



Transitional Assistance

Services We Provide

Transitional Assistance Department (TAD)



Vision Mission & Values

The mission of the Transitional Assistance Department (TAD) is to enhance the quality of life in the communities we serve by providing economic support to individuals and families. We are committed to working collaboratively to provide our services accurately and efficiently, with a high emphasis on integrity, respect and customer service.



Administering the support programs to persons in need of the following:

- Financial
- Nutritional, and/or
- Medical assistance.



The goals of TAD are to:

- Meet the basic needs of families and individuals while working with them to attain self-sufficiency, and
- Promote work and personal responsibility.

California Work Opportunity and Responsibility to Kids (CalWORKs)

The CalWORKs program is a time-limited program that provides financial assistance to families with children who are deprived of support or care due to:

- Death,
- Incapacity,
- Unemployment/under-employment, or
- Continued absence of one or both parents.

Included supportive programs are:

- Child Care,
- Housing services,
- Welfare-to-Work.

All are funded and administered following Federal and State regulations.

Child Care

The TAD Child Care program provides child care reimbursements to providers for CalWORKs recipients who are in an approved work or training program.

The customer may select a licensed or license-exempt provider.

Housing Services

CalWORKs customers who experience homelessness may be eligible to Homeless Assistance or the Housing Support Program.

Welfare-to-Work

Employment Service Specialists assist CalWORKs customers in building skills and overcoming barriers to self-sufficiency. This program provides supportive services, such as transportation, to assist individuals in meeting work requirements and to obtain or retain employment.

Family Stabilization

Family Stabilization is a voluntary program for CalWORKs Welfare-to-Work (WTW) families experiencing an identified situation or crisis that is destabilizing the family.

Intensive case management services, which may include housing assistance, are provided to all family members to resolve issues that interfere with the customer's ability to participate in required WTW activities.

CalFresh

CalFresh, Federally known as the Supplemental Nutrition Program (SNAP), is a nutritional assistance program designed to help individuals and families with little or no income with buying food.

CalFresh benefits are issued on an electronic benefit transfer (EBT) card that is used just like a bank card at most local food stores.

CalFresh is funded and administered following Federal and State regulations

Health Care Programs

Medi-Cal – is California's Medicaid program and provides health care for certain needy residents.

In San Bernardino County, Medi-Cal customers choose from two health plans:

- Inland Empire Health Plan, or
- Molina Health Care.

Medi-Cal is funded and administered following Federal and State regulations.

Covered California - California's health insurance exchange where individuals, families and small businesses can find affordable, quality health insurance.

Adoption, Foster Care and Kin-GAP Programs

Adoption Assistance, Foster Care and Kinship Guardian (Kin-GAP) programs provide financial assistance for children in need of substitute parenting who have been removed from the home by either Children and Family Services (CFS) or the Probation Department.

These programs are funded and administered following Federal and State regulations.

Cash Aid Program (CAPI) for Immigrants

CAPI is a cash assistance program for legal immigrants not eligible to Supplemental Security Income/State Supplementary Program (SSI/SSP) due to their immigration status, and are:

- Aged,
- Blind, or
- Disabled legal immigrants. These immigrants are not eligible for the Federal Supplemental Security Income/State.

CAPI is not associated to any other public assistance program and is entirely State funded and regulated.

Refugee Resettlement Program (RRP)

RRP provides medical coverage and time-limited financial assistance to persons who flee from their home country because of persecution due to political and/or military changes in their government.

Eligibility for refugees is based on CalWORKs eligibility rules.

RRP is funded and administered following Federal and State regulations.

TAD Caseloads by Program

Program	Caseloads as of: June 2021
CalWORKs	26,445
▪ Child Care	1,194
▪ Family Stabilization	67
▪ Homeless Assistance	523
▪ Housing Support Program	316
▪ Welfare-to-Work	13,512
CalFresh	122,577
Medi-Cal	410,256
Adoption Assistance	7,425
Foster Care	5,848
Kinship Guardian	1,943
Cash Aid Program for Immigrants	318
Refugee Cash Assistance	1





<https://benefitscal.com>

BenefitsCal® is an online application that allows the public to apply for the following programs:

- CalWORKs
- CalFresh
- Health Care programs

All information is kept private, secure, and safe on this secured site.

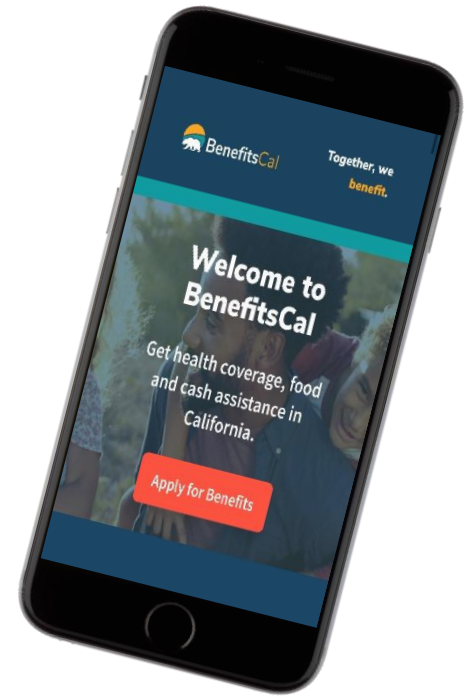
How does it work?

BenefitsCal is accessed via the internet. When an individual completes the application, it is submitted electronically to the TAD office selected by the individual.

Once the application is received by TAD, it is assigned to an Eligibility Worker who will contact the individual to complete the application process.

BenefitsCal account has many benefits which include:

- Submitting Semi-Annual Reports (SAR 7s) and completing annual Re-Evaluations (REs) without having to go into a TAD office
- Reporting changes
- Obtaining benefit information
- Uploading documents
- Using the Live Chat feature to receive assistance from an Eligibility Worker when using an online account
- Sending and receiving messages from an Eligibility Worker
- Confirming, canceling or requesting to reschedule an appointment



BenefitsCal is mobile friendly!

Information at your fingertips!

The 24-hour Interactive Voice Response automated phone system is designed to provide customers with information regarding their approved case, including:

- Benefits
- Transitional Medi-Cal (TMC) and Semi-Annual Report (SAR 7) status
- Request forms and EBT card replacement
- Office hours and locations
- Worker contact information
- Ability to contact a Customer Service Representative
- Appointment information

Phone requests for application assistance are also accepted during normal business days/hours.

Call: (877) 410-8829

Current customers are asked to validate identity by entering a combination of their phone number and Social Security Number (SSN) or Personal Identification Number and Date of Birth (DOB).



TAD offers the following self-service options for customers:

- Kiosks are located in all TAD offices. Customers can use kiosks to scan documents directly into the TAD case management system. Receipts are provided to verify transactions.
- Electronic Notification (e-Notification) notifies customers via e-mail each time a new document has been posted to their account. Enrollment in e-Notification will result in all notices being electronically posted and not sent in the mail (with the exception of State Hearing Notices).
- Enrollment in text messaging allows customers to receive reminders regarding upcoming appointments, notifications of required or missing documents for a case, when forms/packets have been sent or received and other important information.
- TAD's Facebook® page provides job leads, alerts when the IVR or EBT system is down, frequently asked questions (FAQs) and other important information.



www.facebook.com/SBCountyTAD

What is VITA?

VITA is the Volunteer Income Tax Assistance program supported by TAD in partnership with the Internal Revenue Service (IRS) to offer FREE California and Federal tax preparation and electronic filing (e-filing) for eligible low to moderate income individuals and families. Assistance is available during tax season, generally late January through mid-April.

What is EITC?

EITC is an Earned Income Tax Credit for low to moderate income eligible households who have worked full or part-time. Tax Credit amounts are determined by income and household size.

Who prepares the taxes?

All returns are prepared by an IRS-certified tax preparer. All returns are reviewed by an IRS certified site coordinator for accuracy prior to e-file transmission to the IRS.

How are taxes filed?

California and Federal tax returns are e-filed, which can result in receiving refunds in as few as seven (7) days.

Does VITA offer bilingual services?

YES, contact your local TAD office during the tax season for more information.

How many residents are served each tax season?

Thousands of low-income County residents are served, resulting in millions of dollars in Federal and State tax refunds.

Questions?

For additional program information, office locations and resources, visit the San Bernardino County TAD website:

www.SBCounty.gov/TAD

**For future presentations contact:
Transitional Assistance Administration
(909) 388-0245**





ENHANCED CARE MANAGEMENT

Get the Care You Need



ENHANCED CARE MANAGEMENT (ECM)

You may be contacted if you qualify for Enhanced Care Management (ECM) with Inland Empire Health Plan (IEHP). You can also call IEHP Member Services or talk to your Doctor or clinic staff.

WHEN YOU NEED EXTRA CARE

We understand that certain health conditions like diabetes, hypertension, or substance use disorder can be complex, confusing, and hard to manage in your life. IEHP's ECM offers supportive services to address your whole health—to care for your body and mind.

You may qualify for ECM with IEHP if you meet certain criteria shown under "WHO IS ELIGIBLE?" and need more help with managing your health.



WHO IS ELIGIBLE?

The IEHP ECM is for Members who have:

- ♥ Homelessness with complex health and/or behavioral health needs;
- ♥ Frequent hospital admissions, short-term skilled nursing facility stays, or emergency room visits;
- ♥ A serious mental illness or substance use disorder with complex social needs;
- ♥ Complex needs and are transitioning from incarceration in Riverside County.



HOW YOUR CARE TEAM CAN HELP YOU

If you qualify for ECM, you will get a care team with a lead care manager that coordinates **no-cost services**, such as primary care, behavioral health, community-based long-term services and supports (LTSS), developmental health, oral health, and social services.

WHO IS ON YOUR CARE TEAM:

- ♥ Nurse Care Manager
- ♥ Behavioral Health Care Manager
- ♥ Care Coordinator
- ♥ Community Health Worker

IEHP complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-800-440-4347 (TTY: 1-800-718-4347). IEHP cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-440-4347 (TTY: 1-800-718-4347). IEHP 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-440-4347 (TTY: 1-800-718-4347)。IEHP tuân thủ các luật dân quyền hiện hành của Liên Bang và không phân biệt đối xử trên cơ sở chủng tộc, màu da, nguồn gốc quốc gia, tuổi tác, tình trạng khuyết tật hay giới tính. LƯU Ý: Nếu quý vị nói một thứ tiếng khác không phải là tiếng Anh, chúng tôi có sẵn dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Xin gọi số 1-800-440-4347 (TTY: 1-800-718-4347).

WHAT IEHP'S ECM INCLUDES

If you join ECM, it will not change any benefits you have now. You can keep your Doctors and Providers and get help to:

- ♥ Find Doctors and get an appointment for physical, mental, and substance use health needs.
- ♥ Keep all your Providers fully informed
- ♥ Set up transportation to your Doctor visits
- ♥ Get follow-up services after you leave the hospital
- ♥ Manage all your medicines
- ♥ Get help connecting to local resources such as food or other social services

The ECM services are provided at no cost, and you can join or stop ECM at any time.

SUPPORT WHEN YOU NEED IT

Your care team can support you by phone or in person and may even go to your location. You are not alone with the IEHP ECM. Please call IEHP Member Services at the number below to join or stop ECM.



COORDINACIÓN DE ATENCIÓN MÉDICA MEJORADA (ECM)

Si usted califica para la Coordinación de Atención Médica Mejorada (*Enhanced Care Management, ECM*), es posible que reciba una llamada de Inland Empire Health Plan (IEHP). También puede llamar a Servicios para Miembros de IEHP o hablar con su Doctor o el personal de la clínica.

COORDINACIÓN DE ATENCIÓN MÉDICA MEJORADA

Obtenga la Atención Médica que Necesita

CUANDO NECESITA ATENCIÓN MÉDICA ADICIONAL

Entendemos que ciertas condiciones de salud como la diabetes, la hipertensión o el trastorno por consumo de sustancias pueden ser complejas, confusas y difíciles de manejar en la vida. La ECM de IEHP ofrece servicios de apoyo para promover su estado de salud general, es decir, cuidar de su cuerpo y de su mente.

Es posible que califique para la ECM con IEHP si reúne ciertos criterios que aparecen en "¿QUIÉN ES ELEGIBLE?", y necesita más ayuda para administrar su salud.



¿QUIÉN ES ELEGIBLE?

La ECM de IEHP es para Miembros que tienen:

- ♥ Falta de vivienda con necesidades complejas de salud o del comportamiento;
- ♥ Admisiones frecuentes en el hospital, estadias en centros de enfermería especializada a corto plazo, o visitas a la sala de emergencias;
- ♥ Una enfermedad mental grave o trastorno por consumo de sustancias con necesidades sociales complejas;
- ♥ Necesidades complejas y están saliendo de la cárcel en el Condado de Riverside.



CÓMO PUEDE AYUDARLE SU EQUIPO DE ATENCIÓN MÉDICA

Si califica para la ECM, contará con un equipo de atención médica liderado por un coordinador que coordinará los **servicios sin costo**, como atención primaria, salud del comportamiento, servicios y apoyo a largo plazo basados en la comunidad (*community-based long-term services and supports, LTSS*), salud del desarrollo, salud bucal y servicios sociales.

QUIÉNES INTEGRAN SU EQUIPO DE ATENCIÓN MÉDICA:

- ♥ Administrador de Atención de Enfermería
- ♥ Administrador de Atención de Salud del Comportamiento
- ♥ Coordinador de Atención Médica
- ♥ Trabajador de la Salud de la Comunidad

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QUÉ INCLUYE LA ECM DE IEHP

Si se inscribe en la ECM, seguirá teniendo los mismos beneficios. Puede mantener sus Doctores y Proveedores y recibir ayuda para:

- ♥ Encontrar Doctores y obtener una cita para sus necesidades de salud física, mental y por consumo de sustancias.
- ♥ Mantener a todos sus Proveedores totalmente informados
- ♥ Programar el transporte para sus citas con el Doctor
- ♥ Obtener servicios de seguimiento después de salir del hospital
- ♥ Administrar todos sus medicamentos
- ♥ Reciba ayuda para conectarse con los recursos locales, como servicios de alimentos y otros servicios sociales

Los servicios de la ECM se proporcionan sin costo; usted puede inscribirse en la ECM o cancelarla en cualquier momento.

APOYO CUANDO LO NECESITA

Su equipo de atención médica puede brindarle apoyo por teléfono o en persona, e incluso puede visitarle en su domicilio. Con la ECM de IEHP, usted no estará solo. Para inscribirse o cancelar la ECM, por favor llame a Servicios para Miembros de IEHP al número que figura a continuación.

GET A FREE HEALTH APPRAISAL AND GET THE CARE YOU NEED!

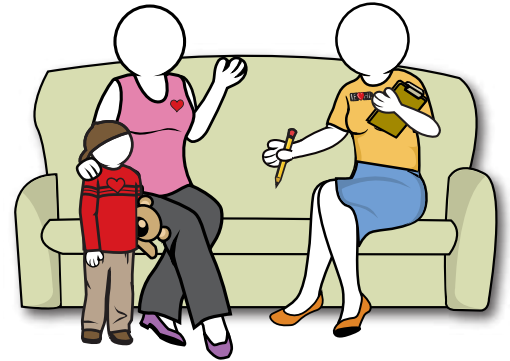
Set up an appointment with a Community Health Worker today... it's easy!

- 1 Just call the IEHP Community Resource Center (CRC) near you (see locations at bottom)
- 2 Meet with a Community Health Worker (CHW) to complete a survey about your health
- 3 Work with your CHW to create an Action Plan
- 4 Get the care you need and follow up with your CHW

How can it help you?

Based on your needs, you'll learn how to:

- ♥ Use your IEHP benefits, programs and services
- ♥ Find a Doctor or Specialist
- ♥ Access care after hours
- ♥ Connect to services in your area, like food, housing, jobs and child care
- ♥ Find Providers for behavioral and preventive health and more



How do you get started?

- ♥ Bring this flyer to the CRC when you come for your appointment.

San Bernardino: 805 West 2nd Street, Suite C
San Bernardino, CA 94210 (at the Marshalls Plaza)

Riverside: 3590 Tyler Street, Suite 101
Riverside, CA 92503 (across from Galleria at Tyler)

Victorville: 12353 Mariposa Road, Suites C-2 & C-3
Victorville, CA 92395 (near Vallarta Supermarkets)

- ♥ Call **1-866-228-4347**, Monday – Friday, 9am – 6pm.
Saturday, 10am – 2pm. TTY users should call 711.

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Please Contact Me

- I am an IEHP Member and/or my child is an IEHP Member, and would like to meet with an IEHP's Community Health Worker to learn about my IEHP Health Care benefit.
- My child and/ or I do not have health coverage, and would like to learn about getting health coverage.

Name of Parent / Guardian: _____ Phone number: _____

Name of Child: _____ Best days / times to call you: _____

School: _____

GET A FREE HEALTH APPRAISAL AND GET THE CARE YOU NEED!

SCHEDULE A PHONE APPOINTMENT TODAY WITH A COMMUNITY HEALTH WORKER.

How does it work?

- 1 Meet with a Community Health Worker (CHW)
- 2 Complete a survey about your health
- 3 Work with your CHW to create an Action Plan
- 4 Get the care you need
- 5 Follow up with your CHW



How can it help you?

Based on your needs, you'll learn how to:

- ♥ Use your IEHP benefits, programs and services
- ♥ Find a Doctor or Specialist
- ♥ Access care after hours
- ♥ Connect to services in your area, like food, housing, jobs and childcare
- ♥ Find providers for behavioral and preventive health
- ♥ And more

How do you get started?

- ♥ Call **1-866-228-4347**, Monday – Friday, 9am – 5pm. TTY users should call **711**.

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¡HÁGASE UNA EVALUACIÓN DE SALUD GRATUITA Y RECIBA LA ATENCIÓN MÉDICA QUE NECESITA!

PROGRAME UNA CITA POR TELÉFONO HOY MISMO CON UN TRABAJADOR DE SALUD DE LA COMUNIDAD.

¿Cómo funciona?

- 1 Reúname con un trabajador de salud de la comunidad (*Community Health Worker, CHW*).
- 2 Responda una encuesta sobre su salud.
- 3 Trabaje con su CHW para crear un plan de tratamiento.
- 4 Obtenga la atención que necesita.
- 5 Dé seguimiento con su CHW.



¿Para qué sirve?

De acuerdo con sus necesidades, usted aprenderá cómo:

- ♥ Usar sus beneficios, programas y servicios de IEHP
- ♥ Encontrar un Doctor o especialista
- ♥ Obtener atención médica después del horario regular de servicios
- ♥ Tener acceso a los servicios en su área, como alimentos, vivienda, trabajo y cuidado infantil
- ♥ Encontrar proveedores de atención médica preventiva y del comportamiento
- ♥ Y mucho más

¿Cómo puede empezar?

- ♥ Llame al **1-866-228-4347**, lunes – viernes, 9am – 5pm. Los usuarios de TTY deben llamar al **711**.

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獲得免費健康評估 及您所需的護理！

今日可致電社區健康工作者安排會診。

此次會診的流程是什麼？

- 1 與社區健康工作者會面 (Community Health Worker, CHW)
- 2 填寫健康問卷調查
- 3 與您的CHW一起制定行動計劃
- 4 獲得您所需的護理
- 5 與您的CHW進行隨訪



如何為您提供幫助？

基於您的需求，您將了解如何：

- ♥ 使用您的IEHP福利、計劃及服務
- ♥ 聯絡醫生或專科醫生
- ♥ 在非辦公時間獲得護理
- ♥ 獲得當地服務，例如食物、住房、就業和托兒服務
- ♥ 聯絡提供行為及預防保健服務的醫療保健提供者
- ♥ 等等

如何獲得免費健康評估？

- ♥ 致電**1-866-228-4347**，服務時間為週一至週五，上午9點至下午5點。TTY使用者應撥打**711**。

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HÃY ĐẶT LỊCH HẸN QUA ĐIỆN THOẠI NGAY HÔM NAY VỚI NHÂN VIÊN Y TẾ CỘNG ĐỒNG.

Cơ chế hoạt động của chương trình như thế nào?

- 1 Gặp Nhân Viên Y Tế Cộng Đồng (*Community Health Worker, CHW*)
- 2 Hoàn thành cuộc khảo sát về sức khỏe của quý vị
- 3 Phối hợp với CHW của quý vị để lập Kế Hoạch Hành Động
- 4 Nhận dịch vụ chăm sóc mà quý vị cần
- 5 Theo dõi với CHW của quý vị



Điều đó có thể giúp quý vị như thế nào?

Dựa theo nhu cầu của quý vị, quý vị sẽ tìm hiểu cách:

- ♥ Sử dụng các lợi ích, chương trình và dịch vụ IEHP của quý vị
- ♥ Tìm đến Bác Sĩ hoặc Chuyên Gia
- ♥ Tiếp cận dịch vụ chăm sóc sức khỏe ngoài giờ làm việc
- ♥ Kết nối với các dịch vụ trong khu vực của quý vị, như thực phẩm, nhà ở, việc làm và chăm sóc trẻ em
- ♥ Tìm nhà cung cấp dịch vụ chăm sóc sức khỏe hành vi và phòng ngừa
- ♥ Và nhiều nội dung khác

Quý vị bắt đầu như thế nào?

- ♥ Gọi số **1-866-228-4347**, Thứ Hai – Thứ Sáu, 9 giờ sáng – 5 giờ chiều. Người dùng TTY xin gọi **711**.

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