	0	0	0	0	0	0
069	General Relief	0	1,429,546	0	0	0	0	1,429,546
14T	Facilities Development And Maintenance Fund	0	0	14,036,981	0	0	0	14,036,981
590	In Home Support Services	0	1,032,225	0	0	0	0	1,032,225
Total		51,602,271	70,523,202	261,533,887	243,236,445	13,966,736	905,462	641,768,003



065 - CALWORKS FG/U

Operational Summary

Description:

This program provides financial assistance to families with dependent children when one of the parents is absent from the home, incapacitated, or when the principal wage earning parent is unemployed and program and income eligibility requirements are met.

At a Glance:

Total FY 2001-2002 Actual Expenditure + Encumbrance:	113,426,147
Total Final FY 2002-2003 Budget:	120,557,181
Percent of County General Fund:	5.00%
Total Employees:	0.00

Budget Summary

Changes Included in the Base Budget:

Caseloads are projected to increase 3.7% in FY 02/03 and assumes no cost of living adjustment consistent with the Governor's budget.

Final Budget and History:

Sources and Uses	FY 2000-2001 Actual Exp/Rev	FY 2001-2002 Final Budget	FY 2001-2002 Actual Exp/Rev ⁽¹⁾	FY 2002-2003 Final Budget	Change from FY 2001-2002 Actual	
					Amount	Percent
Total Revenues	106,422,495	104,439,480	111,356,026	117,543,251	6,187,224	5.56
Total Requirements	108,709,399	107,117,415	113,426,147	120,557,181	7,131,033	6.29
Net County Cost	2,286,904	2,677,935	2,070,120	3,013,930	943,809	45.59

(1) Amounts include prior year expenditures and exclude current year encumbrances. Therefore, the totals listed above may not match Total FY 2001-02 Actual Expenditure + Encumbrance included in the "At a Glance" section.

Detailed budget by expense category and by activity is presented for agency: Calworks FG/U in the Appendix on page 487.

Highlights of Key Trends:

- Caseloads are projected to increase 3.7% in FY 02/03.

066 - AFDC - FOSTER CARE

Operational Summary

Description:

This program pays for the care and supervision of children in foster care. Such placements may be voluntary but are primarily in situations of dependency or ward status. This budget also includes the Adoption Assistance Program, placement costs for seriously emotionally disturbed children, and special services for medically needy children.

At a Glance:

Total FY 2001-2002 Actual Expenditure + Encumbrance:	111,514,220
Total Final FY 2002-2003 Budget:	116,194,861
Percent of County General Fund:	4.82%
Total Employees:	0.00

Budget Summary

Changes Included in the Base Budget:

This program is projected to experience a 2% increase in caseloads in FY 02/03. The budget assumes no cost of living adjustment consistent with the Governor's budget.

Final Budget and History:

Sources and Uses	FY 2000-2001 Actual Exp/Rev	FY 2001-2002 Final Budget	FY 2001-2002 Actual Exp/Rev ⁽¹⁾	FY 2002-2003 Final Budget	Change from FY 2001-2002 Actual	
					Amount	Percent
Total Revenues	79,218,878	84,344,506	87,625,262	88,422,253	796,990	0.91
Total Requirements	97,856,343	110,445,246	111,162,317	116,194,861	5,032,543	4.53
Net County Cost	18,637,465	26,100,740	23,537,054	27,772,608	4,235,553	18.00

(1) Amounts include prior year expenditures and exclude current year encumbrances. Therefore, the totals listed above may not match Total FY 2001-02 Actual Expenditure + Encumbrance included in the "At a Glance" section.

Detailed budget by expense category and by activity is presented for agency: AFDC - Foster Care in the Appendix on page 488.

Highlights of Key Trends:

- This program is projected to experience a 2% increase in caseloads in FY 02/03.



067 - AID TO REFUGEES

Operational Summary

Description:

This program provides financial assistance to recipients eligible under Refugee Cash Assistance (RCA).

At a Glance:

Total FY 2001-2002 Actual Expenditure + Encumbrance:	455,304
Total Final FY 2002-2003 Budget:	713,557
Percent of County General Fund:	0.03%
Total Employees:	0.00

Budget Summary

Changes Included in the Base Budget:

This program is projected to have a level caseload in FY 02/03. This budget assumes no cost of living adjustment consistent with the Governor's budget.

Final Budget and History:

Sources and Uses	FY 2000-2001 Actual Exp/Rev	FY 2001-2002 Final Budget	FY 2001-2002 Actual Exp/Rev ⁽¹⁾	FY 2002-2003 Final Budget	Change from FY 2001-2002 Actual	
					Amount	Percent
Total Revenues	650,471	334,766	833,230	713,557	(119,673)	-14.36
Total Requirements	363,898	334,766	455,304	713,557	258,253	56.72
Net County Cost	(286,573)	0	(377,926)	0	377,926	-100.00

(1) Amounts include prior year expenditures and exclude current year encumbrances. Therefore, the totals listed above may not match Total FY 2001-02 Actual Expenditure + Encumbrance included in the "At a Glance" section.

Detailed budget by expense category and by activity is presented for agency: Aid to Refugees in the Appendix on page 489.

Highlights of Key Trends:

- This program is projected to have a level caseload in FY 02/03.

068 - CASE DATA SYSTEM

Operational Summary

Description:

As part of the Case Data/GIS System, this is a "clearing account" for processing public assistance payments (aid payments) as well as payments for CalWORKs supportive services, child support pass-on/disregards, Targeted Assistance Program (TAP) and Refugee Employment Support Services (RESS) supportive services. The appropriations are fully offset by cost application to the aid payments agencies and social services operations (Agency 063) for CalWORKs, RESS, and TAP payments.

Budget Summary

Final Budget and History:

Sources and Uses	FY 2000-2001 Actual Exp/Rev	FY 2001-2002 Final Budget	FY 2001-2002 Actual Exp/Rev ⁽¹⁾	FY 2002-2003 Final Budget	Change from FY 2001-2002 Actual	
					Amount	Percent
Total Requirements	(73,033)	0	(1,311)	0	1,311	-100.00
Net County Cost	(73,033)	0	(1,311)	0	1,311	-100.00

(1) Amounts include prior year expenditures and exclude current year encumbrances. Therefore, the totals listed above may not match Total FY 2001-02 Actual Expenditure + Encumbrance included in the "At a Glance" section.

Detailed budget by expense category and by activity is presented for agency: Case Data System in the Appendix on page 490.



069 - GENERAL RELIEF

Operational Summary

Description:

This program provides financial assistance to those persons who are ineligible for any federal or state programs which provide cash assistance. It is largely an emergency assistance program when other resources are not available to meet the needs of the applicant(s).

At a Glance:

Total FY 2001-2002 Actual Expenditure + Encumbrance:	885,300
Total Final FY 2002-2003 Budget:	1,429,546
Percent of County General Fund:	0.06%
Total Employees:	0.00

Budget Summary

Changes Included in the Base Budget:

Caseloads are projected to increase 11.8% in FY 02/03.

Final Budget and History:

Sources and Uses	FY 2000-2001 Actual Exp/Rev	FY 2001-2002 Final Budget	FY 2001-2002 Actual Exp/Rev ⁽¹⁾	FY 2002-2003 Final Budget	Change from FY 2001-2002 Actual	
					Amount	Percent
Total Revenues	887,706	786,716	1,103,037	1,027,017	(76,020)	-6.89
Total Requirements	734,654	1,073,245	885,299	1,429,546	544,246	61.48
Net County Cost	(153,052)	286,529	(217,738)	402,529	620,267	-284.87

(1) Amounts include prior year expenditures and exclude current year encumbrances. Therefore, the totals listed above may not match Total FY 2001-02 Actual Expenditure + Encumbrance included in the "At a Glance" section.

Detailed budget by expense category and by activity is presented for agency: General Relief in the Appendix on page 491.

Highlights of Key Trends:

- Caseloads are projected to increase 11.8% in FY 02/03.

14T - FACILITIES DEVELOPMENT AND MAINTENANCE

Operational Summary

Description:

This fund was established to budget and account for facilities projects approved in the County's Strategic Financial plan.

At a Glance:	
Total FY 2001-2002 Actual Expenditure + Encumbrance:	1,591,141
Total Final FY 2002-2003 Budget:	14,036,981
Percent of County General Fund:	N/A
Total Employees:	0.00

Budget Summary

Plan for Support of the County's Strategic Priorities:

SSA established the Facilities Development and Maintenance Fund (14T) to budget and account for facilities projects approved in the County's Strategic Financial Plan. 14T includes funds to cover the cost of a 60 bed facility at Tustin MCAS and some funds to be applied toward the cost of a 50 bed new admissions and 85 bed court return facility at El Toro.

Changes Included in the Base Budget:

14T includes funds to cover the cost of a 60 bed facility at Tustin MCAS and some funds to be applied toward the cost of a 50 bed new admissions and 85 bed court return facility at El Toro.

Final Budget and History:

Sources and Uses	FY 2000-2001 Actual Exp/Rev	FY 2001-2002 Final Budget	FY 2001-2002 Actual Exp/Rev ⁽¹⁾	FY 2002-2003 Final Budget	Change from FY 2001-2002 Actual	
					Amount	Percent
Total Revenues	14,784,588	14,746,676	14,984,174	14,036,981	(947,193)	-6.32
Total Requirements	332,946	14,746,676	1,575,415	14,036,981	12,461,565	791.00
Balance	14,451,642	0	13,408,758	0	(13,408,758)	-100.00

(1) Amounts include prior year expenditures and exclude current year encumbrances. Therefore, the totals listed above may not match Total FY 2001-02 Actual Expenditure + Encumbrance included in the "At a Glance" section.

Detailed budget by expense category and by activity is presented for agency: Facilities Development and Maintenance in the Appendix on page 496.



590 - IN-HOME SUPPORTIVE SERVICES PUBLIC AUTHORITY

Operational Summary

Description:

This fund was established to budget and account for the In-Home Supportive Services Public Authority administration costs.

At a Glance:

Total FY 2001-2002 Actual Expenditure + Encumbrance:	0
Total Final FY 2002-2003 Budget:	1,032,225
Percent of County General Fund:	N/A
Total Employees:	0.00

Budget Summary

Plan for Support of the County's Strategic Priorities:

SSA established the In-Home Supportive Services (IHSS) fund (590) to budget and account for the administration costs of the IHSS Public Authority.

Changes Included in the Base Budget:

590 includes funds to cover the administration costs of the In-Home Supportive Services Public Authority.

Approved Budget Augmentations and Related Performance Results:

Unit/Amount	Description	Performance Plan	Ref. Num.
Establish Fund 590 In Home Support Services (IHSS) Public Authority Amount:\$ 1,032,225	Establishes the IHSS Public Authority budget for FY 02-03.	Maintain compliance with Welfare and Institutions Code Sections 12301.6 and 12302.25.	590-001

Final Budget and History:

Sources and Uses	FY 2000-2001 Actual Exp/Rev	FY 2001-2002 Final Budget	FY 2001-2002 Actual Exp/Rev ⁽¹⁾	FY 2002-2003 Final Budget	Change from FY 2001-2002 Actual	
					Amount	Percent
Total Revenues	0	0	0	1,032,225	1,032,225	0.00
Total Requirements	0	0	0	1,032,225	1,032,225	0.00
Balance	0	0	0	0	0	0.00

(1) Amounts include prior year expenditures and exclude current year encumbrances. Therefore, the totals listed above may not match Total FY 2001-02 Actual Expenditure + Encumbrance included in the "At a Glance" section.

Detailed budget by expense category and by activity is presented for agency: In-Home Supportive Services Public Authority in the Appendix on page 498.

13N - ORANGE COUNTY TOBACCO SETTLEMENT

Operational Summary

Description:

To administer the use of the County's share of the national Tobacco Settlement in accordance with the conditions set forth in a local initiative, Measure "H", approved by the voters on November 7, 2001.

On November 23, 1998 the major American cigarette manufacturers agreed to a settlement (Master Settlement Agreement, MSA) of litigation brought by the Attorneys General of 46 States (including California), five U.S. territories and the District of Columbia. In addition to restrictions related to cigarette advertising and underage smoking, the MSA requires that the tobacco companies pay the participants an estimated \$206 Billion over the next 25 years. After certain adjustments the payments are distributed on a population basis, with California estimated to receive (1990 census) about 12.8%. California's share is split 50-50 between the State and the eligible cities and Counties. Orange County's portion of the local share is about 7.3%.

Strategic Goals:

- Administer the County's share of Tobacco Settlement Revenue received on or after July 1, 2001, in strict accordance with the requirements of voter approved Measure "H".

SENIORS & PERSONS WITH DISABILITIES - 19% is allocated to this Measure "H" category.

EMERGENCY ROOM PHYSICIANS & SPECIALISTS - 23%, is allocated to this Measure "H" category.

TOBACCO PREVENTION & CONTROL - 12%, is allocated to this Measure "H" category.

CHILDREN & FAMILY HEALTH SERVICES - 20%, is allocated to this Measure "H" category.

Although there are not any conditions placed on the use of TSR local share by the MSA or State statute, Measure "H", which takes effect on July 1, 2001 restricts the use of TSR to specific health and public safety initiatives. Measure "H" which has been upheld in the Superior Court, requires the use of TSR be restricted to specific health related categories, 80% and public protection programs, 20%. The specific categories are described herein at the Activity level.

Measure "H" applies only to TSR received after July 1, 2001. Please see Fund 14X in program VII for TSR received by the County prior to July 1, 2001.

At a Glance:

Total FY 2001-2002 Actual Expenditure + Encumbrance:	18,805,397
Total Final FY 2002-2003 Budget:	50,450,398
Percent of County General Fund:	N/A
Total Employees:	0.00

COMPREHENSIVE EMERGENCY ROOM SERVICES/ TRAUMA CNTRS - 6%, is allocated to this Measure "H" category.

PUBLIC SAFETY PROGRAM & SERVICES - 20%, is allocated to this Measure "H" category. Of the total in the public safety category, \$1,334,111 will be budgeted for the operation of the 64 bed secured substance abuse program at the Theo Lacy Branch Jail. The remainder of the public safety category, \$4,434,303 is allocated to the Theo Lacy Branch Jail Expansion, Phase III (Building "B").

Ten Year Staffing Trend Highlights:

- This agency has no staff.

Budget Summary

Plan for Support of the County's Strategic Priorities:

The revenue in this fund will be used in accordance to Measure "H" and will reimburse the Health Care Agency and the Sheriff-Coroner for applicable costs.

Final Budget and History:

Sources and Uses	FY 2000-2001 Actual Exp/Rev	FY 2001-2002 Final Budget	FY 2001-2002 Actual Exp/Rev ⁽¹⁾	FY 2002-2003 Final Budget	Change from FY 2001-2002 Actual	
					Amount	Percent
Total Revenues	0	28,842,072	36,406,513	50,450,398	14,043,885	38.58
Total Requirements	0	28,842,072	18,805,397	50,450,398	31,645,001	168.28
Balance	0	0	17,601,116	0	(17,601,116)	-100.00

(1) Amounts include prior year expenditures and exclude current year encumbrances. Therefore, the totals listed above may not match Total FY 2001-02 Actual Expenditure + Encumbrance included in the "At a Glance" section.

Detailed budget by expense category and by activity is presented for agency: Orange County Tobacco Settlement in the Appendix on page 493.