

TABLE OF CONTENTS

INTRODUCTION TO 2007-08 BUSINESS PLAN	1
ADMINISTRATIVE/EXECUTIVE	
Clerk of the Board.....	5
County Administrative Office	9
County Counsel	17
Human Resources.....	22
Information Services.....	27
Risk Management.....	33
Purchasing.....	37
Arrowhead Regional Medical Center.....	41
Behavioral Health	52
Public Health.....	58
ECONOMIC DEVELOPMENT FUNCTION	
Economic Development Agency.....	69
Economic Development.....	72
Community Development and Housing.....	79
Redevelopment Agency	85
Workforce Development.....	91
FISCAL	
Assessor	97
Auditor/Controller-Recorder.....	104
Treasurer-Tax Collector/Public Administrator	111
HUMAN SERVICES	
Aging & Adult Services	117
Child Support Services	123
Human Services Administration	126
Transitional Assistance.....	128
Children's Services	132
Preschool Services.....	136
Veterans Affairs	140
LAW AND JUSTICE	
District Attorney	143
Law and Justice Group Administration.....	148
Probation	151
Public Defender	156
Sheriff-Coroner	164
PUBLIC AND SUPPORT SERVICES	
Agriculture/Weights and Measures	175
Airports	180
Architecture and Engineering	184
County Library	187
County Museum	192
Facilities Management.....	197
Fleet Management.....	201
Land Use Services	204
Public Works.....	210
Real Estate Services	216
Regional Parks	219
Registrar of Voters.....	223
County Fire	228
Special Districts	235
CAPITAL IMPROVEMENT PROGRAM	241

2007-08 BUSINESS PLAN

The County of San Bernardino's 2007-08 Business Plan consists of each department's mission statement, organizational chart, descriptions of major services, 2005-06 accomplishments and 2006-07 budget information. In addition, the Business Plan outlines departmental goals, objectives, and performance measures, including information on the current status of objectives and anticipated results. It also notes requests for additional general fund financing (policy items), and fee adjustments for the period of July 1, 2007 – June 30, 2008.

The purpose of the Business Plan is to:

- Provide a guide for employees, to increase awareness of goals, objectives, and performance measures necessary to meet the overall mission of the department.
- Support the annual budget plan by helping to determine how available resources can be tied to goals.
- Help track, monitor, and evaluate progress by establishing timelines and milestones, where each department can gauge their progress and compare their projections to actual accomplishments.
- Promote a broader understanding of where the department is going in terms of goals.

County departments use the Business Plan process as a way to guide and track progress toward goals and objectives with a strong focus on accountability for Board-approved policy items. The 2007-08 Business Plan demonstrates the progress departments have made in achieving goals, illustrates how resources have been utilized, and offers a more refined and streamlined approach to identifying objectives and measuring progress. As such, the goals enable departments to focus on implementing and improving Board-approved programs and day-to-day operations that maximize the use of funding, staffing, and facility assets. Thus, the goals from 2006-07 remain largely unchanged and departments continue to focus on improving business practices, using resources more effectively, and providing outstanding customer service.

When developing their Business Plans, each department considered the following mission, vision, and value statements for the County of San Bernardino:

Mission Statement

The mission of the government of the County of San Bernardino is to satisfy its customers by providing service that promotes the **health, safety, well being, and quality of life** of its residents according to the County Charter, general laws, and the will of the people it serves.

Vision Statement

Our vision is to create a safe, clean, and healthy environment that appeals to families and individuals, and attracts the best in business and industry. We will create, support, and enhance vibrant communities that emphasize beauty, culture, art, recreation, education, and a sense of history.

VALUES Statement

To achieve our Vision, we dedicate ourselves to these values:

- **Valuing our workforce** by providing recognition, training and education, opportunities for customer service and career development, a safe and healthy work environment and fair compensation.
- **Appreciation and promotion** of the diverse cultures that comprise our workforce and the communities we serve.
- **Leadership** by coordinating regional planning through collaboration with local communities and businesses.
- **Unquestioned integrity** that embraces a culture of honor and trustworthiness.
- **Excellence** in the development of efficient and cost-effective strategies to improve customer service in an atmosphere that allows and encourages new ideas.
- **Service** of the highest quality to our customers delivered with dignity and respect.

