

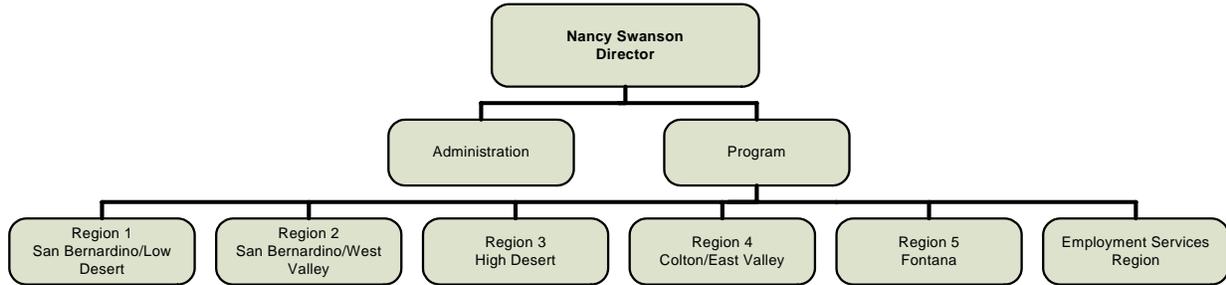
# TRANSITIONAL ASSISTANCE

## Nancy Swanson

**I. MISSION STATEMENT**

The mission of the Transitional Assistance Department (TAD) is to enhance the quality of life in the communities we serve by assisting individuals and families as they transition to self-sufficiency. We provide our services accurately and efficiently, with a high emphasis on integrity, respect and customer service.

**II. ORGANIZATIONAL CHART**



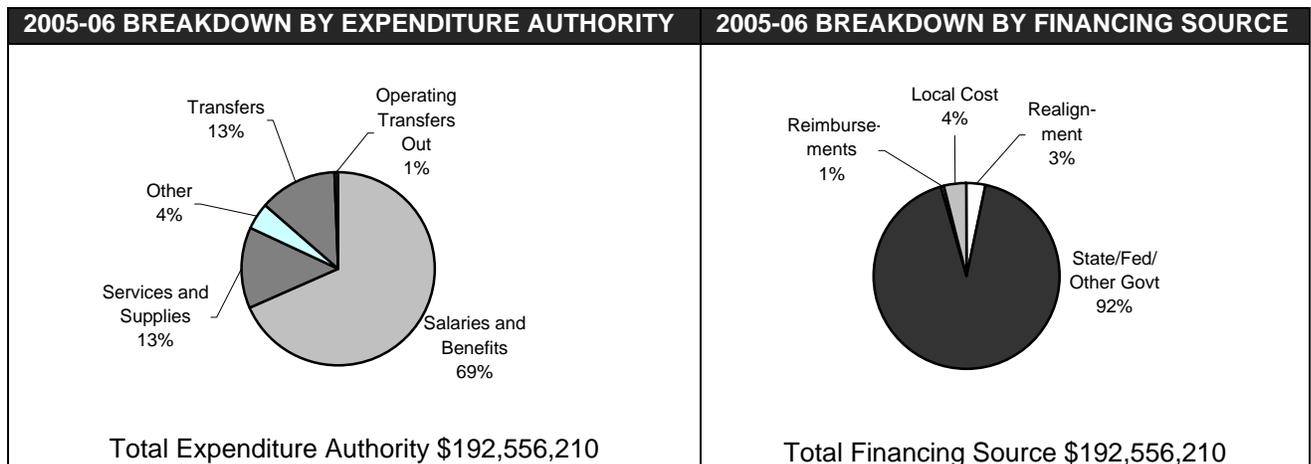
**III. DESCRIPTION OF MAJOR SERVICES**

TAD is responsible for the administration of the financial support programs that assist the needy with basic services. The primary services provided are statutory mandates and include: Transitional Assistance to Needy Families (TANF), food stamps, Medi-Cal, foster care administration, general relief assistance, CalWORKs – Employment Services Program and child care. All programs are funded by a combination of federal, state, Realignment and county dollars, with the exception of the general assistance program, which is funded solely by the county.

TAD-Eligibility ensures a proper mix of basic services that include, but are not limited to, screening applications for type of services needed, conducting eligibility determinations for the above mentioned services, calculating ongoing benefit issuance, and referring customers to appropriate agencies for services not provided by TAD.

TAD-Employment Services provides its customers remedial and/or basic education, and vocational or on-the-job training to prepare participants to enter the job market. Eligible customers receive supplemental funding for ancillary, childcare, and transportation costs during their active participation in the program. Failure to comply with program requirements results in loss or reduction of the participants' TANF subsistence payments.

**IV. 2005-06 BUDGET**



## V. GOALS & 2006-07 OBJECTIVES AT CURRENT FUNDING LEVELS

GOALS	2006-07 OBJECTIVES
1. Process <u>M</u> edi- <u>C</u> al <u>E</u> ligibility <u>D</u> etermination <u>S</u> ystem (MEDS) alerts within state time standards.	A. Meet established state standards for timely MEDS processing.
2. Increase total number of households participating in the Food Stamp Program.	A. Increase the outreach & public awareness of the Food Stamp Program.
3. Increase the Work Participation Rate (WPR) of recipients of CalWorks benefits.	A. Increase the number of CalWorks beneficiaries who are employed or participating in a state approved training program.
4. Enhance customer service satisfaction.	A. Create and implement a "5 STAR" customer service satisfaction program by July 2006 which includes setting wait time standards & streamlining the application process and distribute a minimum of 3500 surveys to customers.

TAD chose the first three goals as a focus because of their direct impact in meeting requirement benchmarks in order to secure funding and avoid sanctions from the state. Achieving these goals will not only ensure that state requirements are met, but they will also contribute to the issuance of timely and accurate benefits. The fourth goal (Customer Service Satisfaction) was chosen due to its stand-alone value. Customer service is very important and the department strives to instill practices that will ultimately increase the satisfaction received by our customers while doing business with us.

## VI. PERFORMANCE MEASURES AT CURRENT FUNDING LEVELS

OBJT.	MEASUREMENT	2006-07 (Projected)
1A.	Percentage of worker alerts processed within specified timeframes.	95%
2A.	Caseload percentage increase in active food stamp households.	10% Increase
3A.	Percentage of successful placements of people in our WPR.	58%.
4A.	Percentage of 5 STAR customer service satisfaction program with favorable rating.	95%

If there are questions about this business plan, please contact Gilbert Ramos, Program Specialist, at (909) 388-0230.

