

# Social Services Agency

September 2022 MONTHLY REPORT



## Our Mission

To promote the economic and social well-being of individuals, families, neighborhoods and communities.

Our agency serves one in four Alameda County residents, totaling approximately 491,000 people. We work collectively and in partnership with over 150 organizations to serve the needs of the community.



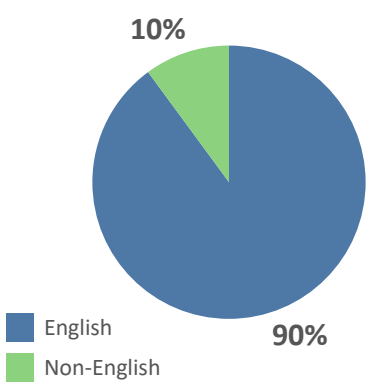
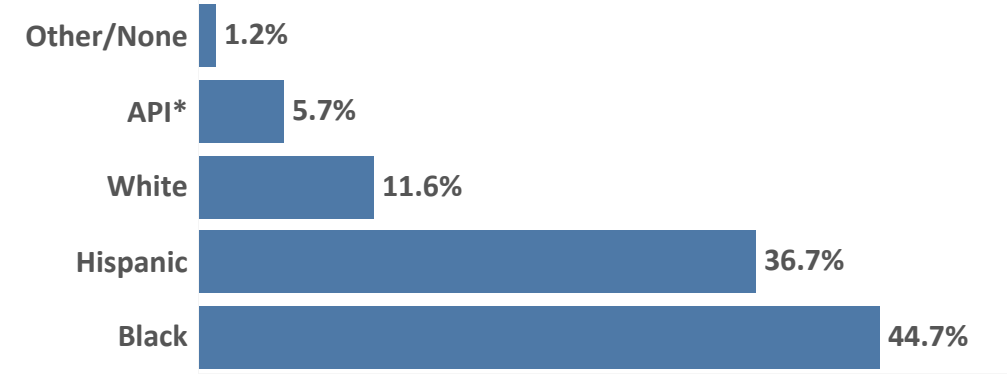
Respect - Integrity - Customer Service - Initiative - Responsibility

Data in this report represent estimates of service delivery units and summary counts. All the service delivery units speak to efforts made in August 2022 unless otherwise specified. Actual counts may vary from 0% to 5% from similarly published reports.

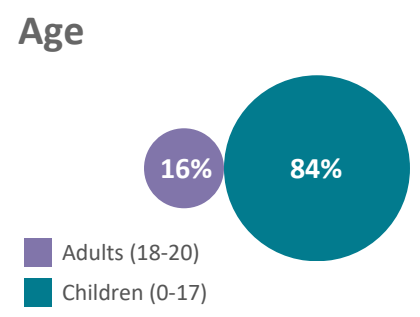
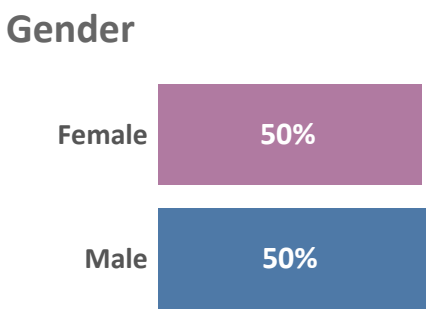
Child Welfare Caseload			% Difference
2021	August	1,740	
2022	August	1,460	-16.1%

Child Welfare (CW) provides services to improve the lives of children and families in Alameda County by serving children and youth who have experienced, or are at risk of experiencing, abuse or neglect.

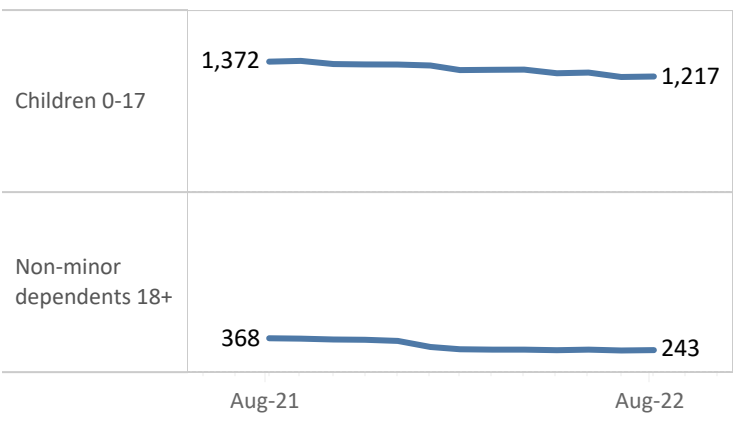
## Ethnicity and Language



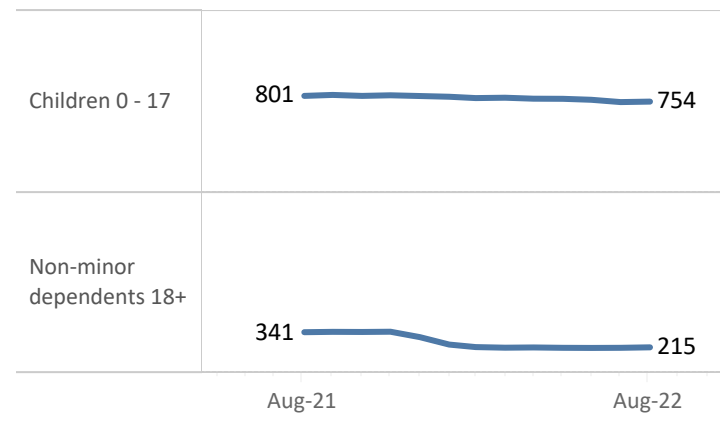
English		89.9%
Non-English	Spanish	8.8%
	Other	0.6%
	Farsi	0.3%
	Chinese	0.3%
	Vietnamese	0.1%



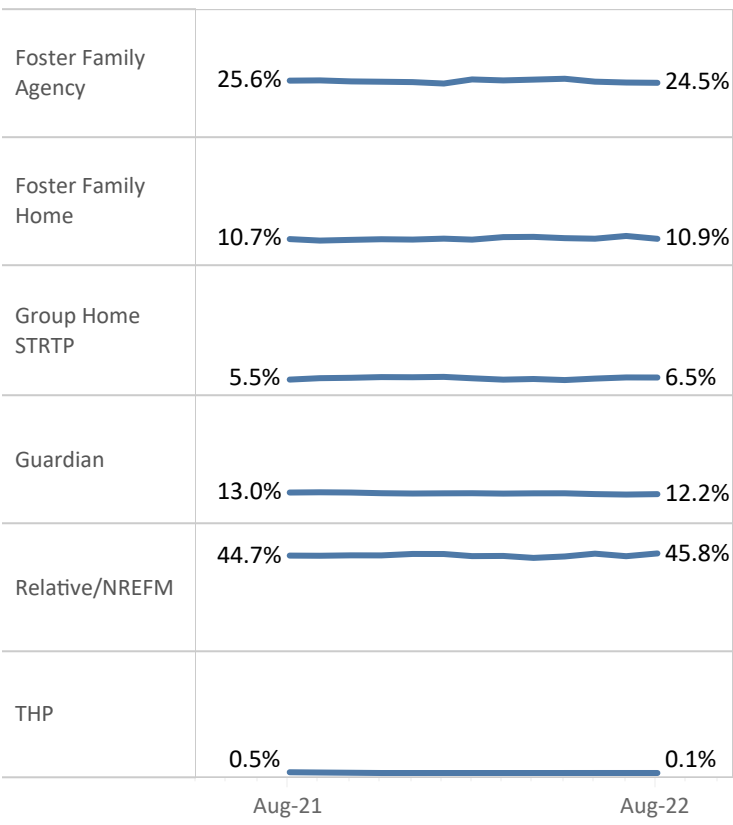
### Child Welfare Children and Non-Minor Dependent Youth in Cases



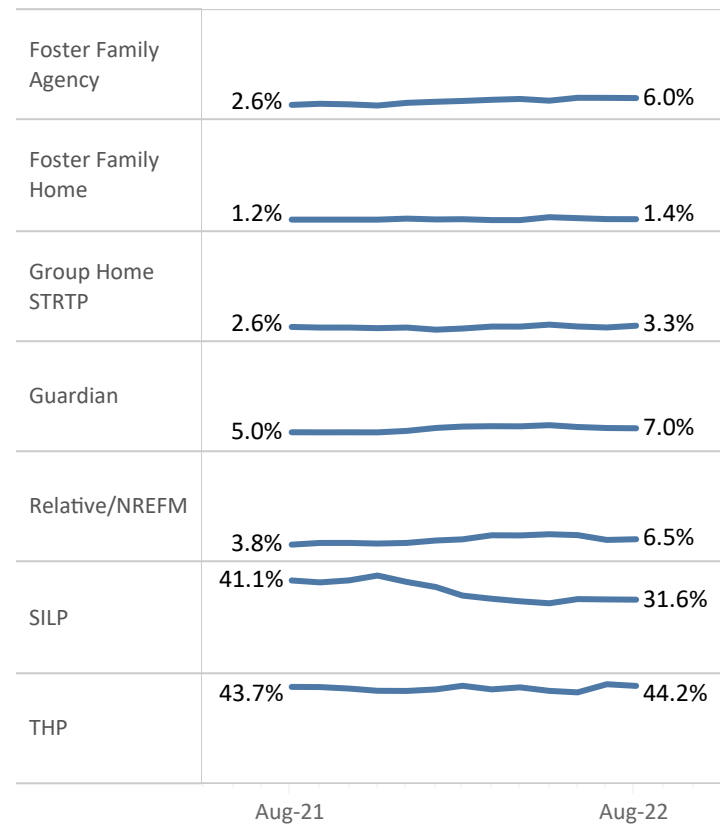
### Child Welfare Children and Non-Minor Dependents in Out-Of-Home Placements



### Child Welfare Children 0 - 17 in Placement by Placement Type



### AB 12: Child Welfare Non-Minor Dependent Youth 18+ in Placement by Placement Type



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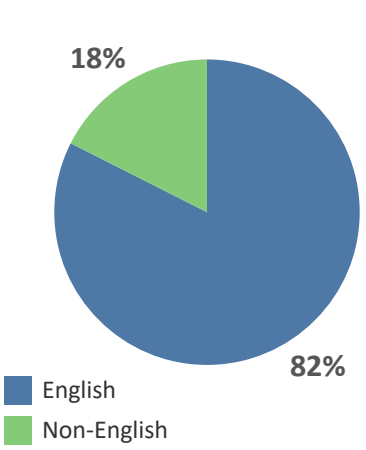
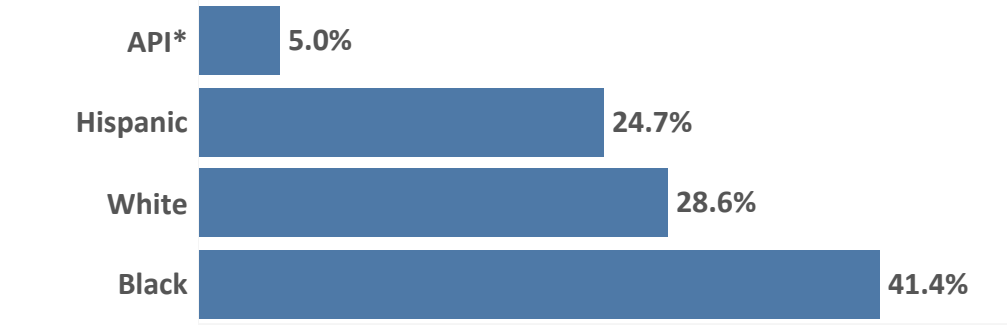
Definitions of terms appear on the last page  
\*Asian/Pacific Islander

### CalWORKs Caseload

		% Difference
2021	August	6,950
2022	August	7,801
		<b>+12.2%</b>

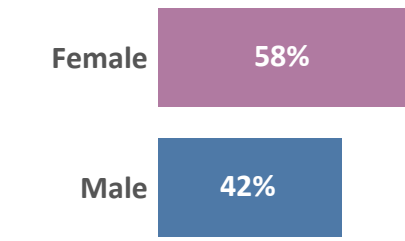
The California Work Opportunity and Responsibility to Kids (CalWORKs) Program provides time-limited cash aid, employment assistance and employment support services to eligible adults with children. Welfare to Work (WTW) is the mandatory employment and training program for CalWORKs adults. Clients must register for WTW unless exempted for a condition that prevents them from working.

### Ethnicity and Language

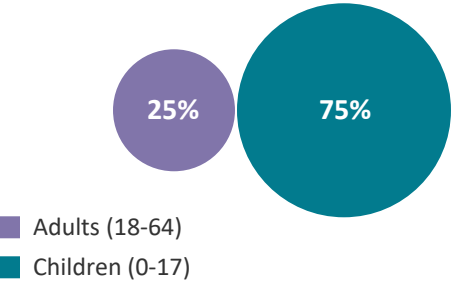


English		82.5%
Non-English	Spanish	11.6%
	Other	3.3%
	Farsi	2.0%
	Chinese	0.3%
	Other Asian	0.2%
	Vietnamese	0.2%
	Cambodian	0.1%

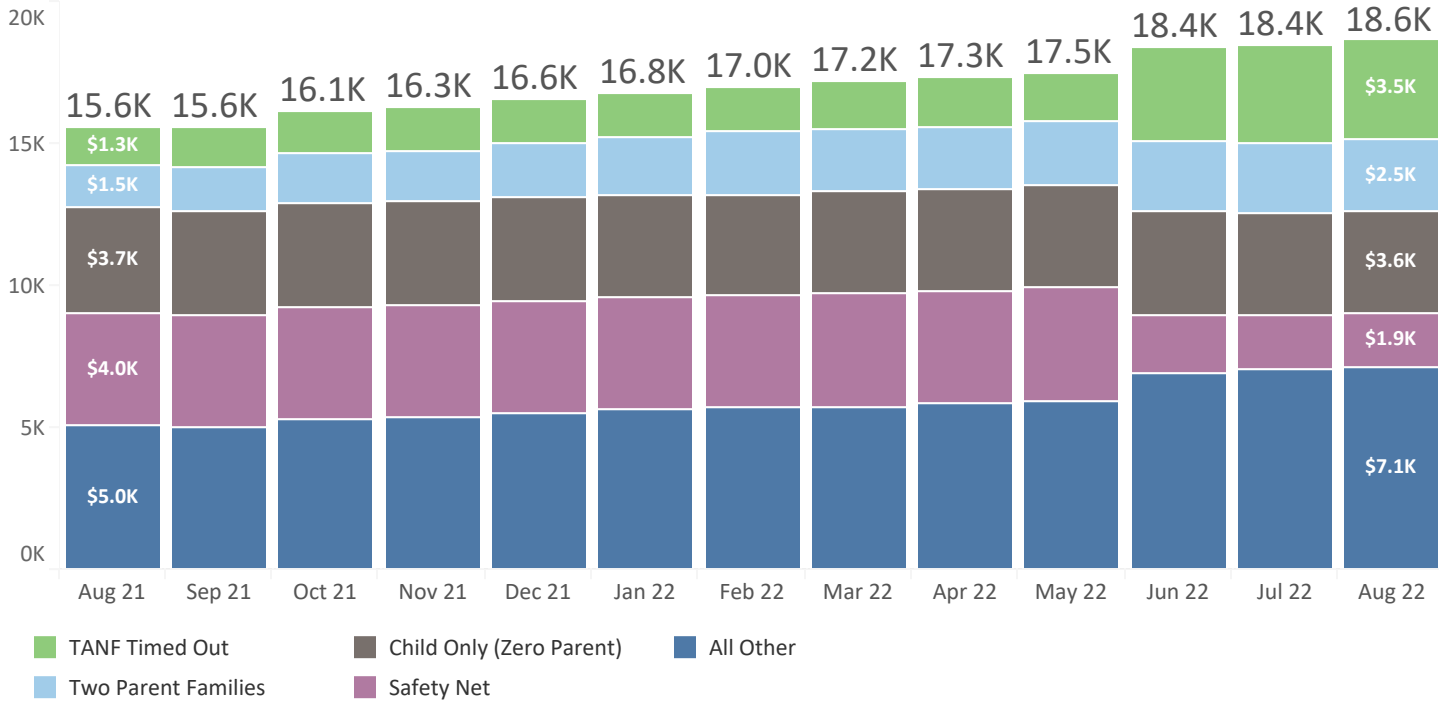
### Gender



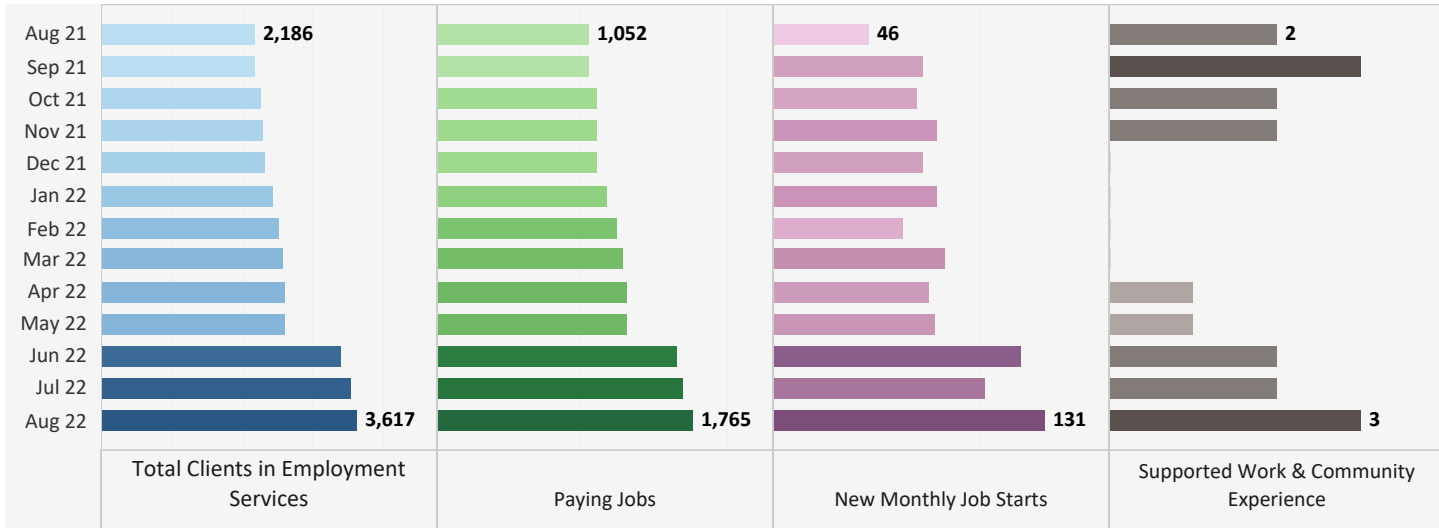
### Age



### CalWORKs Individuals by Case Type



### Welfare to Work Individuals



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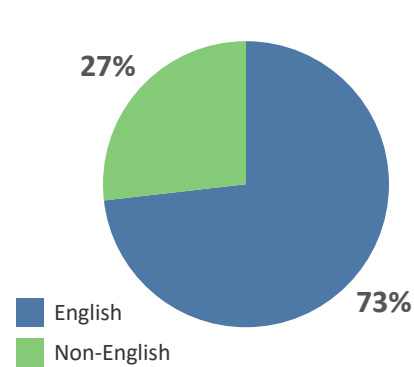
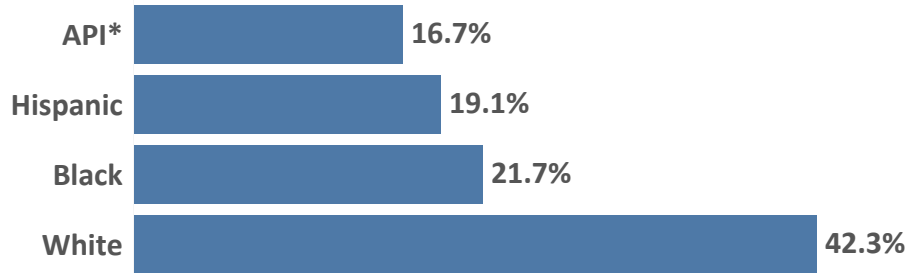
### CalFresh Caseload

Year	Month	Caseload	% Difference
2021	August	79.7K	
2022	August	90.8K	+13.9%

### NA CalFresh Caseload

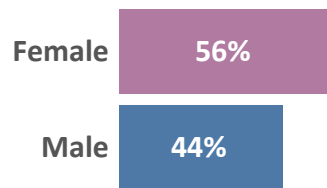
Year	Month	Caseload	% Difference
2021	August	76.1K	
2022	August	86.1K	+13.2%

### Ethnicity and Language

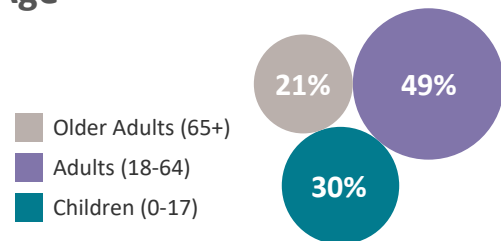


Language	Percentage
English	73.2%
Non-English	
Spanish	11.3%
Chinese	7.2%
Other Asian	2.5%
Vietnamese	2.3%
Other	2.3%
Farsi	0.9%
Cambodian	0.3%

### Gender

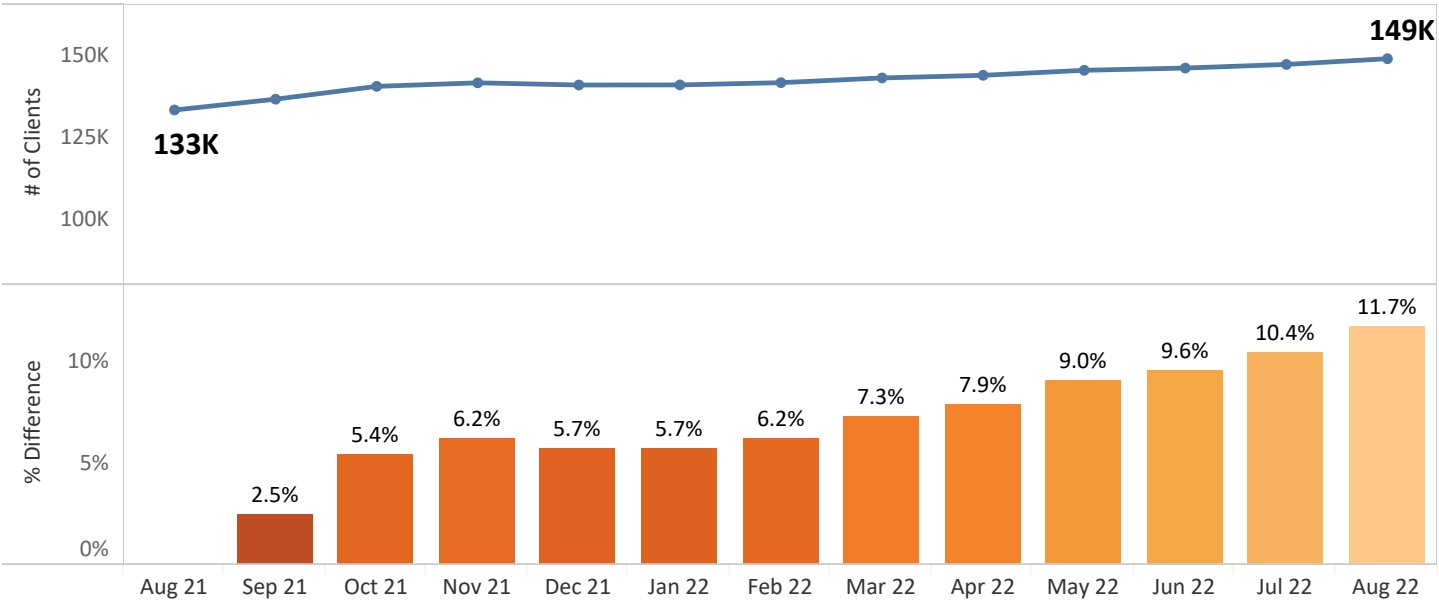


### Age

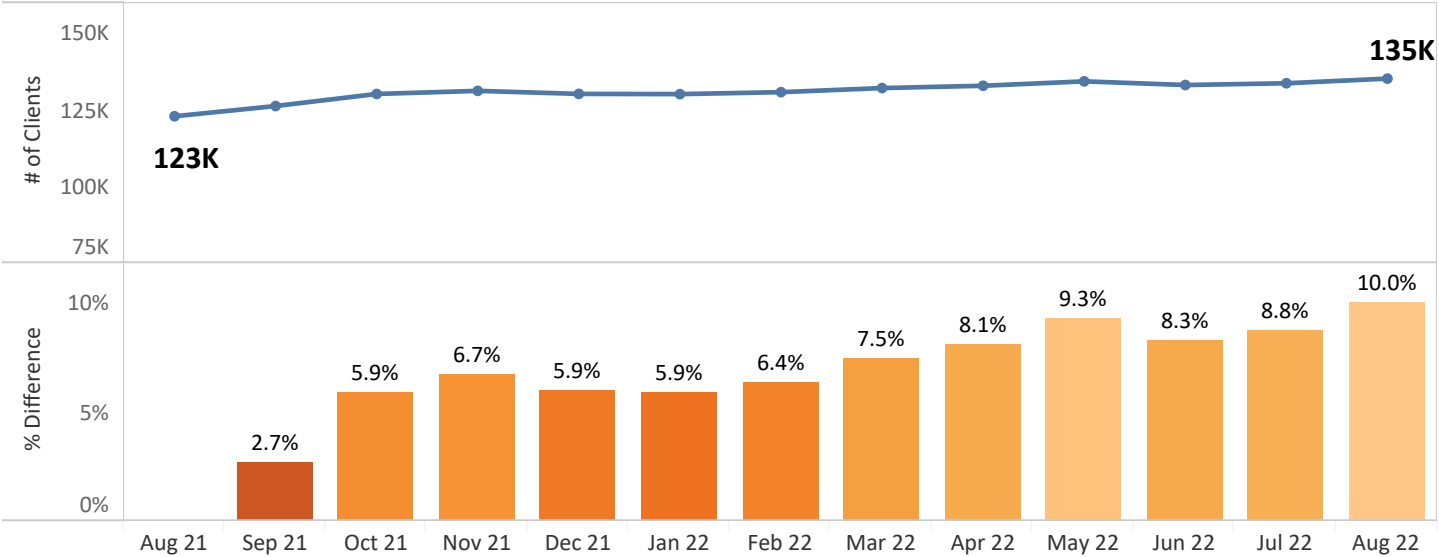


CalFresh (formerly known as Food Stamps) is California's version of the federal Supplemental Nutrition Assistance Program (SNAP). The CalFresh program helps to improve the health and well-being of qualified households and individuals by providing them a means to meet their nutritional needs.

### CalFresh Individuals



### Non-Assistance (NA) CalFresh Individuals



% change/difference is calculated relative to the first month in the observed year.

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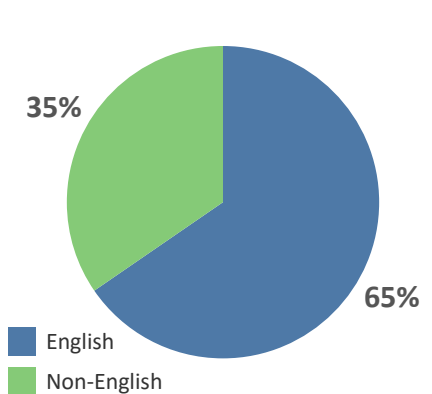
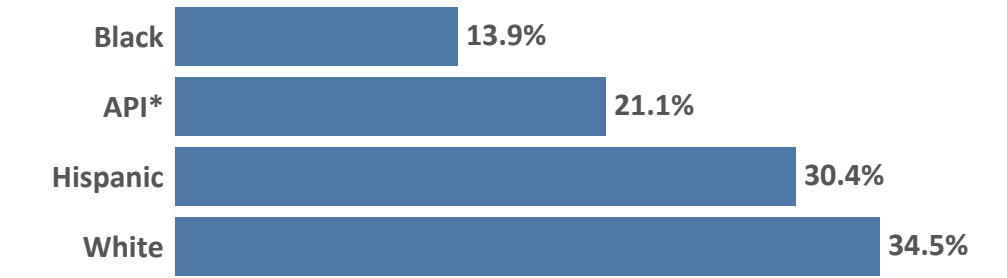
Definitions of terms appear on the last page.  
\*Asian/Pacific Islander

### Medi-Cal Caseload

Medi-Cal Caseload		% Difference
2021	August	238.4K
2022	August	257.0K
		+7.8%

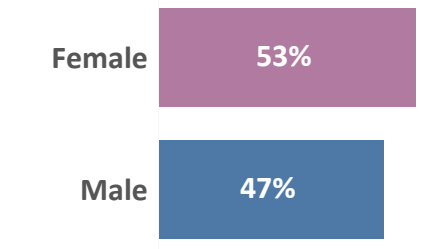
Medi-Cal is a public health insurance program which provides needed health care services for low-income individuals including families with children, older adults, persons with disabilities, foster care, pregnant women, and low income people with specific diseases such as tuberculosis, breast cancer, or HIV/AIDS. Medi-Cal is financed equally by the state and federal government

### Ethnicity and Language

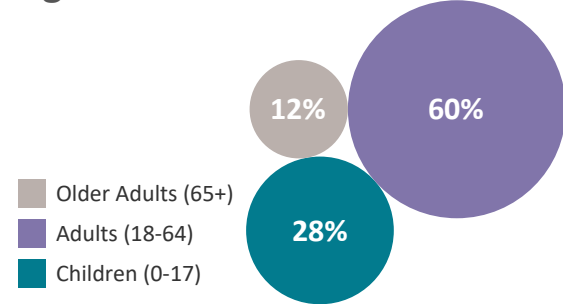


English		65.4%
Non-English	Spanish	21.8%
	Chinese	5.4%
	Other Asian	2.7%
	Other	2.2%
	Vietnamese	1.9%
	Farsi	0.5%
	Cambodian	0.1%

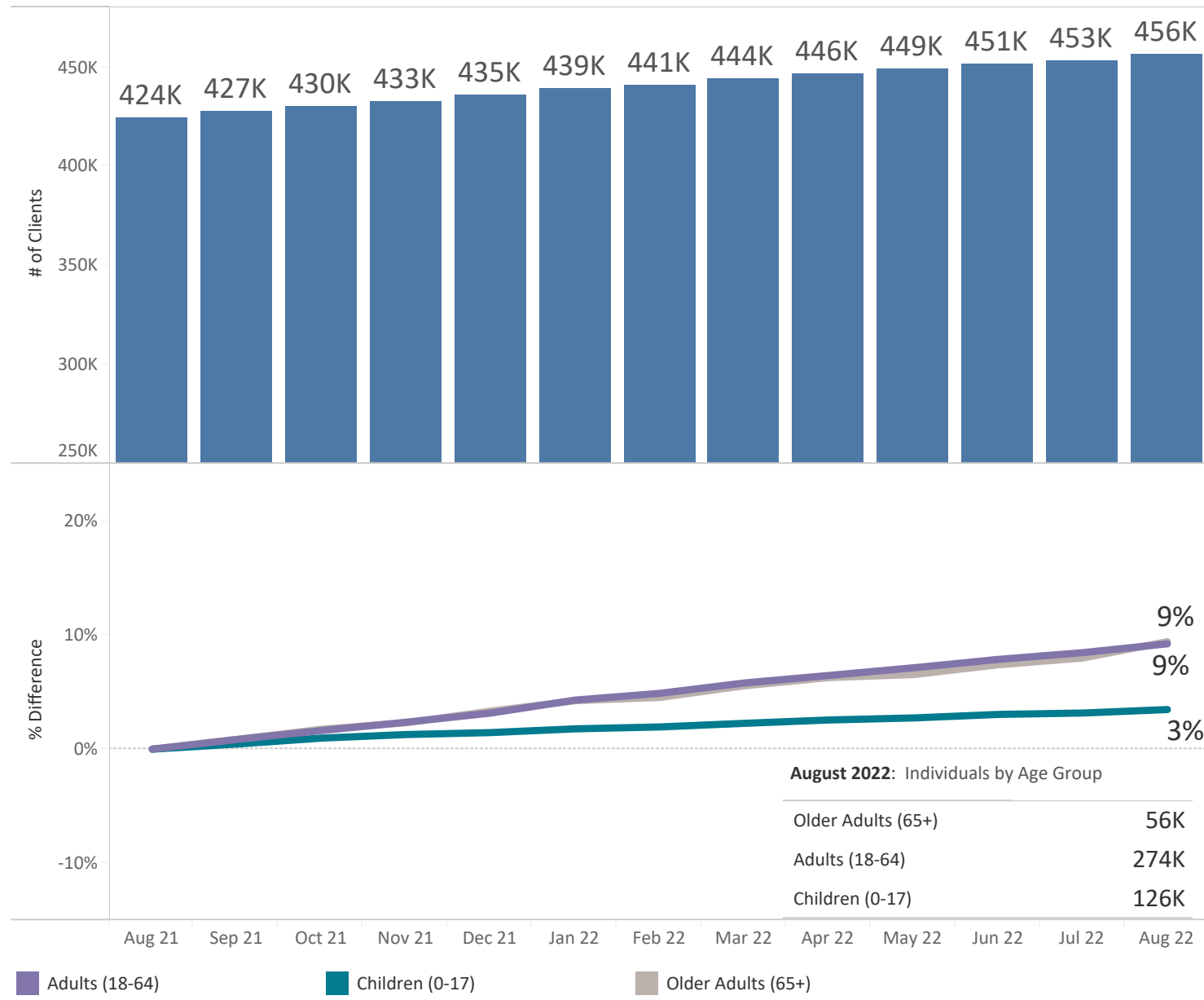
### Gender



### Age



### Medi-Cal Individuals



**August 2022: Individuals by Age Group**

Older Adults (65+)	56K
Adults (18-64)	274K
Children (0-17)	126K

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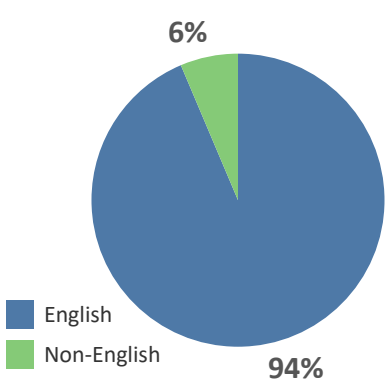
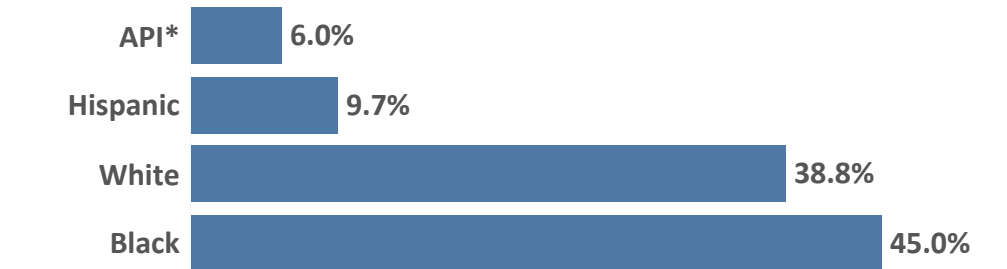
% change/difference is calculated relative to the first month in the observed year.

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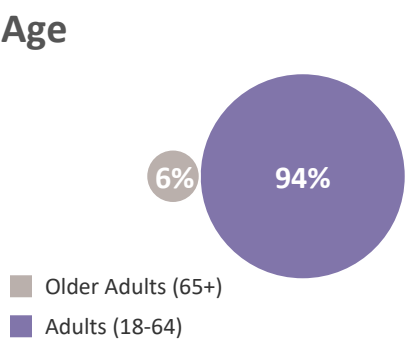
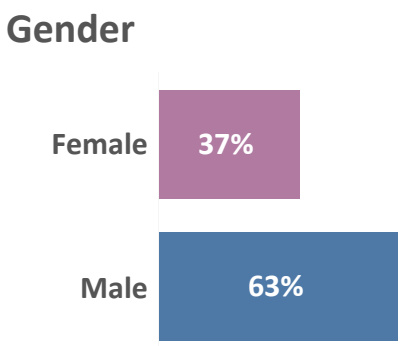
GA Caseload			% Difference
2021	August	5,130	
2022	August	6,436	+25.5%

General Assistance (GA) provides cash aid to indigent adults and emancipated minors who are legal residents of Alameda County and who have no other means of support.

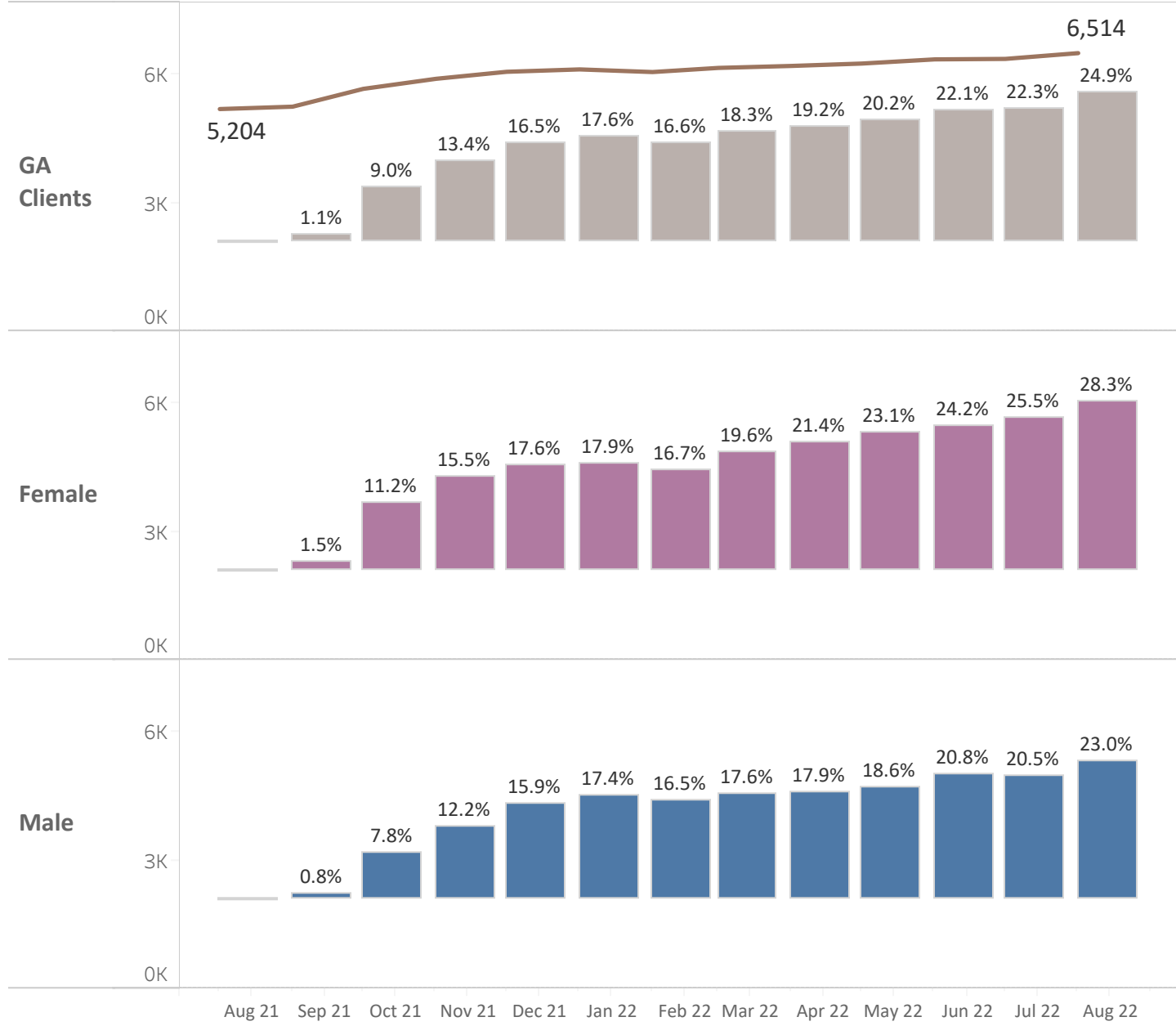
## Ethnicity and Language



English			93.6%
Non-English	Spanish	1.9%	
	Other Asian	1.7%	
	Other	1.4%	
	Vietnamese	0.6%	
	Chinese	0.6%	
	Farsi	0.2%	
	Cambodian	0.1%	



## General Assistance Individuals



% change/difference is calculated relative to the first month in the observed year.

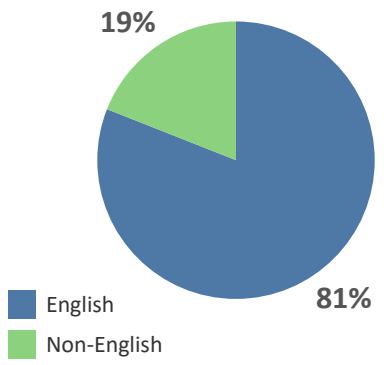
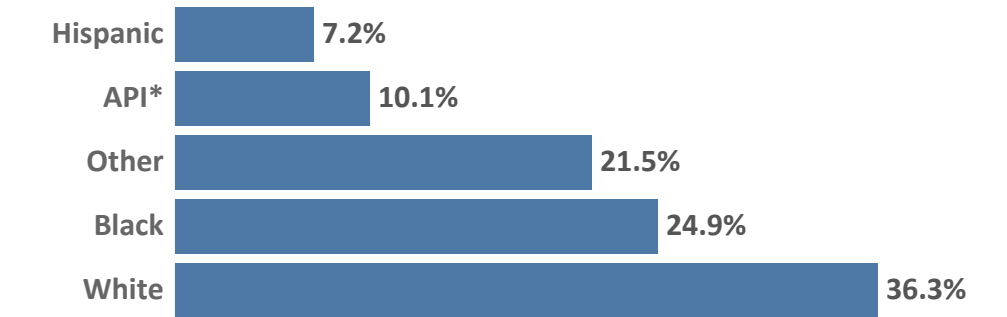
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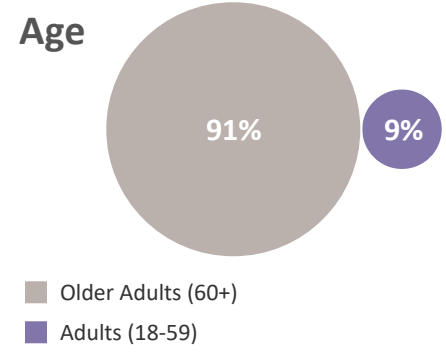
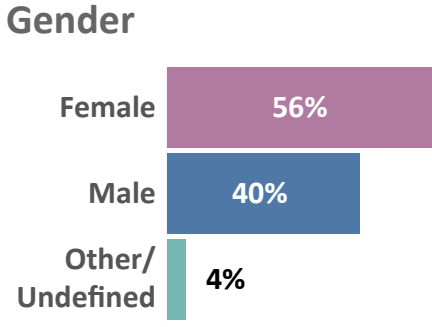
### APS Caseload

APS Caseload		% Difference
2021	August	1,424
2022	August	1,611
		<b>+13.1%</b>

### Ethnicity and Language

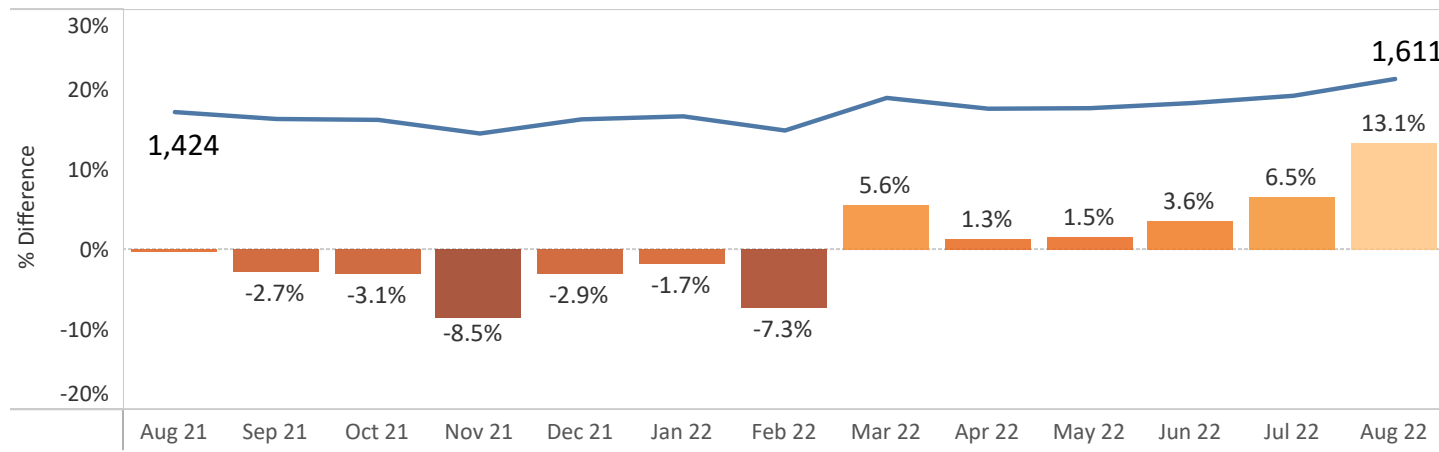


Language		Percentage
English		81.0%
Non-English	Other	12.4%
	Spanish	2.9%
	Chinese	2.0%
	Other Asian	1.2%
	Farsi	0.3%
	Vietnamese	0.3%

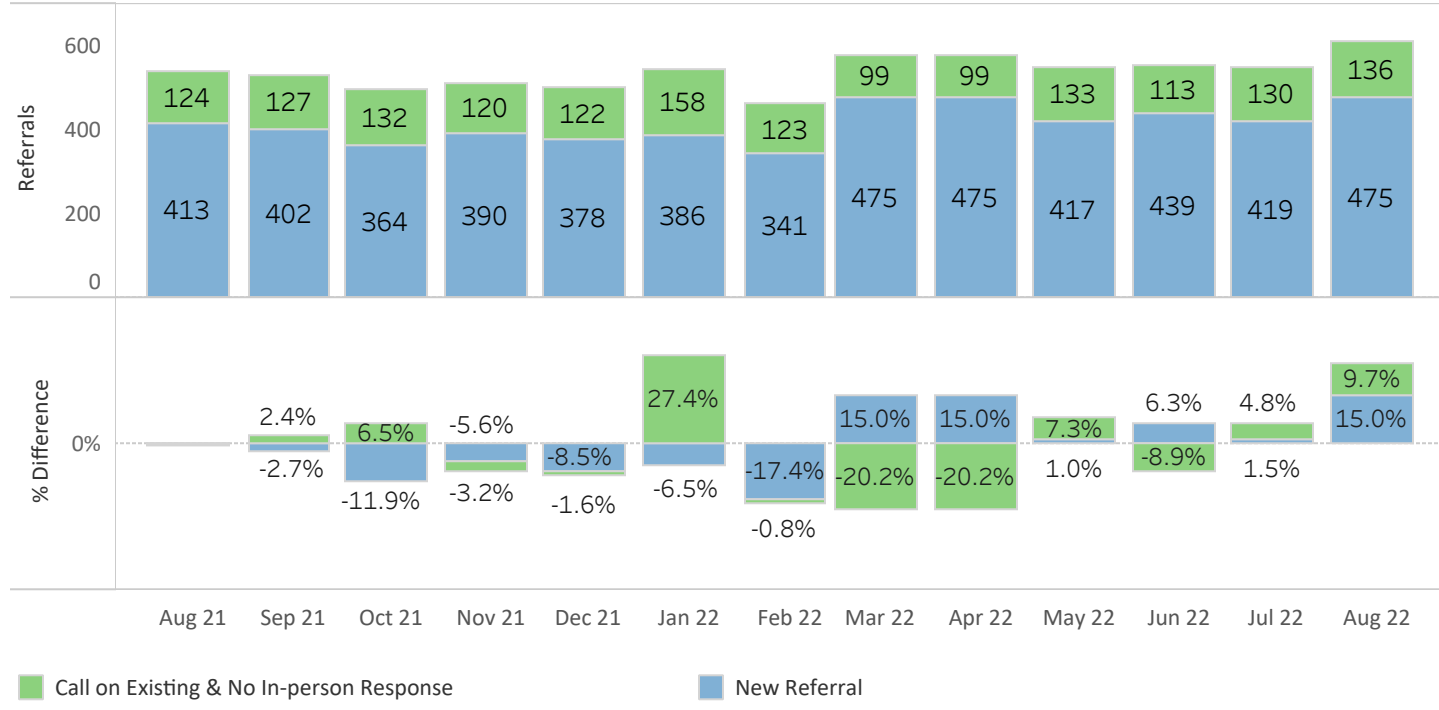


Alameda County Division of Adult Protection (DAP) consists of Adult Protective Services (APS), Office of the Public Guardian-Conservator (PG/PC), and the Public Administrator's Office (PA). Together these programs provide a continuum of services that form a safety net for vulnerable adults.

### APS Caseload



### APS Referrals



% change/difference is calculated relative to the first month in the observed year.

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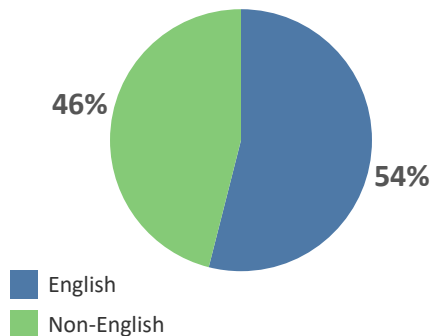
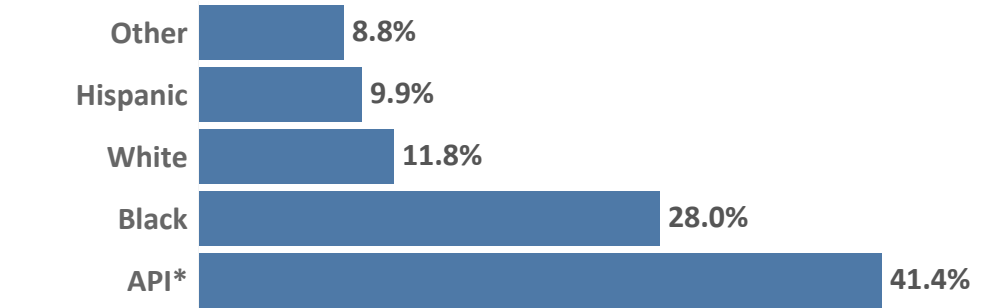
Definitions of terms appear on the last page  
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### IHSS Caseload

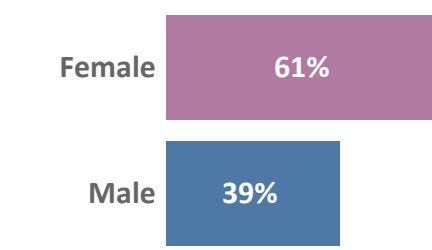
IHSS Caseload			% Difference
2021	August	25.8K	
2022	August	26.9K	+4.2%

### Ethnicity and Language

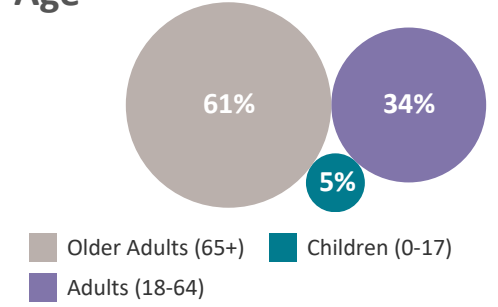


English			54.0%
Non-English	Chinese	21.0%	
	Other	6.5%	
	Spanish	6.2%	
	Vietnamese	4.0%	
	Other Asian	4.1%	
	Farsi	3.2%	
	Cambodian	1.0%	

### Gender

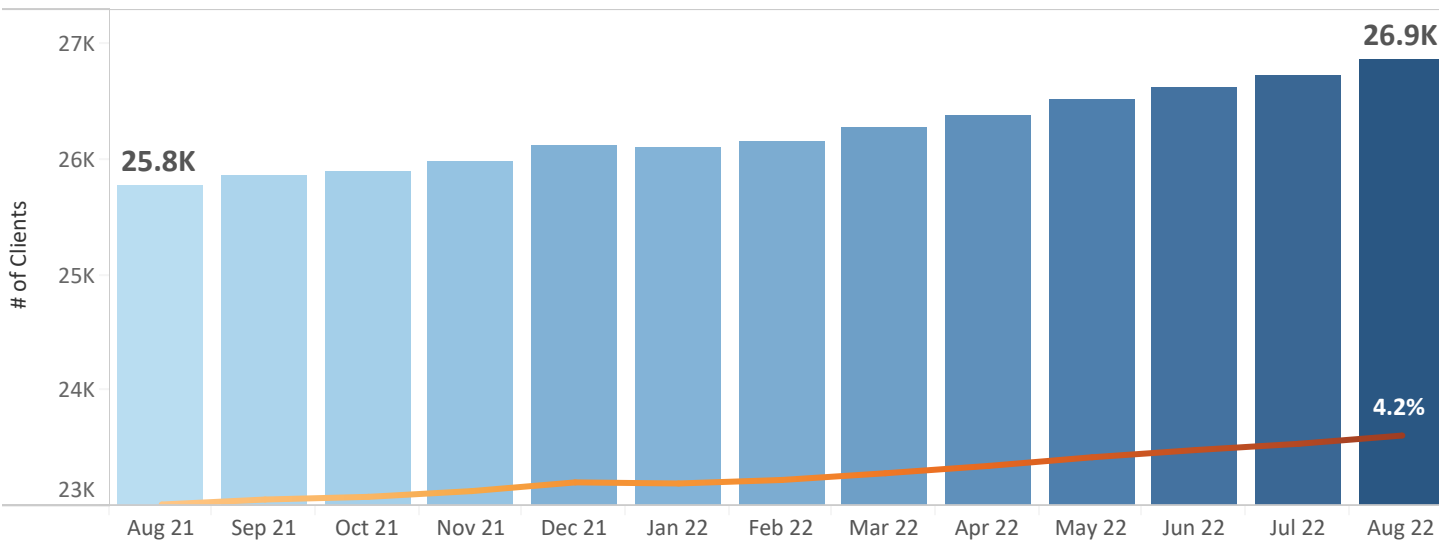


### Age

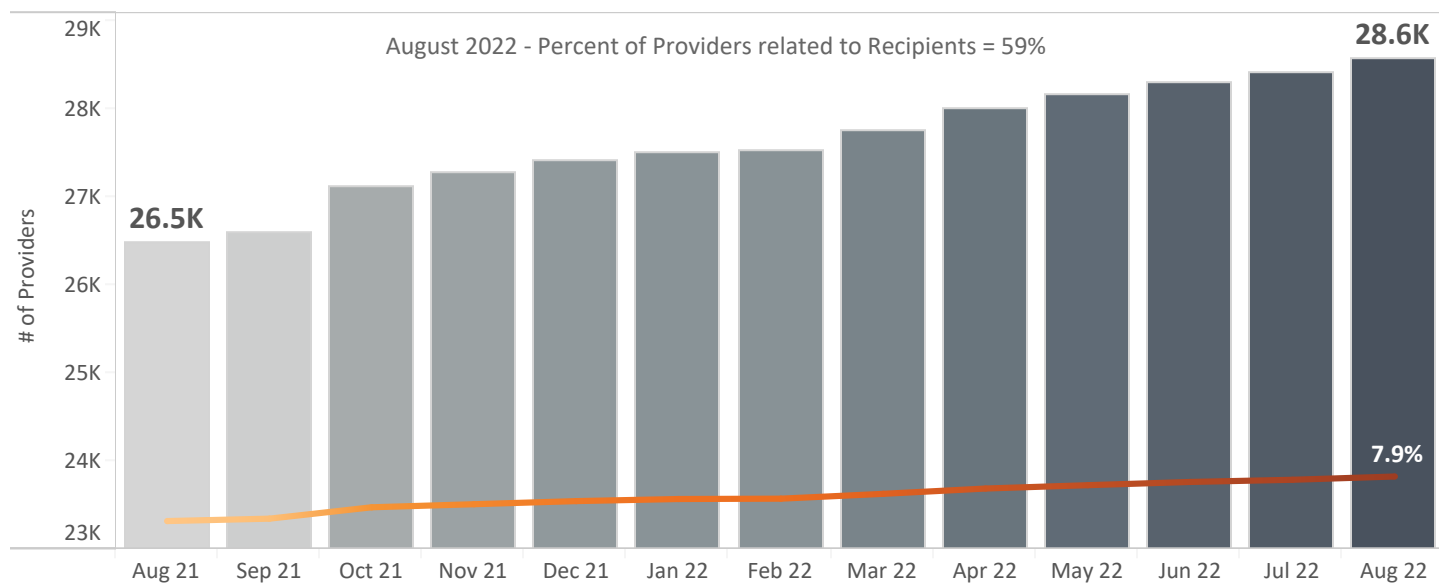


IHSS provides in-home care for the elderly and persons with disabilities to support them in their own homes and communities, rather than placing them in more restrictive and expensive institutional care settings.

### IHSS Recipients



### IHSS Providers



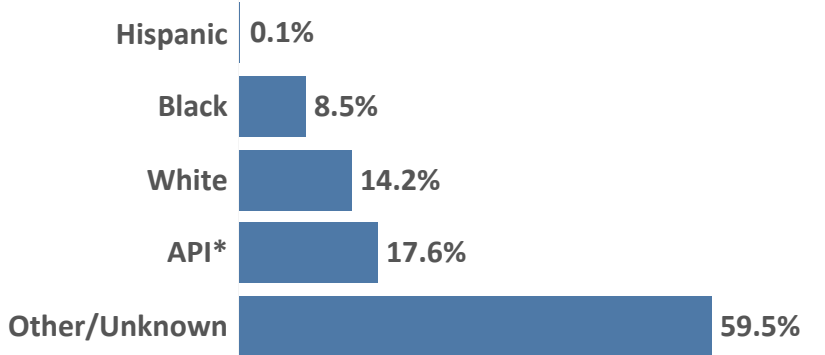
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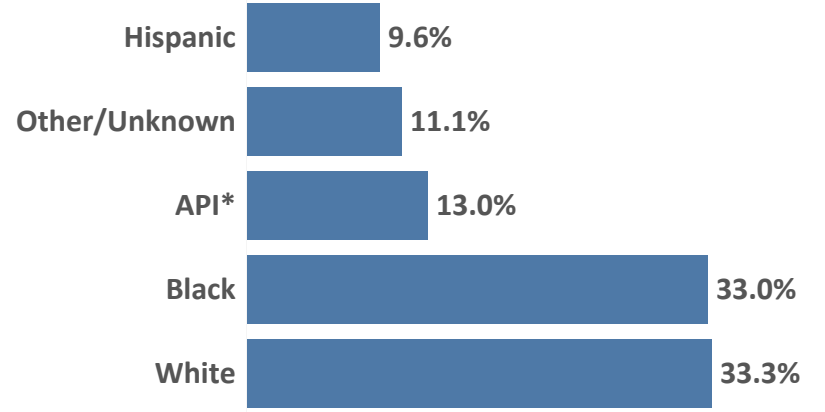
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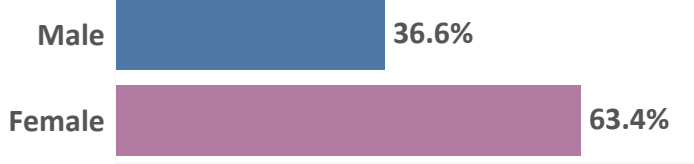
## Ethnicity - Congregate Meals



## Ethnicity - Home Delivered Meals



## Gender - Congregate Meals



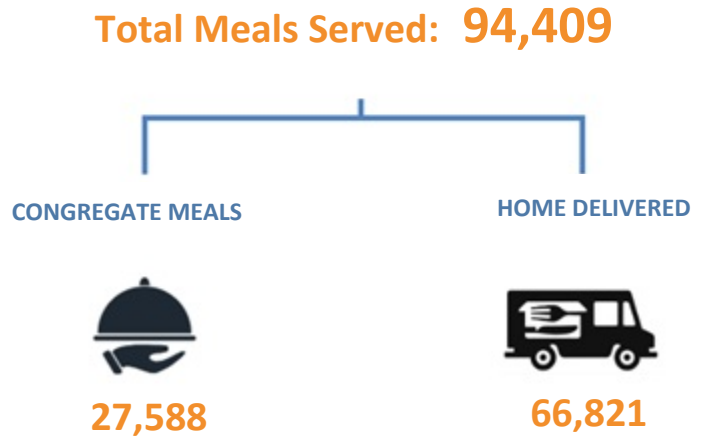
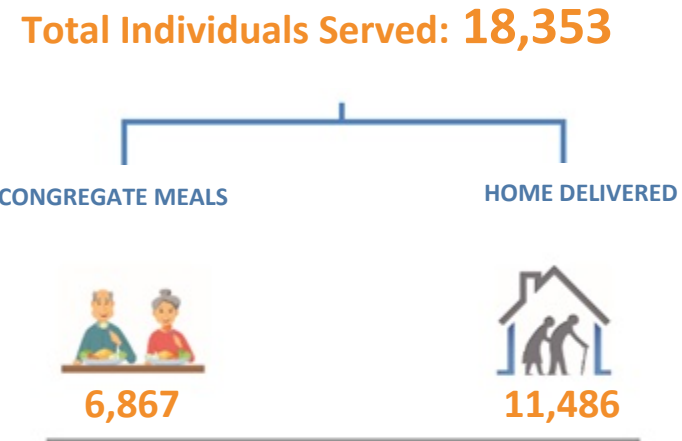
## Gender - Home Delivered Meals



The Alameda County Area Agency on Aging (AAA) prevents isolation, premature institutionalization, abuse, and negative health outcomes for older adults. In partnership with County-based adult services programs and a wide network of community-based organizations, the AAA provides a continuum of care that is both responsive to older adults' needs and flexible in design.

## Access to Nutritious Food

Congregate and home delivered meals are provided to Alameda County older adults who cannot prepare or obtain nutritionally adequate meals for themselves. These meals assist clients in maintaining a nutritious diet.



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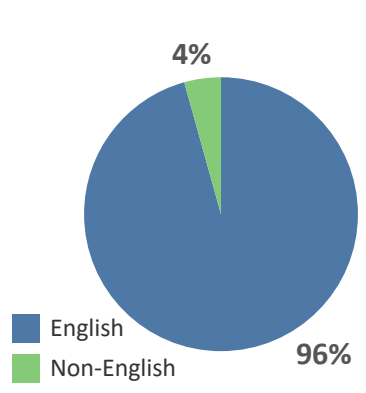
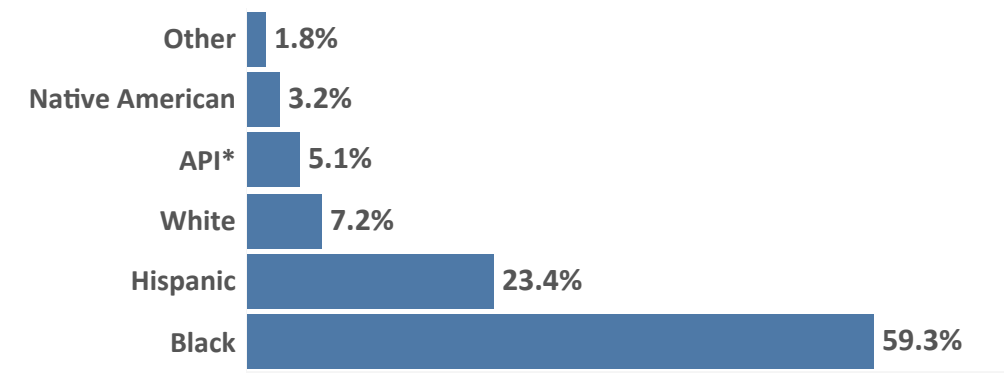
## Child Care Subsidies

Child Care Subsidies		% Difference
2021	August	1,071
2022	August	1,554
		<b>+45.1%</b>

Child care subsidies are made available to eligible families on a time-limited basis. These subsidies are vital to finding and maintaining employment, education, and training for families and providing an opportunity to support a child's development.

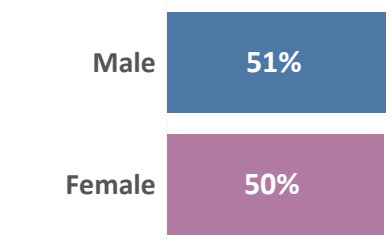
<b>1,554</b> Children August 2022	<b>79%</b> CalWORKs Stage 1	<b>17%</b> California Alternative Payment Program (CAPP)	<b>4%</b> Foster Care Child Care Allowance Program (FCCCAP)
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## Ethnicity and Language

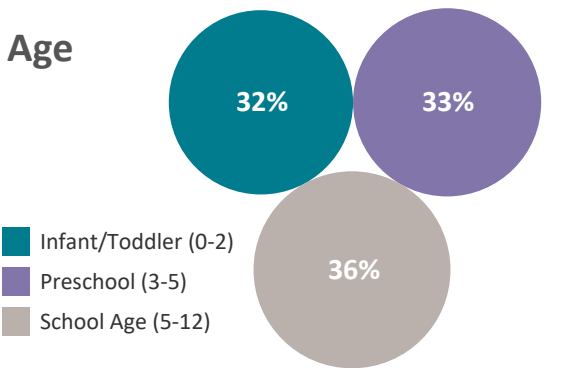


English		95.7%
Non-English	Other non-English	0.6%
	Spanish	3.0%
	Chinese	0.3%
	Farsi	0.3%
	Vietnamese	0.2%

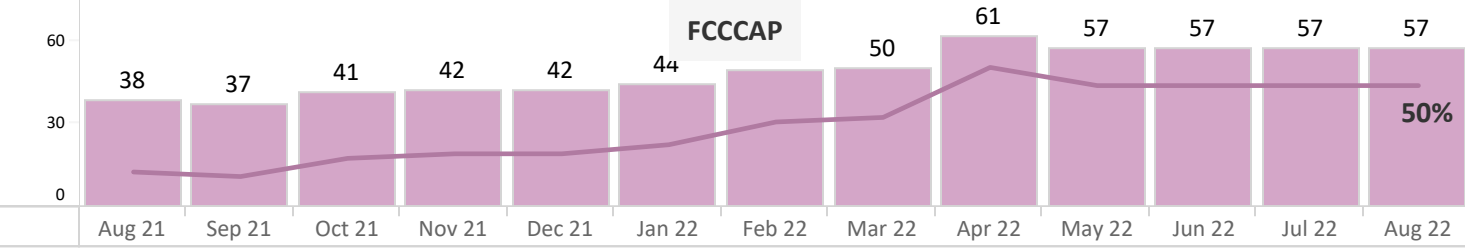
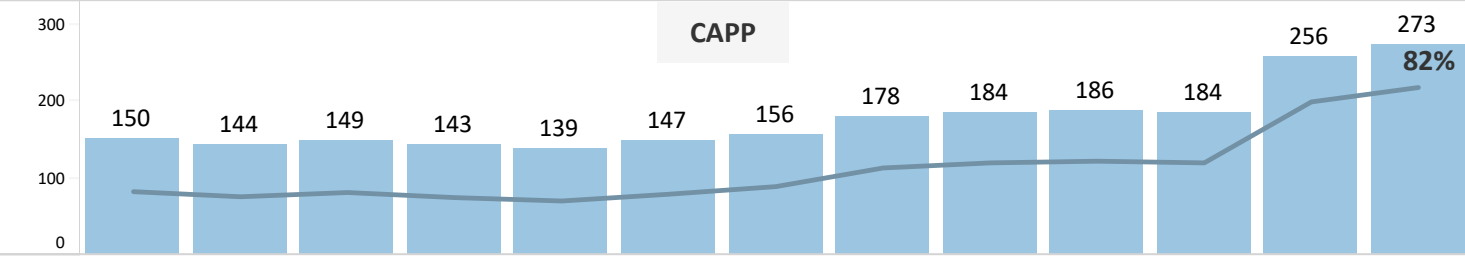
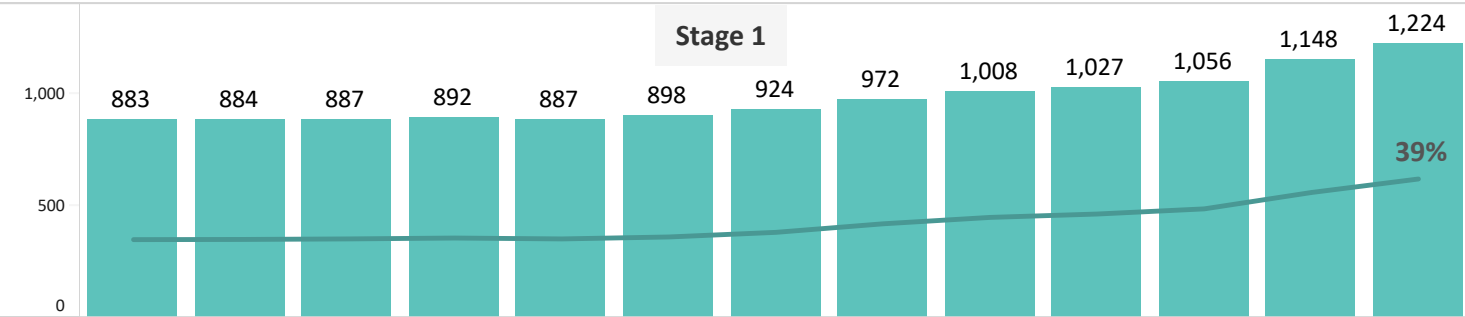
## Gender



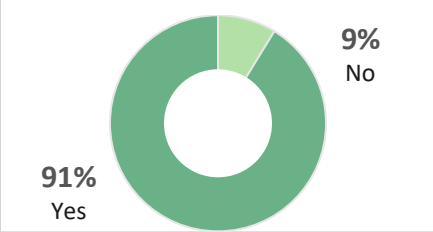
## Age



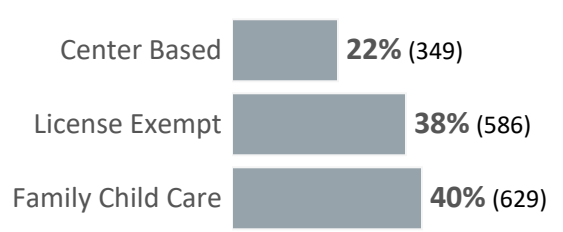
## Child Care Individuals



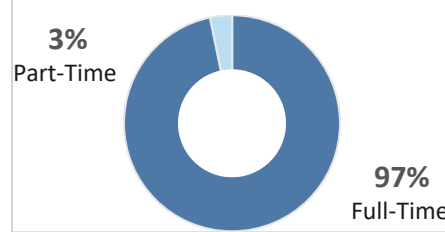
## Single Parent



## Provider Type



## Full vs. Part-Time



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\*Asian/Pacific Islander

# Demographics by Program - Individuals

September 2022

		Medi-Cal		CalFresh		CalWORKs		General Assistance		IHSS		APS**		Child Welfare		Child Care	
<b>Grand Total</b>		456,145	100.0%	148,722	100.0%	18,625	100.0%	6,514	100.0%	26,859	100.0%	1,611	100.0%	1,460	100.0%	1,554	100.0%
<b>Older Adults (65+)</b>	Female	32,587	7.1%	18,767	12.6%	2	0.0%	245	3.8%	9,491	35.3%	835	51.8%	0	0.0%	267	17.2%
	Male	23,223	5.1%	12,550	8.4%	9	0.0%	166	2.5%	4,403	16.4%	568	35.3%	0	0.0%	292	18.8%
	Undefined	6	0.0%	4	0.0%	0	0.0%	0	0.0%	0	0.0%	60	3.7%	0	0.0%	0	0.0%
<b>Adults (18-64)</b>	Female	148,704	32.6%	43,038	28.9%	3,725	20.0%	2,178	33.4%	6,407	23.9%	70	4.3%	136	9.3%	260	16.7%
	Male	125,650	27.5%	30,244	20.3%	887	4.8%	3,925	60.3%	4,768	17.8%	73	4.5%	107	7.3%	247	15.9%
	Undefined	14	0.0%	7	0.0%	1	0.0%	0	0.0%	0	0.0%	5	0.3%	0	0.0%	0	0.0%
<b>Children (0-17)</b>	Female	61,718	13.5%	21,759	14.6%	7,054	37.9%	0	0.0%	578	2.2%	0	0.0%	586	40.1%	241	15.5%
	Male	64,240	14.1%	22,351	15.0%	6,946	37.3%	0	0.0%	1,212	4.5%	0	0.0%	629	43.1%	247	15.9%
	Undefined	3	0.0%	2	0.0%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	2	0.1%	0	0.0%

<b>Ethnicity</b>	456,145	100.0%	148,722	100.0%	18,625	100.0%	6,514	100.0%	26,859	100.0%	1,611	100.0%	1,460	100.0%	1,554	100.0%
<b>API*</b>	95,949	21.0%	24,889	16.7%	934	5.0%	388	6.0%	11,125	41.4%	163	10.1%	83	5.7%	76	4.9%
<b>Black</b>	63,330	13.9%	32,228	21.7%	7,719	41.4%	2,932	45.0%	7,523	28.0%	401	24.9%	652	44.7%	930	59.8%
<b>Hispanic</b>	138,552	30.4%	28,378	19.1%	4,598	24.7%	629	9.7%	2,668	9.9%	116	7.2%	534	36.6%	361	23.2%
<b>Native American</b>	972	0.2%	360	0.2%	49	0.3%	37	0.6%	74	0.3%	9	0.6%	11	0.8%	50	3.2%
<b>White</b>	157,188	34.5%	62,855	42.3%	5,325	28.6%	2,528	38.8%	3,175	11.8%	584	36.3%	169	11.6%	108	6.9%
<b>Other</b>	154	0.0%	12	0.0%	0	0.0%	0	0.0%	2,294	8.5%	338	21.0%	11	0.8%	29	1.9%

<b>Language</b>	456,145	100.0%	148,722	100.0%	18,625	100.0%	6,514	100.0%	26,859	100.0%	1,611	100.0%	1,460	100.0%	1,554	100.0%
<b>English</b>	298,417	65.4%	108,858	73.2%	15,359	82.5%	6,099	93.6%	14,481	53.9%	1,305	81.0%	1,312	89.9%	1,487	95.7%
<b>Cambodian</b>	528	0.1%	404	0.3%	10	0.1%	5	0.1%	265	1.0%	2	0.1%	0	0.0%	0	0.0%
<b>Chinese</b>	33,042	7.2%	13,136	8.8%	70	0.4%	112	1.7%	5,632	21.0%	32	2.0%	4	0.3%	4	0.3%
<b>Farsi</b>	2,156	0.5%	1,382	0.9%	372	2.0%	11	0.2%	872	3.2%	5	0.3%	5	0.3%	4	0.3%
<b>Other</b>	10,013	2.2%	3,435	2.3%	615	3.3%	92	1.4%	1,769	6.6%	199	12.4%	9	0.6%	9	0.6%
<b>Other Asian</b>	3,963	0.9%	1,309	0.9%	15	0.1%	32	0.5%	1,089	4.1%	17	1.1%	0	0.0%	1	0.1%
<b>Spanish</b>	99,394	21.8%	16,821	11.3%	2,156	11.6%	124	1.9%	1,670	6.2%	46	2.9%	129	8.8%	46	3.0%
<b>Vietnamese</b>	8,632	1.9%	3,377	2.3%	28	0.2%	39	0.6%	1,081	4.0%	5	0.3%	1	0.1%	3	0.2%

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Definitions of terms appear on the last page  
 \*Asian/Pacific Islander  
 \*\* as of January 2022, APS Age Groups are Adults (18-59) and Older Adults (60+)

# Individuals by Program and City of Residence

September 2022

		Medi-Cal		CalFresh		CalWORKs		General Assistance		IHSS		APS		Child Welfare		Child Care	
<b>Total Persons</b>		456,145	100.0%	148,722	100.0%	18,625	100.0%	6,514	100.0%	26,859	100.0%	1,611	100.0%	1,460	100.0%	1,554	100.0%
<b>North County</b>	Alameda	15,824	3.5%	5,434	3.7%	619	3.3%	133	2.0%	1,067	4.0%	80	5.0%	49	3.4%	35	2.3%
	Albany	3,305	0.7%	680	0.5%	83	0.4%	11	0.2%	78	0.3%	15	0.9%	5	0.3%	10	0.6%
	Berkeley	17,343	3.8%	8,332	5.6%	501	2.7%	373	5.7%	1,257	4.7%	156	9.7%	52	3.6%	48	3.1%
	Emeryville	3,184	0.7%	1,199	0.8%	158	0.8%	58	0.9%	246	0.9%	26	1.6%	5	0.3%	31	2.0%
	Oakland	169,806	37.2%	67,057	45.1%	9,775	52.5%	3,891	59.7%	11,585	43.1%	573	35.6%	469	32.1%	765	49.2%
	Piedmont	632	0.1%	121	0.1%	3	0.0%	5	0.1%	31	0.1%	10	0.6%	2	0.1%	0	0.0%
<b>Tri-City</b>	Fremont	40,578	8.9%	10,645	7.2%	1,161	6.2%	346	5.3%	2,641	9.8%	105	6.5%	46	3.2%	90	5.8%
	Newark	10,623	2.3%	2,599	1.7%	256	1.4%	69	1.1%	656	2.4%	28	1.7%	15	1.0%	12	0.8%
	Union City	18,165	4.0%	4,946	3.3%	504	2.7%	99	1.5%	1,288	4.8%	52	3.2%	25	1.7%	51	3.3%
<b>Central County</b>	Castro Valley	11,432	2.5%	2,932	2.0%	248	1.3%	78	1.2%	571	2.1%	61	3.8%	28	1.9%	21	1.4%
	Hayward	70,956	15.6%	19,470	13.1%	2,536	13.6%	747	11.5%	3,142	11.7%	198	12.3%	126	8.6%	217	14.0%
	San Leandro	40,426	8.9%	12,896	8.7%	1,399	7.5%	315	4.8%	2,176	8.1%	110	6.8%	78	5.3%	121	7.8%
	San Lorenzo	9,241	2.0%	2,439	1.6%	212	1.1%	74	1.1%	467	1.7%	18	1.1%	23	1.6%	24	1.5%
<b>Tri-Valley</b>	Dublin	8,353	1.8%	2,200	1.5%	185	1.0%	41	0.6%	583	2.2%	30	1.9%	22	1.5%	13	0.8%
	Livermore	14,805	3.2%	3,625	2.4%	408	2.2%	154	2.4%	531	2.0%	64	4.0%	46	3.2%	74	4.8%
	Pleasanton	8,245	1.8%	1,794	1.2%	181	1.0%	36	0.6%	456	1.7%	62	3.8%	15	1.0%	11	0.7%
<b>Other</b>	Other	13,227	2.9%	2,353	1.6%	396	2.1%	84	1.3%	84	0.3%	23	1.4%	454	31.1%	31	2.0%

Data in this report represent estimates of service delivery units and summary counts. Actual counts may vary from 0% to 5% from similarly published reports.

These are individuals receiving aid from one or more county programs, listed by city of residence. This total does not include Adult & Aging nor add up to the total of all seven programs because individuals may be enrolled in several programs.

# Cases by Program and City of Residence

September 2022

		Medi-Cal		CalFresh		CalWORKs		General Assistance		IHSS		APS		Child Welfare		Child Care	
<b>Total Cases</b>		256,967	100.0%	90,798	100.0%	7,801	100.0%	6,436	100.0%	26,859	100.0%	1,611	100.0%	1,460	100.0%	1,554	100.0%
<b>North County</b>	Alameda	9,121	3.5%	3,238	3.6%	240	3.1%	131	2.0%	1,067	4.0%	80	5.0%	49	3.4%	35	2.3%
	Albany	1,821	0.7%	407	0.4%	27	0.3%	11	0.2%	78	0.3%	15	0.9%	5	0.3%	10	0.6%
	Berkeley	12,514	4.9%	6,874	7.6%	217	2.8%	373	5.8%	1,257	4.7%	156	9.7%	52	3.6%	48	3.1%
	Emeryville	2,113	0.8%	813	0.9%	62	0.8%	58	0.9%	246	0.9%	26	1.6%	5	0.3%	31	2.0%
	Oakland	95,624	37.2%	41,193	45.4%	4,242	54.4%	3,871	60.1%	11,585	43.1%	573	35.6%	469	32.1%	765	49.2%
	Piedmont	463	0.2%	93	0.1%	2	0.0%	5	0.1%	31	0.1%	10	0.6%	2	0.1%	0	0.0%
<b>Tri-City</b>	Fremont	22,570	8.8%	6,042	6.7%	436	5.6%	332	5.2%	2,641	9.8%	105	6.5%	46	3.2%	90	5.8%
	Newark	5,727	2.2%	1,548	1.7%	107	1.4%	66	1.0%	656	2.4%	28	1.7%	15	1.0%	12	0.8%
	Union City	10,003	3.9%	2,819	3.1%	195	2.5%	96	1.5%	1,288	4.8%	52	3.2%	25	1.7%	51	3.3%
<b>Central County</b>	Castro Valley	6,350	2.5%	1,725	1.9%	107	1.4%	74	1.1%	571	2.1%	61	3.8%	28	1.9%	21	1.4%
	Hayward	37,228	14.5%	11,256	12.4%	1,021	13.1%	735	11.4%	3,142	11.7%	198	12.3%	126	8.6%	217	14.0%
	San Leandro	21,445	8.3%	7,335	8.1%	594	7.6%	314	4.9%	2,176	8.1%	110	6.8%	78	5.3%	121	7.8%
	San Lorenzo	4,944	1.9%	1,473	1.6%	91	1.2%	70	1.1%	467	1.7%	18	1.1%	23	1.6%	24	1.5%
<b>Tri-Valley</b>	Dublin	4,676	1.8%	1,205	1.3%	64	0.8%	38	0.6%	583	2.2%	30	1.9%	22	1.5%	13	0.8%
	Livermore	8,089	3.1%	2,061	2.3%	167	2.1%	144	2.2%	531	2.0%	64	4.0%	46	3.2%	74	4.8%
	Pleasanton	4,823	1.9%	1,114	1.2%	69	0.9%	34	0.5%	456	1.7%	62	3.8%	15	1.0%	11	0.7%
<b>Other</b>	Other	9,456	3.7%	1,602	1.8%	160	2.1%	84	1.3%	84	0.3%	23	1.4%	454	31.1%	31	2.0%

Data in this report represent estimates of service delivery units and summary counts. Actual counts may vary from 0% to 5% from similarly published reports.

Total cases in Medi-Cal, CalFresh, CalWORKs, and General Assistance programs represent the total number of families aided while total cases in IHSS, APS, Child Welfare, and Child Care represent total number of individuals aided as a case in these programs account for an individual.

## CalWORKs

**Two Parent Families:** Families with children living in the home with two non-disabled, natural or adoptive parents.

**Safety Net:** Families with children living in the home whose natural or adoptive parents are ineligible or excluded from receiving assistance.

**Temporary Assistance for Needy Families (TANF) Timed-Out:** Families with children living in the home whose parents are ineligible to receive assistance because an adult head-of-household or spouse of a head-of-household has received federal TANF assistance for a total of 48 cumulative months.

**Child-Only (Zero Parent):** Families with children living in the home whose parents are ineligible to receive assistance.

**Total Clients in Welfare to Work:** All active CalWORKs adults who have been registered into the Welfare to Work (WTW) program. WTW is the mandatory employment and training program for CalWORKs adults. Clients must register for WTW unless exempted for a condition that prevents them from working. Not all registered WTW clients are actively engaged in the program, as they may be scheduled for activities that have not yet begun, between activities, or non-compliant prior to sanction.

**Subsidized Work and Community Experience:** Includes public or private sector employment under the close supervision of the activity provider that helps provide basic job skills and can help lead to eventual unsubsidized employment.

**Paying Jobs:** Includes unsubsidized and subsidized, public and private sector jobs and self-employment.

## CalFresh

**Non-Assistance CalFresh Individuals:** Client receives CalFresh assistance but does not receive a monthly cash grant under the California Work Opportunity and Responsibility to Kids (CalWORKs) program or other state-funded program.

**All CalFresh Individuals:** All clients receiving CalFresh.

**Non-Assistance CalFresh Caseloads:** Non-Assistance CalFresh recipients are those who get CalFresh each month, but do not receive a monthly cash grant under the California Work Opportunity and Responsibility to Kids (CalWORKs) program.

**All CalFresh Caseloads:** All cases receiving CalFresh.

## Child Welfare

**Non-Minor Dependents:** Youth ages 18-20 in Extended Foster Care under AB12.

**SILP:** Supervised Independent Living Placement.

**Guardian Home:** Placement with court-appointed legal guardian.

**Relative/NREFM:** Relative/Non-Relative Extended Family Member.

**Group Home:** 24-Hour staffed residential and/or treatment facility for foster youth.

**Foster Family Home:** County licensed foster care home.

**Foster Family Agency Home:** Foster home certified by a Foster Family Agency.

**STRTP:** Short Term Residential Therapeutic Program.

**THP+FC:** Transitional Housing Program plus Foster Care, which provides supportive housing for older teens and non-minor dependents.

## Child Care

**CalWORKs Stage One:** Supports a family's access to immediate and continuous child care as parents/caregivers participate in their welfare-to-work activities.

**California Alternative Payment Program (CAPP):** Provides child care to low to moderate income families. Families must be working, enrolled in training towards a vocational goal, physically or mentally incapacitated, or seeking employment.

**Foster Care Child Care Allowance Program (FCCCAP):** Provides a time limited "bridge" to longer term child care solutions. The program is used at the time of placement to stabilize children in the best possible setting.

**Single Parent:** Sole parent/caretaker who lives with and is legally/financially responsible for the child.

**Licensed Family Child Care (FCC):** A business which provides child care in an individual's private home. FCCs vary widely from a home that can care for a few children up to a large family child care home that cares for up to 14 children.

**Center-Based Program (also known as "Child Care Center" or "Day Care Center"):** Any child care facility of any capacity, other than a family child care home as defined in Education Code Section 102352f.(1).

**License-Exempt:** Child care providers who can operate legally without a license.