



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

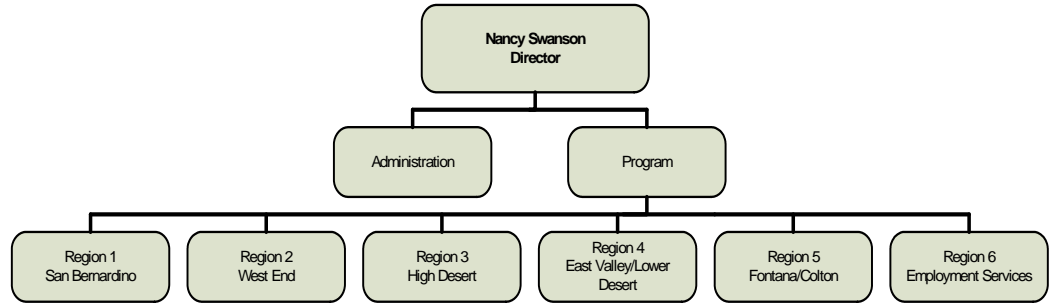
INCREASE THE TOTAL NUMBER OF HOUSEHOLDS PARTICIPATING IN THE FOOD STAMP PROGRAM

INCREASE THE WORK PARTICIPATION RATE OF RECIPIENTS OF CALWORKS BENEFITS

MAINTAIN FOOD STAMP ERROR RATE PROFICIENCY

TRANSITIONAL ASSISTANCE

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), California Work Opportunities and Responsibilities to Kids (CalWORKs) the state version of 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.

2008-09 SUMMARY OF BUDGET UNITS

| | <u>Appropriation</u> | <u>Revenue</u> | <u>Local Cost</u> | <u>Staffing</u> |
|-------------------------|----------------------|----------------|-------------------|-----------------|
| Transitional Assistance | 204,993,957 | 193,911,520 | 11,082,437 | 2,059.3 |

GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

GOAL 1: INCREASE THE TOTAL NUMBER OF HOUSEHOLDS PARTICIPATING IN THE FOOD STAMP PROGRAM (FSP).

Objective A: Increase Public Awareness/Access of the FSP.

| MEASUREMENT | 2006-07 Actual | 2007-08 Actual | 2008-09 Target | 2008-09 Estimate | 2009-10 Target |
|---|----------------|----------------|----------------|------------------|----------------|
| 2A. Percentage increase in FSP participation. | 4% | 31% | 5% | 25% | 5% |

Status

The Food and Nutrition Service (FNS), a division of the US Department of Agriculture (USDA), has mandated states to increase outreach efforts, and thus food stamp participation. TAD, through additional community outreach efforts, and the implementation of the on-line Food Stamp Application (C4 Yourself), started in October 2007, has expanded access to apply for food stamp benefits to San Bernardino County residents. TAD staff participates in 15 to 20 community outreach health events annually, to help promote food stamp participation in the communities. Increasing food stamp awareness and participation enriches the lives of our county residents enabling better nutrition and health. Based on research by USDA, for each one-dollar in federal food stamp benefits, nearly double that amount is generated in economic activity. This is also another means of providing better and more accessible customer service.

Current economic conditions contributed to the increase in the FSP for 2007-08 and are expected to continue above targeted levels for the next few years but are expected to return to the projected 5% target once the economy improves.

GOAL 2: INCREASE THE WORK PARTICIPATION RATE (WPR) OF RECIPIENTS OF CALWORKS BENEFITS.

Objective A: Increase the number of Welfare-to-Work mandatory CalWORKs participants who are engaged in a Federal Welfare-To-Work activity.

| MEASUREMENT | 2006-07 Actual | 2007-08 Actual | 2008-09 Target | 2008-09 Estimate | 2009-10 Target |
|---|----------------|----------------|----------------|------------------|----------------|
| 2A. Percentage of CalWORKs customers engaged in a Federal Welfare-To-Work activity. | 43% | 47% | 50% | 50% | 50% |

Status

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

2007-08 ACCOMPLISHMENTS

- ❖ *Open Houses – provided additional services for customers to achieve self-sufficiency resulting in 36% being employed*
- ❖ *Implemented C4 Yourself On-Line Food Stamp Application receiving 3500+ applications to date*
- ❖ *Imaged Medi-Cal and CalWORKs caseloads for increased productivity and customer service*
- ❖ *Provided Disaster Food Stamp Program (\$1.3 Million) benefits to fire victims*
- ❖ *Received Federal (FNS) recognition for continued low Food Stamp Error rate, below tolerance levels*



TAD Open Houses and Food Stamp Outreach

GOAL 3: MAINTAIN FOOD STAMP ERROR RATE PROFICIENCY.

Objective A: Maintain the Food Stamp error rate below the federal tolerance level of 6% to avoid fiscal sanction.

| MEASUREMENT | 2006-07 Actual | 2007-08 Actual | 2008-09 Target | 2008-09 Estimate | 2009-10 Target |
|--|-------------------|-------------------|-------------------|---------------------|-------------------|
| 3A. Percentage of errors in calculating Food Stamp benefits. | 3% | 3% | 3% | 3% | 3% |

Status

The departments' 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.

GOAL 4: INCREASE PERCENTAGE OF MEDI-CAL ELIGIBLES IN COUNTY INTEGRATED HEALTH PROJECT.

Objective A: To establish and increase the number of Medi-Cal beneficiaries (eligibles) from the referrals received in conjunction with the county's Integrated Health Project with ARMC, Behavioral Health and Public Health.

| MEASUREMENT | 2006-07 Actual | 2007-08 Actual | 2008-09 Target | 2008-09 Estimate | 2009-10 Target |
|--|-------------------|-------------------|-------------------|---------------------|-------------------|
| 4A. Percentage increase of Medi-Cal eligibles from the referrals received from the County Integrated Health Project. | N/A | N/A | N/A | N/A | 5 % |

Status

TAD is partnering with the Integrated Health Services Collaborative (ARMC, Behavioral Health, and Public Health) to ensure a greater number of San Bernardino County residents have access to medical coverage. Planned use of Medi-Cal eligibility staff in conjunction with the designated health centers should increase the number of Medi-Cal eligibles. This project is still in the development stage.

TAD currently has out stationed Medi-Cal Eligibility staff in clinics/offices as follows: Six full time at Behavioral Health, four full time at ARMC, and three part time at Public Health.



2007 Fire Emergency Local Assistance Center (FELAC) at the Orange Show Fairgrounds

2009-10 REQUESTS FOR ADDITIONAL GENERAL FUND FINANCING

The department is not requesting any additional general fund financing for 2009-10.

2009-10 PROPOSED FEE ADJUSTMENTS

The department is not requesting any proposed fee adjustments for 2009-10.

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