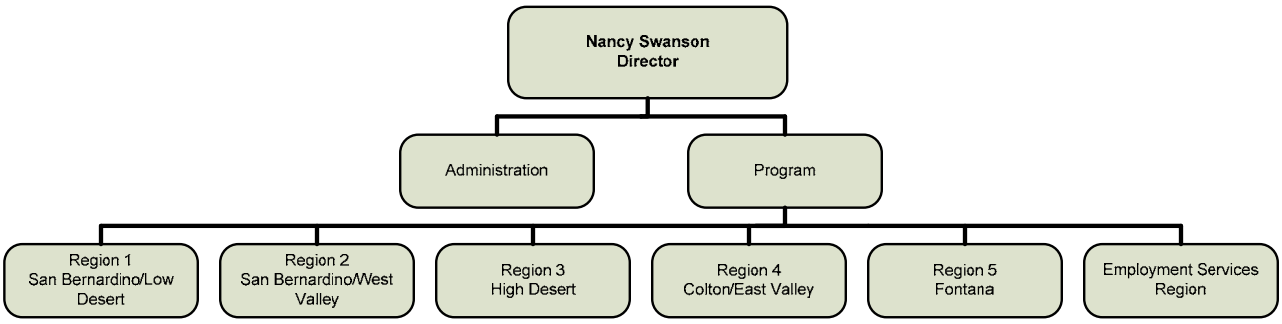
TRANSITIONAL ASSISTANCE
Nancy Swanson

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 ACCOMPLISHMENTS

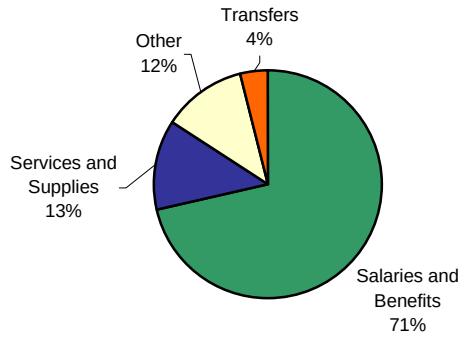
- Maintained the Food Stamp error rate at 2.46%, which is below the federal tolerance rate of 6%.
- Met the CalWORKs Work Participation Rate (WPR).
- Successfully continued the Volunteer Income Tax Assistance (VITA) program for low-income individuals. This program resulted in over $1 million in federal tax refunds and over $1 million in Earned Income Tax Credits to San Bernardino County Residents.
- Met the established state performance standards for timely processing of Medi-Cal applications and re-evaluations.
- Developed NACo award winning My Easy Desk Source (M.E.D.S.), a web application for use by staff, which provides information and procedures regarding the Medi-Cal Eligibility Determination System (MEDS).

V. 2006-07 SUMMARY OF BUDGET UNITS

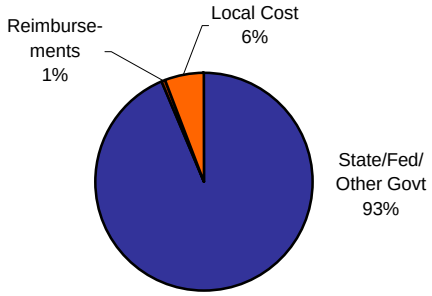
	2006-07			
	Appropriation	Revenue	Local Cost	Staffing
Transitional Assistance	194,027,006	182,739,252	11,287,754	2,058.5

VI. 2006-07 BUDGET

BREAKDOWN BY EXPENDITURE AUTHORITY



BREAKDOWN BY FINANCING SOURCE



VII. GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

GOAL 1: PROCESS CRITICAL AND PRIORITY MEDI-CAL ELIGIBILITY DETERMINATION SYSTEM (MEDS) ALERTS WITHIN ESTABLISHED STANDARDS.

Objective A: Show significant progressive improvement in the processing of MEDS alerts (Critical and Priority).

MEASUREMENT	2005-06 (Actual)	2006-07 (Projected)	2006-07 (Estimated)	2007-08 (Projected)
1A. Percentage of worker alerts processed within specific timelines.	40%	95%	70%	75%

Status

Processing of Critical and Priority MEDS alerts will be measured. The State standards previously set at 95%, for all Priority and Critical MEDS alerts, have been suspended as of 6/2006, pending re-determination by the State. Goals, objectives and measurement processes were re-evaluated from previous business plans and aligned accordingly to show progressive improvement towards the 95% standard.

The following is a six-month summary of critical/priority MEDS alerts generated and cleared:

Mo.	# of Alerts	# Cleared	%
4/2006	23,165	8109	35%
5/2006	33, 625	9857	29%
6/2006	20, 408	7671	37%
7/2006	16,617	6419	38%
8/2006	20,156	11,504	57%
9/2006	12,518	7558	60%

The percentages of processed MEDS alerts (Critical and Priority), has shown progressive improvement in the last year (see chart above). Continued efforts, including the use of specialized eligibility workers (MEDS

Specialists), should yield further progressive improvement in this area. Current percentages of processed alerts (9/2006) indicate a 60% completion rate.

GOAL 2: INCREASE PUBLIC AWARENESS OF THE FOOD STAMP PROGRAM.

Objective A: Increase the total number of households participating in the Food Stamp Program, through increased outreach efforts.

MEASUREMENT	2005-06 (Actual)	2006-07 (Projected)	2006-07 (Estimated)	2007-08 (Projected)
2A. Percentage increase in Food Stamp participation.	(3%)	10%	5%	5%

Status

Measurement of increased Food Stamp participation to be reviewed in two ways: Number of Food Stamp House Holds participating and number of outreach events to be held. Nationwide there is a 2% increase in Food Stamp participation. 2007-08 Goals adjusted to be more in line with National trends.

TAD is seeking to increase Food Stamp participation through additional outreach efforts. Dedicating staff to community outreach events, where Food Stamp applications are made available, began in August 2006. These outreach events have been numbering approximately 1-2 per month. Nutritional Education Kits were received from the State, and displayed in all TAD district offices. Collaboration with Public Health Nutritional staff is expected in early 2007, to further Food Stamp outreach efforts. Documented increases in the outreach efforts, and additional collaborations are expected to reflect increased numbers in Food Stamp participation.

GOAL 3: INCREASE THE WORK PARTICIPATION RATE (WPR) OF RECIPIENTS RECEIVING CALWORKS BENEFITS.

Objective A: Increase the number of CalWORKs beneficiaries who are employed, or participating in a state approved training program.

MEASUREMENT	2005-06 (Actual)	2006-07 (Projected)	2006-07 (Estimated)	2007-08 (Projected)
3A. Percentage of successful placements of CalWorks clients who are employed, or participating in a state approved training program.	52%	58%	50%	50%

Status

Regulatory changes in the calculation of the WPR, and increased standards effective 10/1/2006 led to modifications of previously established benchmarks, projections and goals.

Assembly Bill 1808 enacted Welfare & Institutions Code Section 10534, requiring Counties to perform a comprehensive review of the existing CalWORKs Plan and prepare/submit a Plan Addendum detailing how the County will meet specified goals, taking into consideration the new work participation requirements of TANF Reauthorization. The department will submit this Plan Addendum to the state in early January 2007. To meet these increased requirements in the Plan Addendum, the department is focusing on strategies that will have the most impact on the WPR. These strategies include (among others): Upfront or early engagement (how quickly applicants move to full participation), Non-Compliance and Sanctions (including reengagement of sanctioned individuals), Partial participation, Safety Net, and any other areas unique to the population. Pilot projects of these Early Engagement activities are expected to begin mid Jan. 2007.

GOAL 4: ENHANCE CUSTOMER SERVICE SATISFACTION.

Objective A: With the implementation of the County "Mystery Shopper" program this will allow TAD to monitor and improve on the current 95% customer service satisfaction rate.

MEASUREMENT	2005-06 (Actual)	2006-07 (Projected)	2006-07 (Estimated)	2007-08 (Projected)
4A. Percentage of favorable customer service satisfaction ratings.	95%	95%	95%	95%

Status
Based on previous customer satisfaction surveys conducted by the department in 2005-06 indicated ratings at or above the 95% threshold. Re-defined goals in the areas of increased Food Stamp outreach and participation, processing of MEDS alerts, increased WPR, and the added goal of maintaining accuracy of Food Stamp payments will only further enhance customer service satisfaction.

GOAL 5: MAINTAIN FOOD STAMP ERROR RATE PROFICIENCY.

Objective A: Maintain Food Stamp error rate proficiency below the Federal 6% limit to avoid fiscal sanctions.

MEASUREMENT	2005-06 (Actual)	2006-07 (Projected)	2006-07 (Estimated)	2007-08 (Projected)
5A. Percentage of errors in calculating Food Stamp benefits.	NEW	NEW	3%	3%

Status
The department chose to add the goal of maintaining Food Stamp error rate proficiency, in order to maintain previously achieved goals in this area. Ensuring accuracy of Food Stamp payments adds to the customer service satisfaction of this program for which TAD is responsible. Additionally, maintaining Food Stamp error rate proficiency reduces the risk of potential sanctions and penalties. Current cumulative error rates are at 3.70 % as of July 2006.

VIII. 2006-07 APPROVED ADDITIONAL GENERAL FUND FINANCING (POLICY ITEMS)

The department did not have any approved policy items for 2006-07.

IX. 2007-08 REQUESTS FOR ADDITIONAL GENERAL FUND FINANCING (POLICY ITEMS)

The department is not requesting any additional general fund financing for 2007-08.

X. 2007-08 PROPOSED FEE ADJUSTMENTS

The department is not requesting any proposed fee adjustments for 2007-08.

If there are questions about this business plan, please contact Steve Couchot, Assistant to TAD Director, at (909) 388-0230.