

# ANNUAL REPORT

2024 – 2025



**COUNTY of VENTURA**  
Human Services Agency

# COUNTY OF VENTURA

## BOARD OF SUPERVISORS

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*District 2* – Jeff Gorell

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### County Executive Officer

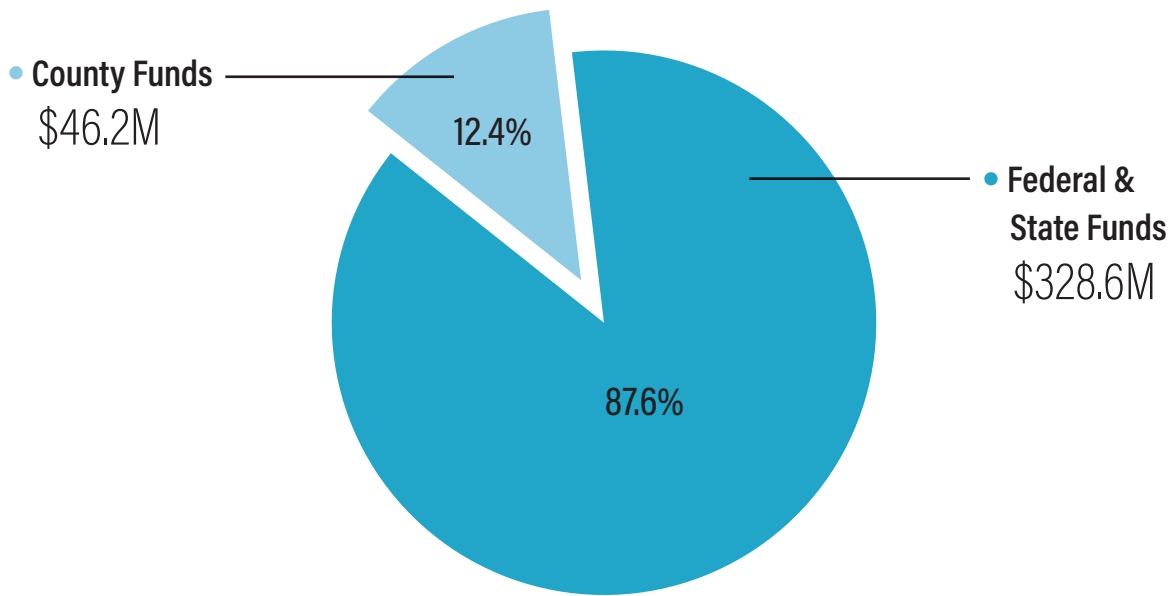
Dr. Sevet Johnson

### Human Services Agency Director

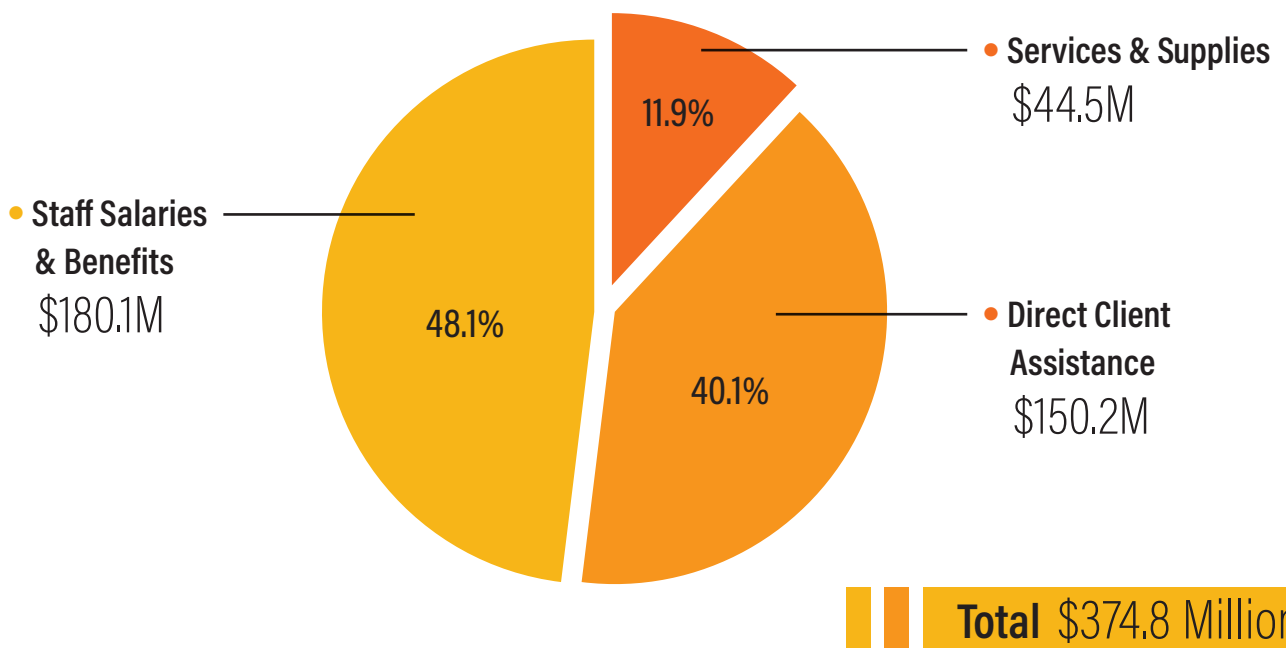
Roger Robinson



## 2024 – 2025 REVENUE



## 2024 – 2025 EXPENDITURES



# DIRECTOR'S MESSAGE

Over this past year, the County of Ventura Human Services Agency (HSA) has worked hard to deliver on our strategic plan focus areas, as highlighted in this report. We accomplished significant milestones that reflect our dedication to improving the lives of our most vulnerable populations and we united to address new challenges, including ongoing uncertainties in state and federal budgets. Fiscal responsibility remains a top priority, and we are committed to maximizing every available resource to ensure that Ventura County residents receive the best possible service.

As I step into this new role, I'm excited for the opportunity to lead a strong, innovative and mission-driven agency that serves one out of every four people in our community. As director of HSA, I am deeply committed to fostering a continued culture of partnership — both with the communities we serve and within our dedicated staff. I believe that by working together, we can overcome challenges, innovate responsibly, and deliver services that are both effective and efficient.

Moving forward, our agency is focused on strengthening internal and community partnerships, enhancing service delivery through data-driven approaches, and advocating for policies that support social equity and access. Together, we will continue building a resilient community where everyone has the opportunity to thrive.

Thank you for your trust and support as we work hand in hand to make a meaningful difference in Ventura County.

*Human Services Agency Director*

Roger Robinson



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# 2024 - 2025 HIGHLIGHTS



**231,729**

Clients helped  
to receive health  
coverage through  
Medi-Cal



**10,689**

Individuals helped  
to receive In-Home  
Supportive Services  
(IHSS)



**79,021**

Individuals helped  
to supplement  
their diets with  
CalFresh benefits



**6,177**

Compensation and  
pension claims filed  
on behalf of veterans  
and their families



**92**

Adoptions and  
guardianships  
facilitated



**235**

Children safely  
reunited with  
their families





# 2024 - 2025 HIGHLIGHTS



**416**

Individuals helped to gain stable housing through Homeless Services



**3,099**

Reports of suspected child abuse or neglect investigated



**4,684**

Reports of adult abuse investigated



**3,145**

Services provided to employers in manufacturing, healthcare, agriculture, construction, and more



**3,426**

Families helped to meet basic needs through California Work Opportunity & Responsibility to Kids (CalWORKs)



**7,268**

Services provided to job seekers and other visitors at America's Job Center of California



# STRENGTHENING CHILDREN AND FAMILIES



## PRIORITIZING KIN-FIRST PLACEMENT

In instances where children cannot safely remain with their parents or caregivers, we believe children should be placed in “kinship care,” a familiar home with a relative or close family friend. This helps maintain familial and other natural connections and minimize the trauma children experience by being separated from their parents. Studies show that kinship care is linked to greater stability as well as improved behavioral and mental health.

Between July 1, 2024, and June 30, 2025, we placed over 65% of children

who came into care with a relative or non-related extended family member. This is substantially higher than the state average.

The dedicated work of our Emergency Response team, along with concerted efforts across programs, has contributed to this high percentage. Efforts include the utilization of family engagement specialists who are trained to assist social workers in finding and engaging family members; our new Family Engagement Training & Coaching Unit, which is a resource for social workers to enhance their family finding and engagement skills; and our Family Empowerment Partnership pilot program, which offers enhanced services to families to increase the likelihood of reunification and decrease the length of time for families to reunify.

## FAMILY FINDING

Two sisters, “Elle” and “Jay,” spent many years in out-of-home/foster care. Our team members helped Elle and Jay create Lifebooks, which serve as a kind of memory book. The books include photos, information about birth families, past placements, milestones and more. They are very therapeutic and help youth in out-of-home care achieve a sense of identity.

While working on the Lifebooks, Elle and Jay eventually shared information with us about their relatives — a topic they had previously been reluctant





to discuss. The sisters had been using Facebook to keep in contact with an aunt living in Mexico. After receiving permission from Elle and Jay to contact the aunt, we learned that the sisters have a number of relatives living in Texas.

After connecting with relatives, the sisters were soon invited by an uncle to meet in Texas. The uncle hosted a welcome party, where Elle and Jay were greeted with hugs and tears by over 15 relatives. The uncle ensured the sisters felt at ease by saying, "This is your home."

Through the work that began with Lifebooks, Elle and Jay have been able to build strong family connections that remind them they are not alone.



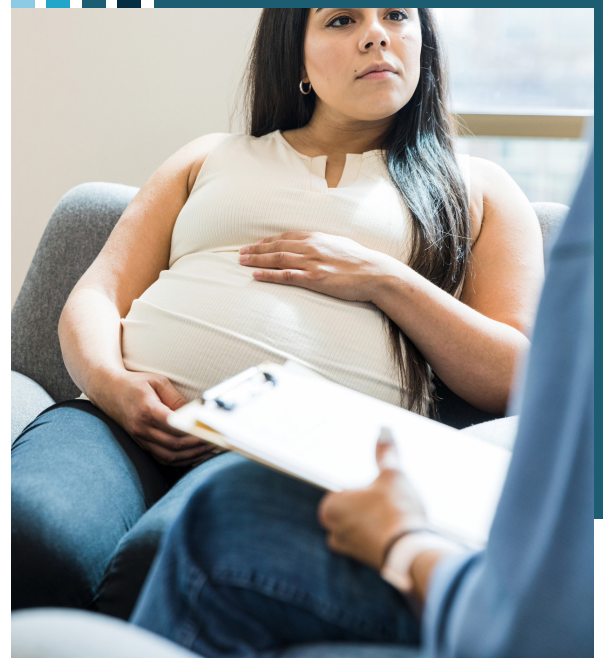
### Key services:

- Peer parent partners with lived experience help parents navigate substance use while parenting, offering guidance and support.
- Resource specialists connect families to housing, food, and other essentials.
- Public health nurses provide parenting support and developmental screenings for infants, and connect families with health resources.
- Substance use treatment services are provided for individuals not eligible for Medi-Cal.
- Family preservation social workers evaluate family needs, facilitate referrals, and maintain ongoing communication with families and service providers.

This comprehensive support aims to strengthen families and improve outcomes for both infants and parents.

## FAMILY PRESERVATION PROGRAM

In July 2025, we launched a new initiative under the State of California's Office of Child Abuse Prevention's Road to Resilience grant as part of our broader Family Preservation Program (FPP). Developed in collaboration with Ventura County Behavioral Health and Public Health, the initiative was created to provide enhanced support for pregnant individuals with substance use histories and parents of substance-exposed infants — a population identified by FPP as needing additional targeted services.





## PROMOTING A “NO WRONG DOOR” APPROACH

The Family Access and Self-Sufficiency Team (FASST) pilot, a collaboration between multiple HSA departments, helps families access needed supports and avoid systems involvement. The program prioritizes early intervention and a “no wrong door” approach that allows families to connect to resources and services from any trusted entry point. The program is currently active at Haycox and Kamala Elementary Schools in Oxnard.

When a parent at Kamala Elementary struggled to access a benefits ID card for her mother’s urgent medical care, a school-based social worker referred her to FASST. That same day, one of our client benefit specialists contacted the family and began the process to access medical care.

FASST is an early demonstration of the Ventura County Wellness System, a countywide initiative to ensure families can access basic needs services from any pathway — whether through public agencies, schools or other community-based organizations. It’s designed to build trust, reduce silos, and invest in meaningful prevention.

## EMPLOYMENT SERVICES

“Diana” is a single parent with two elementary school-age children and two toddlers with autism. She is a survivor of domestic violence and housing instability. Diana was able to utilize CalWORKs Family Stabilization services, which support eligible CalWORKs families in situations that make it harder to participate in Welfare-to-Work activities.

Diana was approved for housing assistance and signed a lease for a unit in a newly constructed housing complex. She is now taking classes at a local community college as she works toward employment and self-sufficiency.

Diana shared the following message with her employment specialist: “Thank you so much for believing in me, and for helping my and my children’s dreams come true.”





# STRENGTHENING ADULTS

## CLIENT NAVIGATION PROGRAM

“Raul” contacted us for assistance with housing resources. He was on limited income and staying in a hotel. One of our resource specialists provided Raul a comprehensive list of low-income housing options, details on security deposit assistance available through the CalWORKs Housing Support Program, information on local sober living houses, and Food Share locations.

During initial conversations, Raul shared his remarkable progress in overcoming substance use and his active participation in Alcoholics Anonymous meetings. Recognizing that Raul was eager to explore new opportunities, we informed him of certification and associate programs available in addictive disorders studies at Oxnard College.

After leveraging the resources provided, Raul secured immediate housing; he is volunteering with Food Share, helping distribute food to other organizations; and he has enrolled full-time at Oxnard College, pursuing an associate degree in addictive disorders studies.



## VC THRIVE

In 2023, we launched VC Thrive, a supplemental income pilot program for low-income former Ventura County foster youth. The program provided participants with a monthly stipend of \$1,000 for a total of 18 months. This income helped participants meet basic needs and eliminate barriers to their potential.

With financial stability as a foundation, Evan took a leap of faith and started his own window washing business, specializing in both commercial buildings and residential homes. What began as a dream quickly turned into a thriving company that now supports his growing family.

Today, Evan is a proud husband and father, providing his daughter with the stable and joyful life he always hoped for. But Evan's story doesn't stop there. Inspired by the support he received, he launched his own outreach initiative to serve others in his community who may be walking a similar path. VC Thrive gave Evan a start, but his heart is paving the way forward.



## WORKFORCE DEVELOPMENT BOARD

With this year's transition of the Workforce Development Board (WDB) to the County Executive Office, we reflect on a decades-long legacy of workforce innovation, beginning with the Comprehensive Employment and Training Act in 1973 and continuing today through the Workforce Innovation and Opportunity Act (WIOA). This evolution focuses on connecting job seekers with opportunities and strengthening our local economy.



Jhared's journey reflects the power of that commitment. When he came to the Ventura County NextGen program through the America's Job Center of California, he was uncertain about his future. With support from dedicated WIOA-funded partners, he gained training, career coaching, mentorship and, ultimately, a job. "It's made my life better, as I'm trying to reach my goal for my future," Jhared shared.

We recognize the extraordinary contributions of the WDB administrative team and the many HSA staff who've

helped shape these outcomes. While the home base has changed, our collaboration remains strong — as does our shared mission. Through partnership and commitment, we continue to build a stronger, more inclusive workforce for Ventura County, one success story at a time.

## HOMELESS SERVICES

After his wife and son passed away, "Brian," a 58-year-old veteran with a disability, found himself homeless, living at the Santa Clara River bottom.

Our Homeless Services Program (HSP) team met with Brian during outreach events and slowly built a trusting relationship. After a temporary stay at a motel through Project Roomkey, HSP helped Brian apply for Social Security benefits, maintain CalFresh and Medi-Cal benefits, and access Veterans Affairs (VA) healthcare benefits.

In 2024, Brian was matched to a housing voucher and, with help from U.S. Vets and The Salvation Army, moved into his own home in February 2025. Now housed and receiving an income and medical care, Brian is rebuilding his life. HSP continues to provide ongoing support as Brian adjusts to living in his own home again.





## PUBLIC ADMINISTRATOR

The Public Administrator (PA) received a referral for “Ms. Smith” who was in an assisted living facility before passing away. PA manages the affairs of Ventura County residents who die without a will or family able to act on their behalf.

PA discovered Ms. Smith owned a home in Ventura County and that an investor was attempting to claim her home through adverse possession, a legal process that allows a person to gain ownership of someone else’s property. The PA team investigated property records and worked with the district attorney and county counsel to challenge the investor’s claim.

Ultimately, the investor withdrew his claim, and the property was preserved for Ms. Smith’s surviving sister.



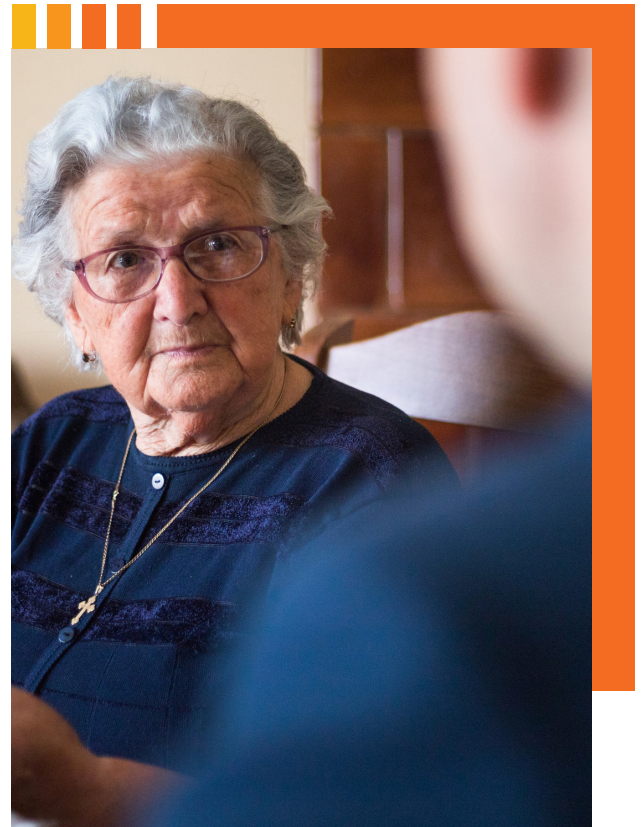
## AGING & DISABILITY SERVICES

Working across traditional program lines yields more comprehensive and integrated services for older adults in our community.

“Martha” has a complex list of medical conditions and has been enrolled in the Multipurpose Senior Services Program (MSSP) and In-Home Supportive Services (IHSS) for many years. She is bed-bound, completely dependent in transferring to a wheelchair, and requires substantial assistance to perform activities.

Martha had been experiencing feelings of depression and isolation. So, her Ventura County Area Agency on Aging social worker connected her with the Program to Encourage Active, Rewarding Lives (PEARLS) and referred her to Adult Protective Services (APS) due to allegations of abuse.

While assessing the claims, APS learned that Martha had not been able to shower for years due to a bathroom setup that did not accommodate her needs. The state-funded Home-Safe Program allowed APS to hire a contractor to modify her shower and provide a shower wheelchair. IHSS Public Authority also secured backup providers when Martha’s primary caregiver is unavailable. Martha has expressed deep appreciation for the support she’s received.





# STRENGTHENING COMMUNITIES



## FARMWORKER RESOURCE PROGRAM

In 2024, the Farmworker Resource Program (FRP) celebrated six years of trusted service to Ventura County's agricultural community. Launched by HSA on behalf of the County Board of Supervisors and County Executive Office, FRP was the first program of its kind in the state and has served as a model to other California counties.

FRP's mission is to help farmworkers better understand labor laws and resolve workplace issues. A dedicated team of multilingual staff offer services in Spanish, Mixteco, Zapoteco and Purépecha. Core services include outreach, referrals, labor issue support and language access.

The team meets clients where they are — through worksite visits, outreach events throughout the county, social media, and a direct phone line available after normal business hours.

During an outreach event in Santa Paula, FRP staff met a couple struggling to obtain consular IDs needed for vital medical care. FRP referred them to our Oxnard office, where staff was able to secure an appointment with the Mexican Consulate. Within 48 hours, the couple had valid IDs and began receiving the medical care they urgently needed.

## MASS CARE & SHELTER

In response to evacuation orders during November 2024's destructive Mountain Fire, we joined the American Red Cross and regional partners to set up a Temporary Evacuation Point and Shelter at Padre Serra Parish in Camarillo. Over 200 residents accessed the shelter during the 4.5-day activation, where they received:

- Accommodations and medical equipment, including showers, beds, canes and walkers
- First aid and medical care
- Transportation and meals
- Pet supplies
- Access to therapists
- Homeless services



## MEDI-CAL PRE-RELEASE PROGRAM

In July 2024, we launched a pre-release partnership with the Ventura County Sheriff's Office. This program ensures that individuals leaving jail have essential health benefits in place, easing their transition back into the community.

Our client benefit specialists conduct interviews at jail sites, prepare Medi-Cal intake packets, and return the information to HSA for eligibility review processing. If approved, individuals have access to Medi-Cal upon release.

## CULTURALLY COMPETENT SERVICE DELIVERY

This year, we partnered with the Mixteco Indígena Community Organizing Project (MICOP) to host a training on understanding the needs of the Latino Indigenous community — the fastest growing population in California.

This training was the first of its kind offered to our Children & Family Services staff. Participants are now equipped with a deeper understanding of the Mixtec culture that will help improve service delivery and better support Mixtec youth, parents and caregivers.



## MOBILE OUTREACH VAN

Introduced in 2025, HSA's new mobile outreach van provides another opportunity to meet community members where they are and familiarize them with the wide range of services and programs available to support their well-being.

Our mobile outreach team will be at many community events throughout the year to share information about food and healthcare programs, employment and housing services, and more with individuals who may otherwise have difficulty accessing the help they need.



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