



**Nancy Swanson**  
Director

**Mission Statement**  
*The Transitional Assistance Department enhances 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.*



**GOALS**

*PROCESS CRITICAL AND PRIORITY MEDS ALERTS WITHIN ESTABLISHED GUIDELINES*

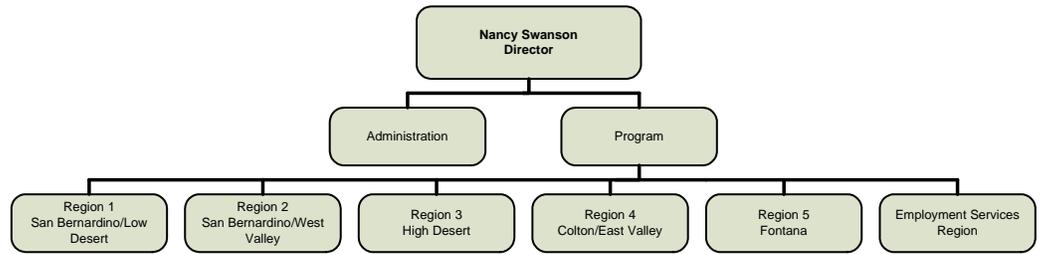
*INCREASE PUBLIC AWARENESS OF THE FOOD STAMP PROGRAM*

*INCREASE WORK PARTICIPATION RATE OF CALWORKS CLIENTS*

*MAINTAIN FOOD STAMP ERROR RATE PROFICIENCY*

**TRANSITIONAL ASSISTANCE DEPARTMENT**

**ORGANIZATIONAL CHART**



**DESCRIPTION OF MAJOR SERVICES**

The Transitional Assistance Department (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, social services realignment and county dollars, with the exception of the general relief, 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.

**2007-08 SUMMARY OF BUDGET UNITS**

	<u>Appropriation</u>	<u>Revenue</u>	<u>Local Cost</u>	<u>Staffing</u>
Transitional Assistance	203,598,837	192,265,910	11,332,927	2,064.3

**GOALS, OBJECTIVES, AND PERFORMANCE MEASURES**

**2006-07 ACCOMPLISHMENTS**

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

- ❖ Open Houses – to provide additional services for customers to achieve self-sufficiency
- ❖ C4 Yourself On-Line Food Stamp Application
- ❖ Same day services for mandatory work participants
- ❖ Income tax assistance
- ❖ Maintained Food Stamp error rate below State/Fed tolerance levels

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

MEASUREMENT	2005-06 Actual	2006-07 Actual	2007-08 Target	2007-08 Estimate	2008-09 Target
1A. Percentage of worker alerts processed within specific timelines.	40%	58%	65%	60%	70%

**Status**

In developing previous performance measure goals, the department used the actual state target of 95%. Recently the state redefined the definitions of critical and priority alerts. With the new definitions, the department is focusing on these specific alerts and has shown remarkable progress from 40% in 2005-06 to 58% last year. The department has since adjusted its 2007-08 projected goal to 65% from 75% which is much more attainable and adjusted subsequent fiscal year goals upward to eventually reach the state target of 95%.

MEDS alerts occur when information in the state and county systems do not match. Processing critical and priority MEDS alerts, ensures all eligible customers maintain their Medi-Cal eligibility, and enhances the department's customer service satisfaction level.



TAD Open House Events

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



TAD Food Stamp Outreach

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

MEASUREMENT	2005-06 Actual	2006-07 Actual	2007-08 Target	2007-08 Estimate	2008-09 Target
2A. Percentage increase in Food Stamp participation.	(3%)	3.5%	5%	5%	5%

**Status**

The Food and Nutrition Service (FNS), a division of the US Department of Agriculture, has mandated TAD to increase food stamp participation. Through additional outreach efforts by the department and the implementation of the on-line Food Stamp Application (C4 Yourself), which started in October, will allow expanded access to apply for Food Stamp benefits to San Bernardino County residents. Increasing food stamp awareness and participation enriches the lives of our county residents enabling better nutrition and health. This is also another means of providing better and more accessible customer service.



TAD staff assisting customers with job opportunities to help achieve self-sufficiency

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

*Objective A: Increase the number of Welfare-to-Work mandatory CalWORKs beneficiaries who are engaged in employment.*

MEASUREMENT	2005-06 Actual	2006-07 Actual	2007-08 Target	2007-08 Estimate	2008-09 Target
3A. Percentage of CalWORKs customers that are employed each month.	46%	44%	50%	55%	55%

Status

This performance goal was developed to measure the percentage of successful placements of our CalWORKs customers into employment. This goal will assist the department in achieving an overall increase in the number of recipients that are actively engaged in welfare-to-work activities and help move our customers to their ultimate goal of self-sufficiency.

<b>GOAL 4: MAINTAIN FOOD STAMP ERROR RATE PROFICIENCY</b>
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*Objective A: Maintain the Food Stamp error rate below the federal tolerance level of 6% to avoid fiscal sanction.*

MEASUREMENT	2005-06 Actual	2006-07 Actual	2007-08 Target	2007-08 Estimate	2008-09 Target
4A. Percentage of errors in calculating Food Stamp benefits.	N/A	2.5%	3%	3%	3%

Status

TAD's goal in this area is to maintain the Food Stamp error rate below the federal tolerance level, which the department previously achieved. Ensuring accuracy of Food Stamp payments adds to the customer service satisfaction of this program for which TAD is responsible. Additionally, maintaining the Food Stamp error rate below the federal tolerance level reduces the risk of potential sanctions and penalties.

Previous TAD Business plans included Goal 5: Customer Service Satisfaction – The department has deleted this goal and incorporated it into the previous four goals. Achievement of the preceding four goals will lead to improved customer service satisfaction.

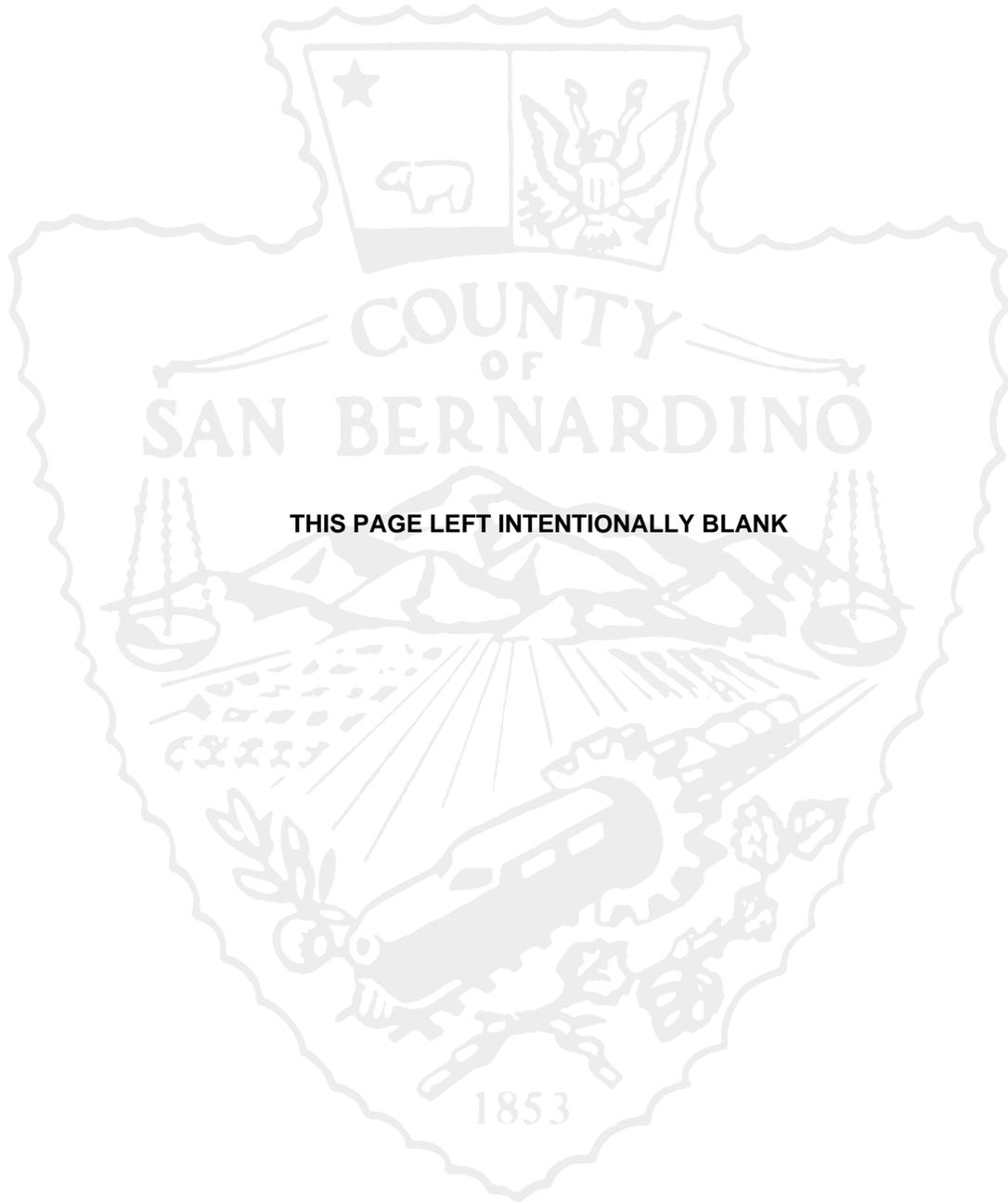
### **2008-09 REQUESTS FOR ADDITIONAL GENERAL FUND FINANCING (POLICY ITEMS), INCLUDING NEW CAPITAL IMPROVEMENT PROGRAM (CIP) PROJECTS, OR BUSINESS PROCESS IMPROVEMENT (BPI) RESERVE FUNDS**

The department is not requesting any additional general fund financing for 2008-09.

### **2008-09 PROPOSED FEE ADJUSTMENTS**

The department is not requesting any proposed fee adjustments for 2008-09.

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



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