

County of San Bernardino Human Services · 2011 Annual Report



Human Services Annual Report



An informative look at the variety of services
offered by the County of San Bernardino

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A message from Human Services Assistant Executive Officer

Welcome to the 2011 San Bernardino County Human Services (HS) Annual Report. San Bernardino County HS is comprised of nine departments, which serve public and private efforts to ensure that our county's citizens who are most in need become healthy and productive members of society.

The economy of the past few years has greatly impacted caseloads for most programs, while the state and federal governments have not increased funding to administer these programs. Despite the impact on workload, HS staff remain committed to providing services to the county's most needy. Following is a description of the services we offer. This Annual Report reflects the Human Services organization and services as of June 30, 2011. Some departments have experienced organizational changes between July 1 and the printing of this report.

Department of Aging and Adult Services (DAAS)

Provides protective, in-home and nutrition support, Ombudsman services and training and employment services for seniors. It also includes the Public Guardian/Conservator.

Department of Behavioral Health (DBH)

Provides mental health, alcohol and substance abuse services to county residents who are experiencing major mental illness, substance abuse and other addictions.

Department of Child Support Services (DCSS)

Provides child support enforcement including establishing court orders for paternity and child support, locating parents and assets to enforce court orders, and collecting support payments.

Children and Family Services (CFS)

Provides protection for abused children, facilitation of adoptions, Foster Family home licensing, and the Independent Living Program (ILP) for emancipating youth.



Children's Network (CN)

Provides services to at-risk children by improving communications and planning, coordinating and collaborating with agencies who serve children.

A message from Human Services Assistant Executive Officer continued...

Preschool Services Department (PSD)

Provides Head Start and state preschool early childhood education, services to children with special needs, information, advocacy and referral services.

Department of Public Health (DPH)

Provides a diverse range of services for all county residents to ensure a healthy quality of life in the community.

Transitional Assistance Department (TAD)

Provides CalWORKs, Medi-Cal, CalFresh (Food Stamps), Foster Care and General Relief Assistance for low income families. Supports self-sufficiency by providing employment services and child care.

Veterans Affairs (VA)

Provides assistance to veterans with claims, information and referral services, advocacy and outreach.

Management Services

Human Services also has eight Management Services divisions that support the work of our nine departments.

Divisions include: Administrative Services; HS Auditing; Information, Technology & Support; Legislation, Research and Quality Support Services; Performance, Education & Resource Centers; HS Personnel; Program Development; and Program Integrity.

As you review this report, you will note our accomplishments and the quality service that our agency provides to the citizens in our great county. This is because our staff exemplifies our Human Services mission statement.

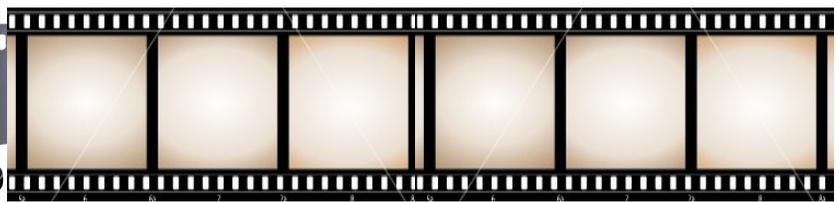


MISSION STATEMENT

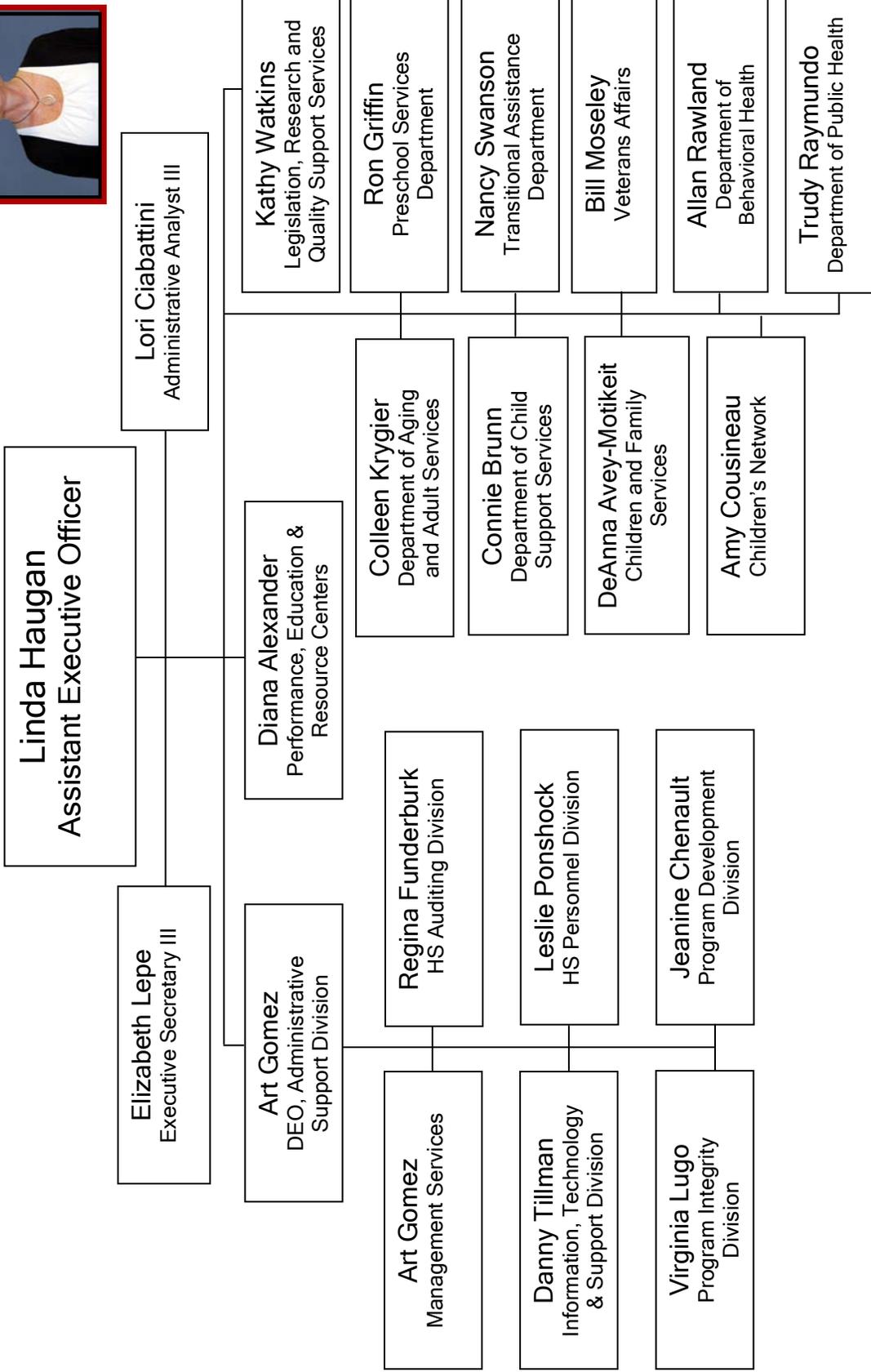
Human Services



*Human Services works
to build a healthier
community by
strengthening individuals
and families, enhancing
quality of life and
valuing people.*



San Bernardino County Human Services



Human Services

AAA	Area Agency on Aging
APS	Adult Protective Services
ARMC	Arrowhead Regional Medical Center
BOS	Board of Supervisors
C-IV	Consortium IV (Establishing multi-county Automated Welfare System)
CAAHL	Child and Adult Abuse Hotline
CACI	Child Abuse Central Index
CalFresh	Formerly Food Stamps Program
CalWORKs	California Work Opportunities for Kids
CAO	County Administrative Office
CAPIT	Child Abuse Prevention, Intervention and Treatment
CASE	Coalition Against Sexual Exploitation
CBO	Community-Based Organization
CDA	California Department of Aging
CDSS	California Department of Social Services
CHEAC	County Health Executives Association of California
CMHDA	California Mental Health Directors Association
CMS	Case Management System
CMS	Centers for Medicaid and Medicare Services
CPS	Child Protective Services
CRO	Community Relations Office
CSC	Customer Service Center (TAD)
CWDA	County Welfare Directors Association
CWS	Child Welfare Services
DBH	Department of Behavioral Health
DFSP	Disaster Food Stamp Program
DPH	Department of Public Health
EBT	Electronic Benefits Transfer
ECM	Enterprise Content Management
EHS	Early Head Start (Preschool Services)
EHS	Environmental Health Services
EL	Educational Liaison
ESP	Employment Services Program

Human Services

HS	Human Services
IHSS	In-Home Supportive Services
ILP	Independent Living Program
LPS	Lanterman-Petris-Short
LIHP	Low Income Health Program
MCRS	Medi-Cal Case Review System
MDT	Multi-Disciplinary Team
Medi-Cal	California's Medicaid Program
MEDS	Medi-Cal Eligibility Determination System
MHSA	Mental Health Services Act
MOSS	Microsoft Office SharePoint Server
MOU	Memorandum of Understanding
NACo	National Association of Counties
OAA	Older Americans Act
PACE	Process Approach to Case Excellence
PEI	Preschool Early Intervention
PII	Personally Identifiable Information
PSSF	Preserving Safe and Stable Families
RLA	Regional Lead Agencies
SART	Screening, Assessment, Referral and Treatment
SCSEP	Senior Community Service Employment Program
SIA	Senior Information and Assistance
SIP	Systems Improvement Plan
TANF	Transitional Assistance for Needy Families
TAY	Transitional Age Youth
TB	Tuberculosis
TDM	Team Decision Making
TOP	Training Online Program
USDVA	United States Department of Veteran Affairs
VITA	Volunteer Income Tax Assistance
VSR	Veterans Service Representative
WEX	Work Experience Program
WIC	Women, Infants and Children

NACO AWARDS



The following HS departments were awarded the 2011 National Association of Counties Achievement Award. For a list of all award recipients, go to www.naco.org/programs/recognition and click on Achievement Awards.

CFS

- Foster and Kinship Youth Sports Faire
- Foster Youth Summit
- Education Liaisons
- Electronic Filing of Court Reports
- The Youth and Family Guide to College and Beyond
- ARMC/CFS Shadow Event

DAAS

- LTC Ombudsman/Red Cross Partnership
- Prevention and Early Intervention Transportation Escort Program (PE/TREP)

DBH

- Coalition Against Sexual Exploitation
- Customer Assistance and Resource Experience (CARE) Desk
- Forensic Assertive Community Treatment Program (FACT)
- Performance Indicators Dashboard Project
- Project First Steps
- Project Journey House Housing Program

DPH

- Innovative Methods to Reduce Drowning Risks at Commercial Swimming Pools and Spas

IHSS/WDD

- In-Home Health Services Live Scan Assistance Program

PSD

- Preschool Prevention and Early Intervention Program

TAD

- Welfare-to-Work Training Online Program (TOP)
- TANF Contingency Fund-Summer Youth Employment Program

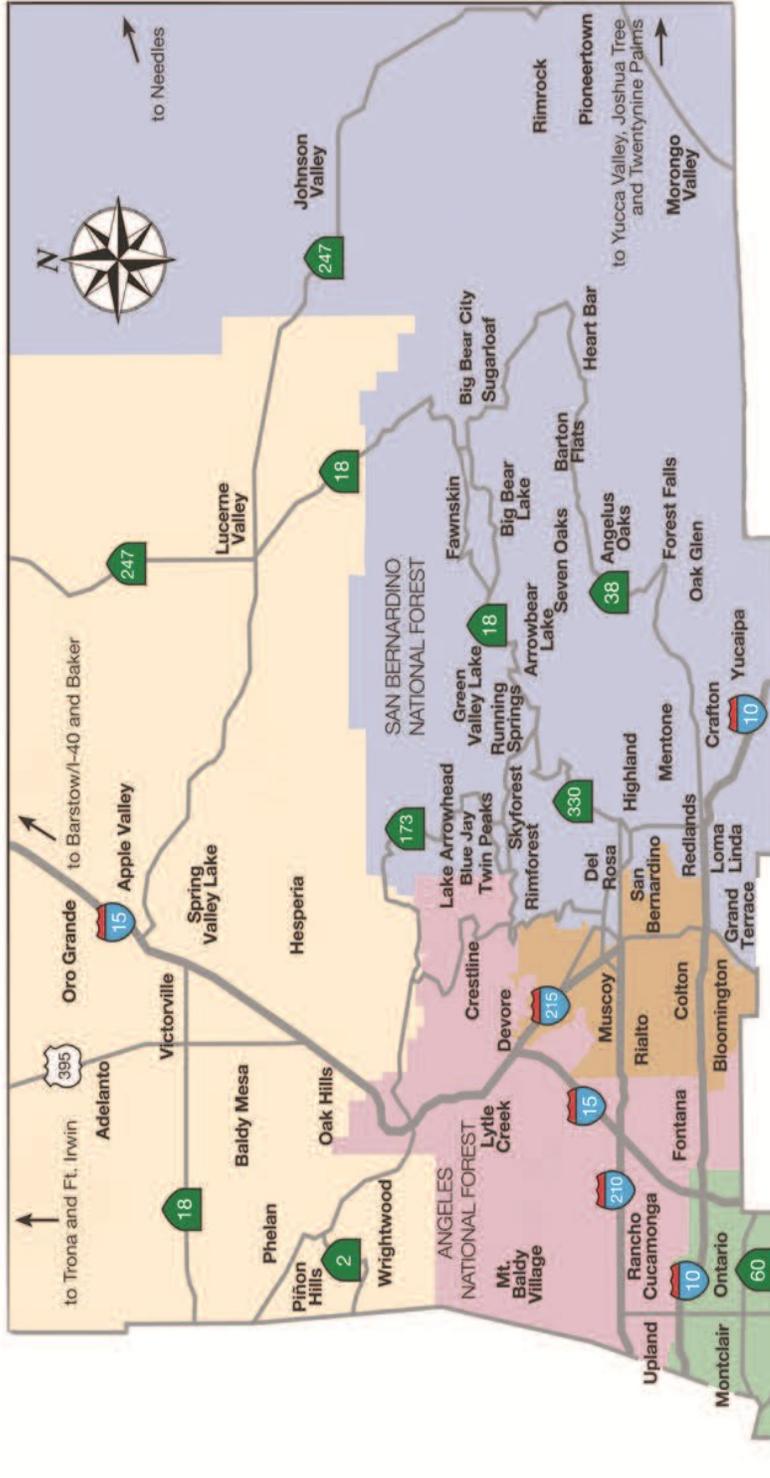


Human Services

- ◆ *Aging and Adult Services*
- ◆ *Behavioral Health*
- ◆ *Child Support Services*
- ◆ *Children and Family Services*
- ◆ *Children's Network*
- ◆ *Preschool Services*
- ◆ *Public Health*
- ◆ *Transitional Assistance*
- ◆ *Veterans Affairs*

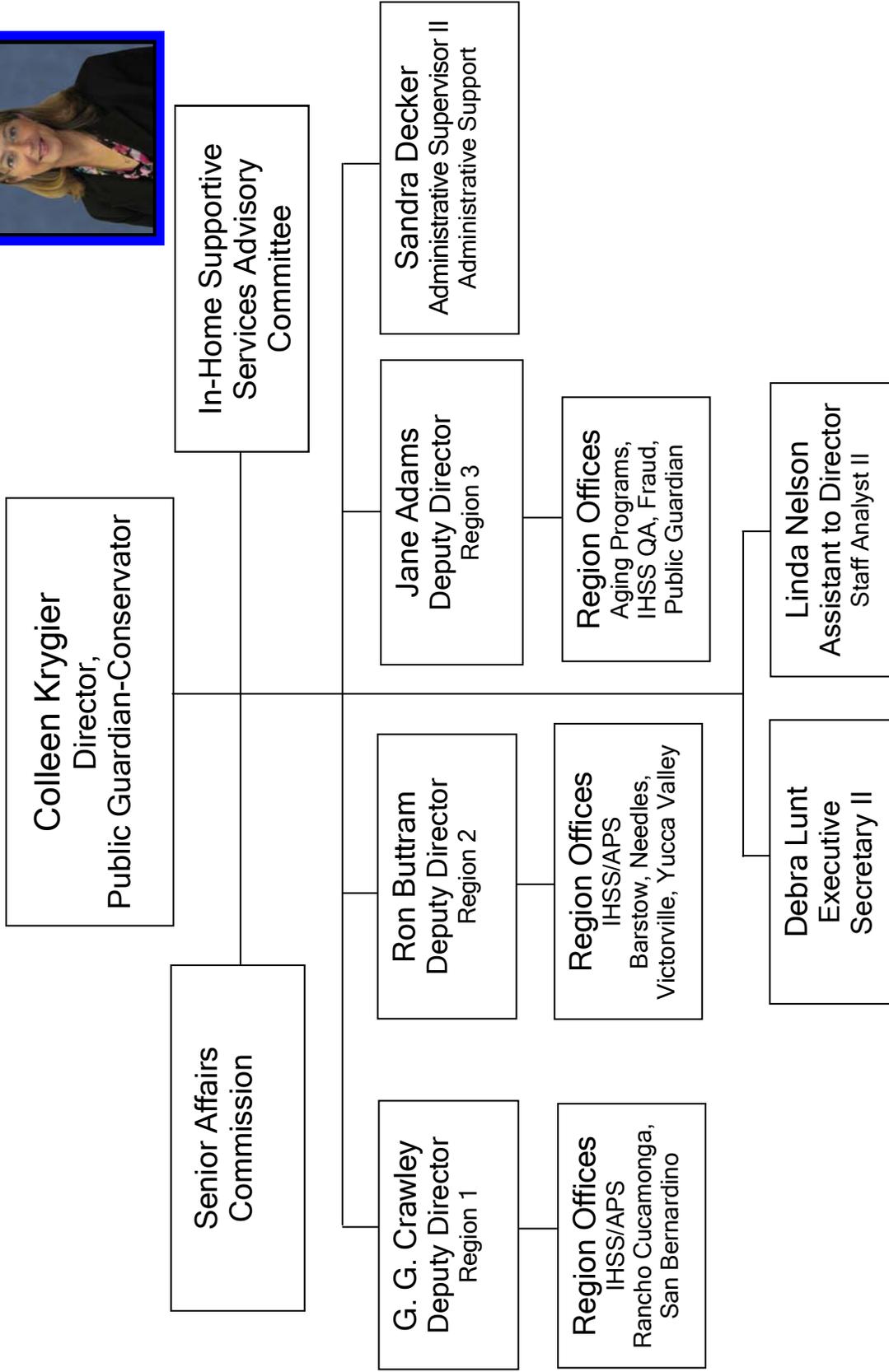
DEPARTMENTS

Department of Aging and Adult Services - Branch Offices



- Barstow**
536 E. Virginia Way (760) 256-3764
- Fontana - Senior Information Services Only**
8572 Sierra Ave. (909) 829-8515
- Needles**
1300 Bailey Ave. (760) 326-9224
- Rancho Cucamonga**
9445 Fairway View Pl., Ste. 110 (909) 948-6200
- Redlands - Public Guardian**
222 W. Brookside Ave. (909) 798-8500
- San Bernardino**
686 E. Mill St., First Floor (909) 891-3700
- Victorville**
17270 Bear Valley Rd., Ste. 108 (760) 843-5100
- Yucaipa**
56357 Prima Trail (760) 228-5390

Department of Aging and Adult Services



Department of Aging and Adult Services



Mission *The Department of Aging and Adult Services (DAAS) provides services to seniors, at-risk individuals, and adults with disabilities to improve or maintain choice, independence, and quality of life so they may age in place in the least restrictive environment.*

Description DAAS provides a wide variety of social service programs and services for seniors, elders, and disabled adults. There are three distinct areas under which services are provided.

Adult Programs - Under the direction of the California Department of Social Services (CDSS), DAAS administers two major programs. The In-Home Supportive Services (IHSS) program provides in-home personal and domestic services which enable persons to remain independent in their homes and without which they would be at risk of out-of-home placement. The Adult Protective Services (APS) program provides emergency response to referrals of possible elder and dependent adult abuse and neglect, and provides investigations, reports to law enforcement, crisis intervention, and links to services for at-risk elders and dependent adults.

Aging Programs - Under the direction of the California Department of Aging (CDA), DAAS serves as the federally designated Area Agency on Aging (AAA) for the County of San Bernardino and is responsible for administering programs under the Older Americans Act (OAA). The department works to ensure options are easily accessible to all older individuals and to have a visible resource where seniors can go or call for information. The programs under the OAA include Senior Information and Assistance (SIA), Senior Nutrition, Senior Employment, and Long Term Care Ombudsman.

Public Guardian/Conservator - Under the direction of the court, DAAS serves as Public Guardian/Conservator for the County of San Bernardino and is the conservator of last resort. Conservatorship through the Public Guardian programs ensures that persons who are found to be gravely disabled or lack capacity to manage their personal needs, remain safe, receive appropriate medical care, counseling and mental health treatment options, and reside in the least restrictive environment.

Accomplishments for 2010/2011

DAAS accomplished the following in 2010/2011:

- ✓ Received two 2011 National Association of Counties (NACo) Awards for the Long Term Ombudsman Program/Red Cross partnership and the Prevention and Early Intervention Transportation Reimbursement Escort Program (PEI/TREP).
- ✓ Senior Nutrition Services provided 379,192 congregate meals to 11,797 seniors in senior centers throughout the county and 394,892 home-delivered meals to 2,679 homebound seniors.
- ✓ Senior Information and Assistance provided 7,616 seniors with registered services and provided public/community outreach to 79,184 individuals.
- ✓ Provided nutrition education to 4,210 seniors.

Accomplishments for 2010/2011 continued...

- ✓ Long Term Ombudsman program staff and volunteers provided 139 community trainings; distributed educational materials to 3,858 individuals; attended 18 resident and family council meetings; investigated 2,611 complaints; participated in 4,839 regular visits to nursing and board and care facilities; provided 3,134 training sessions for caregivers and 758 training sessions for professionals.

Goals for 2011/2012

DAAS established the following goals for 2011/2012:

Adult Programs

1. Assist at-risk adults and frail elderly to maintain independence and live safely in the least restrictive environment.
2. Ensure the safety of at-risk adults and the elderly to improve or maintain quality of life.

Aging Programs

1. Assist seniors to maintain choices and improve quality of life by increasing knowledge and awareness of available programs and assistance.

Public Guardian

1. Ensure Public Guardian provides timely and accurate financial support to conservatees.

How Outcomes Are Measured

DAAS measures outcomes by the following methods:

Activity	Measure
Assist at-risk adults and frail elderly to maintain independence and live safely in the least restrictive environment.	<ul style="list-style-type: none">• Complete 90% of the annual re-evaluations process for IHSS customers within state timeframes.
Ensure the safety of at-risk adults and the elderly to improve or maintain quality of life.	<ul style="list-style-type: none">• Respond to emergency APS referrals within state mandated timeframes.
Assist seniors to maintain choices and improve quality of life by increasing knowledge and awareness of available programs and assistance.	<ul style="list-style-type: none">• Increase individual customers contacted by Senior Information and Assistance by 8 percent.
Ensure Public Guardian provides timely and accurate financial support to conservatees.	<ul style="list-style-type: none">• Pay 80% of conservatees' bills within ten days of receipt.

Program Information

(CDSS) Social Service Programs:

In-Home Supportive Services (IHSS) - The IHSS program provides personal and domestic services for aged, disabled adult and disabled children, which enable them to remain safely in their own homes and prevent or delay placement. The program provides services aimed at health and safety with services being performed by a care provider. A wide variety of basic services includes domestic assistance such as housecleaning, meal preparation, laundry, shopping, personal care (feeding and bathing), transportation, protective supervision, and certain paramedical services ordered by a physician.



Adult Protective Service (APS) - Components of the APS program include investigating reports of potential elder and dependent adult abuse and neglect, developing a service plan, counseling and referral to community resources, and monitoring the progress of the customer. The 24 hours/day, 7 days/week, toll free hotline number is 1-877-565-2020.

(AAA) Area Agency on Aging Programs:

Senior Supportive Services - Includes programs for seniors (age 60 and over) to provide links to services that allow the aging population to remain safely in homes, including adult day care, assisted transportation, legal services, home safety devices, and case management services.

Senior Nutrition Program - Provides seniors (age 60 and over) nutritious meals in congregate settings and home delivery of meals for homebound seniors around the county. Nutrition and education counseling is provided at the nutrition sites, along with an opportunity for companionship and to enjoy other activities. A suggested donation amount is posted at each site; seniors may donate confidentially and voluntarily. Seniors can call 1-800-510-2020 to learn more about the nutrition program and the site nearest their location.

Senior Information and Assistance (SIA) - Provides information and assistance to help senior citizens solve problems and learn about opportunities, services, and community activities. It provides assistance and advocacy by making contact with various organizations that can provide needed services to seniors. Follow-up and evaluations are provided to ensure the senior is receiving appropriate services.

Individuals can be connected to the SIA office nearest to their location by calling 1-800-510-2020, toll free. SIA offices are open Monday through Friday during normal business hours.

Health Insurance Counseling and Advocacy Program (HICAP) - HICAP provides information and assistance with Medicare, Medicare Advantage Plans, Medicare Prescription Drug Coverage and other related health insurance issues. State-registered

"I have been with my IHSS provider Joan Swearingen since 2007. I have been more than pleased with the program and the services I have received. At my age and with my health, I would not be able to live alone without the help Joan provides me. As I get older, my needs increase. Joan takes care of my apartment, which includes keeping my apartment clean and neat, doing my laundry, preparing my meals, taking me shopping and to each of my seven different doctors. My doctor wanted me to walk, but I am unable to walk by myself. Joan takes me on a daily walk. It is such a pleasure to have an intelligent person to converse with. I cannot imagine how I would get along without the help I receive daily from Joan and the IHSS program."

--Milton Buckmaster
featured with Joan Swearingen

Program Information continued...

counselors offer objective information to help seniors and other Medicare beneficiaries make good health care decisions. HICAP counselors can help resolve problems and offer free community education presentations.

Legal Services for Seniors - Free civil legal counsel and assistance to seniors who are 60 years or older. Services include meeting with senior groups and making presentations on legal topics. Legal services are provided throughout the County of San Bernardino by appointment at the senior or community centers.

Multipurpose Senior Services Program (MSSP) - The MSSP is an Intensive Care Management system designed to prevent premature institutionalization for the frail elderly population living within the County of San Bernardino. A Care Management Team comprised of a Public Health nurse and a social worker assess individual clients for specific needs. The team develops a plan of care and appropriate services are arranged. The team continues to provide ongoing support over the life of each case.

Ombudsman Services - Mandated by federal and state law to identify, investigate, and resolve complaints on behalf of long-term care residents age 60 and older who reside in skilled nursing, transitional care units, or residential care facilities for the elderly. The program uses fully trained, certified volunteers to help with problems regarding quality of care, food, finance, meaningful activities, visitors of choice, residents' rights, and other concerns. Staff visits the facilities regularly to ensure residents know about the program's services and works with licensing agencies responsible for the facilities. They assist facility administrators and staff in solving problems with families and difficult residents, provide community education to groups, and witness durable power of attorney for health care documents. For information call 909-891-3928 or toll tree 1-866-229-0284.

Senior Community Service Employment Program (SCSEP) - Provides part-time employment services for seniors age 55 and older. Seniors in the program receive on-the-job training in various work-related skills, basic computer, resume preparation, job location strategies, English as a Second Language, and other related topics.

Family Caregiver Support Program (FCSP) - Services include caregiver information, assistance in gaining access to services, counseling, training support, and temporary respite to family and other unpaid caregivers supporting older individuals, as well as grandparents and older relatives caring for children.

Public Guardian/Conservator:

Probate Conservatee - Persons under probate conservatorship are incapacitated and may suffer from forms of dementia, stroke, other brain-related injuries, and/or debilitating diseases. They are unable to provide for their basic needs for physical health, food, clothing and shelter; or resist fraud or undue influence.

Lanterman-Petris-Short (LPS) Conservatee - Persons who are found by the court to be "gravely disabled" as a result of a mental disorder or impairment by chronic alcoholism or other substance abuse. Grave disability is defined as unable to provide for food, clothing, or shelter as a result of a mental disorder.

Statistical Information

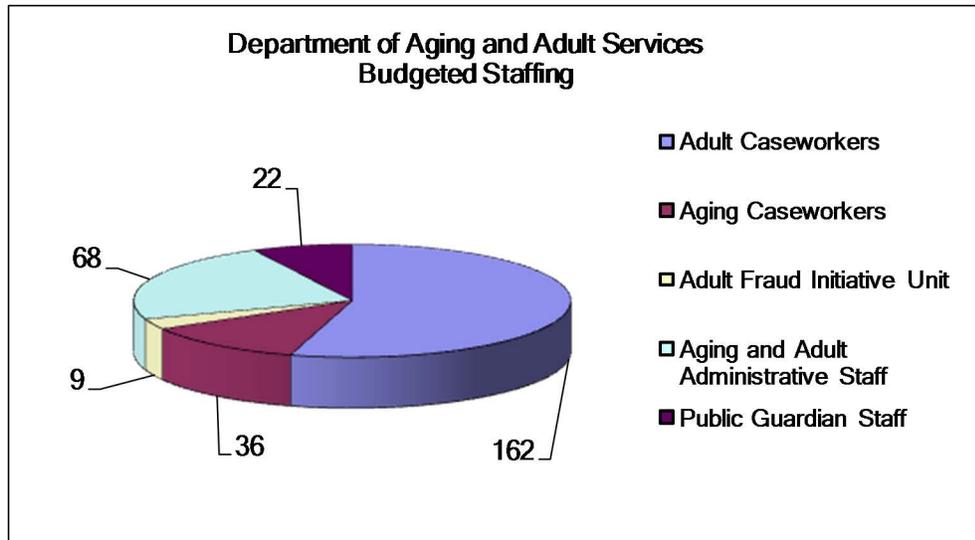
Statistical Information 2010-2011	
APS	Average 790 reports of elder or dependent adult abuse monthly
IHSS	Average 20,273 open cases monthly Average 1,081 applications monthly Average 91.1 authorized service hours per case per month
SCSEP	Average 67 eligible seniors
SIA	Average 1,153 contacts per month
MSSP	Average 311 cases per month

Caseload by Program

Caseload by Program	Workload Indicators
APS - Referrals	569
APS - Open Cases	1,048
IHSS - Open Cases	20,273
MSSP Cases	311
Public Guardian - Probate Cases	106
Public Guardian - LPS Cases	320

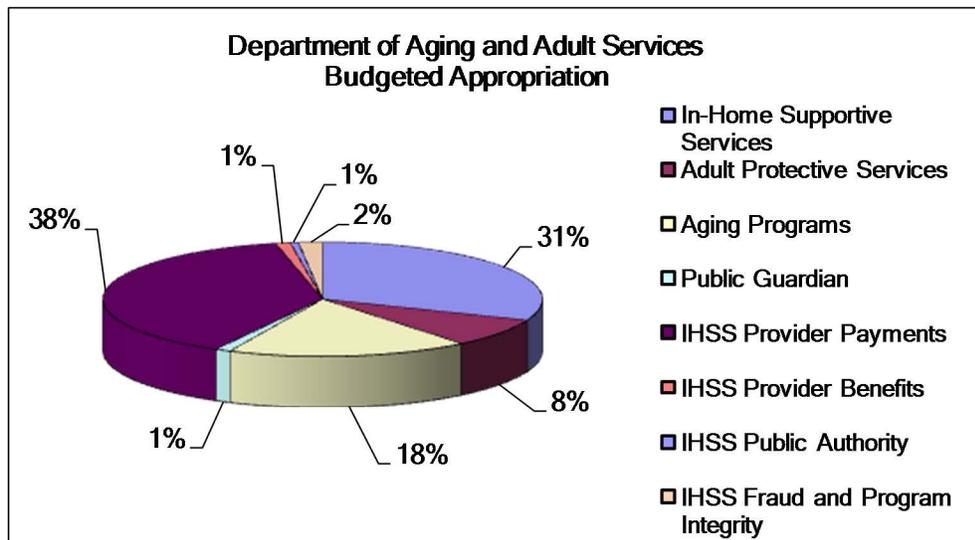
Staffing Information 2010/2011

Total staffing is approximately 297 employees.



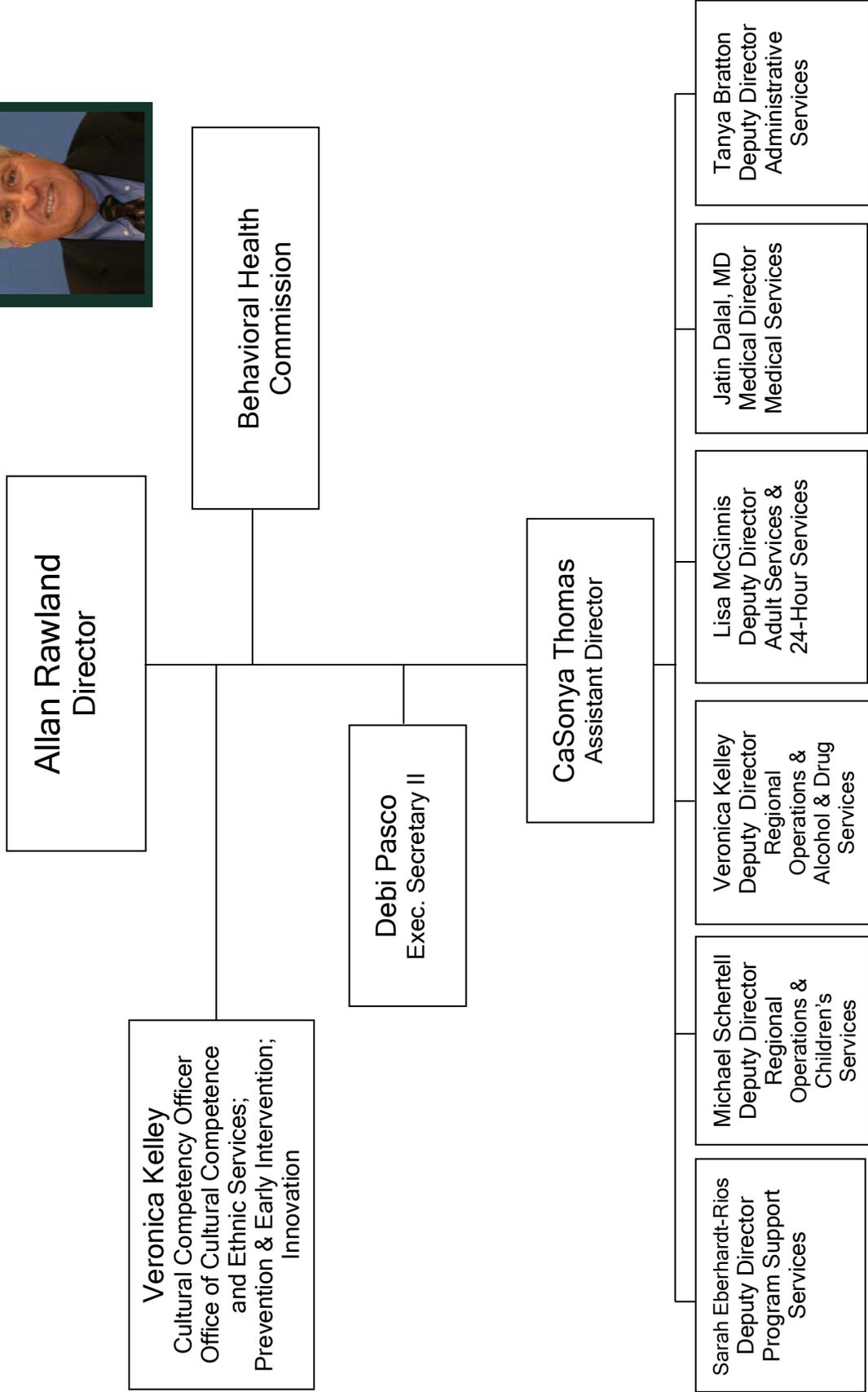
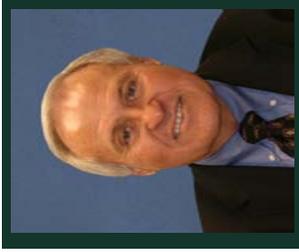
Budget Information 2010/2011

The department budget for FY 10/11 is \$58,510,997.



In-Home Supportive Services	\$ 18,068,039
Adult Protective Services	\$ 4,729,080
Aging Programs	\$ 10,746,636
Public Guardian	\$ 540,738
IHSS Provider Payments	\$ 22,419,604
IHSS Provider Benefits	\$ 625,000
IHSS Public Authority	\$ 350,000
IHSS Fraud and Program Integrity	\$ 1,031,900
Total	\$ 58,510,997

Behavioral Health



Department of Behavioral Health



Mission *The County of San Bernardino Department of Behavioral Health (DBH) programs strive to be recognized as a progressive system of seamless, accessible and effective services that promote prevention, intervention, recovery and resiliency for individuals, families, and communities.*

Description DBH and its contract partners are responsible for providing mental health, alcohol and substance abuse services to county residents who are experiencing major mental illness, substance abuse and other addictions. DBH and its contract partners provide treatment, which may include psychiatric medical services, to all age groups with primary emphasis placed on treating seriously emotionally disturbed children, youth and their families, adults, and older adults who are experiencing serious mental illness. Another integral part of the behavioral health service delivery system consists of specialized programs including prevention and early intervention, crisis intervention services, workforce education and training, homeless services, and the Offices of Consumer and Family Affairs and Cultural Competence and Ethnic Services.

The County of San Bernardino has a Behavioral Health Commission that is appointed by the Board of Supervisors (BOS), in accordance with the Welfare and Institutions Code 5604. The Behavioral Health Commission provides the advisory link between the BOS and DBH in providing public input into the delivery of public mental health services to the communities within the county.

DBH collaborates with agency partners through contracts, agreements and Memorandums of Understanding (MOU) to maximize the provision of available behavioral health services to the approximately 2,000,000 residents living in the County of San Bernardino. DBH currently manages close to 400 contractual agreements for the delivery of mental health and substance abuse services.

Accomplishments for 2010/2011

DBH accomplished the following in 2010/2011:

- ✓ Received \$59 million in Mental Health Services Act (Prop. 63) funding to continue services of six components: Community Services and Supports-Community Program Planning, MHSA Housing Program; Prevention and Early Intervention; Workforce Education and Training; Capitol Facilities; Technology; and Innovation.
- ✓ Completed an intensive, tri-annual system review by the California Department of Mental Health with excellent results.
- ✓ Successfully established various and diverse Prevention and Early Intervention services within the community.
- ✓ Avoided hospitalization for 3,075 of the 5,000 consumers who presented at the Arrowhead Regional Medical Center (ARMC) with an acute psychiatric crisis by linking those diverted to less restrictive and more appropriate care within the community.
- ✓ Received the sixth largest grant in the nation of \$2,243,280 for Lantern Woods, a project-based supportive housing grant by Housing and Urban Development.

Accomplishments for 2010/2011 continued...

- ✓ Received six National Association of Counties (NACo) Achievement Awards:
 - Project Journey Housing Program; Housing and Employment Services
 - Project First Steps; Housing and Employment Services
 - Performance Indicators Dashboard; Research and Evaluation
 - Forensic Assertive Community Treatment; Forensics
 - Coalition Against Sexual Exploitation; Children's Programs
 - Customer Assistance and Resource Experience (CARE) Referral Desk; Public Information Office
- ✓ Provided over 500 direct crisis interventions and in-home services to older adults in the high desert region, as well as offered education and resource information and assistance to over 300 seniors living in remote areas (e.g. Phelan, Newberry Springs and Lucerne Valley).
- ✓ Provided Crisis Intervention Training to 89 law enforcement officers to equip them with alternative methods of interaction when they encounter individuals with a mental illness.
- ✓ Successfully installed video-remote interpreting equipment at the Rialto Crisis Walk-In clinic, as well as trained over 400 DBH and contract staff on a variety of cultural competence topics.
- ✓ Expanded service capacity at no net cost to the County by adding two Medi-Cal certified contractors to the west valley region, Chino Valley Unified School District and Ontario/Montclair School District, to provide school-based behavioral health services to students.
- ✓ Awarded approximately eight million dollars in funding by Housing and Urban Development (HUD) for the Continuum of Care (CoC) projects to provide supportive, transitional and permanent housing to homeless individuals and families.
- ✓ Coalition Against Sexual Exploitation (CASE) program served 25 minors, provided 28 outreach presentations, and informed 1,654 members of the public about CASE.
- ✓ Received accreditation through the National Commission on Correctional Health Care (NCCHC) for both the High Desert and Central Valley Juvenile Detention and Assessment Centers, including the Gateway program.
- ✓ Successfully provided services to over 120,798 adults, children, and families within established budget targets.

Goals for 2011/2012

DBH established the following goals for 2011/2012:

1. Increase access and reduce behavioral health disparities among the diverse racial, ethnic, and cultural communities in San Bernardino County.
2. Promote and increase community collaboration and involvement to enhance access to care.

How Outcomes Are Measured

DBH outcomes are evaluated through various methods to ensure accomplishment of department goals. Data is collected from several resources including the DBH practice management system, client surveys, and program-specific data sources. DBH regularly monitors and reports on a wide variety of information including demographics, services rendered, treatment success, and customer satisfaction.

DBH measures outcomes by the following methods:

Activity	Measure
Client success in reaching treatment plan goals.	<ul style="list-style-type: none"> Percent of clients who have achieved, or partially-achieved treatment plan goals at discharge.
Increase positive outcomes for Full Service Partnership consumers.	<ul style="list-style-type: none"> Percent of reductions in homelessness, hospitalizations, and incarcerations after enrollment.
Increase the number of community crisis field responses.	<ul style="list-style-type: none"> Percent of calls from public and community agencies, the type of response and the disposition of the call.
Client diversion from hospitalization to more community-based form of treatment.	<ul style="list-style-type: none"> Percent of clients diverted
Follow-up service after psychiatric hospital discharge.	<ul style="list-style-type: none"> Percent of clients who receive follow-up service within 30 days of discharge.
Maintain a high level of customer satisfaction.	<ul style="list-style-type: none"> Achieve 90% satisfaction rate based on results from annual customer satisfaction surveys.

Program Information

Adult and Older Adult Services – Offers a variety of services, which include medication support, psychotherapy, case management, crisis intervention, residential care, housing referrals, employment services, forensic services and consumer-run and peer support services through the Adult and Older Adult System of Care.

Alcohol and Drug Services – Provides a full range of substance abuse prevention, outpatient and residential programs throughout the county. Services include:

- ⇒ Outpatient Services
- ⇒ Detoxification
- ⇒ Residential Treatment
- ⇒ CalWORKs Mental Health Program
- ⇒ Healthy Babies and Perinatal Treatment Clinics

Program Information continued...

Children Services – The Children System of Care is a collaboration between the Department of Behavioral Health, public agencies and community-based organizations that provide a variety of services which include:

- ⇒ Centralized Children’s Intensive Case Management Services (CCICMS)
- ⇒ School-Based Services
- ⇒ Juvenile Justice Services
- ⇒ Family Services for early identification of mental health needs of children in foster care

Crisis Services – The Community Crisis System of Care collaborates with law enforcement, hospital emergency departments and community partners to provide urgent psychiatric care to consumers in their communities. Services include:

- ⇒ Psychiatric diversion services are provided at ARMC and include a culturally competent screening and diversion of consumers who may not be in need of hospitalization, to a more appropriate level of care.
- ⇒ Community Crisis Response Teams and Crisis Walk-In Clinic staff consist of multi-disciplinary mental health professionals who provide crisis intervention services 24/7, both in the field and on-site, to seriously mentally ill individuals of all ages.

Medical Services – Medical Services plays a crucial role in addressing the mental health and substance abuse needs of the consumer. The Medical Services staff provides consultation and education to department and contract staff, participates in the development of consumer treatment plans, and takes part in quality management issues related to client care.

Office of Consumer and Family Affairs (OCFA) – To better include consumers and family members in the development of services provided by DBH, the department developed the Office of Consumer and Family Affairs. OCFA employs both a family member and a consumer as Peer and Family Advocates. The primary function of each is to:

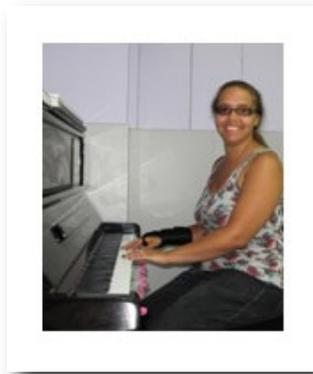
- ⇒ assist consumers and family members in accessing services.
- ⇒ encourage family participation as a team member in the consumer’s treatment plan.
- ⇒ connect consumers and family members with support agencies, such as the National Alliance on Mental Illness.

Office of Cultural Competence & Ethnic Services (OCCES) – The vast population growth in the County of San Bernardino has presented several cultural and linguistic challenges in providing behavioral health services. To address access barriers due to these challenges, the OCCES provides the administrative oversight for embedding and integrating cultural and linguistic competence across every program within the department. In addition, OCCES monitors adherence to federal, state, and local mandates for cultural and linguistic competence, and is responsible for developing, monitoring, and implementing the state-required Cultural Competency Plan (CCP).

Statistical Information

DBH serves the public by providing both mental health services and substance abuse services. Services include inpatient hospitalization, residential and outpatient services, delivered through department clinics, contract agencies, and the Managed Care Network.

	Mental Health Program	Alcohol and Drug Program
Total Number of Services	614,779	421,778
Age Group of Clients Receiving Behavioral Health Services	Number of Clients Served	Number of Clients Served
0-15 Years (Children)	11,129	178
16-25 Years (Transitional Age Youth)	7,821	1,327
26-59 Years (Adults)	17,602	3,797
60 + Years (Older Adults)	1,620	153
	38,172	5,455



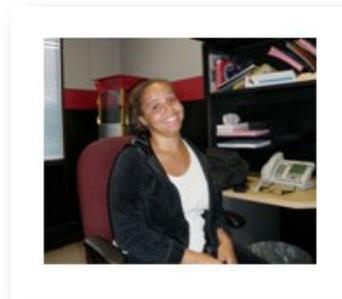
Teigyn Henderson is 20 years old. It took her awhile to warm up to the San Bernardino Transitional Age Youth (TAY) Center when she first started attending in February 2008.

“My life has changed for the better. At first I was very quiet and kept to myself. It took awhile for me to open up. I got to know the staff, and I felt they were approachable and understood what I was going through. I became more independent and was able to speak in front of groups of people. I have spoken at the Behavioral Health Commission and have participated on the TAY Advisory Board. I am currently the Vice President and was elected to that position by my peers.”

“The TAY Center taught me skills on how to love life more, cope with every day life and stand up and advocate for myself. They showed me the importance of taking my medication and staying on it. The breathing techniques they taught me really help too.”

“The TAY Center staff helped me write letters to finish high school and gave me the tools to apply for financial aid at San Bernardino Valley College. I am interested in studying Human Social Work and would like to become a social worker. The staff at TAY even worked with me to apply for Social Security. I now receive benefits and have my own income, so I do not have to depend on anyone.”

--Teigyn Henderson



Statistical Information continued...

An extended range of program-specific services is provided to enhance the department's ability to promote wellness, recovery, and resiliency.

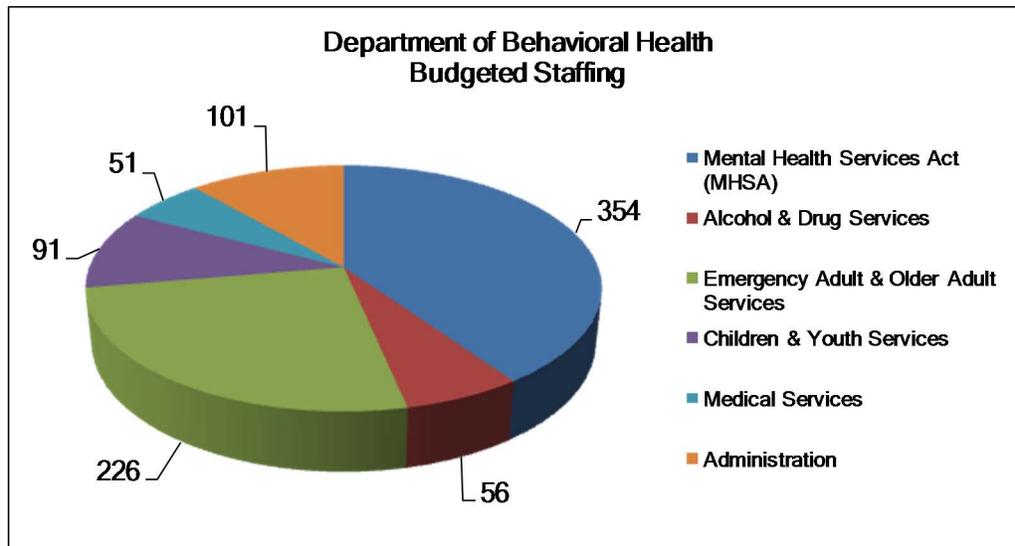
Expanded Community-based Programs	Number of People Served Through Full Service Partnership	Number of People Served Through System Development	Number of People Served Through Outreach and Engagement
Success First: (Wraparound)	825	78	579
Integrated New Family Opportunities	78	579	
One Stop: Transitional Age Youth	300	163	1,538
Clubhouse		1099	3,225
Forensics	207	109	
Assertive Community Treatment	186		
Crises Walk In Clinics		8,033	1,466
Triage		2,953	
Community Crises Response Team		4,140	4,418
Homeless	726	1,084	492
Alliance for Behavioral and Emotional Treatment	64		
Agewise: Circle of Care System Development		102	94
Agewise: Circle of Care Mobile Outreach	35	576	612
Total Persons Served	2,421	18,916	12,424

Prevention and Early Intervention programs provide strategies, activities, and services designed to deter the onset of or provide intervention early in the manifestation of a behavioral health condition.

Prevention / Early Intervention Program	0-14 Years	15-25 Years	26-64 Years	65+ Years
Older Adult Community Services	0	0	0	8,676
Children Youth Connection	457	276	359	41
Student Assistance Program	24,240	5,562	2,906	11
Community Wellness and Enrichment	0	4,887	5,094	7
Military Services and Family Support Program	145	133	569	0
National Curriculum and Training Institute, Crossroads Educate Program	7,369	4,468	3,315	205
Family Resource Center	36,583	4,277	13,300	500
Preschool PEI Program	683	0	386	0
Native America Resource Center	1,617	830	1,443	196
Promotores de Salud	0	936	4,724	443
Resilience Promotion in African American Children	2,699	0	926	0
Lift	71	0	332	0
Total Services	73,864	21,369	33,354	10,079

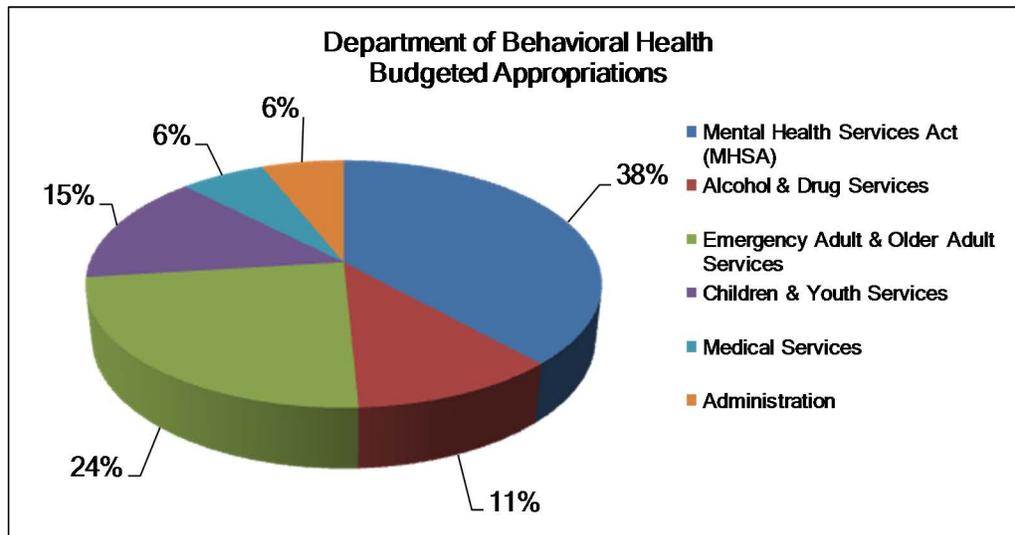
Staffing Information 2010/2011

Total staffing is approximately 879 employees.



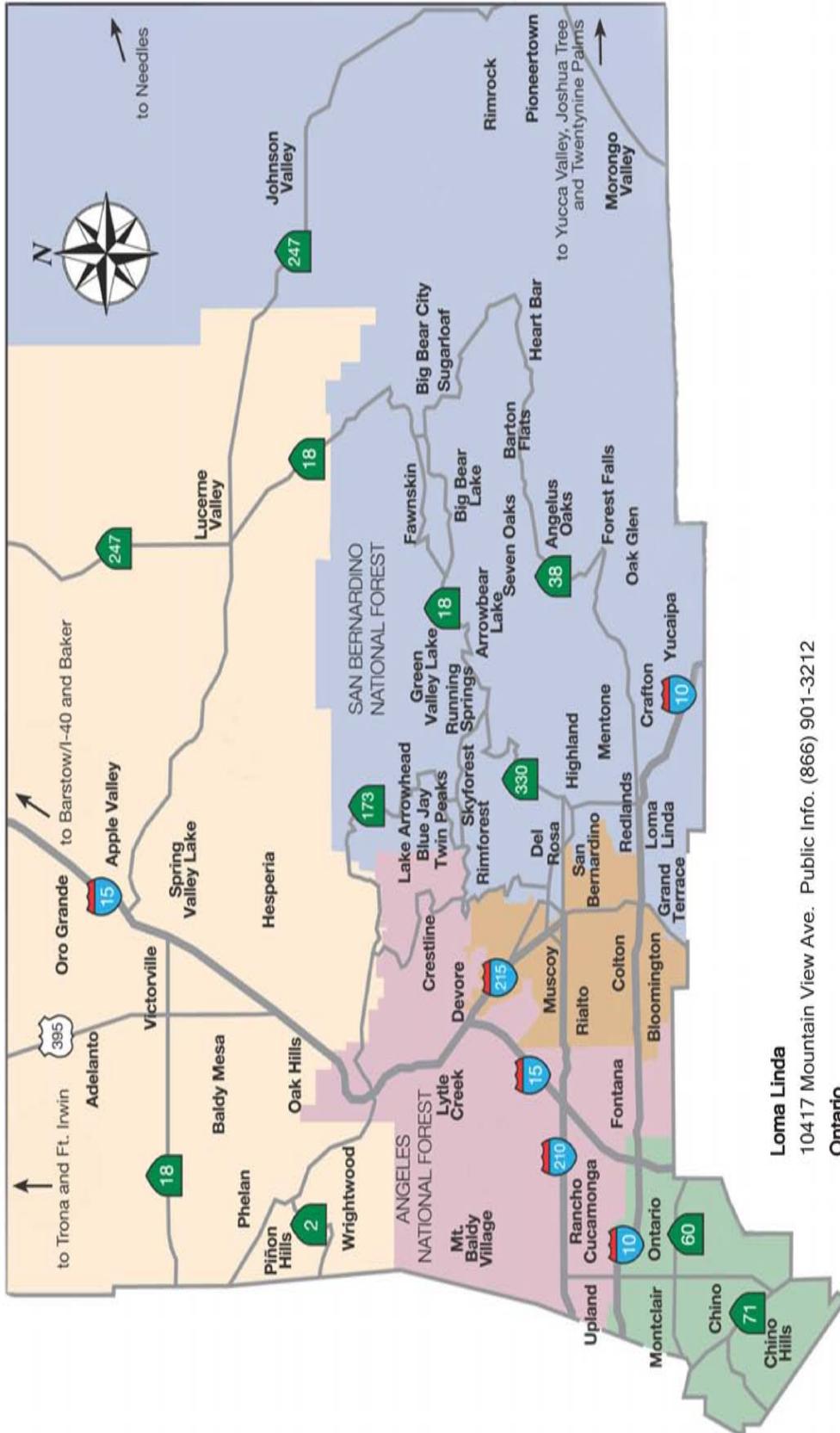
Budget Information 2010/2011

The department budget for FY 10/11 is \$217,365,241.



Mental Health Services Act	\$	83,071,242
Alcohol & Drug Services	\$	23,945,241
Emergency Adult & Older Adult Svcs.	\$	51,765,030
Children & Youth Services	\$	31,611,362
Medical Services	\$	13,640,661
Administration	\$	13,331,705
Total	\$	217,365,241

Department of Child Support Services - Branch Offices



Loma Linda

10417 Mountain View Ave. Public Info. (866) 901-3212

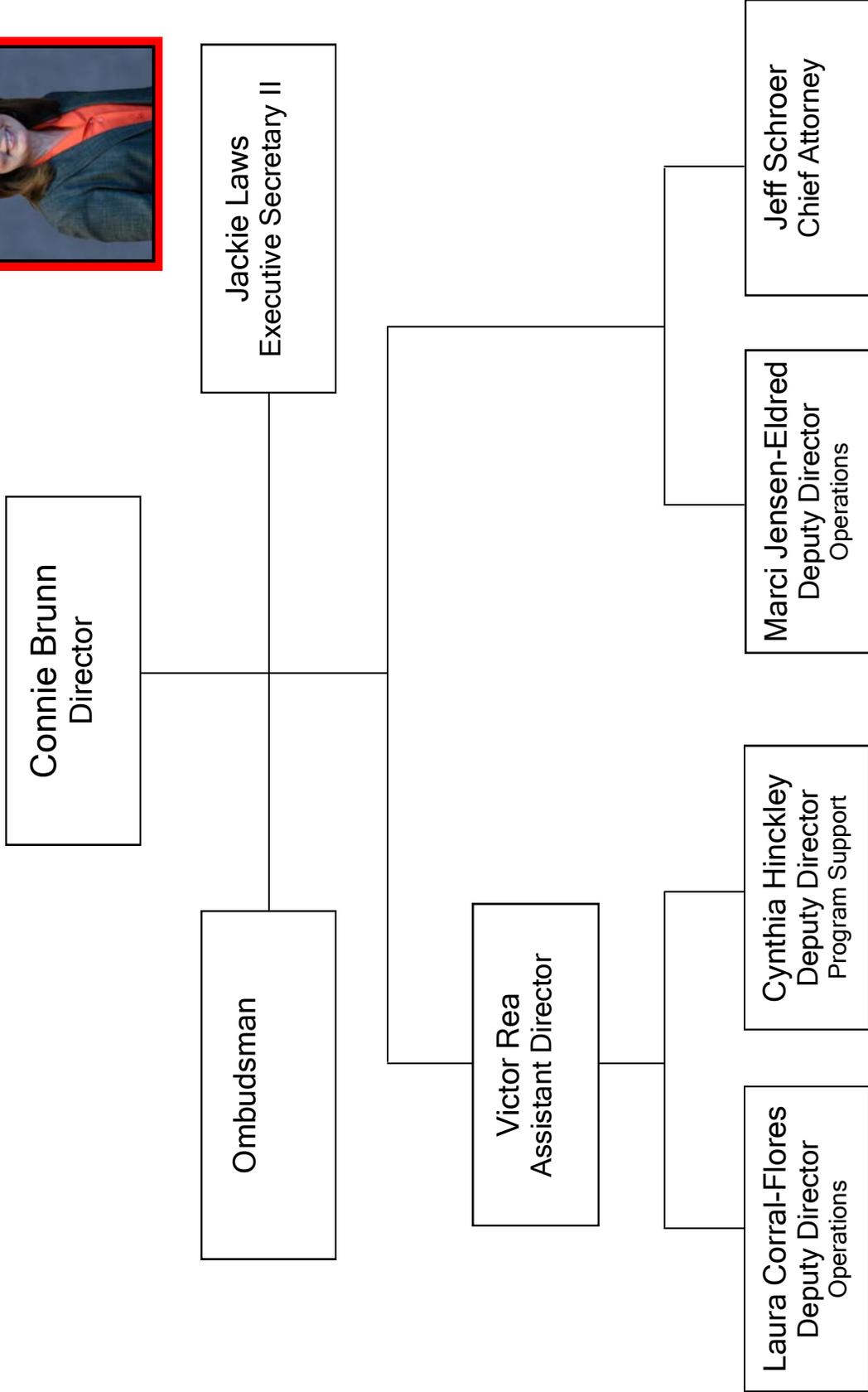
Ontario

191 N. Vineyard Ave. Public Info. (866) 901-3212

Victorville

15400 Civic Dr. Public Info. (866) 901-3212

Department of Child Support Services



Department of Child Support Services



Mission *The County of San Bernardino Department of Child Support Services (DCSS) determines paternity, establishes and enforces child support orders, and secures payments to assist families in meeting the financial and medical needs of their children. We provide timely and effective service in a professional manner.*

Description Basic program activities of DCSS include locating absent parents, establishing orders for monetary support and medical support pursuant to state guidelines, and enforcing and modifying those obligations when needed. Families receiving public assistance are required to participate in the Child Support Enforcement program and are paid the first \$50 of current support collected each month. The remainder is reimbursed to the state and federal governments for the public assistance paid to clients. Custodial parents who are not receiving public assistance may also receive program services, and payments received are distributed directly to the custodial parent.

Accomplishments for 2010/2011

DCSS accomplished the following in 2010/2011:

- ✓ Generated \$1,758,183 in reimbursement of public assistance funding to the County of San Bernardino.
- ✓ Ranked second in the state in program cost effectiveness, distributing \$4.18 for each dollar in government funding provided to the department.
- ✓ Collected \$162,465,325 in child support payments.
- ✓ Managed a caseload of over 122,000 cases providing comprehensive child support services, including:
 - ⇒ Established 12,121 court orders
 - ⇒ Provided service to 209,342 customers at the call center
 - ⇒ Conducted 64,019 interviews
- ✓ Continued our efforts to ensure the availability of services to all county residents by assisting 549 customers with their child support-related issues at TAD offices located throughout the county.
- ✓ Conducted 13 outreach sessions at hospitals and birthing facilities throughout the county to increase awareness of the benefits of the paternity declaration process.
- ✓ Participated in four Rapid Response sessions, providing program information to 161 individuals impacted by employer downsizing.
- ✓ Participated in eight Parolee Orientation meetings providing program information to 47 newly-paroled individuals.
- ✓ Achieved a rate of 100 percent on the annual compliance review, which measures compliance with federal case processing requirements.

Accomplishments for 2010/2011 continued...

- √ Collaborated with the San Bernardino County Workforce Development Department to implement the Avenues to Employment program, providing employment-related services to unemployed non-custodial parents who are unable to meet their child support obligation.
- √ Conducted a special outreach program for non-custodial parents with past due accounts, collecting nearly \$18,000 in overdue payments from 429 parents.
- √ Received recognition from the state as the Top Performing Very Large County Child Support Program in California.
- √ Installed an Automated Teller Machine (ATM) in the Loma Linda office as a convenience for non-custodial parents making their child support payments.
- √ Conducted ten customer education workshops for parents seeking information about modifying their order due to a change in circumstances.

Goals for 2011/2012

DCSS established the following goals for 2011/2012:

1. Improve performance in the federal performance measures.
 - A. Paternity establishment goal is 100%
 - B. Support order establishment goal is 85%
 - C. Current support collections goal is 57%
 - D. Cases with arrears collections goal is 60%
 - E. Cost effectiveness goal is \$4.18
2. Evaluate changes to the statewide automated child support system and restructure business processes as appropriate to ensure optimum customer service and performance.
3. Ensure the availability of services to all customers by conducting a comprehensive outreach and customer education effort at locations throughout the county.
4. Implement early intervention case management strategies to promote increased collections and quality customer service.

How Outcomes Are Measured

DCSS measures outcomes by the following methods:

Performance is measured on an annual basis by five major performance indicators established by Congress, derived from the data reported on the monthly CS1257 and CS34/35 reports, and the annual CS157 report. Those performance measures are percentages of the following: paternity establishment, cases with a Child Support Order, current support collected, and cases with arrears collection. The degree of cost effectiveness is also measured, comparing the amount of support collected to program funding provided.

Compliance is measured in the functional areas of Establishment/Modification, Enforcement, Review & Adjustment, Interstate, Medical Support, Collections & Distribution, and Case Closure. Quarterly data reliability and compliance audits of sample cases are conducted throughout the year.

How Outcomes Are Measured continued...

Activity	Measure
Improve performance by implementing new processes and modifying existing processes.	<ul style="list-style-type: none"> • Increase to 60% cases with arrears collections. • Increase to 85% cases with a support order established.
Make effective use of the automated system to ensure compliance timeframes are met.	<ul style="list-style-type: none"> • Meet 90% of key case processing timeframes for compliance. • Meet 95% data reliability standard for quarterly reviews.
Direct resources to the most productive and efficient activities.	<ul style="list-style-type: none"> • Assist 100% of customers with newly established orders through implementation of focused early intervention activities.

Program Information

Case Intake - New cases must be set up within 20 days from receipt of the application, which includes the interview of the child(ren)'s custodian, research for existing cases involving the same child(ren), determination of the status of existing court orders, and payment history and initial locate action for the non-custodial parent's address and employment.

Locate - Action to locate the non-custodial parent must commence within 75 days of receipt of the case. Automated interface of data at the state and federal level occurs continuously and workers are alerted whenever new address, employment or financial information is received. Other locate sources include contact with relatives and past employers, and the internet.

Establishment of Paternity - Paternity must be established for children born out of wedlock within six months of receipt of the application, in most cases. Paternity may be established through voluntary acknowledgement by the biological parents or through determination by the court. Genetic testing is done in any case in which paternity is disputed.

Review and Adjustment - Orders may be reviewed every three years to determine if the amount of support ordered is consistent with the obligor's ability to pay. More frequent reviews may occur if information is received indicating that an adjustment of the amount of the order is appropriate. Reviews must be conducted every three years for cases in which the custodial parent is receiving public assistance. If a review is required, the process to complete the modification of the support order must be completed within 180 days.



Establishment of a Support Order - The entry of a court order setting a payment amount for current child support and/or an arrears obligation is necessary before collection action can commence. The process of obtaining a court order is commenced by the filing of a Summons and Complaint in Superior Court and service of the support order on the parents. Action to serve the summons must occur within 60 days of receipt of new address or employment information. The amount of child support ordered is determined by the application of state guidelines, taking into consideration the income of both parents and the amount of time the child resides with each parent.

Program Information continued...

Enforcement and Collection - Most child support is collected through orders to withhold wages served on the obligor's employer. Other collection methods include interception of state and federal income tax refunds; attachment of other government payments such as unemployment compensation, disability payments and lottery winnings; payment of liens on real and personal property; suspension of driver's licenses and other professional licenses; revocation of passports; civil contempt-of-court actions; and criminal prosecution. In cases in which the child is receiving public assistance benefits, the first \$50 collected for current support for the month goes to the child's custodian. The remainder is retained as reimbursement to the state and federal government. In cases in which the child is not receiving public assistance, all current support collections are paid directly to the custodian.

Statistical Information

Paternity Establishment

Children in caseload born out of wedlock as of June 30, 2011	103,217
Children with paternity established or acknowledged as of June 30, 2011	101,719

Support Order Establishment

Support orders established in 2010/2011	12,121
Cases in caseload with a support order as of June 30, 2011	100,884

Current Support Collections

Total current support collected in 2010/2011	\$78,616,423
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Arrears Collections

Cases paying towards arrears as of June 30, 2011	39,878
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Total Collected (both current and arrears)

July 2010 - June 2011	\$162,465,325
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Caseload

Open cases as of June 30, 2010	125,415
Open cases as of June 30, 2011	122,010
Aided cases	43,750
Non-aided cases	78,260
Children in caseload	142,832

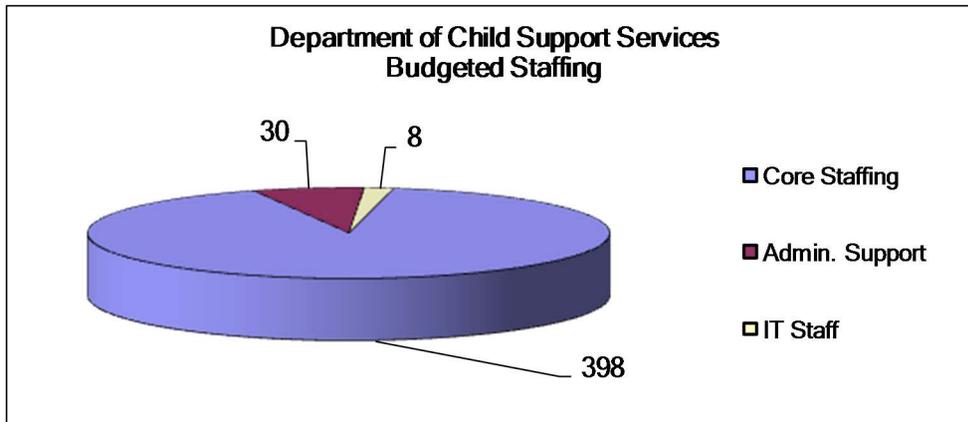
“When I arrived at San Bernardino County’s Department of Child Support Services, it had been a very long, arduous road for my family and I. I soon came to realize that this is a place where families can have their issues resolved in a peaceful and amicable manner. The department’s representative gave our case the attentiveness and diligence it was due, and his empathy and compassion for our situation was felt. I am confident that with the support collected, my children will finally receive the financial assistance they need.”

--Cynthia I. Gonzalez



Staffing Information 2010/2011

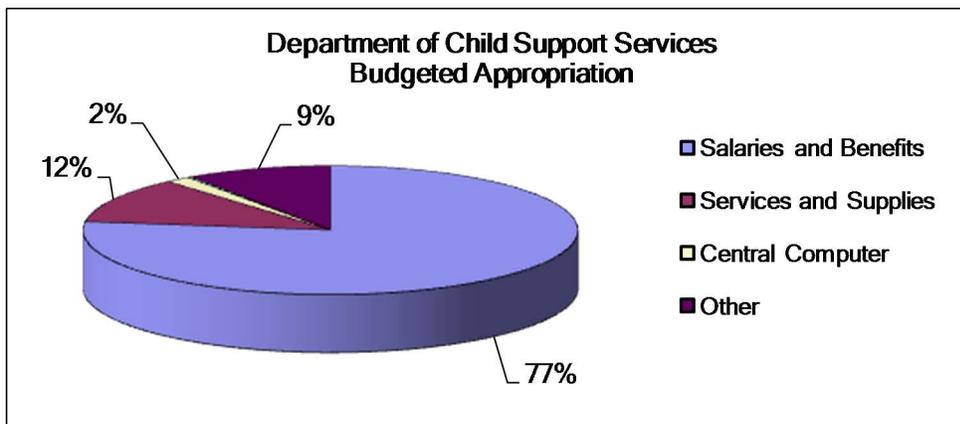
Total staffing is approximately 436 employees.*



* Total staffing is based on number of budgeted FTEs

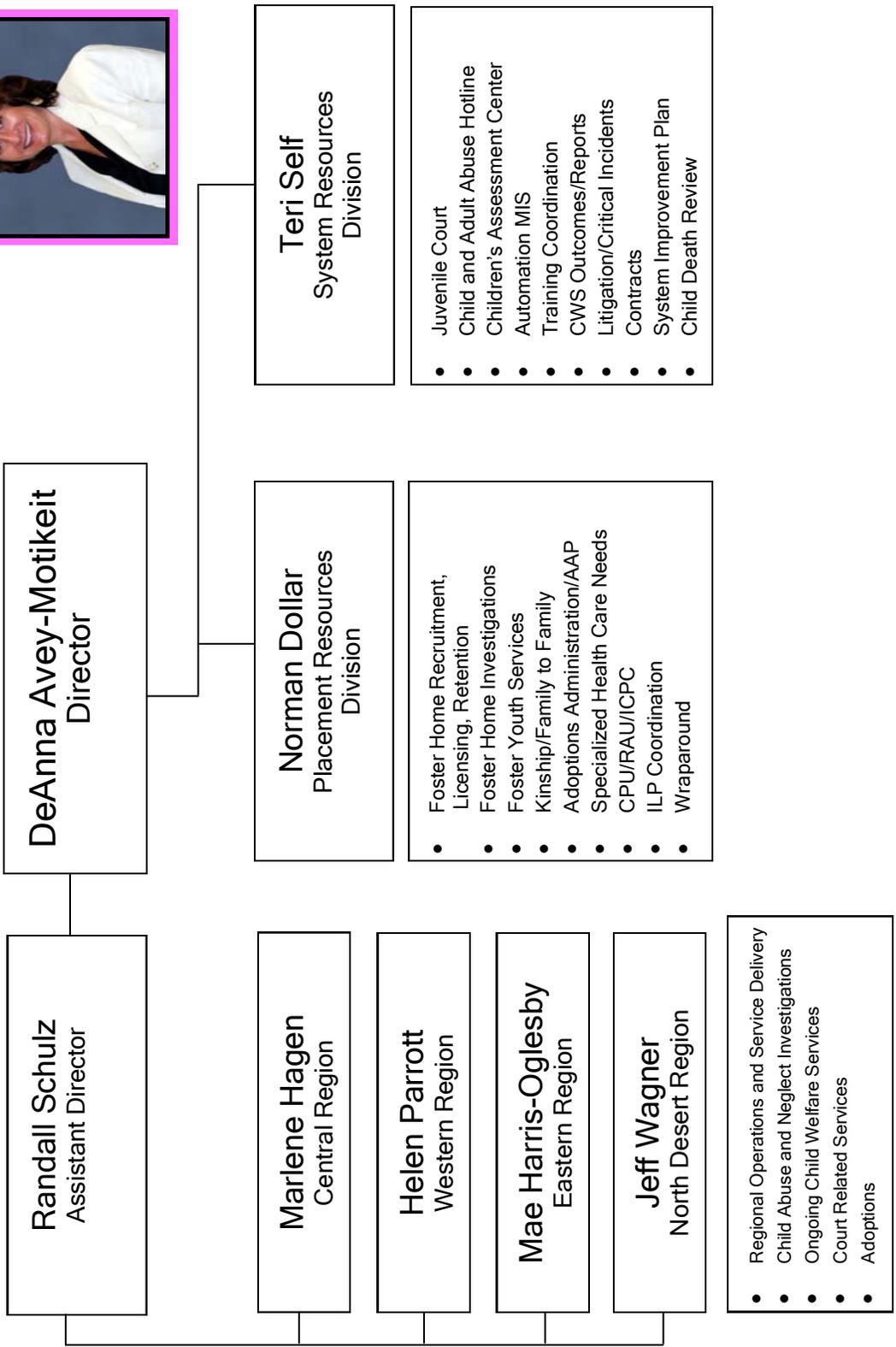
Budget Information 2010/2011

The Child Support Enforcement Program is governed by Title IV-D of the Federal Social Security Act. Federal regulations require that the program be administered at the state level by a single agency, which may choose to contract with counties to perform program functions, as is the case in California. Federal financial participation consists of payment of 66% of program costs and payment of graduated incentives to states for meeting program performance measures. In addition to the federal funding, the State Department of Child Support Services reimburses the County for the remaining 34% of program costs. There is no direct County cost for the program activities undertaken by the local child support agency. The actual expenditures for the 2010/11 fiscal year for the department is \$39,696,127.



Salaries and Benefits	\$	30,602,091
Services and Supplies	\$	4,573,753
Central Computer	\$	642,694
Travel and Related Costs	\$	99,595
Other	\$	3,777,994
Total	\$	39,696,127

Children and Family Services



Children and Family Services



Mission *The mission of Children and Family Services (CFS) is to protect endangered children, preserve and strengthen their families, and develop alternative family settings. Services, as mandated by law and regulation, will be provided in the least intrusive manner with a family-centered focus. This mission is accomplished in collaboration with the family, a wide variety of public and private agencies, and members of the community.*

Description CFS provides family-centered programs and services designed to ensure safety, permanence, and well-being for San Bernardino County's children, while strengthening and attempting to preserve the family unit. CFS helps prevent further harm to children from intentional physical or mental injury, sexual abuse, exploitation, or neglect by a person responsible for a child's health or welfare. Our services provide support for families and strive towards goals of reducing risks to children, improving parenting skills, and strengthening social support networks for families.

The main services provided include the following:

Emergency Response (ER) services are in-person investigations for children in danger from abuse, neglect or exploitation. These services are available 24 hours a day, 7 days a week in which short-term intensive services are provided to families to ensure children are safe and receiving appropriate care from their parent or guardian. Emphasis is on crisis intervention and avoiding a Juvenile Court action.

Family Maintenance (FM) services provide time limited services to children in their own homes aimed at preventing or correcting neglect and abuse. The primary goal of FM services is to allow children to remain safely in their own homes by providing services and supervision for the family.

Family Reunification (FR) services also provide time limited services to families whose children cannot remain safely in the home and whose children have been removed by court order. The goal of FR services is to help the family overcome their problems so the children can be reunited with their parents or guardians.

Permanency Planning (PP) services are provided only when there are no feasible means of maintaining or reunifying the child with his/her parent(s). Permanency Planning is defined as a comprehensive case planning process directed toward the goal of a permanent stable home for a child. It is generated from Concurrent Planning, which is the timely permanence for children through the establishment of an alternate permanent plan while FR services are being provided.

Permanency Programs are a means of providing a permanent stable home for a child via:

- Reunification with custodial parent(s)
- Adoption
- Guardianship
- Kin-gap
- Planned Permanent Living Arrangement (PPLA)

Adoption is the permanent plan and legal process offering the most stability to children who cannot return to their parents, which permanently gives parental rights to adoptive parents.

Accomplishments for 2010/2011

CFS accomplished the following in 2010/2011:

- ✓ Received and assessed approximately 52,933 child abuse referrals, based on the number of children involved in referrals.
- ✓ Finalized 401 adoptions.
- ✓ Arranged for 1,115 children to attend Summer Camp.
- ✓ Organized and hosted 333 foster and kinship youth at the 4th Annual CFS Sports Fair.
- ✓ Served 24 youth in the Transitional Housing Placement Program (THPP).
- ✓ Served 67 youth in the Transitional Housing Placement-Plus (THP+).
- ✓ Provided 770 children countywide with Wraparound services from CFS, Probation and DBH to decrease group home placements.
- ✓ Completed 1,305 Participatory Decision Making meetings including 1,069 Team Decision Making (TDM) meetings, 227 Transitional Conferences (TC) and 9 Family Group Decision Making (FGDM) meetings. A total of 879 community partners and family support individuals participated in these meetings.
- ✓ Hosted 634 children, foster parents and others at the Annual Foster Parent Picnic.
- ✓ Completed 1,936 Relative and Non-Relative Extended Family Member (NREFM) assessments and re-assessments.
- ✓ Had 486 foster family homes in force as of June 30, 2011.
- ✓ Conducted 737 Forensic Medical Exams (253 for physical abuse, 484 for sexual abuse) and 647 Forensic Interviews (109 for physical abuse, 538 for sexual abuse) at the Children's Assessment Center. All represent an increase from the prior year.
- ✓ Helped 89 youth receive or apply for educational scholarships/financial aid for secondary education due to the efforts of CFS Educational Liaisons, an increase of 18 youth from the prior year.

Goals for 2011/2012

CFS established the following goals for 2011/2012:

1. Increase by three percent the number of Participatory Decision Making meetings (Team Decision Making, Transitional Conferences, and Family Group Decision Making meetings).
2. Increase by 20 percent the number of foster children in the Independent Living Program (ILP) who earn a high school diploma or G.E.D. by tracking the performance of youth on the High School Proficiency (Exit) Exam, and utilization of tutoring programs for those youth experiencing difficulty passing the exam.

How Outcomes Are Measured

CFS measures outcomes by the following methods:

Accomplishments and goals are analyzed through various means in keeping with departmental goals and the Systems Improvement Plan (SIP). Most data is extrapolated from Child Welfare Services/Case Management System (CWS/CMS) through the use of concurrently running software such as Business Objects.

CFS has the ability to produce reports based on very specific criteria including demographics, program information, services provided, and case information. Additionally, CFS monitors and analyzes information based on both state and federal outcome measures.

Activity	Measure
Increase the number of Participatory Decision Making meetings.	<ul style="list-style-type: none"> • Increase the percentage of Participatory meetings by 3 percent.
Increase the number of foster children in the Independent Living Program who earn a high school diploma or G.E.D.	<ul style="list-style-type: none"> • Increase the percentage of foster youth graduating with a high school diploma or G.E.D. by 20 percent.

Testimonial

My name is Raemon Edwards and I'm a former foster youth from Sacramento County. I am one of six siblings who was placed in foster care at the age of seven. My younger sister and I were placed in the same home, while my other siblings were taken to other homes. My journey as a foster youth was an uphill battle from day one. There were many times in life I thought I couldn't live anymore. Even though I hated foster care, I can truly say it made me stronger and the person I am today. I wear the battle scars to prove that I'm victorious and successful in my life today.



Growing up as a child, many of my family members assumed I was special because I never really spoke much. My siblings and I stayed with my grandmother and my aunt, who took really great care of us. My mother was always on drugs and in-and-out of our lives. I never got the opportunity to actually meet my dad, and personally I still have no desire to. My grandma passed away when I was six and at that moment life changed completely. We started missing a lot of school and the cops eventually got involved and removed us from our home; this initiated our first day in foster care. At the time I was too young to understand what was going on.

As time flew by my sister and I visited seven other placements before moving down to San Bernardino County. In these homes I encountered a number of challenging situations. I struggled a lot with depression and panic attacks and was always getting into some type of trouble. For the longest time, I felt really lost and hopeless.

Foster care was an unpleasant experience, but even in the midst of all the negativity there were some positive moments. I got to meet a lot of different people, and established some friends that I still keep in touch with today. I moved in with a family and they eventually adopted us into their family in 2002; but even living there never really felt like home for me. I just could never establish a solid bond with my parents.

While attending high school I came to meet a great mentor, Mrs. Linda Davis. Mrs. Davis really helped motivate me and fought to keep my self esteem and grades up. Anytime I needed to talk, she was

Testimonial continued...

always there to support me. Talking to Mrs. Davis really showed that someone really did care and had the best interest in my future. On June 10, 2008, I graduated high school with a 3.1 G.P.A. Shortly after that summer, I moved out of my parent's house and started renting a room from a friend. One day while on MySpace, I reconnected with my biological mother who had found me through the websites' search engine. I allowed her to move in with me and I supported her and myself while working for two McDonalds locations. It wasn't long after that she fell back into drugs and our relationship crumbled.

Over the next couple of months I struggled a lot and was on the verge of being homeless. One of my coworkers referred me to the TAY Center and immediately I contacted them. They set me up with housing, a case manager, and a therapist. Being a part of TAY had the most impact on my life. I was able to identify many mentors that became a part of my support system. I learned better coping skills for my depression, how to budget my money properly, and how to be a successful person. About a year later, one of the case managers told me about a position opening for Peer and Family Assistant. I clearly thought I wasn't going to get the job; after all, the only job experience I had was McDonalds. When I got the call back offering me the position, I leaped for joy and went crazy while working my shift at McDonalds. This was the opportunity and the beginning of great things to come.

As of today, I'm still employed with both the County and McDonalds. I attend San Bernardino Valley College hoping to attain my AA in Human Services in the next year or so. I love working with ILP and putting on events for our youth who are still in foster care. I enjoy the outreach I provide to the youth and sharing my story when I get the chance. I still remain in good contact with my support system and every now and then I take them out to dinner. Every morning when I wake up, I look in the mirror and I see a champion, an established young man, a caring brother, a true friend, a **SURVIVOR!**

Program Information

Family to Family (F2F) - CFS has adopted this nationally known "best practice" model, which strives to create a child welfare system that is neighborhood-focused, family-centered and strength-based. A primary goal is to maintain children in their own community when placement is required, thereby preserving many of the key positive relationships and influences in the child's life. The core strategies are recruiting placement resources for families, building community partnerships, using Participatory Decision Making and monitoring outcomes.

Participatory Decision Making - Decisions relating to the placement of at-risk children are critically important. Making the best decision requires consideration of many complicated factors. When removing children from their homes, changing placement, or returning at-risk children to their homes, CFS strives to involve all relevant stakeholders in the placement decision. Several strategies are used including Team Decision Making meetings (TDM), Transitional Conferences (TC) and Family Group Decision Making (FGDM). Each of these is a strength-based, family-focused intervention process mediated by a facilitator. They are designed to strengthen the natural care-giving system for the children. Participants include family members, family-identified support persons, CFS caseworkers, and other service providers. Participants assist the family in creation and follow through of safety and permanency plans. The broad-based involvement assures all relevant information and resources are considered in the decision making process and helps keep the focus on the best interest of the child.

Healthy Homes - Is a collaborative between CFS and Department of Behavioral Health to increase early identification of treatment needs for children, stability of out-of-home placements, and potential for reunification.

Program Information continued...

Wraparound - Is an intensive, strength- and needs-driven, community-based, family-centered service delivery process designed to allow seriously emotionally disturbed children to remain in their community or at the least restrictive level of care. The wraparound process "wraps" the child and his/her family with a flexible array of intensive services while supporting the child to succeed in a lower placement level or in the child's own home. Wraparound is provided in collaboration with DBH, Probation Department, Public Health, County Superintendent of Schools, community members and faith-based organizations.

Independent Living Program (ILP) - Is a federal- and state-funded, nationwide program designed to provide basic life skills, career exploration and job readiness preparation for foster teens. Eligible teens (16-21 years of age) learn skills to prepare them to transition to adulthood and live on their own. ILP services include workshops, conferences, training, career counseling, tutoring, and assistance with scholarships.

Educational Liaisons (EL) - ELs work cooperatively with social workers, schools, foster youth, and caregivers to ensure the educational needs of foster children are met. The ELs are experienced in the educational profession, usually as credentialed teachers, making them subject matter experts in the regional offices for social workers to consult regarding educational issues for children on their caseloads. ELs track Exit Exams and graduation credits, as well as advocate for foster children to receive needed services, such as tutoring through the school district. ELs also assist youth in preparation for and application to college.

Family Advocacy Resource Services (FARS) - Is a CFS collaborative with the Domestic Violence Coalition, PSD and the Juvenile Court. FARS provides much needed substance abuse-related services to clients. Services are provided to family members by staff from these agencies and monitored by a substance abuse case manager, the pivotal position coordinating treatment and services provided by the allied agencies involved.

Statistical Information

CFS receives allegations of child abuse and neglect through referrals from the public and mandated reporters to the Child and Adult Abuse Hotline (CAAHL).

Referrals	JAN - DEC 2007 (12 months)	JAN - DEC 2008 (12 months)	JAN - DEC 2009 (12 months)	JAN - DEC 2010 (12 months)	JAN - JUNE 2011 (6 months)
Referrals	29,235	27,458	26,828	27,767	13,402
No. of children	51,628	48,541	47,871	52,933	26,882
Average Monthly No. Referrals	2,436	2,288	2,238	2,314	2,234

Statistical Information continued...

The type of abuse reported from 2005 through June 2011 is reflected below:

Types of Abuse Reported	2005	2006	2007	2008	2009	2010	2011 YTD
Sexual Abuse	9%	10%	10%	10%	11%	10%	9%
Physical Abuse	18%	18%	19%	20%	20%	20%	18%
Severe Neglect	3%	3%	4%	3%	2%	2%	2%
General Neglect	42%	42%	44%	44%	46%	45%	41%
Emotional Abuse	4%	4%	5%	4%	4%	4%	3%
Caretaker Absence/ Incapacity	6%	6%	6%	5%	4%	3%	3%
Exploitation	<1%	<1%	<1%	<1%	<1%	<1%	<1%
At-Risk/Substantial Risk	13%	13%	13%	13%	12%	15%	18%
Not Available (referral still open)	5%	4%	<1%	<1%	<1%	<1%	5%

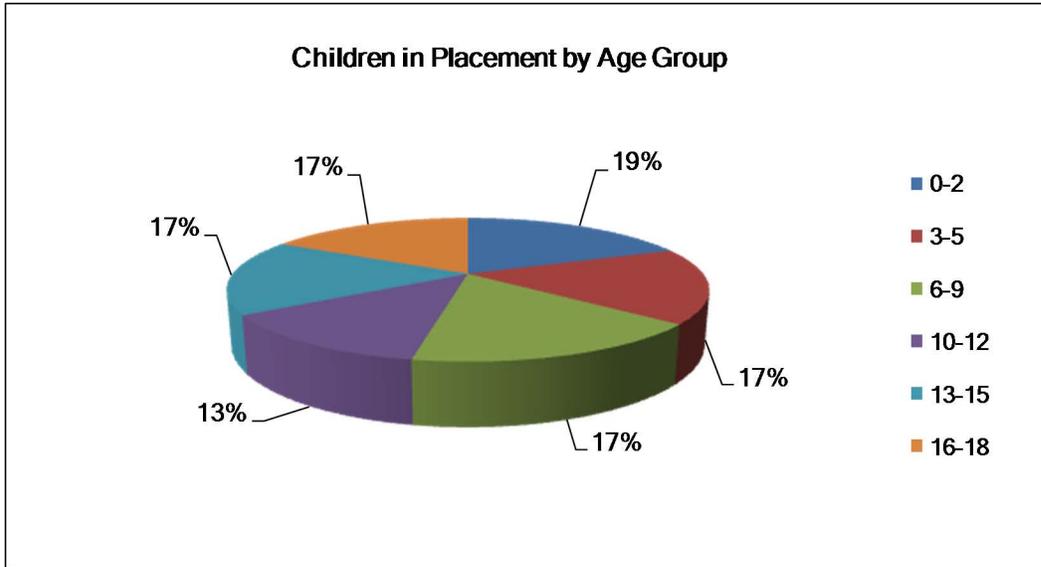
San Bernardino County currently has 3,997 children in out-of-home care. Of those, 16% are placed either outside of San Bernardino County (600) or out of the state (53).

A total of 1,908 children left placement during fiscal year 2010/2011; the following pertains to the reasons for those exits from foster care.

Foster Children Exiting From Placement	# of Foster Youths Exiting Foster Care FY 10/11	% of Foster Youths Exit Reason
Adoption	348	18%
Death	1	<1%
Emancipation	262	14%
Guardianship	107	6%
Non-CWS agency has jurisdiction	118	6%
Reunification	1,038	54%
Runaway	18	<1%
Other	16	<1%
Total	1,908	100%

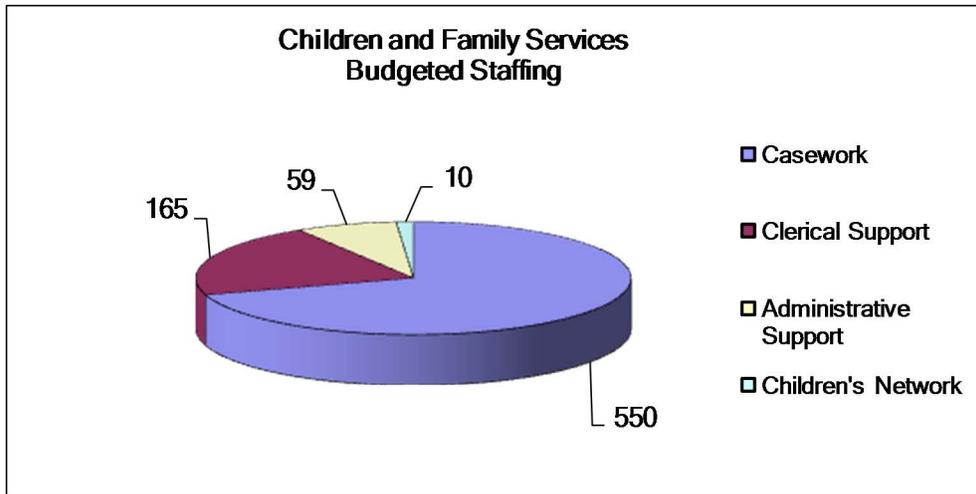
Statistical Information continued...

The percentage of children in placement by age group is summarized in the following chart.



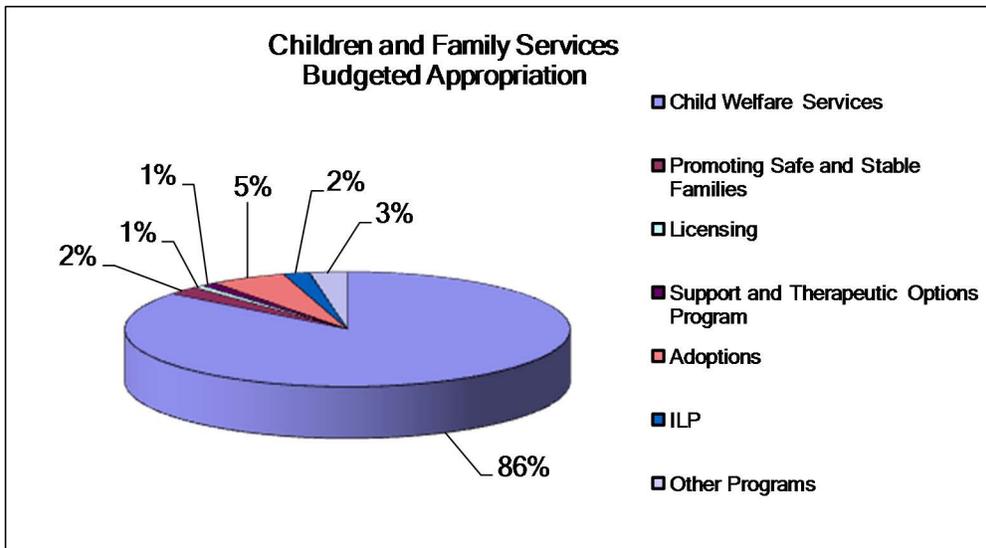
Staffing Information 2010/2011

Total staffing is approximately 784 employees.



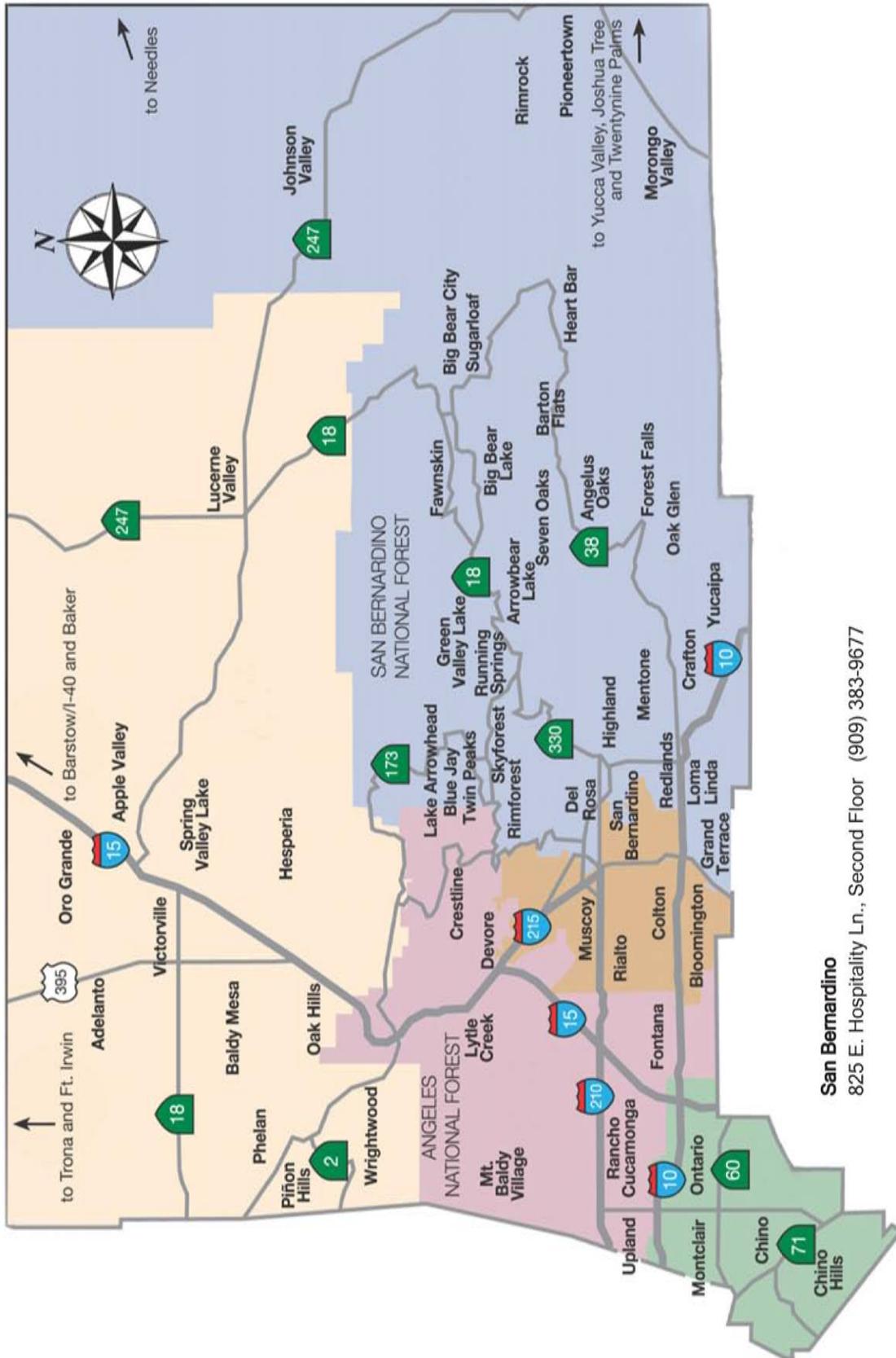
Budget Information 2010/2011

CFS received an allocation of \$85,061,908 for fiscal year 2010/2011. Of this, 86% was allocated to Child Welfare Services. CFS is expected to receive an allocation of \$85 million for fiscal year 2011/12.



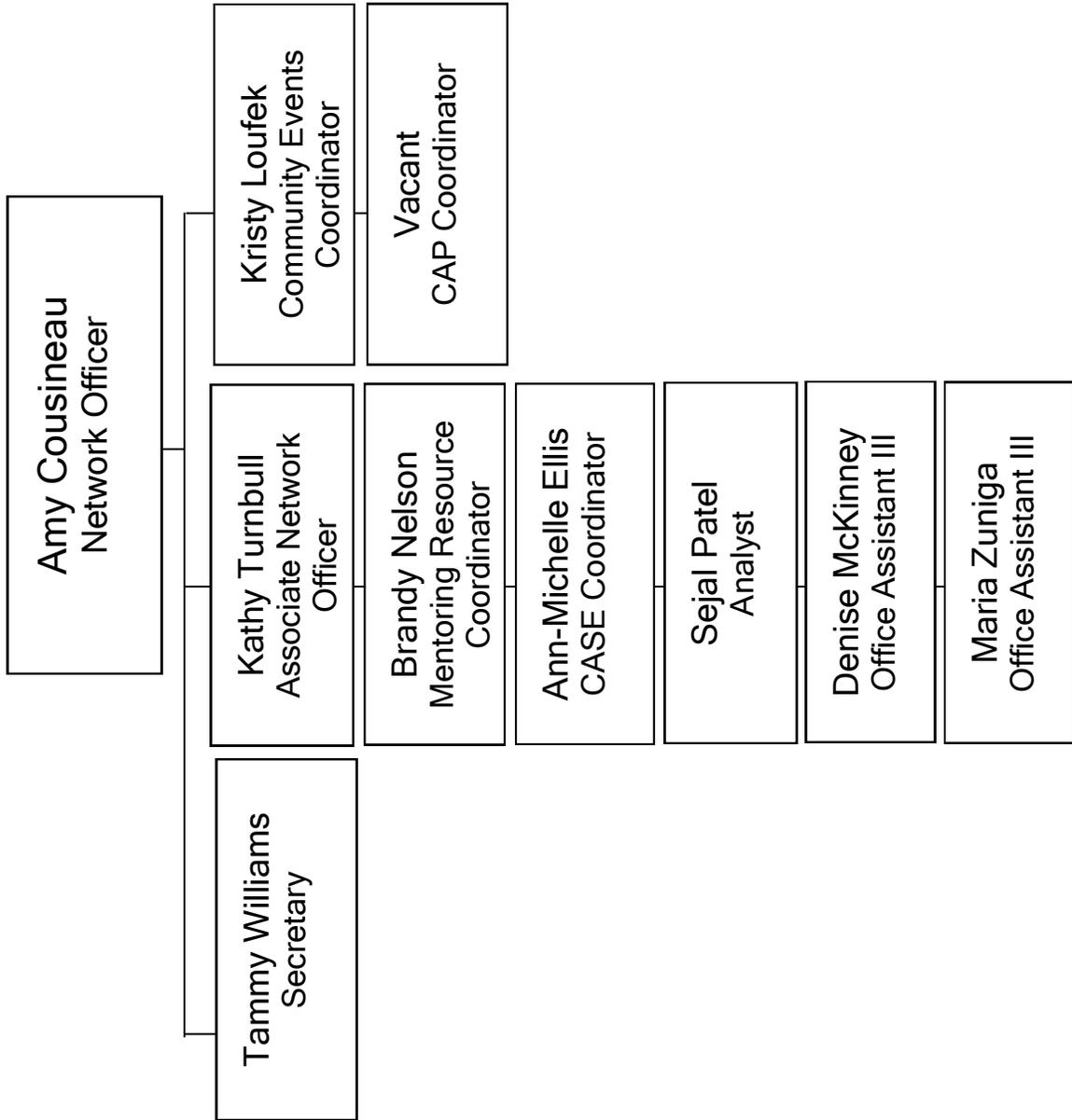
Child Welfare Services	\$ 72,605,247
Promoting Safe and Stable Families	\$ 1,992,271
Foster Care Training and Recruitment	\$ 191,534
Licensing	\$ 669,480
Support and Therapeutic Options Program	\$ 945,155
Adoptions	\$ 4,701,360
ILP	\$ 1,619,122
Other Programs	\$ 2,337,739
Total	\$ 85,061,908

Children's Network - Branch Offices



San Bernardino
 825 E. Hospitality Ln., Second Floor (909) 383-9677

Children's Network





Mission *The overall goal of the Children's Network (CN) is to help at-risk children by improving communications, planning, coordination and cooperation among and between agencies and the community; setting priorities for interagency projects; and implementing collaborative programs, public and private, to better serve children and youth.*

Description In 1985, the San Bernardino County Grand Jury recommended that an interagency council be established to study and coordinate children's services for the County. Thus, the Children's Network was established in 1986 and the Children's Network Policy Council serves as the directing board of the Children's Network.

Accomplishments for 2010/2011

CN accomplished the following in 2010/2011:

- ✓ Coordinated the Screening, Assessment, Referral, and Treatment (SART) program in partnership with First 5 San Bernardino, Department of Behavioral Health, Children and Family Services, Preschool Services Department, and the Department of Public Health.
- ✓ Tracked group home requests in conjunction with AB 2149, the County-sponsored group home legislation from 2004. Interfaced with the Board of Supervisors on group home issues.
- ✓ Coordinated countywide efforts to improve the conditions of homeless youth in San Bernardino County. The Homeless Youth Task Force received a grant to develop a strategic plan and implementation has begun.
- ✓ Continued the Child Abuse Reporting campaign in partnership with First 5 San Bernardino, CFS, and Inland Empire United Way/211.
- ✓ Received MHSA Innovations grant funding to hire a Coalition Against Sexual Exploitation (CASE) coordinator to support development of the CASE program and services.
- ✓ Partnered with DPH on "The Happiest Baby on the Block" child abuse prevention program made possible by a grant from First 5 San Bernardino.
- ✓ Partnered with the Safe Surrender Task Force through media campaign and community outreach.
- ✓ Collaborated with the Child Care Planning Council, Workforce Investment Board Youth Council, Head Start Shared Governance Board and Children's Fund Board of Directors.
- ✓ Served on the Child Death Review team for San Bernardino County.
- ✓ Co-chaired the Foster Care Advisory Council in partnership with CFS and San Bernardino County Schools.



Participant of "The Happiest Baby on the Block" learns various ways to calm and soothe a baby.

Accomplishments for 2010/2011 continued...

- ✓ Held the 1st Annual Mentoring Resource Fair designed to introduce youth to the concept of mentoring.
- ✓ Created a user-friendly resource area, available to our County and community partners, with no-cost information/brochures on numerous child safety topics including Safe Surrender, Shaken Baby, drowning prevention, positive parenting and child discipline.

Goals for 2011/2012

CN established the following goals for 2011/2012:

1. Provide countywide leadership for the SART program for at-risk children ages zero to five.
2. Expand Child Abuse Prevention efforts countywide.
3. Evaluate Child Death Review team roles/responsibilities and make recommendations to Children's Policy Council for improvement.
4. Support community-based organizations in their efforts to provide street outreach and to open emergency shelters for the county's homeless youth.
5. Develop a strategic plan to help meet the needs of the county's sexually exploited minors.
6. Obtain new grant funding for special programs.



Children's Network Resource Center and staff.

Children's Network Committees

Children's Policy Council - consists of department heads of County agencies that provide services to children, a member of the BOS, a representative from the CEO's office, and the Presiding Judge of the Juvenile Court.

Countywide SART Program - provides early intervention services to children ages 0-5 at risk for emotional/behavioral problems associated with substance exposure and issues related to abuse and neglect.

Child Abuse Prevention Planning - is an interagency planning committee that plans and executes San Bernardino County's participation in the National Child Abuse Prevention Campaign each April and throughout the year.

Children's Legislative Review - is an interagency team that reviews Assembly and Senate Bills that relate to positive outcomes for children and families.

Foster Care Advisory Council - is an interagency team that focuses on improving outcomes for our foster youth.

Child Death Review Team - is an interagency team that reviews reported deaths of children 0-17 years of age.

Children's Network Committees continued...

Coalition Against Sexual Exploitation (CASE) - is a task force comprised of community and County partners with the goal of educating the community about this growing problem.

Safe Surrender Task Force - is a team brought together to develop a wide reaching media campaign to bring awareness to the Safe Surrender law.

Homeless Youth Task Force - is an interagency team comprised of community and County partners established to address the needs of the homeless youth in the county.

Mentoring Youth Task Force - is an interagency team comprised of community and County partners with the goal of improving the coordination of mentoring services to system-involved youth.

Statistical Information

- ✓ Received child abuse prevention proclamations from 16 cities in San Bernardino County during the month of April.
- ✓ Distributed over 400,000 pieces of educational materials and giveaways to support child abuse prevention and child safety.
- ✓ Attended or provided materials for over 100 community events.
- ✓ Participated in the 5-County Regional Child Abuse Prevention Coalition.
- ✓ Hosted over 500 people at the 24th Annual Children's Network Conference.
- ✓ Hosted over 400 people at the 13th Annual Shine a Light on Child Abuse Prevention Awards Breakfast.



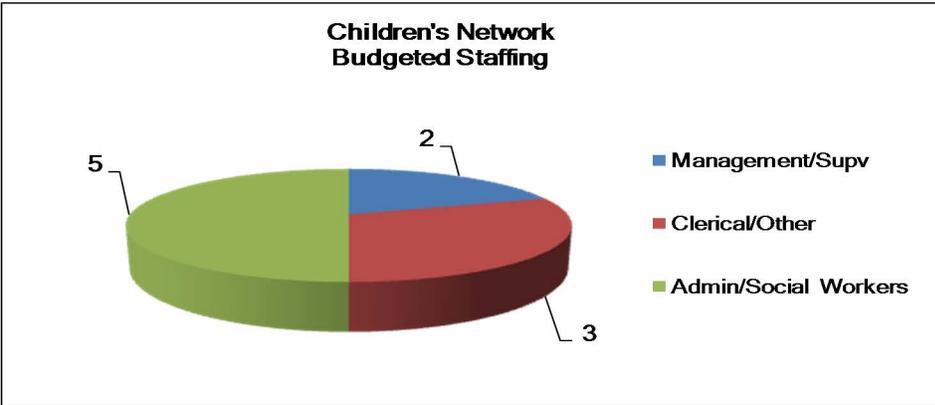
Photo

© 2010 Shine a Light on Child Abuse Prevention Awards - Mill Street Head Start children sing



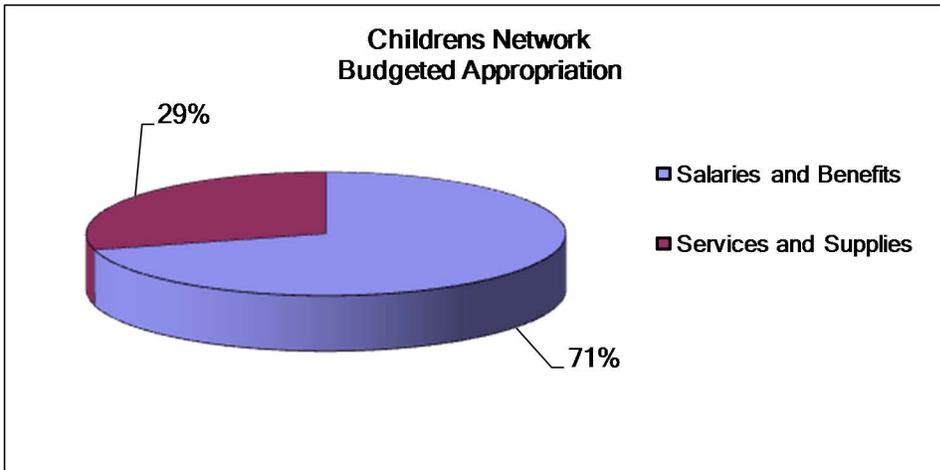
Staffing Information 2010/2011

Total staffing is approximately ten employees.



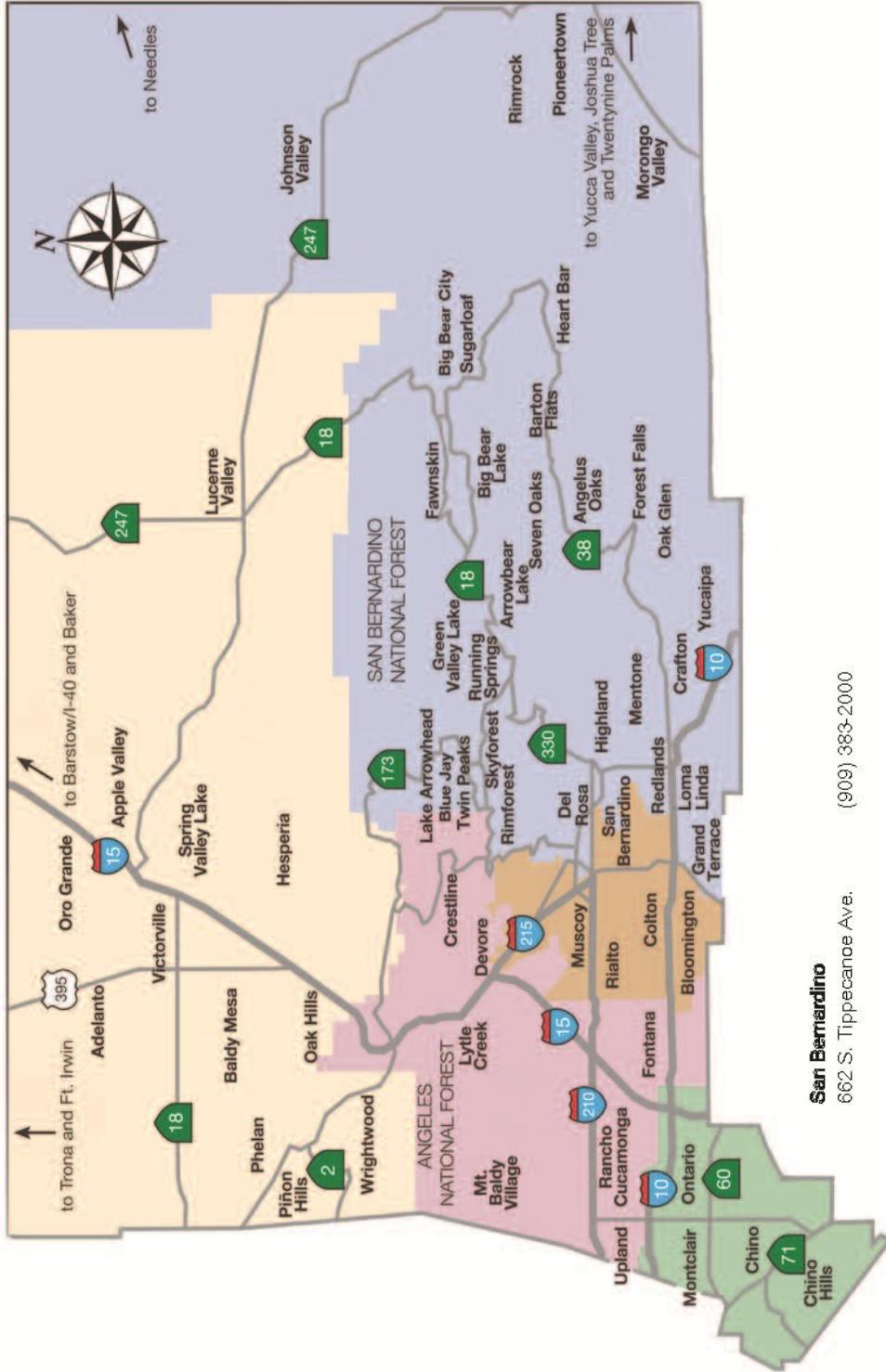
Budget Information 2010/2011

The department budget for FY 10/11 is \$712,769.



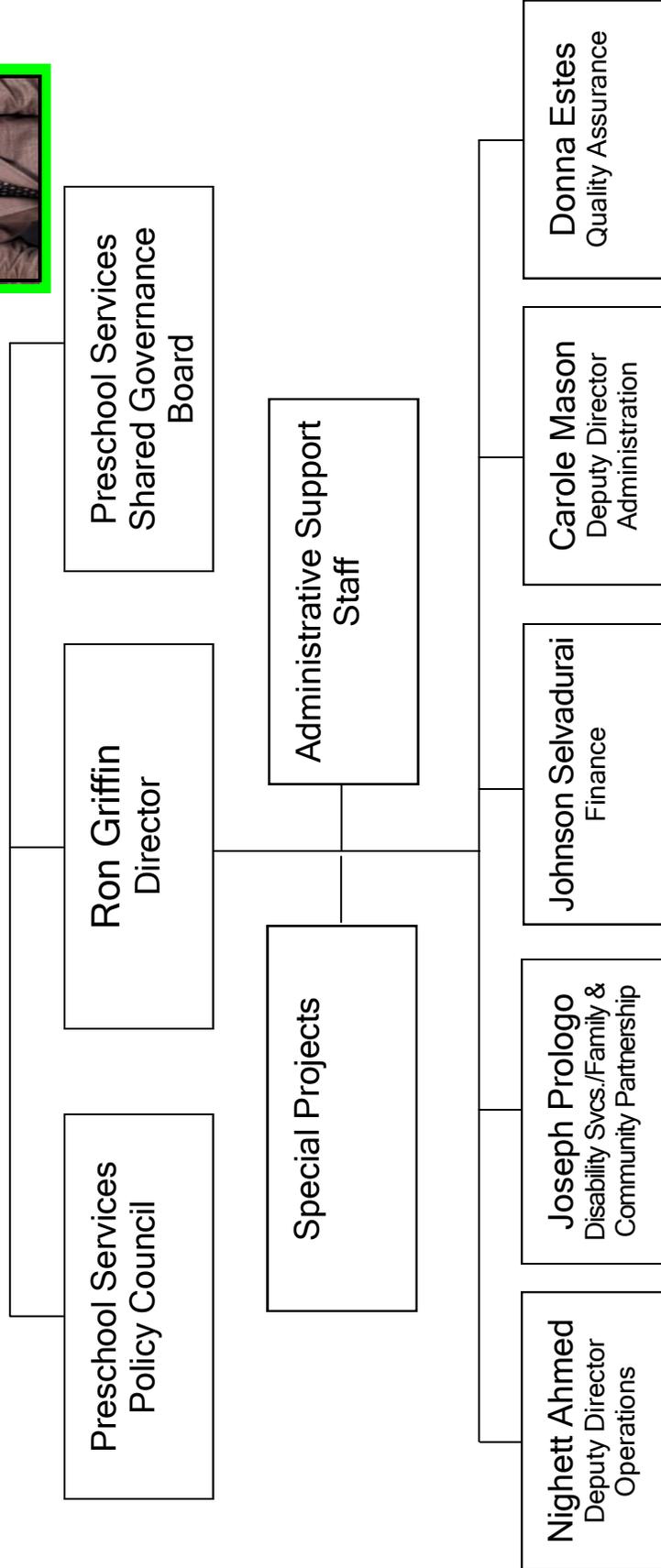
Salaries and Benefits	\$	504,393
Services and Supplies	\$	208,376
Total	\$	712,769

Preschool Services Department - Branch Offices



San Bernardino
 662 S. Tippecanoe Ave. (909) 383-2000

Preschool Services Department



Preschool Services Department



Mission *Preschool Services Department (PSD) strives to improve the well-being of children, empower families, and strengthen communities.*

Description PSD operates the Federal Head Start, Early Head Start and State Preschool programs in San Bernardino County. The department's ultimate vision is that our children will excel in whatever setting they go to next. Our families' quality of life is measurably better after participating in our programs, and our efforts increase the quantity and quality of sustainable resources and services countywide.

Accomplishments for 2010/2011

The past year presented new opportunities to PSD. The hard work of writing proposals and applying for grants generated new and/or increased funding to provide educational, health and social service support to the county's most disadvantaged children and their families.

PSD accomplished the following in 2010/2011:

- ✓ Achieved compliance with all applicable performance standards, laws, regulations, and policy requirements as determined by the tri-annual federal review.
- ✓ Was recognized by the Federal Review Team for impressive levels of collaboration with other County departments in providing comprehensive services to children and families.
- ✓ Re-opened the Nicholson Park Family Learning and Community Center, which was closed due to funding, providing residents with a variety of services and resources including: literacy, G.E.D. and E.S.L. classes, after school programs, job coaching, health and nutrition classes, arts and crafts, family story classes, financial literacy and parenting classes.
- ✓ Developed and implemented the Prenatal Early Head Start and Nurse Visitation programs in collaboration with several other County departments to assist pregnant women with access to comprehensive prenatal and post-partum care through referrals, assessment data and home visits.
- ✓ Provided services to 103 women with high-risk pregnancies through the Prenatal Early Head Start and Nurse Visitation program.
- ✓ Opened the new full-day (10 hour) Northgate Center facility in Victorville to provide part-day Head Start and part-day state preschool programs to 32 low-income families that are working or attending classes.

Goals for 2011/2012

The primary program goals continue to be to increase the level of children's school readiness and enhance the academic outcomes for school-aged children. Another main focus area is increased levels of parent and caregiver self-sufficiency. The following have been developed in response to the results of the 2010/2011 Community Assessment, the findings of the PSD annual Self Assessment held in November 2010, and a review of 2009/2010 Program Information Report results.

PSD established the following goals for 2011/2012:

1. Increase the number of Temporary Assistance to Needy Families (TANF) participating in Head Start by 20% and provide vocational training in order to enhance employability and financial stability of parents or caregivers, and assist them with the transition from public assistance to self-sufficiency.
2. Improve and update the processes PSD uses to confirm all activities performed under federal awards are allowable, reasonable and necessary and represent an appropriately documented estimate of the work performed.
 - A. PSD employs in excess of 600 employees annually and derives approximately 90 percent of the department's budget from federal sources. The Finance Management Staff (FMS) will review and update the department's current procedures for tracking activities performed to bring the overall process in line with the most current federal Office of Management and Budget (OMB) Circular A-87.
3. Increase the number of foster care children enrolled in Head Start by seven percent per year over the next three years.
4. Assist 20% of the 1,650 Head Start parents who do not currently have a high school diploma or General Equivalency Diploma (G.E.D.) with obtaining their G.E.D.
5. Meet the September 30, 2013, Head Start Teaching Staff Statutory Degree and Credentialing requirement and increase the quality of PSD programs. In addition, this action will help meet compliance with teacher qualifications for the State of California Department of Education State Preschool program.



My daughter Mackayla started off in the home-based program at Citrus Head Start. She was in the program for about two months and had already learned her colors, shapes, how to use scissors and cut, and participated in bi-weekly socialization activities at the school, and had a blast while doing it. She later transitioned into the Head Start program where she made tons of new friends. In the beginning she was very shy and kept to herself, however with the help of Mrs. Young, Mackayla bloomed like a flower and is now very social and outgoing. The Head Start program has given my daughter a huge boost in both confidence and intelligence. Mackayla went into the home-based program knowing the basics of learning, but by the time she graduated from the Head Start program she learned more than the average three year old. Preschool Services Department has a great Head Start program! It has allowed my child to have the best gift of all, a head start in her education that will last a lifetime.

--Tammy Wilkerson

How Outcomes Are Measured

PSD measures outcomes by the following methods:

Activity	Measure
Increase participation in Head Start by families receiving TANF.	<ul style="list-style-type: none"> • Increase participation by 20 percent
Increase number of foster care children enrolled in Head Start over the next three years.	<ul style="list-style-type: none"> • Collaborate with Children and Family Services to increase the number of foster children enrolled in the County of San Bernardino Head Start program by 7% per year.
Assist parents who do not currently have a high school diploma or G.E.D. with obtaining their G.E.D.	<ul style="list-style-type: none"> • Continue to collaborate with adult schools and ROP countywide to enroll parents into G.E.D. programs. • Provide mentoring, supportive services and resources to assist 20% of parents with obtaining their G.E.D.
Meet the September 30, 2013, Head Start Teaching Staff Statutory Degree and Credentialing requirement.	<ul style="list-style-type: none"> • Ensure 30% of PSD teachers will possess a Bachelors degree. • Currently 31% of PSD teachers possess a Bachelor's degree.

Program Information

PSD administers the Head Start and Early Head Start programs in 43 locations throughout the County of San Bernardino. These programs provide early childhood education and family services to over 6,000 disadvantaged children from birth to five years of age, pregnant women and families.

Head Start - is a national program that provides comprehensive developmental services for children ages three to five and their families. This program provides specific services such as:

- ✓ Health and Social Services
- ✓ Developmental and Behavioral Screenings
- ✓ School Readiness

Parent education, family support, and social services are designed to support and empower Head Start families, assist them in becoming economically self-sufficient, and assist them to identify and achieve personal goals.

Program Information continued...

Early Head Start (EHS) - was established to assist pregnant women, infants and toddlers to age three. EHS is designed to assist with enhancing:

- ✓ children's physical, social, emotional and intellectual development.
- ✓ pregnant women's access to comprehensive prenatal and postpartum care.
- ✓ parent education on their child's development.
- ✓ parents' efforts to fulfill their parental roles and move towards self-sufficiency.

In addition, the EHS program promotes healthy prenatal outcomes, enhances the development of infants and toddlers, and promotes healthy family functioning.

State Preschool - is a comprehensive child development program that provides a safe and nurturing hands-on learning environment that helps each child reach his/her highest potential in the areas of:

- **Social development
- **Cognitive/creative development
- **Language development
- **Physical development

Child and Adult Food Care Program - is a state-and federally- funded program that:

- ✓ improves the diets of children under 13 years of age by providing children with nutritious, well-balanced meals.
- ✓ aids in developing good eating habits in children that will last through later years.

Low-Income First-Time Mothers (LIFT) Nurse Visitation Program - is designed to improve the health and social functioning of low-income first-time mothers and their infants by providing in-home visits by a Public Health nurse. The nurses follow a visitation schedule that consists of one 90-minute home visit per week over a two and half year period.

Preschool Early Intervention (PEI) - provides teachers and parents with strategies and activities to help them identify social, emotional and behavioral issues in children in order to prevent the onset of more severe behavioral conditions. The PEI program also provides referrals to families in need of additional support services and resources such as:

- ✓ appropriate mental health providers
- ✓ support groups for parents and caretakers
- ✓ primary care providers

Statistical Information

PSD gathers, compiles, and analyzes all service area data, demographics, and resources in order to determine how to provide the most useful and appropriate services to the largest number of eligible children and families to ensure that the department maximizes the use of Head Start and EHS funds.

Statistical Information continued...

The Children Now California Report Card 2009, Setting the Agenda for Children indicates that the County of San Bernardino is home to 631,275 children from birth to 18 years of age. The ethnic breakdown of these children is as follows:

**The make-up of Head Start and EHS eligible children includes number, location, ethnic and racial composition.*

Ethnicity of Children 0-18	Percentage
Latino/Hispanic	53%
White	28%
African American	10%
Asian American	4%
Other	4%

In addition to high quality educational programs, PSD families receive comprehensive supportive and referral services. The following are the number of families who received services/referrals in 2010/2011.*

*Head Start Information Report 2010/2011

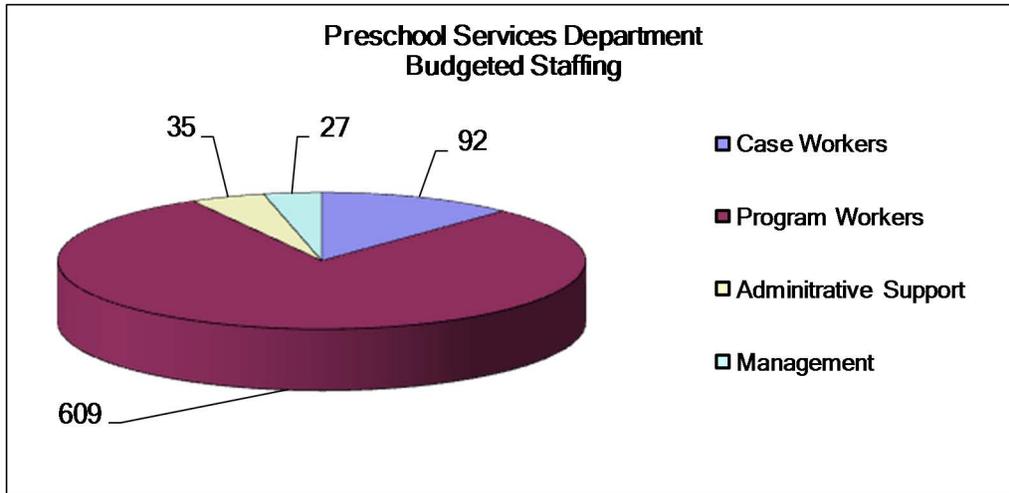
Referral Service	Families Served
Parenting Education	446
Clothing Assistance	293
Community Resources	571
Family Health Assistance	442
Housing Assistance (such as subsidies, utilities, repairs, etc.)	66
Employment Assistance	97
Food Assistance	81
Financial Assistance	31
Emergency/Crisis Intervention Services (such as an immediate need for food, clothing, shelter)	13
Transportation	15

Caseload

Preschool Services serves a caseload of 5,613 Head Start and State Preschool children and their families annually.

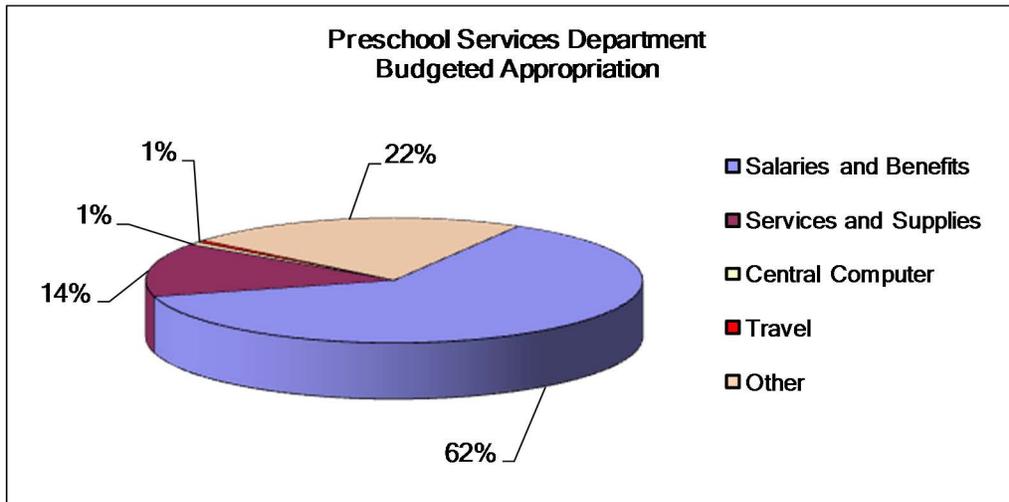
Staffing Information 2010/2011

Total staffing is approximately 763 employees.



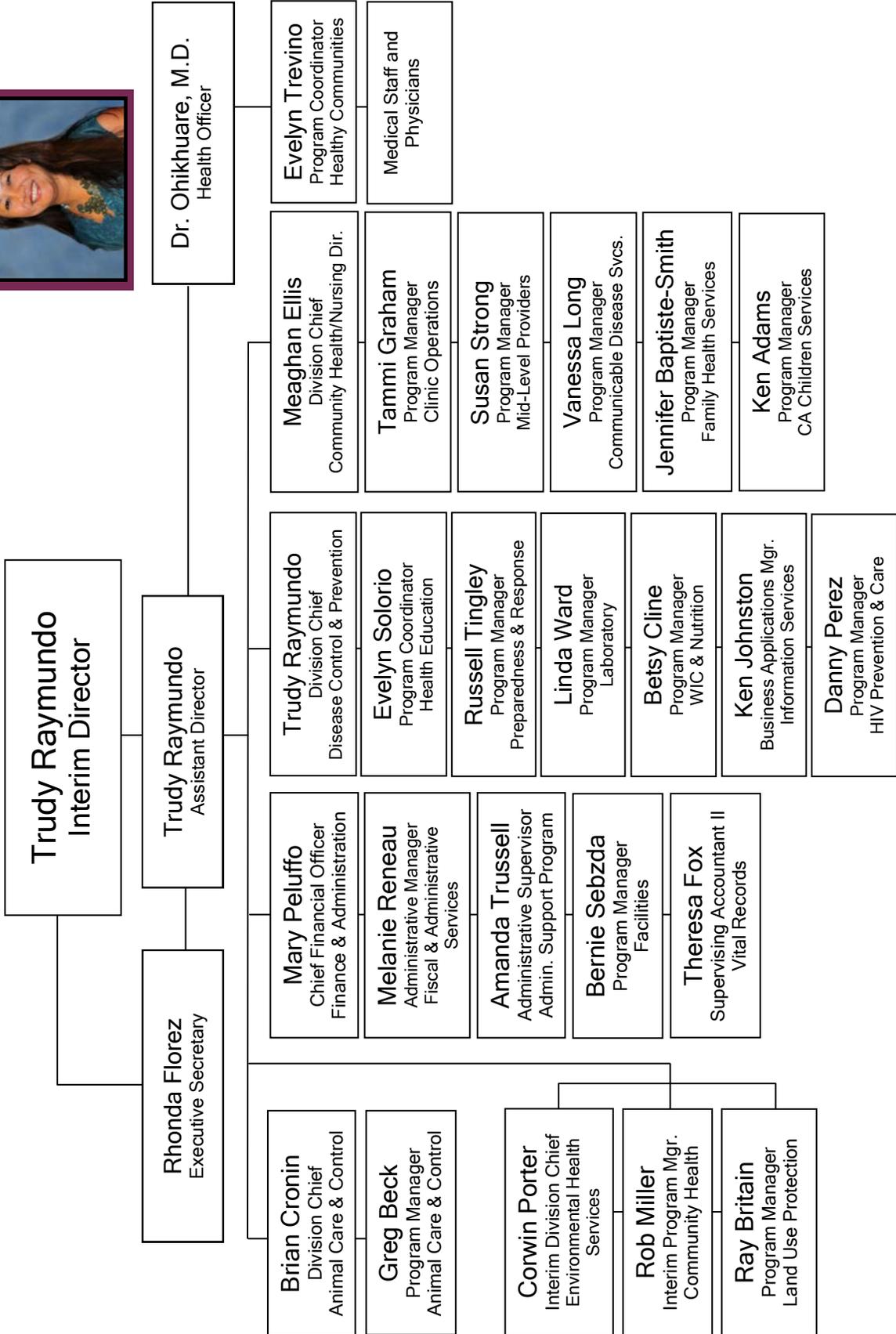
Budget Information 2010/2011

The department budget for FY 10/11 is \$51,161,890.



Salaries and Benefits	\$	31,940,554
Services and Supplies	\$	7,155,679
Central Computer	\$	359,588
Travel	\$	291,462
Other	\$	11,414,607
Total	\$	51,161,890

Public Health



Department of Public Health



Mission *The mission of the Department of Public Health (DPH) is to satisfy our customers by providing community and preventive health services that promote and improve the health, safety, well-being, and quality of life of county residents and visitors.*

Description DPH provides a diverse range of services for all county residents to ensure a healthy quality of life in the community by:

- ◆ monitoring health status to identify community health problems.
- ◆ diagnosing and investigating health problems and health hazards in the community.
- ◆ informing, educating, and empowering people about health issues.
- ◆ mobilizing community partnerships to identify and solve health problems.
- ◆ developing plans and policies that support individual and community health efforts.
- ◆ enforcing laws and regulations that protect health and ensure safety.
- ◆ linking people to needed personal health services, and ensuring the provision of health care when otherwise unavailable.
- ◆ ensuring a competent public health and personal health care workforce.
- ◆ evaluating effectiveness, accessibility, and quality of personal- and population-based health services.
- ◆ researching new insights and innovative solutions to health problems.

Accomplishments for 2010/2011

DPH accomplished the following in 2010/2011:

Family Health Services

- √ Collaborated with DBH, HS and CFS to conduct the Perinatal Screening, Assessment, Referral, and Treatment (PSART) program.
- √ Collaborated with 13 hospitals throughout the county to increase awareness of the risks associated with elective labor induction through the Maternal Morbidity and Mortality Labor Induction Education Project (MMLIEP).
- √ Maintained a countywide network of 159 Child Health and Disability Prevention (CHDP) program medical providers.
- √ Coordinated the Comprehensive Perinatal Services Program (CPSP) with 72 private medical practices that provide health and nutrition education services to low-income women to improve pregnancy outcomes.
- √ Participated in 41 health fairs and local events to disseminate educational information and resources to more than 24,000 community members.

California Children Services

- √ Assisted families of patients with severe medical conditions in applying for the PRUCOL category of Medi-Cal designed for Aliens Permanently Residing in the U.S. Under Color of Law, saving the County over \$5,019,823.42.
- √ Improved transition planning services to help clients and families find adult resources to assist with treatment needs after the program cut-off age of twenty-one.

Accomplishments for 2010/2011 continued...

Women, Infants and Children (WIC) program

- ✓ Trained all WIC staff in new childhood obesity prevention techniques which focus on ways to reduce over-feeding in infancy and childhood.

Nutrition Program

- ✓ Provided nutrition education on how to “eat right when money’s tight” and ways to ensure daily physical activity to over 350,000 county residents at more than 700 classes or community events.

Healthy Communities Program

- ✓ Added the cities of Montclair, Upland, Victorville, and Yucaipa as Healthy Communities partners to improve the health of residents through policy, environment and systems change.

Clinic Operations

- ✓ Trained 36 youth-serving providers on STD/HIV prevention through the STD Community Intervention Program in collaboration with other outside providers who serve over 5,000 youth through schools, behavioral health and developmental disability agencies, Planned Parenthood and agencies for Lesbian, Bi-Sexual, Gay, Transgender clients.
- ✓ Provided 1,831 parolees with education and information regarding clinical services and other resources in collaboration with County Probation through the Parolee and Community Team (PACT) program.
- ✓ Reached over 300,000 adolescents through a media campaign designed to educate county residents about clinical health services available to low-income individuals. This campaign was funded by Title X and emphasized the availability of family planning and reproductive health services.

Laboratory

- ✓ Improved laboratory testing efficiency through continued collaboration with Arrowhead Regional Medical Center.
- ✓ Improved capability to handle emerging diseases through the implementation of new tests.

HIV/AIDS Services

- ✓ Increased access to care by expanding HIV Primary Care Services in Hesperia and Ontario.
- ✓ Launched successful media campaign targeting minority communities, resulting in increased HIV testing.
- ✓ Enhanced outreach services to HIV positive persons who have fallen out of care, resulting in re-engagement with the medical system.

Ryan White Program

- ✓ Collaborated with pharmacy providers to review processes, share best practices and establish a standardized pharmacy formulary that mirrors the State AIDS Drug Assistance program.

Accomplishments for 2010/2011 continued...

- ✓ Conducted a Request for Proposal that resulted in the implementation of six new contracts for fiscal year 2011-12.

Tuberculosis (TB) Program

- ✓ Exceeded the state average and ensured timely completion of therapy for 87 percent of TB cases.
- ✓ Developed and implemented an electronic care plan for TB case management that serves as a model for the state Tuberculosis Control Branch and for other counties.
- ✓ TB Controller and Clinic Supervisor were elected to top leadership positions with the California Tuberculosis Controllers Association and the Tuberculosis Nurse and Allied Health Professional Forum respectively.

Immunization Program

- ✓ Trained San Bernardino County public, private and charter schools and distributed more than 161,000 Tdap stickers for compliance with the new AB 354 school immunization law, which implemented a pertussis booster (Tdap) requirement.
- ✓ Assessed that 94 percent of the 31,922 students met kindergarten immunization enrollment requirements.
- ✓ Maintained the California Immunization Registry with enrollment of 825,571 county residents to ensure secure electronic exchange of immunization records.

Epidemiology Program

- ✓ Investigated more than 365 potential cases of pertusis (compared to 51 for last year).
- ✓ Updated database to better manage over 20,000 reports of communicable diseases and outbreaks, and became users of CalREDIE, a statewide communicable disease reporting database, for better communication between jurisdictions and more comprehensive data reporting.

Vital Statistics Program

- ✓ Achieved a 95.30% timeliness record in registering live births within ten days of occurrence, placing San Bernardino County in the top ten of all California county and chartered city vital statistics registration programs.

Preparedness and Response Program

- ✓ Established partnerships with 14 of the County's 24 incorporated cities and towns, encompassing over 70% of all residents, resulting in grant awards totaling approximately \$6,000,000.
- ✓ Conducted a countywide 13 week Seasonal Influenza/H1N1 mass media campaign promoted through 18 newspapers, 8 radio stations, 3 radio website banners, 3 mall advertisements, 25 bus shelter ads, and 51,330 public health emergency education packets.

Accomplishments for 2010/2011 continued...

- ✓ Planned and implemented mass vaccination Seasonal Influenza/H1N1 clinics in conjunction with local emergency responders, law enforcement, cities, schools, hospitals, medical providers, businesses, populations with special needs, and other partners.
- ✓ Provided comprehensive public information in response to the Seasonal Influenza/H1N1 mass vaccination campaign on community mitigation, non-pharmaceutical interventions, vaccination plans and clinic promotion.

Animal Care and Control Program

- ✓ Increased animal adoptions by 40% over last fiscal year, due in part to collaboration with the Animals aRe First Fund (ARFF), and partnerships with private businesses such as PetSmart, which provide sites for adoptions.

Environmental Health Services

- ✓ Received NACo award for “Innovative Methods to Reduce Drowning Risks at Commercial Swimming Pools and Spas in San Bernardino County.”
- ✓ Became an Accrediting Agency with the California Department of Public Health to issue continuing education units for Registered Environmental Health Specialists.

Goals for 2011/2012

DPH established the following goals for 2011/2012:

1. Promote and increase community collaboration and involvement to enhance access to care.
 - ⇒ Develop and implement programs and strategies to increase access to coordinated behavioral and primary health services.
2. Promote and ensure a healthful environment.
 - ⇒ Increase animal adoptions through increased community involvement, education and outreach.

How Outcomes Are Measured

DPH measures outcomes by the following methods:

Activity	Measure
Develop and implement programs and strategies to increase access to coordinated behavioral and primary health services.	<ul style="list-style-type: none"> • Total number of clients enrolled and eligible to access comprehensive primary and behavioral health services through countywide collaborative programs.
Increase animal adoptions through increased community involvement, education and outreach.	<ul style="list-style-type: none"> • Increase the number of animals adopted from county animal shelters. 2010/2011 Target: 4,819 2010/2011 Actual: 6,127

Program Information

Family Health Services - seeks to improve access to quality health care for pregnant women, children, teens, and families to ensure preventive and primary care services are available to those identified as “at-risk”; outreach is through in-home, school-based and community-based services.

- √ Maternal, Child and Adolescent Health Program - assists low-income women and children to access health care and supportive services to improve pregnancy outcomes and health indicators.
- √ Maternal Morbidity and Mortality Labor Induction Education Project - seeks to reduce the rate of elective labor induction by convening partners from the medical, health education and community arenas to develop common clinical guidelines, a toolkit and patient education curriculum.
- √ Cal-Learn Program - provides in-home case management services to pregnant and parenting teens to help them complete their education, become better parents and prevent repeat and unplanned pregnancies.
- √ Child Health and Disability Prevention Program - provides nursing case management, referral and health education services to children through 21 years old who are diagnosed with conditions that require follow-up health care or other assistance.
- √ Health Care Program for Children in Foster Care - provides public health nursing consultation services to children in out-of-home placement to ensure they receive medical assessments and health care according to program guidelines.
- √ RX 4 Kids Program - provides nurse consultation services to Children and Family Services emergency workers, monitors medical care of children in foster care, and case manages foster children on psychotropic medications or who have special health care needs.
- √ Childhood Lead Poisoning Prevention Program and Medi-Cal Lead Program - provides community education to increase awareness of the potential danger of children’s exposure to lead.
- √ Perinatal Screening, Assessment, Referral and Treatment Program - seeks to reduce the number of infants born with exposure to alcohol, tobacco and/or illicit drugs. The children’s program serves families to ensure children are reared in a safe and nurturing home in order to achieve optimal health and development.

California Children Services - provides medical case management to authorize diagnostic and treatment services to individuals from birth to age 21 with qualifying medical conditions who meet residential and financial eligibility criteria. Physical and occupational therapy is also provided at school-based Medical Therapy Units throughout the county.

Women, Infants and Children (WIC) Program - is a federally-funded nutrition education and food supplement program that serves lower-income pregnant, breastfeeding and post-partum women; infants; and children up to age five. The mission is to safeguard the health of participants by providing nutritious foods to supplement diets, nutrition education, breastfeeding promotion, and referrals to a variety of health care and social services.

Program Information continued...

Nutrition Program - is part of a statewide movement of local, state and national partners collectively working towards improving the health status of low-income Californians to create environments that support fruit and vegetable consumption and physical activity.

Healthy Communities Program - is a central resource for communities' efforts to become healthier places to live, work, play and learn. Project partners include schools, community- and faith-based organizations, public and private agencies, universities, and city governments.

Clinic Operations - is the platform on which all Public Health clinical-related services reside. Work has been going on since 2008 to integrate all clinical care services under a comprehensive and coordinated delivery model. Services delivered at DPH clinics include immunizations, maternal and reproductive health, Tuberculosis screening and clinical care, HIV/AIDS clinical care and case management, and primary care.

Laboratory - supports public health programs and community health by providing laboratory testing for HIV/AIDS, Clinic Operations, Animal Care and Control, Environmental Health Services, Epidemiology, and local medical providers.

HIV/AIDS Program - is the largest provider of ambulatory, outpatient medical care for persons with HIV/AIDS living in the county. HIV clinical care and case management services are provided by Clinic Operations in San Bernardino, Hesperia, and Ontario for approximately 750 patients. Anonymous and confidential HIV testing, case surveillance activities, and prevention education and outreach services to high-risk target groups are conducted by the department's HIV Prevention Services Unit.

Ryan White Program - increases access, quality and delivery of services to improve the quality of life for those affected by HIV/AIDS. HIV/AIDS medical care and support services are provided to those who lack health insurance and/or other financial resources to adequately care for themselves.

Tuberculosis (TB) Program - investigates all reported or suspected cases of active TB. It identifies, diagnoses, and provides medical management for persons with active TB.

Immunization Program - aims to reduce vaccine-preventable diseases by improving immunization practices in public and private settings, encouraging vaccinations across the lifespan, and monitoring school/childcare immunization law compliance.

Epidemiology Program - conducts ongoing community disease surveillance and case investigations, and tracks disease trends, and potential sources of disease outbreaks with the goal of limiting the spread of infectious and communicable disease. Investigations are conducted for over 80 diseases and conditions that physicians, hospitals and laboratories are required to report.

Vital Statistics Program - registers all births and deaths, issues burial permits in San Bernardino County and issues certificates of births, deaths and fetal deaths occurring in the current year or in the previous year.

Program Information continued...

Preparedness and Response Program - prepares for public health emergencies such as bio-terrorism, infectious disease, and natural disasters by developing and exercising emergency response plans. The goal is to provide a coordinated response with emergency responders, health care agencies, special populations, and other government and non-government agencies.

Animal Care and Control Program - works to prevent rabies in humans and pets, teaches responsible pet ownership - including the importance of spaying and neutering-protects and serves the public and pets by enforcing laws and pertinent ordinances, cares for all animals domestic and wild, reunites lost pets with their owners, and places unwanted pets into new homes.

Environmental Health Services

Community Environmental Health Services - The *Food Protection* program conducts food facility inspections, trains food service workers on safe food handling practices and investigates complaints on facilities suspected of causing food-borne illness. The *Recreational Health* program inspects public swimming pools, spas, waterslides, lakes and lagoons for possible health and safety hazards. The *Housing and Property Improvement* program assesses environmental hazards and responds to complaints at apartments, motels/hotels, camps, detention facilities, and bed and breakfast facilities.

Land Use Protection Program - protects public health and safety for the residents of the county through effective environmental management, which includes innovative disease surveillance, routine inspections, education and enforcement. It regulates water, waste water, land use, waste entities and disease vectors in the county to prevent disease transmission and safeguard natural resources.

Statistical Information

Family Health Services

- 9,544 physical and dental examination reviews were conducted for foster children in out-of-home placement in the CFS and Probation systems.
- 25 cases of fetal or infant death were reviewed and recommendations developed to improve access to and navigation within the healthcare system for families experiencing a fetal/infant death.
- 1,436 in-home case management services were provided for pregnant and parenting teens to reduce the incidence of unplanned and unwanted pregnancies via the Cal-Learn program.
- 4,860 nurse consultation services were provided to children through the RX 4 Kids program.
- 25,336 Early and Periodic Screening, Diagnosis, and Treatment referrals were processed to screen for basic health care needs.
- 16,310 school health screenings were provided to school-aged children.
- 28 presentations were conducted for 251 parents and caregivers on the dangers of children's exposure to lead.

Statistical Information continued...

Women, Infants and Children (WIC) Program

- Over 970,000 food voucher packets were issued at 17 County WIC sites. These vouchers generated over \$58 million in sales at more than 200 authorized WIC grocers.
- Over 18,100 infants (birth to 12 months old) were served each month. This represents approximately 58% of all infants born in the county for this same period.

Healthy Communities Program

- 16 of the county's 24 incorporated cities and towns have become partners, encompassing over 77% of all county residents.
- 8 of the city/town councils have adopted Healthy City/Town Resolutions, and 3 cities have updated their general plans to include health of residents as a guiding principle.

Clinic Operations

- Over 74,500 patient visits in 2010-2011, averaging 6,212 patient visits per month.
- 17,916 records for 10,190 patients were entered in the Omnicare database to facilitate follow-up of abnormal cervical and breast exams.
- 30,892 immunizations were administered.

Laboratory

- 52,041 specimens were accepted and 86,635 laboratory tests were performed.

HIV/AIDS Services

- 4,145 clinical service visits for 763 unduplicated clients.
- 2,716 HIV/AIDS prevention interventions.
- 1,670 anonymous/confidential HIV tests for the community (positive rate 1.2%).
- 104 HIV case investigations and 54 AIDS case investigations.

Ryan White Program

- 3,456 persons are living with HIV/AIDS in San Bernardino County, including 1,150 (33%) White; 1,250 (36%) Hispanic; 952 (28%) African American; and 104 (3%) other.
- Cities of residence include: 1,529 (44%) West Valley (Montclair, Ontario, Chino, Fontana area); 1,395 (40%) East Valley (Big Bear, Rialto, San Bernardino, Redlands area); 508 (15%) Desert (Baker, Wrightwood, Joshua Tree, Needles area); and 24 (1%) unknown.
- Approximately 28% of the above referenced individuals served through four contracted provider agencies with locations in San Bernardino County.

Tuberculosis (TB) Program

- 59 cases of clinically active TB were reported to the state.
- 3,299 home visits were conducted to observe clients self-administer special TB medications to ensure medication therapy compliance and to avoid drug resistance.
- 842 contact investigations were conducted, including contacts to active TB cases and contacts to TB cases in other jurisdictions who reside in the county.

Immunization Program

- 6,610 school and childcare records were assessed for compliance with immunization rates, with an up-to-date rate of 95.44%, which exceeds the state average.
- Flu vaccine was distributed to 70 community partners.
- 888 licensed childcare facilities and kindergartens covering 57,812 children were evaluated for compliance with school immunization requirements.

Statistical Information continued...

Epidemiology Program

- 9,400 reports were received and investigated as suspected cases of communicable diseases or conditions (excluding STDs and HIV/AIDS).
- 7,269 were confirmed cases of communicable diseases or conditions (excluding STDs and HIV/AIDS).

Vital Statistics Program

- 27,288 births registered.
- 12,734 deaths registered.
- 11,359 Birth Certificates sold.
- 72,832 Death Certificates sold.
- 15,030 Burial Permits issues.

Preparedness and Response Program (PRP)

- 26,041 county residents received vaccinations for Seasonal Influenza/H1N1, including 3,335 vaccinations by PRP through 154 mass vaccination clinics; 7,192 vaccinations provided by Clinic Operations; and 15,514 vaccinations reported by County healthcare agencies and other providers.

Animal Care and Control Program

- 19,407 animals were housed in County shelters.
- 33,973 field service calls were responded to and investigated by Animal Control Officers.
- 259,062 office inquiries were received.
- 372 animal establishments were inspected.

Environmental Health Services

- 35,849 food handlers received training and certification.
- Over 56,000 inspections, investigations and reviews were conducted.

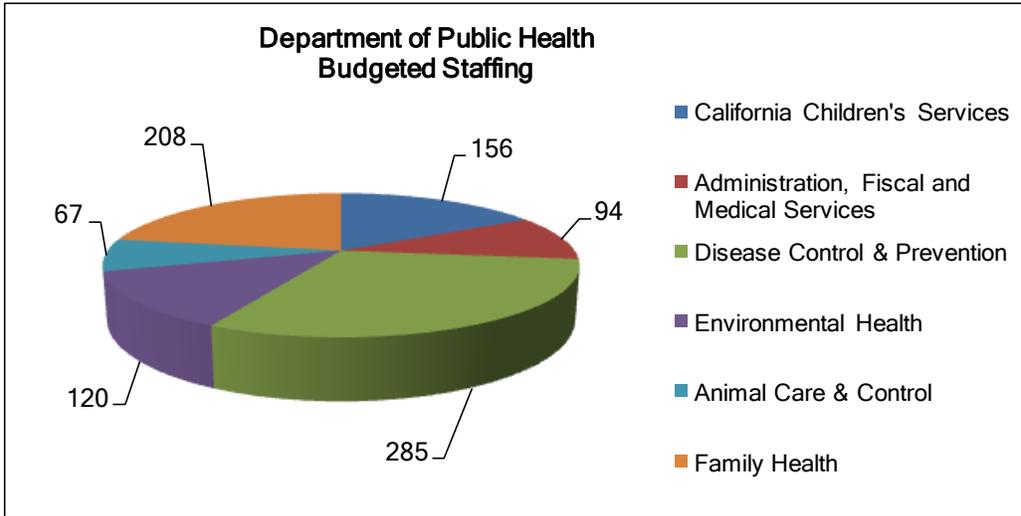


As a ward of the court from age three to seventeen I grew up in the foster care system. When I found out I was going to be a mother, I was unsure if I would be able to breast feed. I learned about the benefits of breast feeding through WIC and became acquainted with a WIC lactation consultant who helped me overcome many personal difficulties, as well as ensure that I could successfully breast feed my child. I was able to nurse my daughter for 11 months, and now I have a healthy 2 1/2 year old. I have been a WIC recipient for three years now and I am very thankful and appreciative that I found WIC and other support in the community.

--Acona Estima Mandene

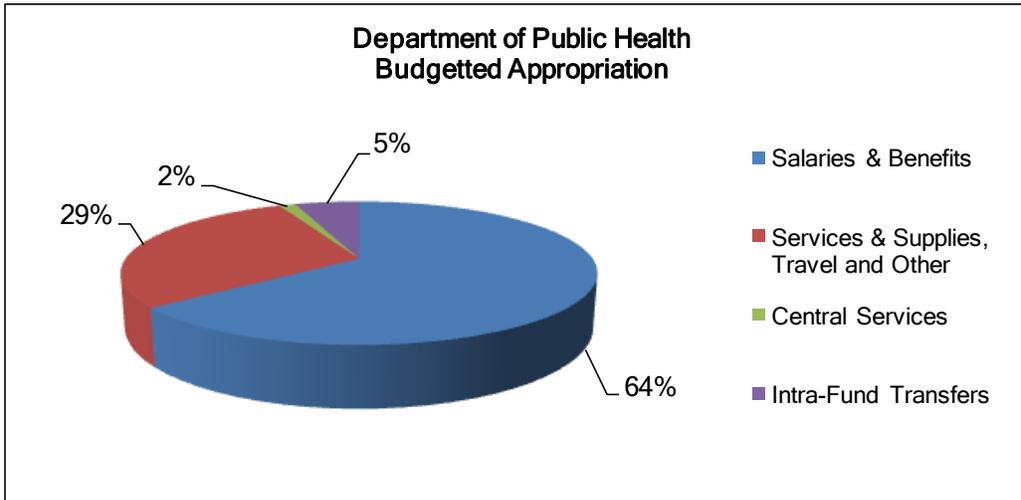
Staffing Information 2010/2011

Total staffing is approximately 930 employees.



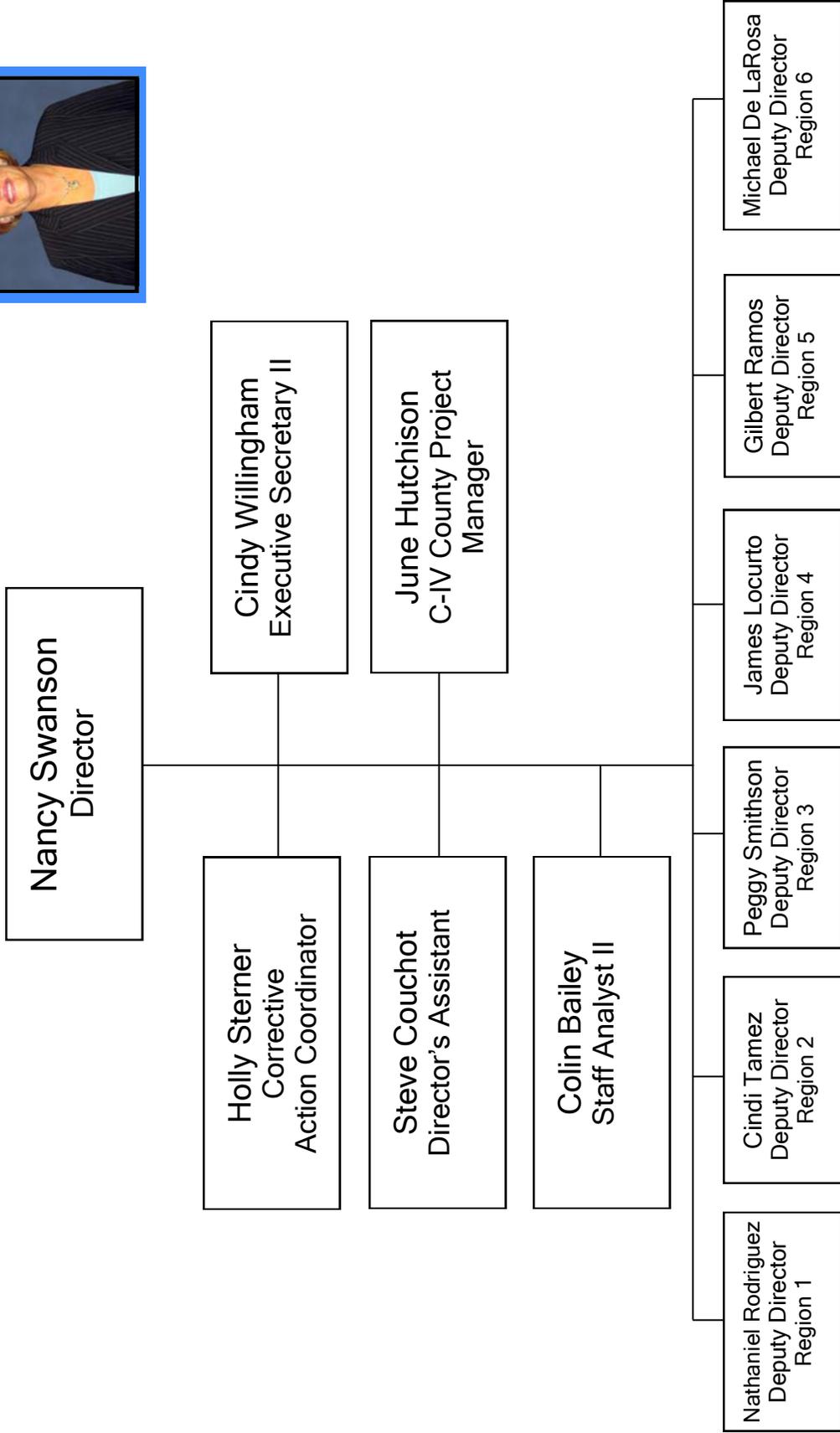
Budget Information 2010/2011

The department budget for FY 10/11 is \$86,985,191.



Salaries and Benefits	\$	55,717,269
Services & Supplies, Travel/Other Claims	\$	25,308,795
Central Services	\$	1,173,261
Fixed Assets	\$	188,693
Intra-Fund Transfers	\$	4,597,173
Total	\$	86,985,191

Transitional Assistance Department



Transitional Assistance Department



Mission *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.*

Description TAD is responsible for administering the financial support programs to persons in need of financial, nutritional, and/or medical assistance. The department also provides Welfare-to-Work (WTW) services to CalWORKs recipients.

The goals of TAD are to meet the basic needs of families and individuals, while working with them to attain self-sufficiency, and to promote work and personal responsibility.

Accomplishments for 2010/2011

TAD accomplished the following in 2010/2011:

- ✓ Processed over \$4.1 million in federal tax refunds for San Bernardino County residents as part of the Volunteer Income Tax Assistance (VITA) program.
- ✓ Received NACo Award for the Welfare to Work Training Online Program (TOP).
- ✓ Increased WEX participation for CalWORKs recipients by providing additional subsidized employment opportunities through partnerships with local agencies.
- ✓ Expanded use of C4Yourself website for access to CalWORKs, Medi-Cal and CalFresh (Food Stamp) benefits for county residents, and the ability to complete annual re-certifications online resulting in a monthly application increase of 28% over fiscal year 2009/10.
- ✓ Successfully implemented Interactive Voice Response (IVR) enhancements enabling customers to obtain benefit and worker information, replacement forms, and automatic outbound calls without worker intervention, thereby reducing inbound calls to district offices.
- ✓ Implemented E-Signature pilot in Fontana and Victorville offices enabling customers to enter a PIN to electronically sign documents saving time, paper and imaging resources. As of mid June 2011, a total of 4,035 customers were successfully registered.
- ✓ Increased resident awareness of TAD services by participating in over 44 community fairs/events resulting in an increase of 10% over fiscal year 2009/10.
- ✓ Provided an additional 200 CalWORKs Employment Services Program customers with skills/training via laptop PCs for use in their online skills/training courses and job search activities, thus assisting with customers' self-sufficiency and increasing the County's Work Participation Rate (WPR) goals.
- ✓ Maintained CalFresh (Food Stamp) error rate below state/federal tolerance levels.

Accomplishments for 2010/2011 continued...

- √ Acquired lease facility and equipment for the Customer Service Center, which provides call center and service-type functions for county residents receiving cash aid, CalFresh or Medi-Cal benefits.
- √ Partnered with non-profit Technical Employment Training (TET) to train 31 CalWORKs recipients in a highly-skilled manufacturing training program. As of July 2011, the class obtained a 41% employment rate, an 87% completion rate, and a 100% pass rate and certification on the National Institute for Metal-working Skills (NIMS) exam. NIMS is the nation's only American National Standards Institute (ANSI) accredited developer of precision manufacturing skills and competency standards.

Goals for 2011/2012

TAD established the following goals for 2011/2012:

1. Increase the total number of households participating in the CalFresh (Food Stamp) program through an increase in public awareness/access of CalFresh benefits.
2. Increase the WPR of recipients of CalWORKs benefits through an increase in the number of WTW mandatory CalWORKs participants who are engaged in a federal WTW activity.
3. Maintain CalFresh error rate proficiency below the federal tolerance level of six percent to avoid fiscal sanction.
4. Successfully implement the Customer Service Center and other service efficiency strategies to provide essential customer service for residents applying for or receiving assistance from TAD public assistance programs.

How Outcomes Are Measured

TAD measures outcomes by the following methods:

Activity	Measure
Increase total number of households participating in the CalFresh program.	<ul style="list-style-type: none"> • Maintain a 5% increase in CalFresh program participation measured monthly through caseload reports.
Increase the Work Participation Rate of recipients of CalWORKs benefits.	<ul style="list-style-type: none"> • Achieve 50% of CalWORKs participants who are engaged in a federal Welfare-to-Work activity measured monthly from Work Participation Rate reports.
Maintain CalFresh error rate proficiency.	<ul style="list-style-type: none"> • Achieve 3% rate of errors when calculating CalFresh benefits measured monthly through Quality Control reports.
Successfully implement Customer Service Center and other service efficiency strategies measured through various means in development.	<ul style="list-style-type: none"> • Increase processing proficiencies for applications, redeterminations, and status reports. • Increase performance in accuracy of work completed (Case Reviews) and customer service as well as overall cost savings.

Program Information

CalWORKs - (California Work Opportunities for Kids) is a time-limited program that provides financial assistance and WTW services to families with children who are deprived of support or care due to the death, incapacity, unemployment/underemployment, or continued absence of one or both parents. Homeless assistance is included in this program. CalWORKs is administered following federal and state regulations.

CalFresh (Food Stamps) Program - is a nutritional assistance program designed to help single people and families with little or no income to buy food. CalFresh benefits are issued on an Electronic Benefits Transfer (EBT) card that is used just like a bankcard at most local food stores. The CalFresh program is a federal- and state-funded program.

Medi-Cal - pays for health care for certain needy residents of California, including public assistance recipients. Medi-Cal is supported by federal and state taxes. Pregnant women and children have been the focus of outreach efforts by the State of California for enrollment in the Medi-Cal program.

Child Care - is operated by TAD and funded by the California Department of Social Services (CDSS). This program provides child care payments to providers on behalf of CalWORKs recipients in approved work or training programs, parents in protective services cases, and the working poor. Payments are reimbursements for child care provided, and are paid directly to the provider.

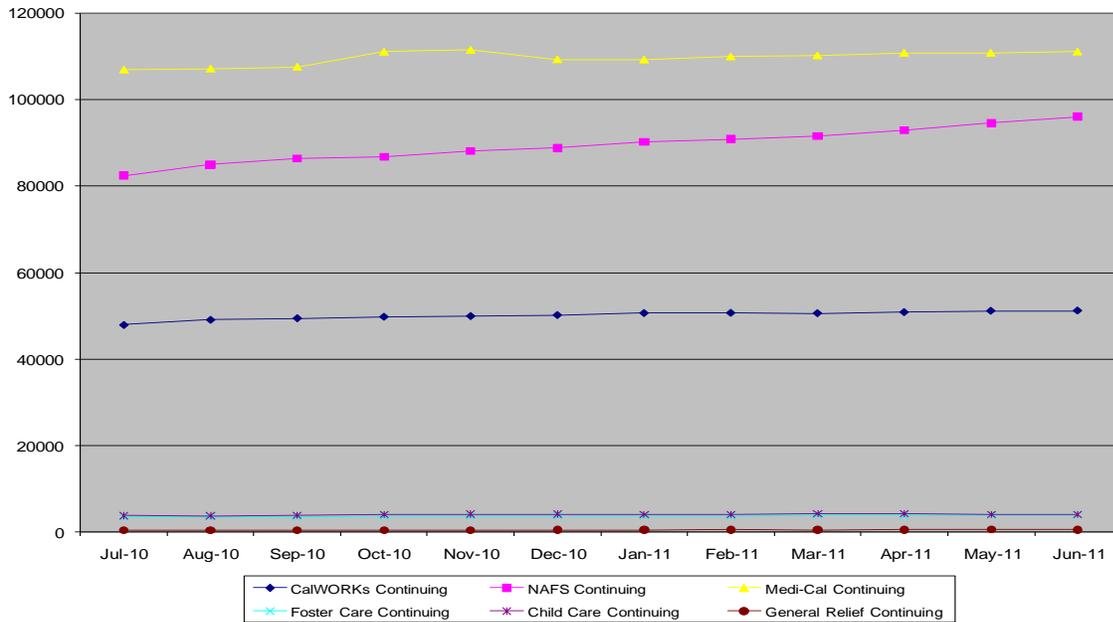
Employment Services Program (ESP) - is the WTW component of CalWORKs. The program assists CalWORKs recipients in obtaining employment that leads to their self-sufficiency. Employment Services staff work with individuals in overcoming barriers that prevent employment. The program also provides supportive services, such as transportation, to assist individuals in meeting work requirements.

Foster Care - provides financial assistance for children in need of substitute parenting who have been removed from the home by either CFS or the Probation department.

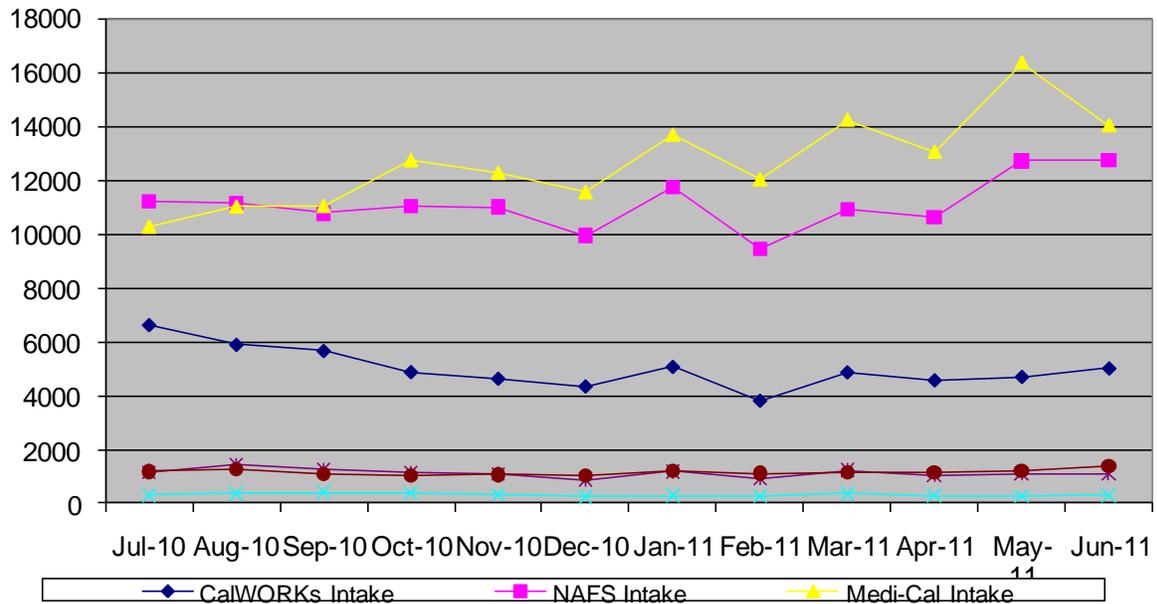
General Relief (GR) - provides loan assistance to indigent individuals and families in temporary need of housing, food and/or transportation. GR is the only TAD program that is totally funded, as well as administered, by the County of San Bernardino.

Statistical Information

TAD eligibility continuing caseloads through June 2011:



Employment Services continuing caseloads through June 2011:



Caseload by Program

Program	Caseload
CalWORKs	51,163
CalFresh (Food Stamps)	96,045
Medi-Cal	111,084
Child Care	4,056
Employment Services	27,705
Foster Care	3,970
General Relief	569

Testimonial

Prior to her referral to the Technical Employment and Training (TET) program, Megan worked off and on mainly in the automotive mechanics field, specifically with motorcycles - Harley Davidson is her passion. With the declining economy and rising unemployment rates, Megan knew that it was time to branch out and explore other avenues to support her family, but she wanted to be able to expand on and utilize the training she already had.

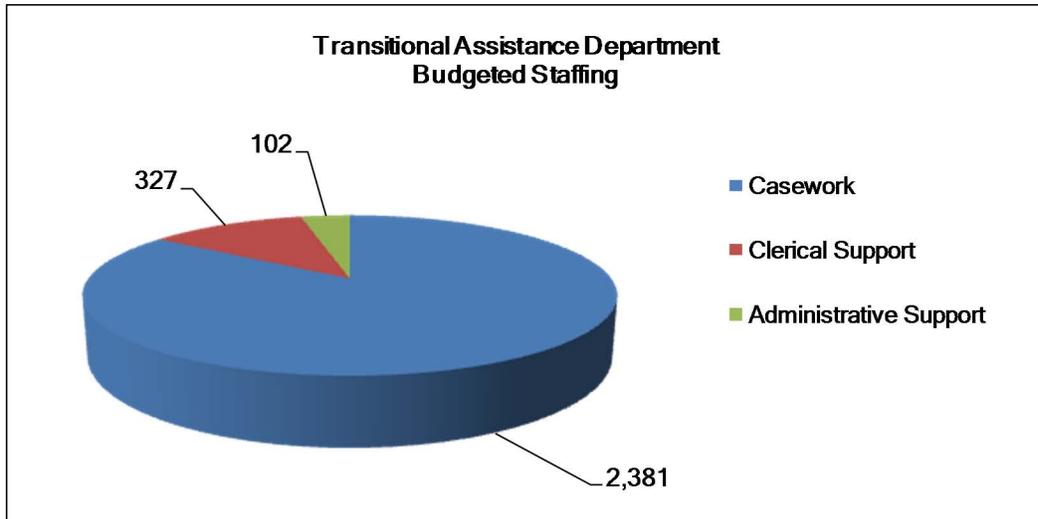
Megan says, "I was stuck looking for any job. I found a couple, but they were not the kind of jobs you can support a family with. I felt like all seven years I had invested in my career would go to waste. I just didn't want to throw away my knowledge, but I never would have imagined I could work in manufacturing with a little more training. The TET program opened up a new way for me to use the skills learned with Harley Davidson and add new direction. The Welfare-to-Work program showed me how to take the skills I have and expand them with what I learned in training and put them to use. Thanks for the push in the right direction!"

--Megan Johnson



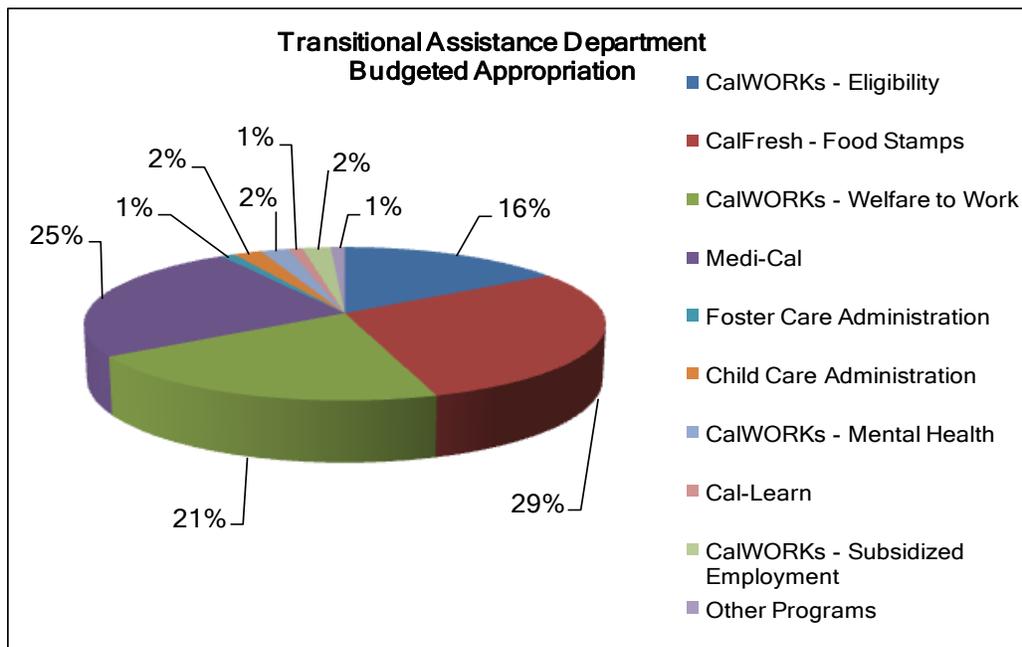
Staffing Information 2010/2011

Total staffing is approximately 2,810 employees.



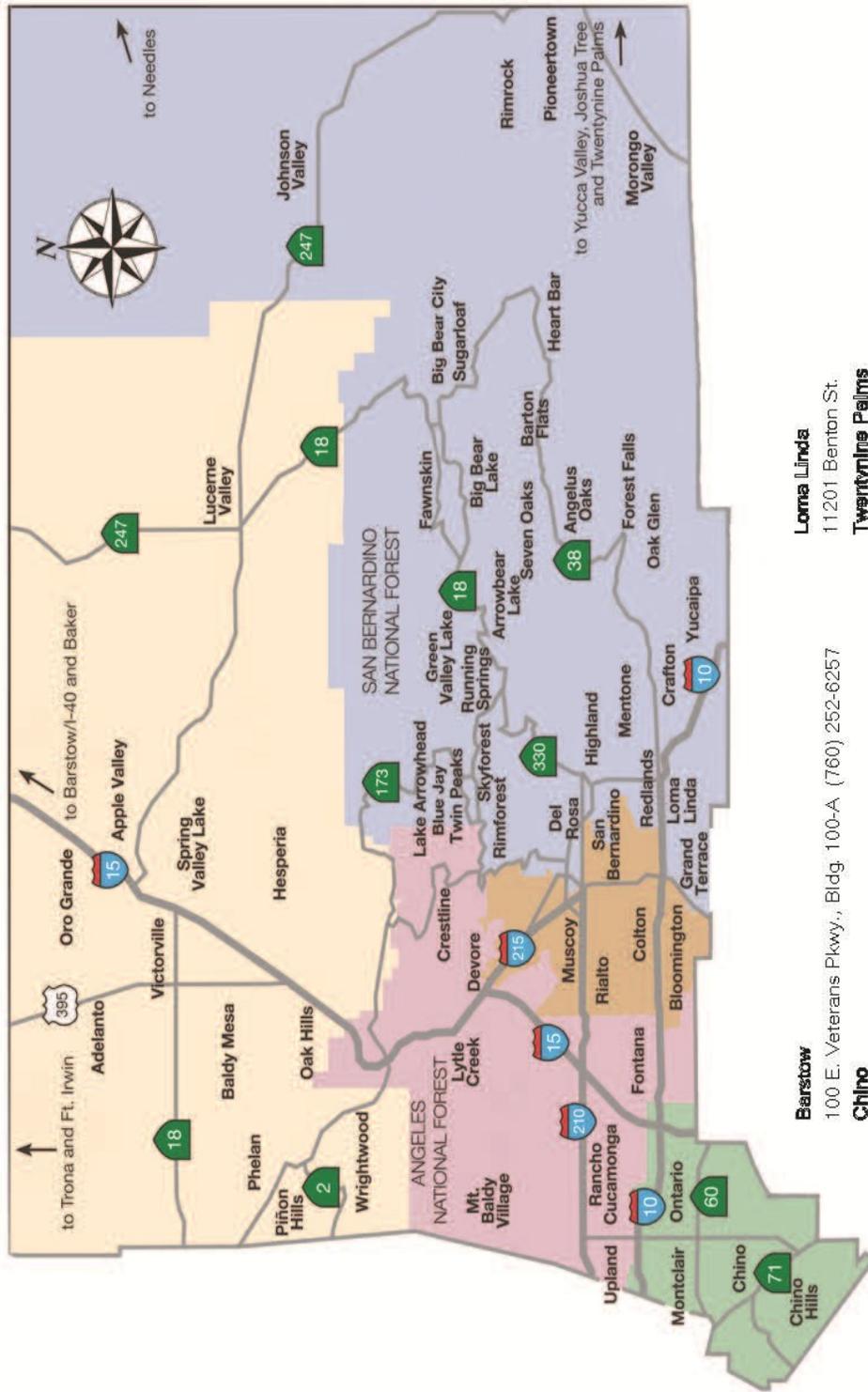
Budget Information 2010/2011

The department budget for FY 10/11 is \$249,893,823.



CalWORKs - Eligibility	\$ 39,270,517	CalWORKs - Mental Health	\$ 5,606,032
Food Stamps (CalFresh)	\$ 71,535,523	Cal-Learn	\$ 2,144,202
CalWORKs - Welfare to Work	\$ 51,643,580	CalWORKs - Subsidized Employment	\$ 5,765,741
Medi-Cal	\$ 62,235,841	General Relief Administration	\$ 944,543
Foster Care Administration	\$ 3,108,691	Other Programs	\$ 3,183,358
Child Care Administration	\$ 4,455,795	Total	\$ 249,893,823

Veterans Affairs - Branch Offices



Barstow

100 E. Veterans Pkwy., Bldg. 100-A (760) 252-6257

Chino

13260 Central Ave., Second Floor (909) 465-5241

Hesperia

15900 Smoke Tree St. (760) 995-8010

Fort Irwin

ACAP Bldg. 577

Loma Linda

11201 Benton St.

Twentynine Palms

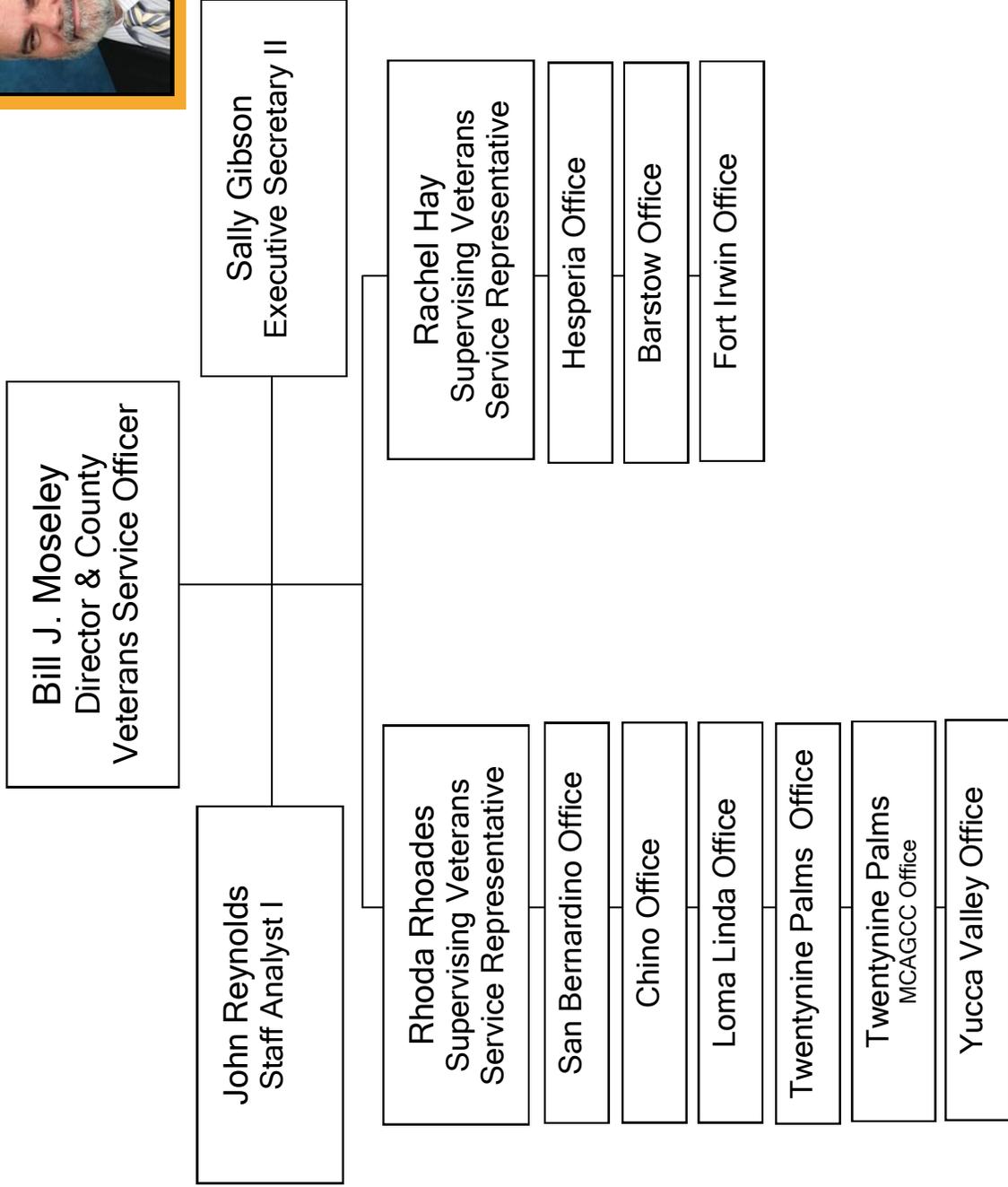
73629 Sun Valley Dr. (760) 361-4636

MCAGCC Village Center Bldg. 1551 (760) 830-6344

Yucca Valley

56857 Pima Trail (760) 228-5234

Veterans Affairs



Veterans Affairs



Mission *Veterans Affairs (VA) honors the commitment and sacrifice of our veterans, military and their families, and promotes awareness of their contributions and unique challenges. The department identifies and obtains benefits and services through advocacy, outreach and education, thereby contributing to the quality of life and well-being of our communities.*

Description Approximately one-third of the U.S. population, or twenty-four million veterans and forty-eight million family members, are potentially eligible for federal veterans' benefits. In San Bernardino County there are approximately 375,000 veterans, active military and their families. We provide services to former members of the U.S. Armed Forces and their survivors residing in the County of San Bernardino.



Department veteran service staff plays an important role in a national veteran's advocacy network. County employees work with state and federal employees, veteran service organizations, and, in some cases, attorneys to secure benefits for our nation's veterans and their families. County staff is often the initial contact to the United States Department of Veterans Affairs (USDVA) system for veterans in our community.

For eighty-five years, Veterans Affairs has provided local, hands-on assistance to San Bernardino County's veterans and their families. Working with providers of other area resources, we help our clients identify, claim, and receive a wide range of services and benefits, from homeless services to health care, from employment referrals to rehabilitation, from disability compensation to death benefits. Veterans Affairs' services are measurable in lives touched, customer satisfaction, and in federal benefit dollars earned for clients and their communities.

Accomplishments for 2010/2011

VA accomplished the following in 2010/2011:

- ✓ Provided services to 20,608 county residents representing a 68.5% increase in clients served over a five year period.
- ✓ Coordinated a countywide holiday collection drive receiving more than 4,000 toys and \$15,000 in overseas calling cards, gift cards and cash donations for the families of deployed military personnel.
- ✓ Received NACo Achievement Award for the Military and Veteran Community Collaborative.
- ✓ Received the highest overall customer service rating of "excellent" from 89% of clients.
- ✓ Produced \$22 million in new federal benefits for county residents.

Accomplishments for 2010/2011 continued...

- ✓ Processed and approved 888 California College Fee Waivers for disabled veterans' dependents living or attending school in San Bernardino County. This provided county residents a savings of \$3,573,708 in tuition and fees at California state colleges and universities.

Goals for 2011/2012

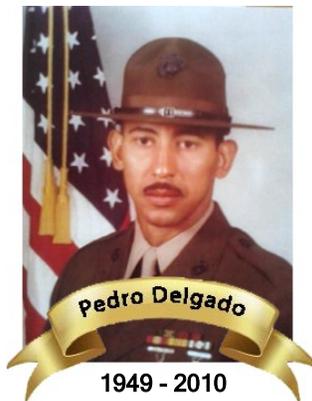
VA has established the following goals for 2011/2012:

1. Emphasize higher standards of customer service that will promote the health, well-being, and quality of life for all San Bernardino County veterans.
2. Promote staff training and development to maintain USDVA accreditation.

How Outcomes Are Measured

VA measures outcomes by the following methods:

Activity	Measure
Monitor overall customer satisfaction to ensure high quality service.	<ul style="list-style-type: none"> • Percentage of customer satisfaction survey results with an overall score of "A" (excellent)
Promote staff training and development to meet continuing education requirements necessary to maintain staff's USDVA accreditation.	<ul style="list-style-type: none"> • Percentage of staff attending quarterly regional staff training



"I would like to express my gratitude to the San Bernardino County Veterans Affairs office in Barstow, California. They provided support to my family and I ranging from information about available benefits, helping me with paperwork and emotionally supporting me through this difficult time of losing my husband, Pedro Delgado. They were available for any questions I had and always made me feel like they had time to go over every detail so I understood exactly what the process of receiving benefits entailed. They kept me informed step-by-step and never made me feel like I was asking stupid questions."

"I truly believe these special people have enabled me to get through my loss and come out with a greater appreciation of what they do for veterans and their families. They are a true blessing."
 --Mrs. Sandra Delgado and Family

Program Information

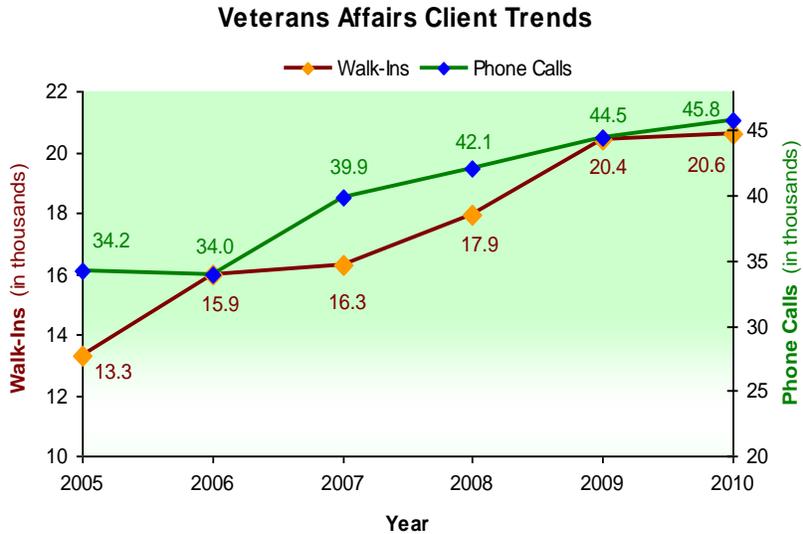
VA services are delivered in the following four primary areas:

1. Claims assistance
 - Provide benefits counseling, claim preparation, and development.
 - Monitor VA claim processing and resolve adjudicative issues or questions in favor of our clients.
 - Provide assistance with administrative and/or appellate review of claims.
 - Administer the California College Fee Waiver program for dependents of disabled veterans in San Bernardino County.
2. Information and referrals
 - Provide client referrals to and information regarding other County departments including DAAS, TAD, DBH, County Recorder, etc., also area homeless and emergency services providers. Employees also refer clients to state and federal programs and agencies including Social Security and SSI, Employment Development, Railroad Retirement, Department of Defense, etc.
3. Advocacy
 - Individual advocacy includes determination of adjudicative questions and concerns related to processing a veteran's claim.
 - Advocacy at the policy level includes resolution of local policy and procedural issues that better serve the bureaucracy rather than our veterans.
 - Legislative advocacy involves providing state and federal elected officials with technical assistance regarding veterans' legislation.
4. Outreach
 - Participate in community events relevant to veterans: job fairs, stand-downs, government day events, etc.
 - Conduct outreach to nursing and retirement homes, mortuaries, schools, military separation programs, and service organizations (American Legion, Disabled American Veterans, Veterans of Foreign Wars, Elks, Rotary, etc.) for the purpose of informing the community of veterans' benefits and services.

Statistical Information

Since 2005, walk-in traffic has increased 55 percent, while staffing has remained constant at seven Veterans Service Representatives (VSRs). This is due to several factors:

- Soldiers returning from Iraq and Afghanistan are discharging from the military.
- As Korea and Vietnam veterans age, their health declines and they seek more benefits and services.
- An increase in collaborative outreach efforts with other County departments, including DBH, DAAS and TAD, has resulted in a greater number of clients.

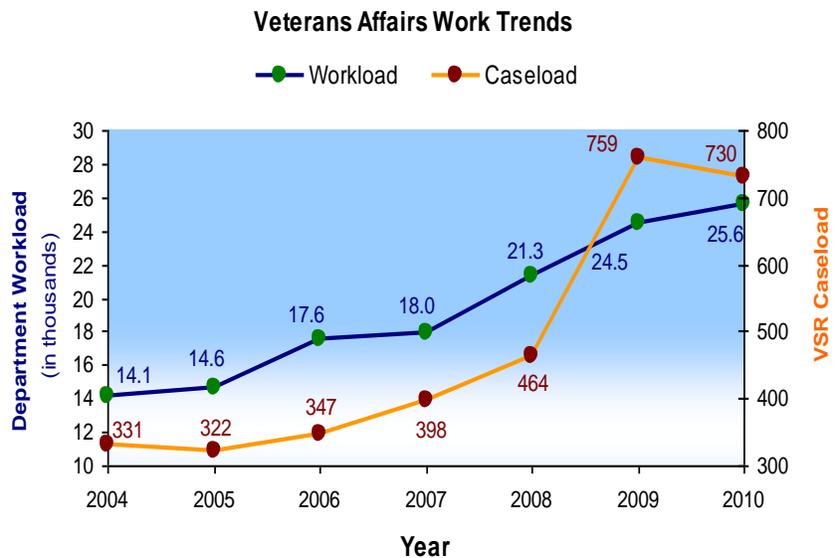


The number of phone calls for the same period has increased 34 percent, while the number of office assistants (OAs) answering phones has decreased from five to four. The department as a whole now averages 180 phone calls per day. OAs answer general information questions to allow VSRs to focus on seeing clients and managing cases.

Caseload

Workload: The workload has increased 82% over the past five years. “Workload” is defined as completed applications for monetary benefits, medical/mental health services, educational assistance, vocational rehabilitation and the like.

VSR Caseload: The number of open client files has increased accordingly. Since 2005, the caseload average has grown 121 percent. As a result of a currently-vacant VSR position, San Bernardino staff is managing 720-750 active cases each.

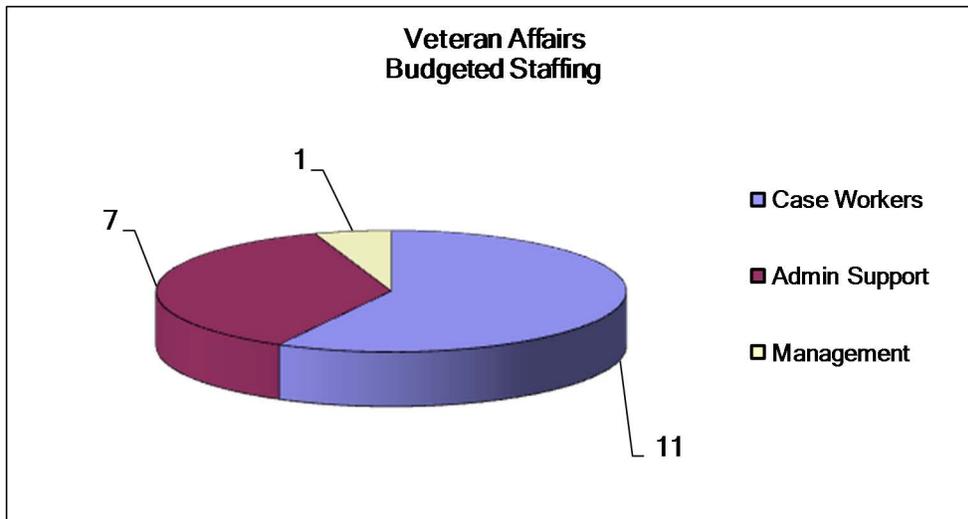


Veterans Affairs' staff may provide assistance to veterans and their families with the following:

Federal Benefits & Services	
<ul style="list-style-type: none"> ● Correction of Military Records ● Dependency Indemnity Compensation (DIC) ● Disability Compensation ● Disability Pension ● Discharge Upgrades ● Educational Assistance ● Federal Tort Claim Assistance 	<ul style="list-style-type: none"> ● Funeral & Burial Assistance ● Government Life Insurance ● Home Loan Guaranty ● Outpatient Medical and Dental Treatment ● Small Business Administration ● Social Security Administration
California Veterans' Benefits & Services	
<ul style="list-style-type: none"> ● Business License, Tax, and Fee Waivers ● College Tuition Fee Waiver ● Disabled Veteran License Plates ● DVBE Opportunities ● Employment and Unemployment ● Farm and Home Loans 	<ul style="list-style-type: none"> ● Fishing and Hunting Licenses ● Motor Vehicle Registration Fees ● Property Tax Exemptions ● State Park and Recreation Passes ● Veterans Homes of California ● Veterans Preference in California Civil Service Examinations ● Property Tax Exemptions
Local Veterans Benefits & Services	
<ul style="list-style-type: none"> ● Case Management ● Claims Assistance Services ● Cost Avoidance to State and Local Government ● Fiduciary Services ● Homeless Assistance ● Information and Referral 	<ul style="list-style-type: none"> ● Jail and Hospital Outreach ● Local and State Employment Verifications for Job Preference Points ● Peddler's License ● Transportation Services ● Veteran's Advocacy ● Veterans' Day & Memorial Day Ceremonies Coordination

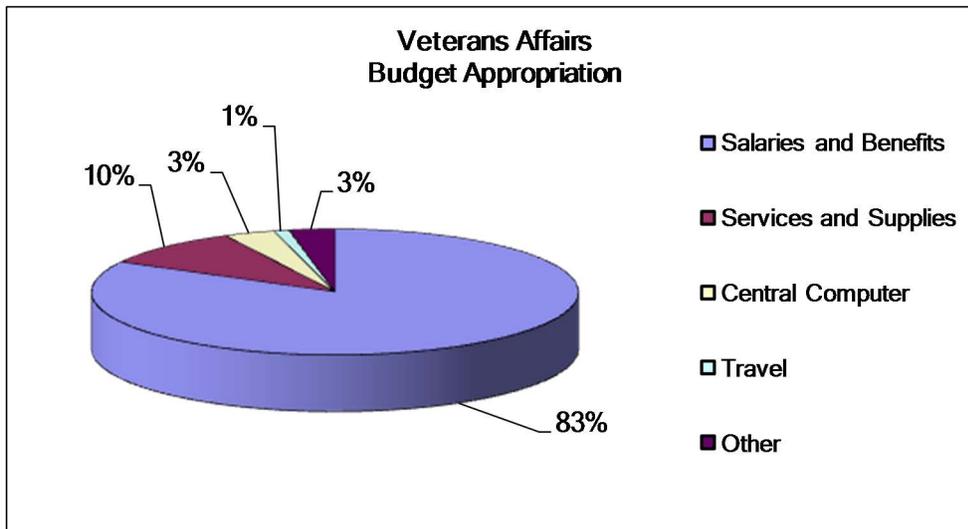
Staffing Information 2010/2011

Total staffing is approximately 19 employees.



Budget Information 2010/2011

The department budget for FY 10/11 is \$1,599,098.



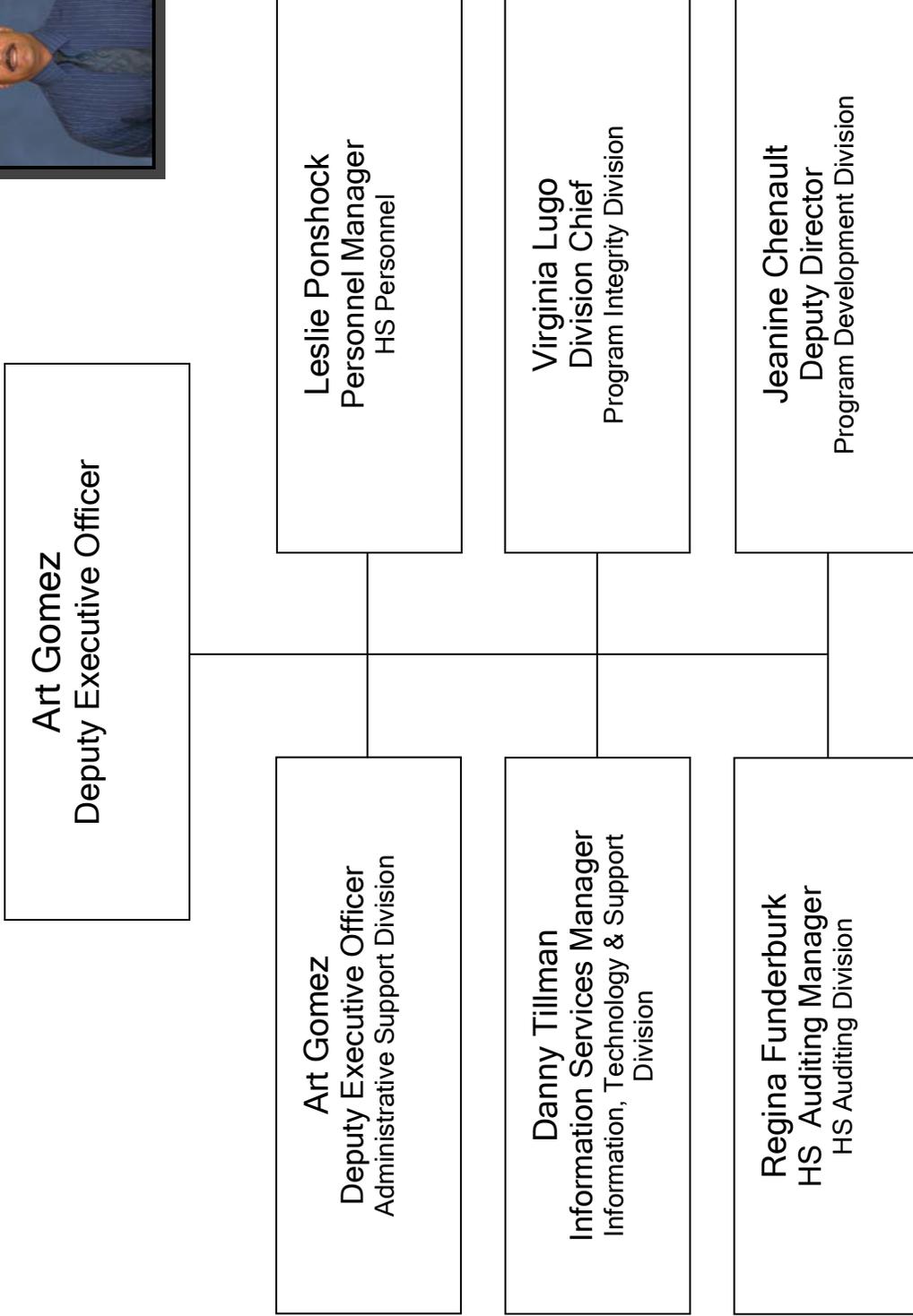
Salaries and Benefits	\$	1,325,095
Services and Supplies	\$	155,427
Central Computer	\$	53,915
Travel	\$	16,081
Other	\$	48,580
Total	\$	1,599,098



Human Services

- ♦ *Management Services*
- ♦ *Administrative Support Division*
- ♦ *HS Auditing Division*
- ♦ *Information, Technology & Support Division*
- ♦ *Legislation, Research and Quality Support Services*
- ♦ *Performance, Education & Resource Centers*
- ♦ *HS Personnel Division*
- ♦ *Program Development Division*
- ♦ *Program Integrity Division*

Management Services



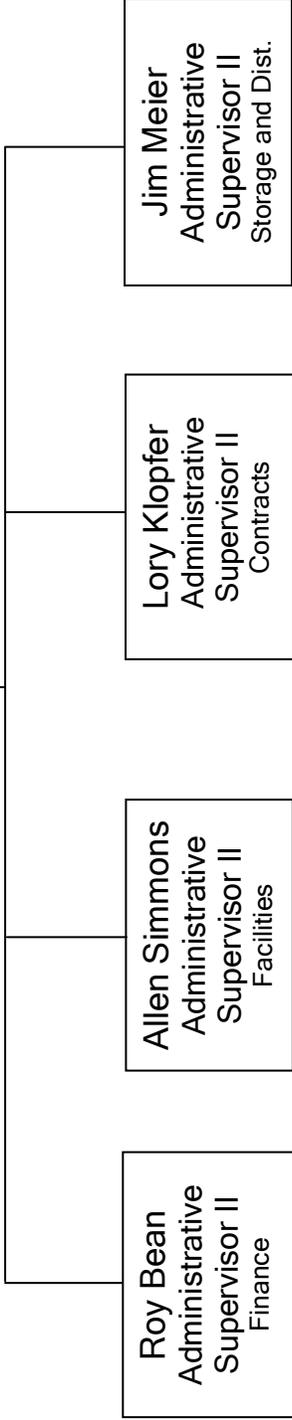
Administrative Support Division



Art Gomez
Deputy Executive
Officer

Donella Masi
Clerical Support

Administrative Analysts
John Hallen
Arnold Rocha
Monique Amis



Roy Bean
Administrative
Supervisor II
Finance

Allen Simmons
Administrative
Supervisor II
Facilities

Lory Klopfer
Administrative
Supervisor II
Contracts

Jim Meier
Administrative
Supervisor II
Storage and Dist.



Administrative Support Division

Mission *The Administrative Support Division (ASD) is dedicated to assisting HS departments and divisions in the delivery of their services by providing support in the areas of budget and finance, facilities, contracts, and special projects in a professional, ethical and customer-oriented manner.*

Description ASD policies and protocols create the structure to: identify, improve and enhance procedures and processes to maximize service delivery options for children, families, and the community; maintain a workplace environment that supports employee productivity and resources to carry out the functions of each HS department.

Accomplishments for 2010/2011

ASD accomplished the following in 2010/2011:

Contracts

- √ Successfully administered procurements and prepared and processed agreements for DPH, CN, CF, DAAS, DCSS, CFS, First 5, HS Administration, IHSS, Probation, Public Authority, PSD, TAD, VA, PERC and Public Guardian.
- √ Prepared and processed agreements as follows:

⇒ Non-Financial Contracts and Amendments	212
⇒ Revenue Contracts and Amendments	57
⇒ Service Contracts and Amendments	372
⇒ Employment Contracts and Amendments	55
⇒ Memorandum of Understanding	51
⇒ Procurements	23
⇒ Contracts Monitored	200
- √ Completed Phase II of the web-based Contracts database to include development of a monitoring module, and enhancements to three existing modules (payment and fiscal, vendor contact information, and administrative capabilities). Production phase scheduled for August 2011.
- √ Completed development of a SharePoint space for a tracking tool used by DAAS and HS Contracts Unit to track contractors receiving \$500,000 or more of federal funds, and receipt and findings of Single Audit Reports.
- √ Updated the ASD website to include an electronic version of the HS Contract's Project Initiation Form (007) utilized by all HS departments.

Facilities

- √ Relocated PID to new location at 1111 Mill Street in San Bernardino.
- √ Opened new 19,000 square foot, build-to-suit CFS facility in Fontana to replace Rialto facility.

Accomplishments for 2010/2011 continued...

- ✓ Opened new 37,000 square foot Barstow TAD/CFS shared facility at the Barstow Mall to replace previous program locations.
- ✓ Coordinated expedited facility process for TAD's planned August opening of a new state-of-the-art Customer Service Center in San Bernardino.
- ✓ Installed video-conferencing equipment at all CFS facilities, including the Dependency Courts and HS Administration.
- ✓ Remodeled Hesperia TAD facility on 9th Avenue to add classrooms and a client break room to accommodate ESP training services, and relocated services from Hesperia Main Street facility.

Finance

- ✓ Coordinated 2011/12 budget process for 19 budget units totaling nearly \$1.1 billion including approximately 5,400 employees.
- ✓ Assisted HS departments with maximizing use of available County Expense Claim funding. As a result, 95 percent (\$412 million, an increase of \$41 million over prior year) of available funding was utilized.
- ✓ Identified availability of additional funding and initiated replacement of approximately 20 percent of the HS fleet, deploying 102 new vehicles.
- ✓ Identified the need to standardize Disaster Supply Cabinets in HS buildings and initiated procurement, preparation and deployment of 55 newly-stocked cabinets throughout Human Services. Developed a master inventory list and restock/refresh schedule for all deployed cabinets.
- ✓ Assisted CFS with a plan to utilize available proprietary funding as local match in an effort to access additional federal funding to maintain current staffing levels despite increased costs.

Storage and Distribution

- ✓ Delivered over 2,000 turkeys the week before Thanksgiving to many needy and deserving organizations countywide as part of the Board of Supervisors Thanksgiving program.
- ✓ Hosted the countywide Children's Fund Annual Christmas Present Program, as well as Christmas present programs for the departments of Public Health and Veterans Affairs.
- ✓ Provided logistical support for the second San Bernardino "Homeless Assistance" day held in Yucca Valley in June.
- ✓ Provided weekend and after-hour support for new building projects along with several re-carpet/re-paint projects.

Goals for 2011/2012

ASD established the following goals for 2011/2012:

Contracts

1. Work closely with the County Administrative Office, County Counsel, Purchasing, and Risk Management in maintaining the highest business and compliance standards for all HS procurements and contracts.
2. Utilize Contracts' database to document completion of all monitoring assignments and development of annual report.
3. Develop policies and procedures to respond to audits conducted by state and federal agencies.
4. Expand knowledge of the County's E-Procurement functionality, utilization and implementation within the HS Contracts Unit.

Facilities

1. Relocate existing Redlands, Fontana and Colton TAD staff to new LEED-Certified facilities.
2. Relocate existing Victorville CFS staff to a new LEED-Certified facility.
3. Relocate existing San Bernardino CFS Special Services staff into a new LEED-Certified facility to include an Emergency Operations Center.

Finance

1. Work closely with the County Administrative Office in analyzing and responding to budget and fiscal requests and requirements.
2. Work with ITSD to complete refinement of the Online Requisition System and participate in the final rollout to departments and support divisions.
3. Participate in workgroups at County Purchasing to assist with development and deployment of the new Electronic Procurement System to be implemented countywide.
4. Conduct HS budget training presentations for appropriate HS staff as requested.
5. Develop management reporting tools to help departments and support divisions operate more effectively and remain within available funding limitations.

Storage and Distribution

1. Complete multi-year warehouse consolidation plan by moving out of the final "offsite" box storage area in the basement of the County Library.
2. Lease warehouse space to interested County departments to store materials and supplies.
3. Partner with both DBH and DPH to maximize use of personnel and equipment.

How Outcomes Are Measured

ASD measures outcomes through customer evaluations, customer surveys, and comment cards.

Program Information

As identified in our mission statement, ASD provides dedicated resources and administrative support for all HS departments, divisions and programs. ASD consists of the following units:

Contracts - Provides procurement and contracting services to all HS departments. The primary function of the unit is to obtain required program services while ensuring public resources are used efficiently and effectively. Staff ensures all procurements and resulting contracts comply with contracting laws, federal and state regulations, and local policies. Fiscal monitoring staff provides fiscal assistance to HS departments and contractors to ensure they operate within their budget constraints and comply with laws and regulations.

Facilities - Provides building space coordination and integration services for the physical workplace. Specifically, Facilities Operations coordinates acquisition, use and maintenance of leased facilities; determines future space/equipment requirements; oversees site selection, Request For Proposal (RFP) process and facility construction; secures equipment and supplies; purchases and monitors vehicle fleet, office equipment and furniture inventories; administers security and guard services; and plans and coordinates staff and department relocations.

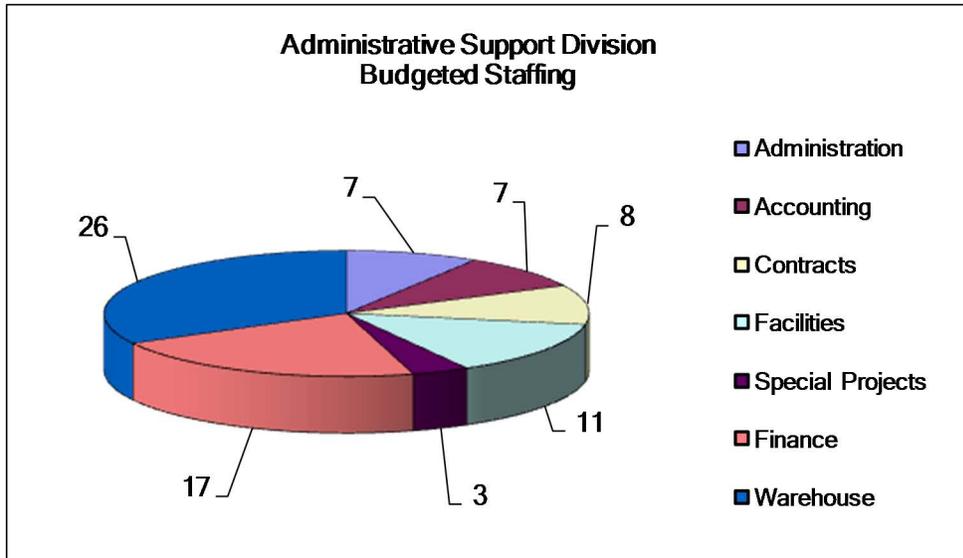
Finance - Develops, prepares, and reviews budgets for departments, support divisions, and subsistence budgets in HS. Collects data and prepares County expenditure claims for Human Services departments. Processes payments to vendors and employees while applying applicable accounting standards and fiscal controls to ensure that appropriate procurement and purchasing procedures are followed.

Storage and Distribution - Provides forms distribution, warehousing, and archive storage.



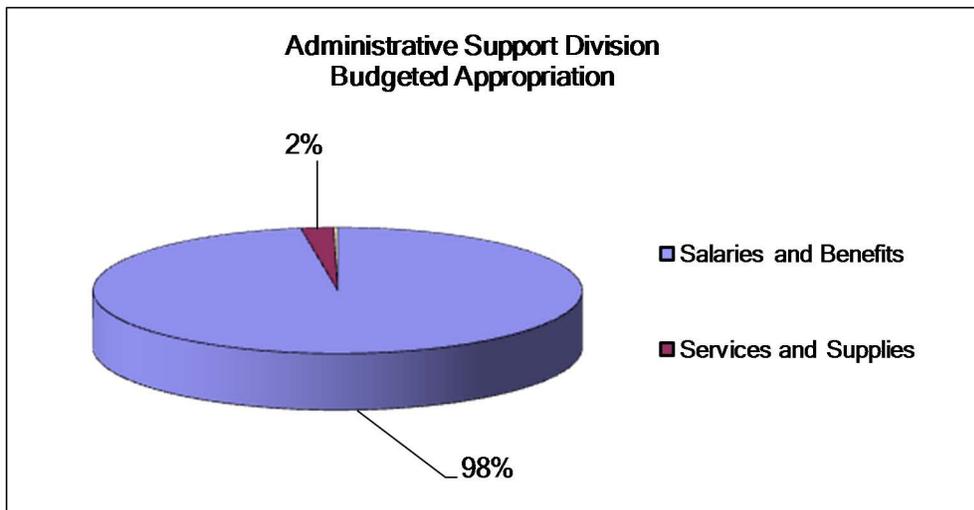
Staffing Information 2010/2011

Total staffing is approximately 79 employees.



Budget Information 2010/2011

The division budget for FY 10/11 is \$5,395,055.



Salaries and Benefits	\$	5,264,832
Services and Supplies	\$	116,833
Equipment and Lease Costs	\$	13,390
Total	\$	5,395,055

Costs for this unit are expensed through programs within TAD, CFS and DAAS. Costs shown here are included in program expenditures identified in each respective department.

HS Auditing Division



Regina Funderburk
HS Auditing Manager

Gina Beltran
Secretary

Rochelle Clayton
Supervising Accountant III
Reporting

Darlene Lynch
Supervising Fiscal Specialist
Recovery

Chris Garot
Supervising Fiscal Specialist
Payments

Terry Sullivan
Supervising Accountant II
Special Banking

Lisa Barnett
Supervising Fiscal Specialist
Special Processing





HS Auditing Division

Mission *The role of HS Auditing Division is to provide accounting, auditing, collections, and benefit payment services for County departments in Human Services.*

Description The division submits cost data to the state, which is the mechanism for the County to receive federal and state funds to administer social service and welfare programs to county residents. The division delivers benefit payments for transitional assistance, child care, general relief, and food stamp programs to residents by County warrant, electronic benefits transfer card, and direct deposit to bank accounts.

Accomplishments for 2010/2011

HS Auditing accomplished the following in 2010/2011:

- ✓ Met reporting and claiming requirements for transitional assistance paid to program recipients and contractors who deliver those benefits.
- ✓ Collected approximately \$2,405,525 of benefit overpayments through the Welfare Intercept System, intercepting both IRS and Franchise Tax Board (FTB) refunds.
- ✓ Coordinated Single Audit process between the Auditor-Controller (via external auditors) and HS departments.
- ✓ Met Social Security department's fiscal requirements for both the Sub-Payee and Foster Care programs.
- ✓ Collaborated with ITSD to select and procure a new Sub-Payee/SSI Advocacy program accounting database.
- ✓ Participated in C-IV system workgroups to enhance and refine the system's capabilities for accounting and reporting purposes.
- ✓ Collaborated with multiple HS departments to reduce overpayments in the Foster Care program.
- ✓ Implemented the Auditor-Controller's Prepaid Cards or Negotiables procedures for HS departments.
- ✓ Streamlined Cash and Negotiables audit processes and procedures in order to increase audit efficiency and audit coverage.
- ✓ Transitioned the voucher payment function from Children's Network to HS Auditing on behalf of HS departments.

Goals for 2011/2012

HS Auditing established the following goals for 2011/2012:

1. Collaborate with ITSD to automate Wraparound program invoice verification process.
2. Collaborate with ITSD to develop a website aimed at increasing customer awareness of HS Auditing processes and services.
3. Assess staff training needs and develop a formal staff training program.
4. Develop a formal staff recognition program.
5. Explore possibility of accepting credit card, ATM and EBT payments at the front counter and/or over the phone.
6. Collaborate with PDD to complete an online policy and procedures manual.
7. Participate in C-IV system workgroups to enhance and refine the system's capabilities for accounting and reporting purposes.

How Outcomes Are Measured

HS Auditing measures outcomes by the following methods:

Activity	Measure
Financial and statistical reports submitted within state guidelines and time frames.	<ul style="list-style-type: none">• Percentage of reports submitted within specified time frames = 100%.
Benefit payments issued to clients in a timely and accurate manner.	<ul style="list-style-type: none">• Percentage of system-ready benefits audited and processed within 24 hours of availability = 100%.
Continuous improvement of business processes and best practice ideas generated by staff.	<ul style="list-style-type: none">• Feedback from customers

Program Information

HS Auditing performs a variety of fiscal operations and functions that support the County's administration of welfare programs and provides services to departments in HS as follows:

- Prepares assistance claims, which are required for funding and reporting benefits provided to county residents.
- Collects overpayments from benefit recipients.
- Serves as representative payee for Social Security benefits for HS customers who are unable to manage their financial affairs.
- Prepares statistical data for mandated state and federal reporting.

Program Information continued...

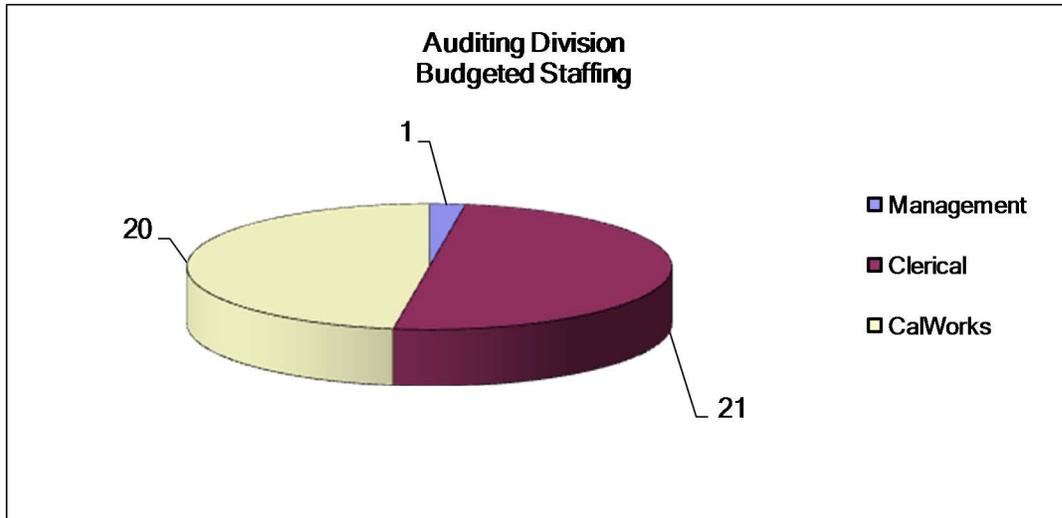
- Provides safekeeping and inventory monitoring of negotiable items: bus passes, gas cards, electronic benefit card stock, warrant and check stock, and voucher forms.
- Reconciles welfare accounting data to accounting records of the County Auditor-Controller/Treasurer.
- Provides audit assistance and training to HS departments relative to developing and updating internal controls and accounting procedures.
- Reviews auditing and accounting standards, and federal and state fiscal regulations to ensure HS compliance.
- Coordinates the Single Audit process and all state and federal audits/reviews for HS departments.

Statistical Information

Activity	No. Issued	Amount
Cash benefits issued electronically	648,687	\$ 327,292,504
Cash benefits issued by warrants	298,140	\$ 202,167,992
Collection of benefit overpayments	---	\$ 13,935.097

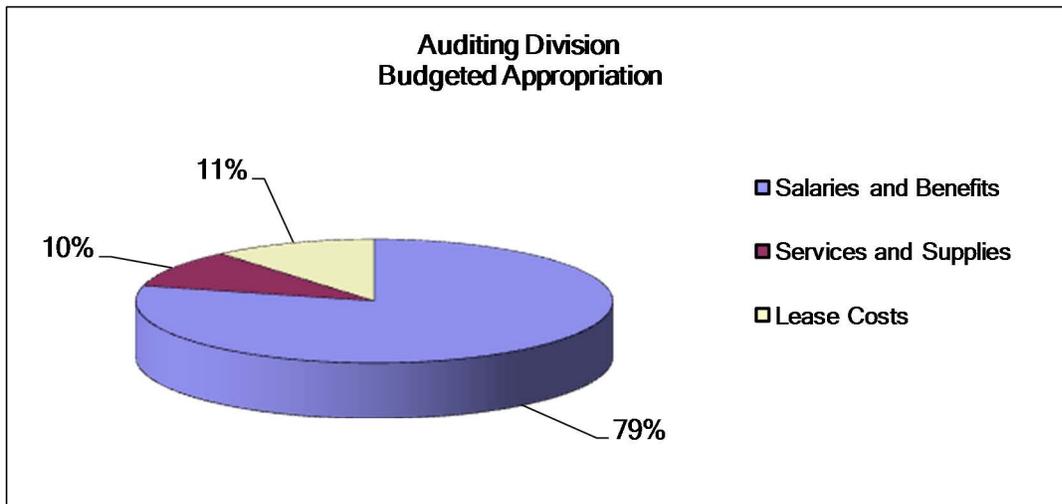
Staffing Information 2010/2011

Total staffing is approximately 42 employees.



Budget Information 2010/2011

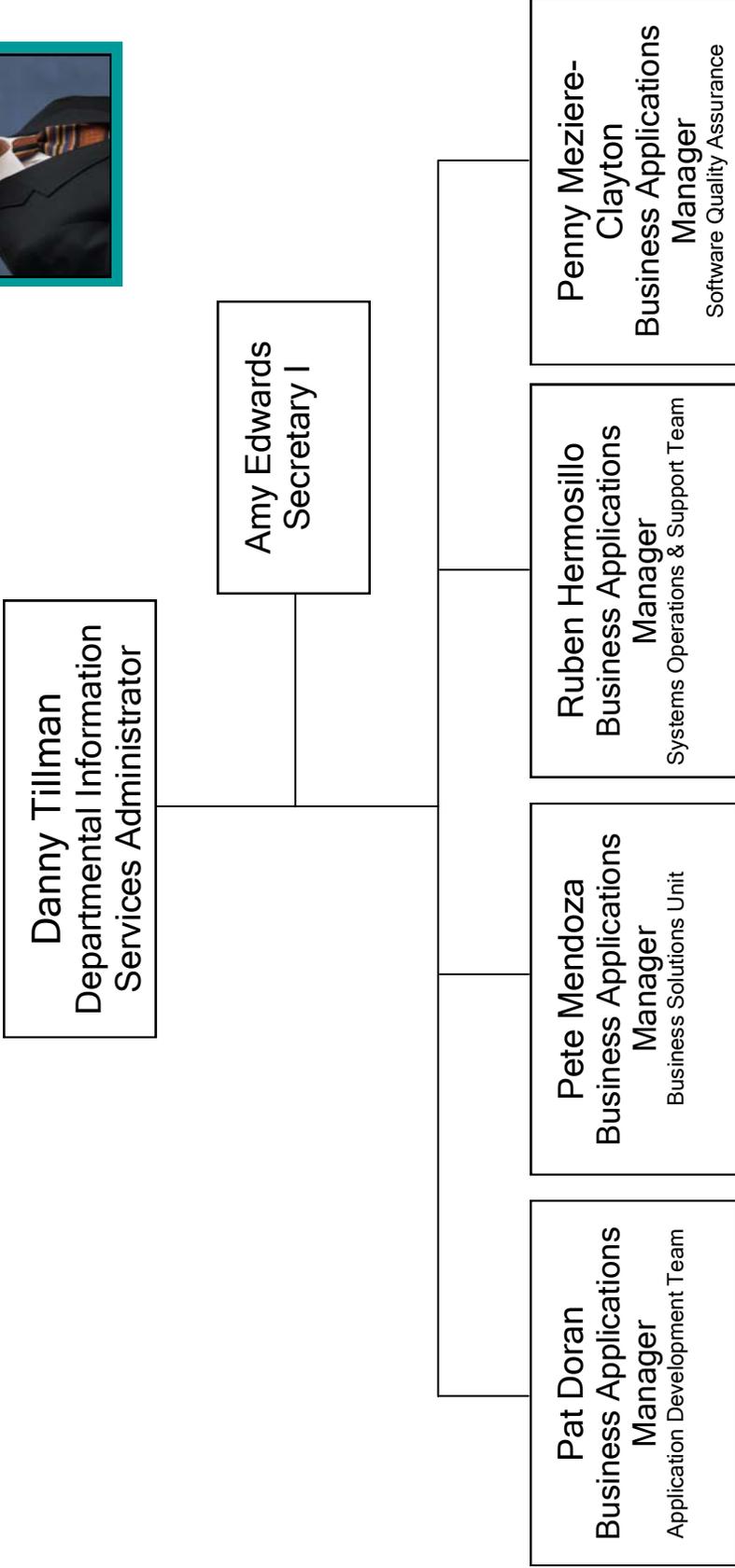
The division budget for FY 10/11 is \$3,049,725.



Salaries and Benefits	\$	2,407,272
Services and Supplies	\$	303,373
Lease Costs	\$	339,080
Total	\$	3,049,725

Costs for this unit are expensed through programs within TAD, CFS and DAAS. Costs shown here are included in program expenditures identified in each respective department.

Information, Technology & Support Division





Information, Technology & Support Division

Mission *The Information, Technology & Support Division (ITSD) provides business and technology solutions to Human Services (HS) departments and divisions through business consulting, application development, systems consulting and support.*

Description ITSD strives to become the provider of choice for HS departments. We are committed to providing innovative business and technology solutions to improve the work processes of our customers. Through a partnership with our customers and our team dedication to their success, we deliver customized solutions to meet our customers' needs. ITSD integrates industry standards and best practice methodologies to support HS departments and divisions in delivering services to the public.

Accomplishments for 2010/2011

ITSD accomplished the following in 2010/2011:

ADT - Application Development Team

- √ Developed and implemented 12 application projects for ITSD customers. Three of the top projects implemented were:
 1. The new Low Income Health Program (LIHP) application provides TAD and ARMC with data to determine and track low-income health care recipients.
 2. CalWORKS-CalFresh Green App is a new web-based automated budget application for calculating benefits.
 3. Representative Payee Management (RPM) application is a program for managing SSI/SSA on behalf of children and adults who cannot care for themselves.
- √ Completed transition to Visual Studio 2010, SQL Server 2008, and Windows 7 for ADT environment.

BSU - Business Solutions Unit

- √ Completed 12 collaborative projects associated with SOS, ADT, and SQA.
- √ Resolved 64 first-level application issues for customers reporting issues in the production environment.
- √ Maintained Medi-Cal Personally Identifiable Information (PII) solution throughout HS departments.
- √ Managed Enterprise Content Management (ECM) project, the technologies, strategies, methods and tools used to capture, manage, store, preserve, and deliver document content.
- √ Upgraded seven databases to current technology.

SOS - Systems Operations & Support

- √ Refreshed 3000+ PCs and 175 printers for HS departments.

Accomplishments for 2010/2011 continued...

- √ Participated in deploying software for PII mandates and encryption.
- √ Restructured HS computer equipment racks located in the ISD computer room to meet new fire and ISD requirements.
- √ Deployed audio/visual-conferencing equipment for HS departments.
- √ Upgraded most HS staff to Windows 7 and Office 2007.

SQA - Software Quality Assurance

- √ Designed and implemented new intranet SharePoint website for CFS.
- √ Initiated project to implement a public-facing SharePoint environment, which includes creating a public SharePoint site for Veterans Affairs Inland Empire Veterans Collaboration (IEVC), allowing authorized non-County individuals to share and collaborate with organizations associated with Veterans Affairs.
- √ Completed 1,077 website updates and 95 SharePoint support requests.
- √ Supported ADT, SOS and BSU with the testing and implementing 12 projects.

Goals for 2011/2012

ITSD established the following goals for 2011/2012:

ADT - Application Development Team

1. Develop Process Approach to Case Excellence (PACE) upgrades to Case Review System and Tiers applications, which will allow cases to be assigned to a master assignment queue and not to an individual worker.
2. Complete transition to Team Foundation Server 2010 for ADT environment.
3. Support C-IV Database Warehouse.
4. Complete construction and implement Contracts Phase II.

BSU - Business Solutions Unit

1. Manage Information Technology (IT) projects to increase team efficiencies to better serve our customers.
2. Develop project management database with Business Intelligence to better serve internal and external clients, customers and collaborators.
3. Continue to explore Enterprise Content Management (ECM).
4. Develop data files to be used by partners for new LIHP.

SOS - Systems Operations & Support

1. Incorporate standard practice of using and supporting common centralized file storage (home shares) within CFS and other departments.
2. Implement standard server redundancy for file storage and critical application servers for all HS departments.

Goals for 2011/2012 continued...

3. Assist in building a supporting infrastructure for new solutions such as public SharePoint and generic imaging.
4. Implement network upgrades for several HS departments, improving scalability and reliability.
5. Assist in deploying and supporting the new infrastructure and business process solutions for the TAD Customer Service Center.
6. Relocate HS computer equipment to meet new power and cooling requirements.

SQA - Software Quality Assurance

1. Convert public websites to public SharePoint sites to allow departments to manage their site content.
2. Implement the public-facing SharePoint environment and collaboration site for Veterans Affairs.
3. Initiate upgrade to SharePoint 2010 intranet environment.
4. Upgrade Quality Center to version 11.0.
5. Support ITSD customers' web and SharePoint sites.

How Outcomes Are Measured

ITSD measures outcomes through customer surveys and feedback from HS divisions.

Program Information

Application Development Team (ADT) - ADT develops web applications for HS intranet and County internet, supports PC-based client/server applications and upgrades, and maintains various handbooks.

Business Solutions Unit (BSU) - BSU provides business process analysis and project management for improving business systems in HS departments.

Systems Operations & Support (SOS) - SOS provides technical support for Human Services' hardware and software needs, including Help Desk assistance, desktop computers and printers, e-mail, and network connection. The inventory and fiscal unit handles quotes and vendor relations, maintains electronic equipment inventory, and provides warehousing of supplies and equipment.

Software Quality Assurance (SQA) - The SQA team ensures software products and processes conform to the customer's specific requirements and standards are met and provides another level in software testing. SQA performs detailed system testing of applications that reduces programmer and user testing time.

Statistical Information

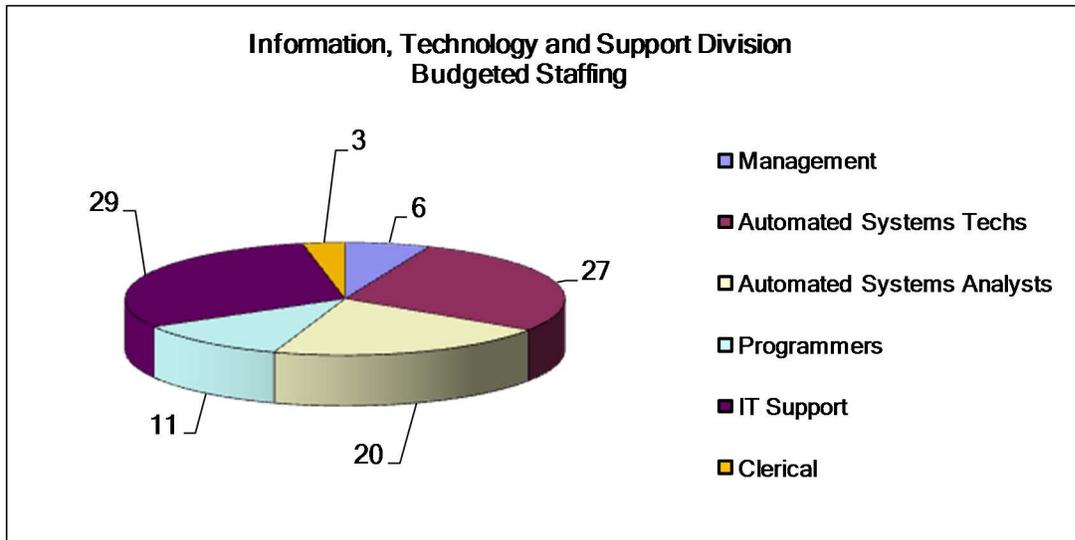
Systems Operations & Support (SOS) - SOS provides support to about 6,000 users in 140 HS offices countywide. The charts below detail equipment supported and services provided.

Equipment	Number
Desktop computer systems (C-IV and non-C-IV)	6,487
Printers (network and personal)	1,832
Laptops	573
Servers (physical)	86
Servers (virtual)	114
Switches	117
UPS (Universal Power Supply)	185
Pocket PCs	16
Projectors	161
Scanners (non C-IV)	126
C-IV scanners	2,120
Wireless Access Points	139

Service Provided	Number
Calls to Help Desk	29,385
New equipment installed	639
Moved/swapped equipment	3,409
Servers installed (new or upgraded)	2
Site inventories	61
Equipment and software orders for departments	369
County owned Smart phones	87
Site moves and remodels	8

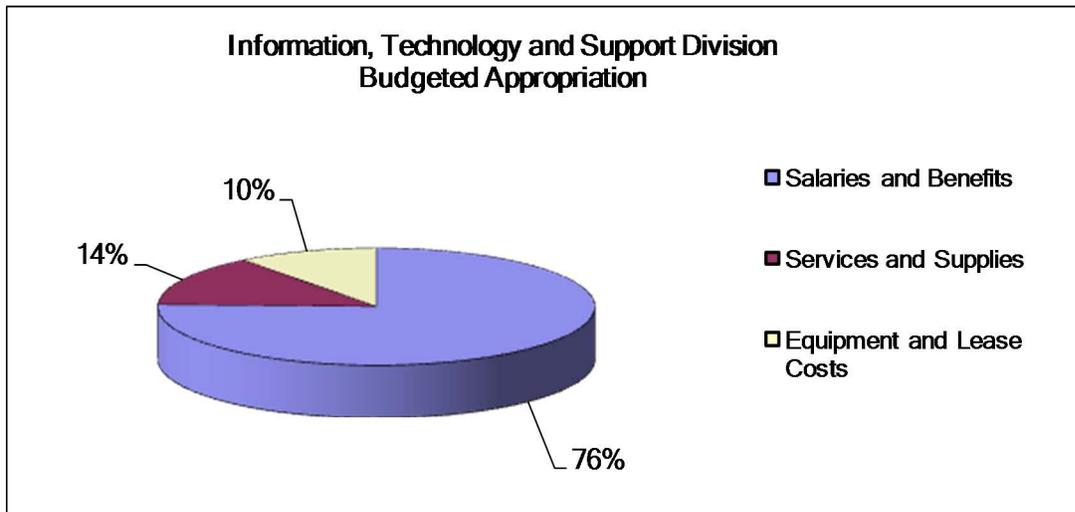
Staffing Information 2010/2011

Total staffing is approximately 96 employees.



Budget Information 2010/2011

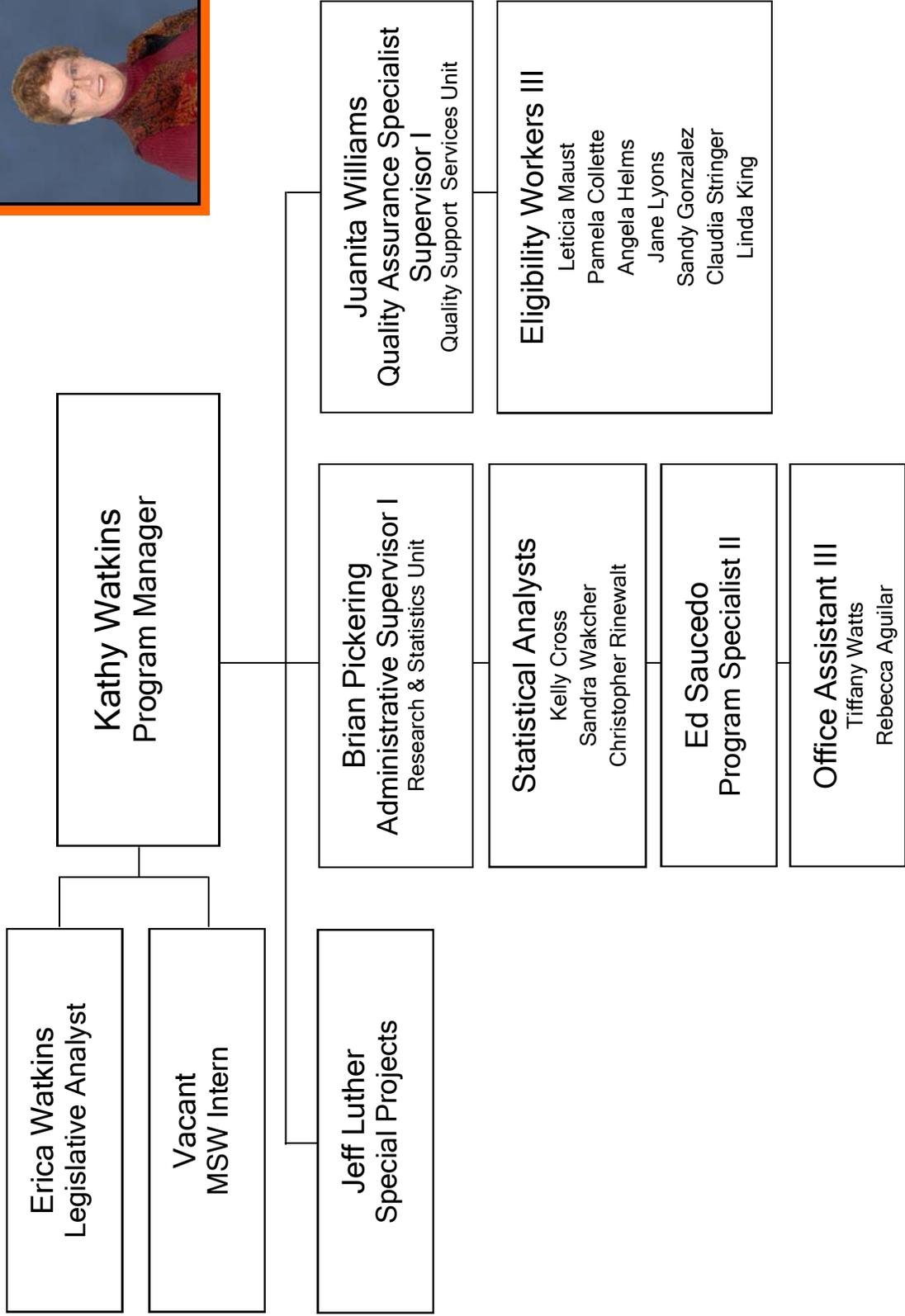
The division budget for FY 10/11 is \$12,256,973.



Salaries and Benefits	\$ 9,255,212
Services and Supplies	\$ 1,724,265
Equipment and Lease Costs	\$ 1,277,496
Total	\$ 12,256,973

Costs for this unit are expensed through programs within TAD, CFS and DAAS. Costs shown here are included in program expenditures identified in each respective department.

Legislation, Research and Quality Support Services Unit





Legislation, Research and Quality Support Services

Mission *The mission of the Legislation, Research and Quality Support Services Unit (LRQU) is to provide up-to-date information and analysis on important legislation that impacts Human Services departments and the County, and to utilize surveys, administrative databases and case review to provide statistics and feedback on county and state programs in order to measure their success in improving programmatic outcomes.*

Description LRQU performs many duties such as data analysis, program evaluations, outcome measure tracking, quality assurance, and legislative advocacy for HS departments.

Accomplishments for 2010/2011

LRQU accomplished the following in 2010/2011:

Legislative Analysis

- √ Facilitated and supported passage of County-sponsored legislation Assembly Bill (AB) 1905, to ensure continued approval and payments for foster youth relative caregiver homes pending the annual visit.
- √ Facilitated and supported passage of County-sponsored legislation AB 1908, allowing the Department of Veterans Affairs to redesign veterans' organization license plates and redirecting revenue resulting from a charge to replace a veterans' organization decal, from the state to counties to fund veterans' service officers.
- √ Facilitated and supported the passage of County-sponsored legislation AB 2493, requiring that upon establishment of a conservatorship and each year thereafter, a conservator shall maintain a photograph of the conservatee to be used for identification if he or she were to be reported missing.
- √ Facilitated and supported passage of AB 12, extending transitional foster care services to eligible youth between 18 and 21 years of age, and requiring California to seek federal financial participation in kinship guardianship assistance payments.
- √ Tracked, monitored and provided analysis on federal and state legislation that would affect HS and juvenile probation programs.
- √ Worked closely with California State Association of Counties (CSAC) and its affiliate associations to provide County input and suggestions to support, oppose, or amend pending legislation that would affect HS programs.
- √ Provided support to HS departments in developing the County's state and federal platforms while working closely with the County Office of Legislative Affairs to develop the Board of Supervisors' legislative positions impacting HS programs.

Accomplishments for 2010/2011 continued...

Research and Statistics

- √ Completed several analyses of budget proposals for impact on HS departments and the customers they serve.
- √ Designed, administered and analyzed surveys of HS customers to help tailor programs and services to better serve their needs.
- √ Designed, administered and analyzed numerous online employee surveys for CFS.
- √ Produced approximately 100 monthly reports utilized by TAD, CFS, and DAAS managers.
- √ Developed tracking, caseload assignment tools, and outcome monitoring for TAD move to Customer Service Center-based case management.
- √ Utilized Arc-GIS to create maps for TAD and CFS to assist in making policy and business decisions.
- √ Assisted TAD, CFS and DAAS in implementing various policy and programmatic changes.
- √ Assisted with implementing and analyzing County Vision survey.

Quality Support Services

- √ Assisted various HS departments, (CFS, TAD, DAAS, PDD, Appeals and Probation) with ongoing case reviews of over 6,000 cases and provided statistical data analysis.
- √ Researched and gathered data quarterly regarding youth aging out of foster care for the state's SOC 405E, Exit Outcomes Statistical Report on behalf of CFS.
- √ Conducted yearly review of the entire population of active General Relief (GR) cases within TAD to determine accuracy of GR casework and consistency upon entries in the General Relief Management System (GRMS).
- √ Assisted CFS with evaluating the quality and structure of narration within the Child Welfare Services/Case Management Services (CWS/CMS) systems.
- √ Helped maintain the federal-to-non-federal ratio for Title IV-E funds on behalf on CFS.
- √ Made corrections to CFS data in the National Youth in Transition database bringing it into compliance with federal government policies and procedures regarding individual identity data.

Goals for 2011/2012

LRQU established the following goals for 2011/2012:

Legislative Analysis

1. Work closely with PDD to identify, develop, and implement strategies in the CalWORKs program to meet the increased federal Work Participation Rates in the TANF program.

Goals for 2011/2012 continued...

2. Engage in state budget-related research to provide our customers with up-to-date budget information, which is especially critical given the state's continuing budget difficulties.
3. Maintain focus on federal legislation to provide quick and accurate information and analysis on pending federal actions that could impact County departments for whom we provide legislative services.
4. Advocate for state legislation through the CSAC affiliate associations that advance the interests of HS departments in serving their customers.

Research and Statistics

1. Explore best practices in outcome and performance evaluation through collaboration with other public and private agencies.
2. Assist TAD with program monitoring and outcome evaluation related to new service delivery models and regulation changes.
3. Evaluate and monitor programs administered by HS to ensure high quality, cost effective service delivery to residents of the county.

Quality Support Services

1. Provide quality assurance support to HS departments requiring assistance.
2. Provide case reviews, surveys and data analysis to departments currently supported.
3. Provide support through the federal maximizer position in an effort to maintain the federal-to-non-federal ratio of Title IV-E funds.
4. Provide input and direction to DAAS regarding the IHSS Quality Assurance program.
5. Perform case reads and surveys required to measure improvements in the Outcomes and Accountability System Improvement Plan for CFS.
6. Assist with designing the SOC 405X to track Exit Outcomes Statistical Report of foster youth re-entering the foster care system.

How Outcomes Are Measured

LRQU measures outcomes by the following methods: case reviews, customer and staff surveys, analysis of data from administrative databases, and continuous customer feedback from HS departments.

Program Information

Legislative Analysis Unit - Using an advanced bill tracking system called Capitol Track, the Legislative Analysis Unit is responsible for monitoring all state and federal legislation that would effect both the many departments under the umbrella of HS. Analysts review in excess of 1,000 bills during the state legislature session.

Program Information continued...

Information is gathered from appropriate staff and written analyses and recommendations are prepared for agency decision-makers to aid them in deciding whether to recommend supporting or opposing key legislation. In coordination with research analysts, the unit analyzes the fiscal impact of pending legislation on caseloads and administrative workload. The unit represents HS departments on the legislation committees of CWDA.

The unit is also instrumental in developing and writing the County's state and federal legislative platform for all HS departments.

Research and Statistics Unit - A critical function of the Research and Statistics Unit is to provide research services concerning all HS departments and programs. The unit provides services related to program evaluation, such as research design, creation of survey instruments, survey implementation, data evaluation, and final reports. Surveys are designed and administered to assist County departments and decision-makers in identifying and addressing the concerns of county residents.

Additionally, Research and Statistics conducts assessments of service populations and areas to determine whether a service population's needs are being met. The service population's needs are first identified and then matched to accessible and available service areas using Geographic Information Systems.

Research and Statistics creates specialized reports from administrative databases serving TAD, CFS, and DAAS. This allows departments to quickly answer questions concerning caseload demographics and movement, as well as program performance. It also provides the ability to perform fiscal estimates concerning effects of statewide legislative or programmatic changes, as is often requested by CWDA, CDSS, and various other state-level entities.

Quality Support Services Unit - Through case reviews, audits, and data tracking, responsibilities of the Quality Support Services Unit include:

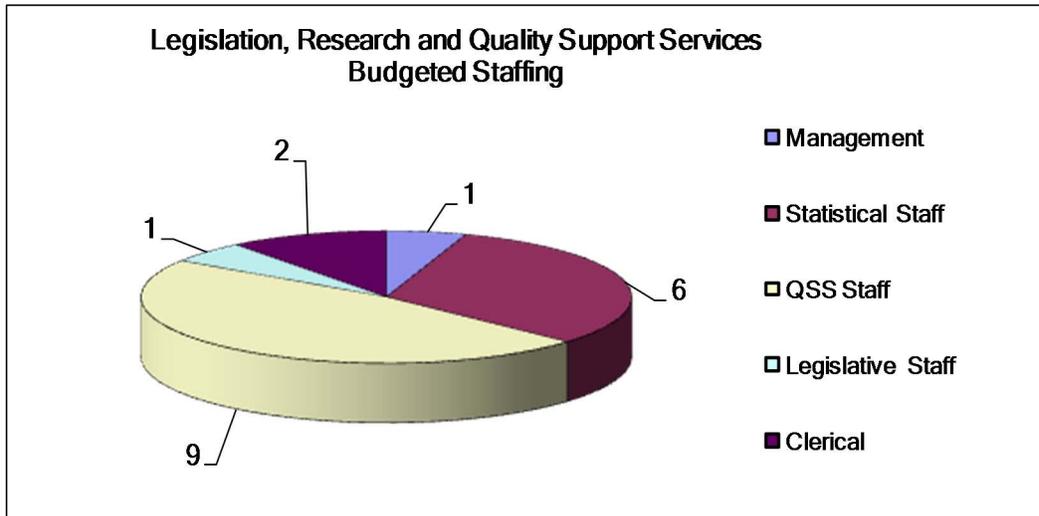
- Assists in maximizing funding for CFS by increasing federal Title IV-E revenue for administrative costs for CFS and the Juvenile Probation department, and for the TAD foster care maintenance payments.
- Tracks and determines eligibility for foster care children receiving SSI to help increase the County's Title IV-E penetration rate.
- Identifies and tracks all non-federal foster children residing with a non-related legal guardian to ensure they are properly counted and identified in the welfare database.
- Audits foster care cases for Title IV-E compliance and eligibility.



- Performs quarterly state-mandated Quality Assurance case reviews for DAAS' IHSS program.

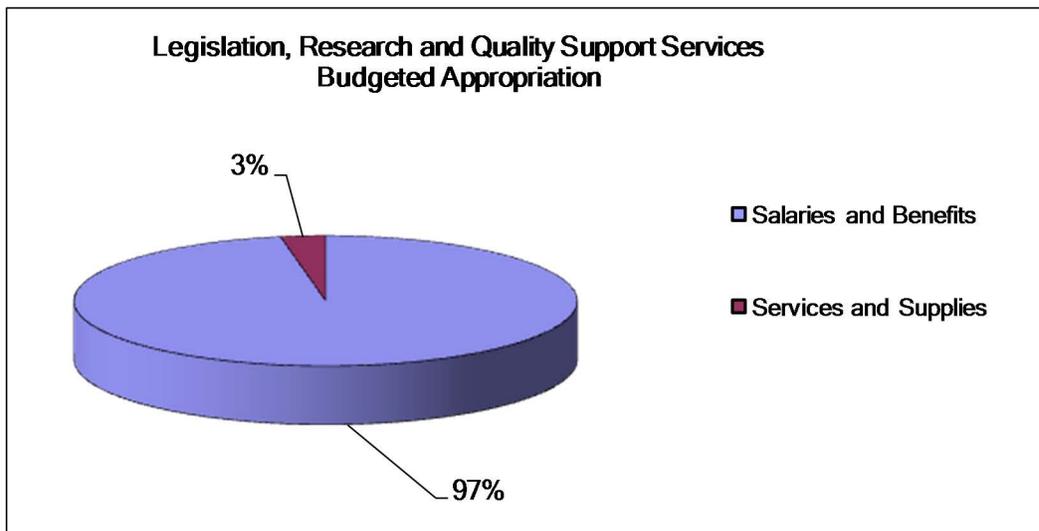
Staffing Information 2010/2011

Total staffing is approximately 19 employees.



Budget Information 2010/2011

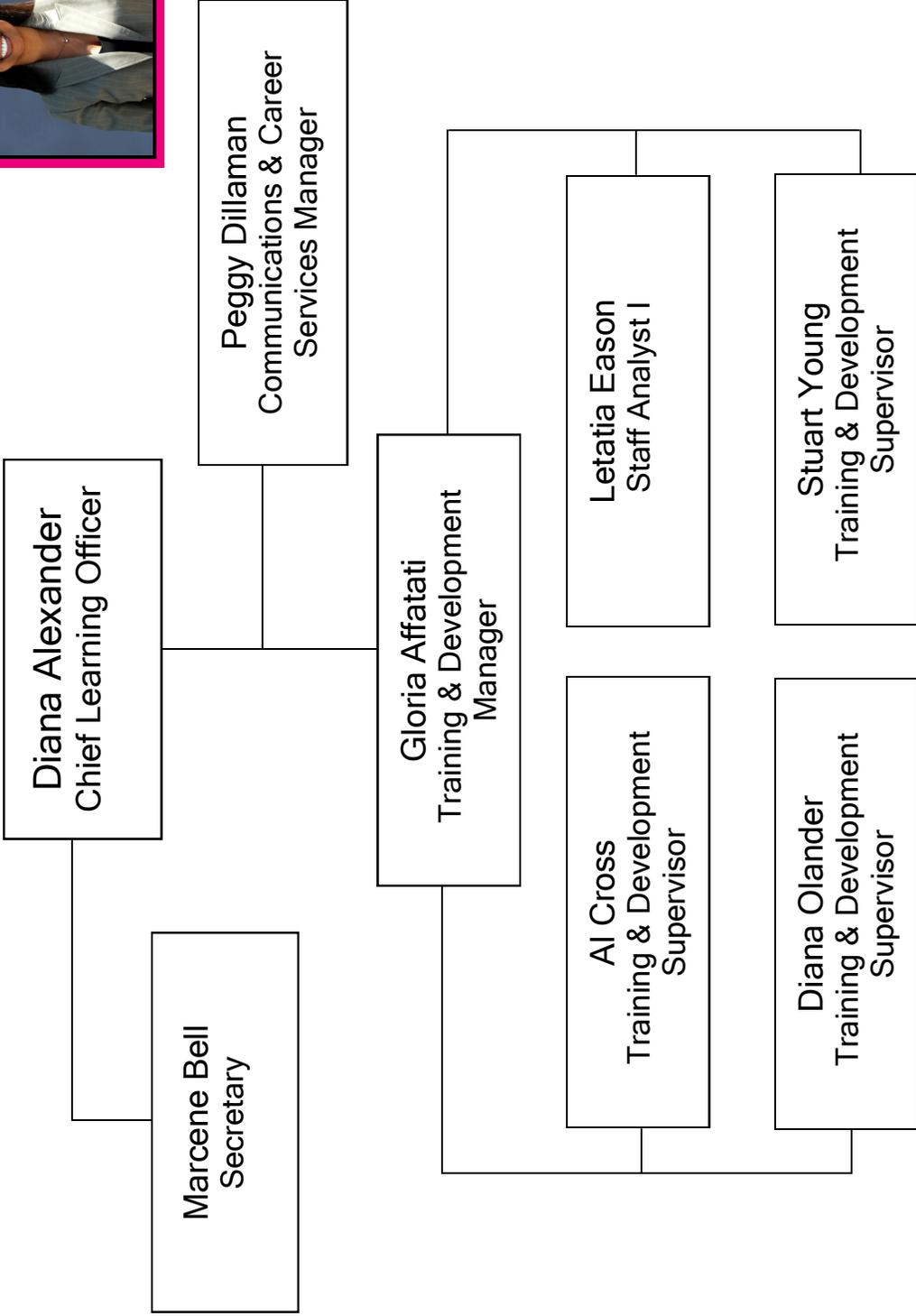
The division budget for FY 10/11 is \$1,283,877.



Salaries and Benefits	\$	1,246,936
Services and Supplies	\$	36,941
Total	\$	1,283,877

Costs for this unit are expensed through programs within TAD, CFS and DAAS. Costs shown here are included in program expenditures identified in each respective department.

Performance, Education & Resource Centers





Performance, Education & Resource Centers

Mission *Acting with the utmost integrity and professionalism, the Performance, Education & Resource Centers (PERC) further professional development, promote rich educational opportunities, and create excellence in and among individuals and organizations. We accomplish this by using the most current resources in providing quality, comprehensive training, organizational consulting, facilitation, and career development services.*

Description PERC delivers workplace programs and services that help groups and individuals identify and achieve personal, professional, and operational goals. Skilled professionals develop, coordinate, and deliver more than 636 training classes annually, covering a variety of critical workplace skill and behavioral topics. Additionally, PERC provides consultation and behavioral intervention services, including assistance with strategic planning, meeting facilitation, team building, work process mapping, and performance measures.

Accomplishments for 2010/2011

PERC accomplished the following in 2010/2011:

- ✓ Expanded use of new technologies (e.g. Classroom Performance System [CPS] and e-testing in Orientation & Induction [O&I]).
- ✓ Increased collaboration with customer departments to release new e-learning topics.
- ✓ Increased the number of trainings using video-conferencing technology.
- ✓ Utilized technology to evaluate training services, eliminate redundancies and redirect resources to areas of high demand.
- ✓ Added equipment and software to increase e-training abilities.
- ✓ Piloted web-hosted solution to create video “how to” training mini modules.
- ✓ Developed and launched multiple e-learning topics via Learning Management System (LMS).
- ✓ Expanded use of ShareSpace.
- ✓ Provided 667 new Human Services employees with O&I training.
- ✓ Provided professional improvement and organizational development services.
- ✓ Created new facilitation structure and assisted Children and Family Services (CFS) in launching field-based O&I curriculum.
- ✓ Launched telephone interviewing courses to enhance Transitional Assistance Department (TAD) staff skills on non-face-to-face interviews.

Goals for 2011/2012

PERC has established the following goals for 2011/2012:

1. Create and deliver new classroom and online training modules for HS departments.
2. Cross-train PERC social work trainers to assist in providing Tier 2 state-mandated trainings to ensure compliance.
3. Develop a library of online learning modules available to County social workers authorized by universities.
4. Partner with HS departments to maximize existing training resources in support of their operations.
5. Explore additional opportunities to collaborate at the regional and state levels.
6. Increase PERC's cross-function support of TAD's workflow redesign.
7. Expand LMS to include launch of graded exercises in new-hire orientation training.
8. Increase development of and access to training via e-learning and video-conferencing.
9. Increase the number of on-demand e-learning resources to develop or refresh workforce skill sets.
10. Develop a blended learning framework and structure for social worker training that utilizes university resources.

How Outcomes Are Measured

PERC measures outcomes by the following methods:

Training	Career Development	Communications	Organizational Development
Student evaluations	Cost per program/ service	Number of publications	Ratings on organizational assessment
Transfer of learning (post training assessments)	Cost per participant	Readership	Revenue generated
Number of online classes offered	Program participation and un-met demand (wait lists)	Customer satisfaction with communication services	Customer satisfaction indicators
Revenue generated		Public inquiries received by HS/ Community Relations Office	
Turn-around time for Education Assistance Proposal processing		Number of visitors to HS/Community Relations Office website	

Program Information

Training and Development - PERC was formed in July of 1999 through the merger of the Human Resources and Social Services training units. PERC provides initial and ongoing job skills training to eligibility and social workers supporting various Human Services programs. In addition to providing program, computer, and soft-skills training to HS departments and employees, PERC offers a broad spectrum of high-quality, reasonably priced training and development services to other County departments and employees, as well as public and private sector organizations throughout the Inland Empire.

PERC offers training programs in the following areas:

- Computer Applications
- Supervision
- Management and Leadership
- Customer Service
- Written and Verbal Communications
- Personal and Career Development



Career Development - PERC provides a variety of career development services to support organizational efforts to attract, develop, and retain a well-trained staff. Our career development services also assist individual employees to develop and accomplish their personal and professional development goals. PERC staff is available to assist employees and departments with:

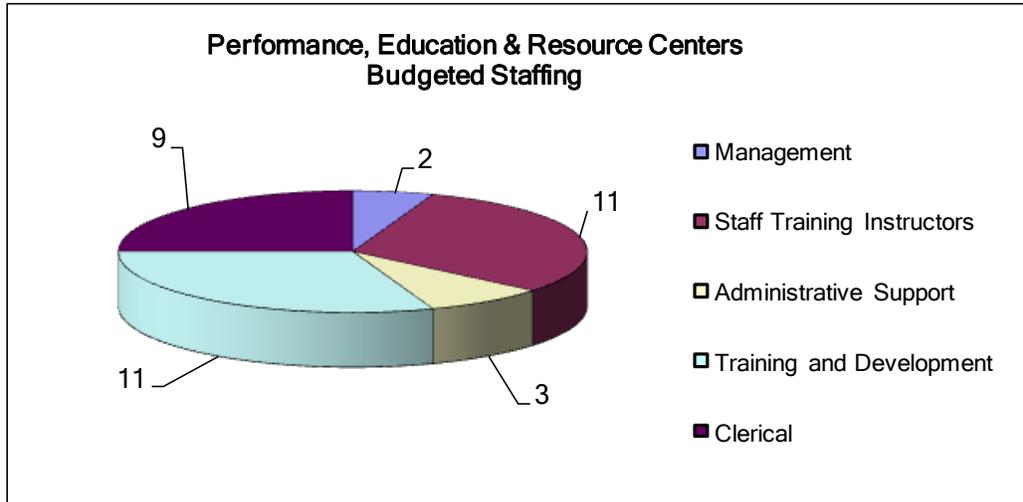
- career, communication, values and interest assessments.
- individual development planning.
- career ladder and options identification.
- career enhancement and career advancement with up-to-date professional development tools and strategies for goal setting, interviewing and resume writing.
- guidance on establishing mentor relationships.

Organizational Development - Organizational development is the process of improving organizations. PERC's professional consultants help departments collect data, define issues, and develop strategies to improve their operational effectiveness and efficiency. Intervention strategies include surveys, needs assessments, focus groups, strategic planning, team building, and other group facilitation processes. Experienced in a variety of group processes, PERC's consultants collaborate with work teams/units, departments, and organizations to encourage staff focus, participation, and motivation.

Communication Services - The Community Relations Office (CRO) provides a wide range of communication services including public information, marketing and special event assistance for all HS departments. This office maintains the Human Services Community Relations website and responds to general inquiries from the public, the media and other agencies. The Communications Officer acts as a liaison to the County's Public Information Office and is a point of contact and collaboration with other counties throughout the state. The CRO also maintains internal communication among HS departments through the quarterly publication of the *HS Connection*. In addition to the *HS Connection*, the CRO produces the HS Annual Report and the HS Pocket Guide.

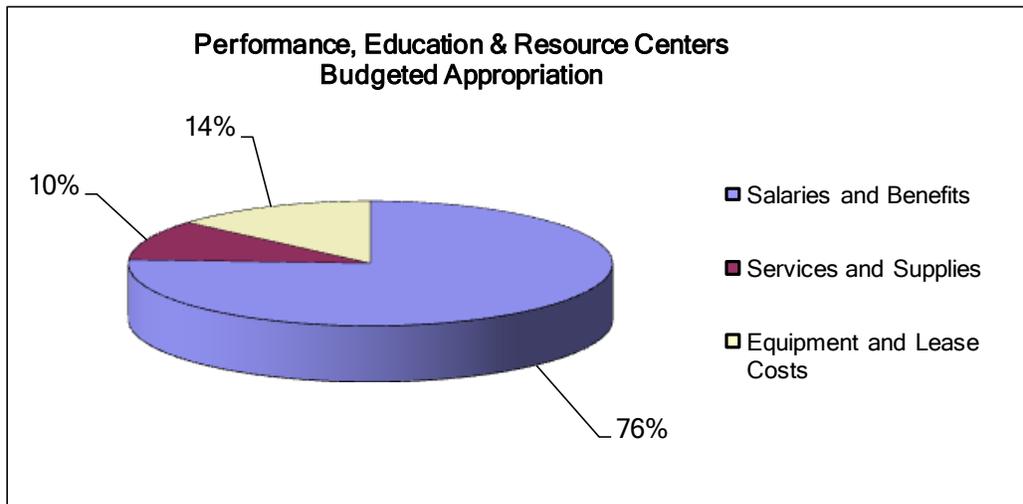
Staffing Information 2010/2011

Total staffing is approximately 36 employees.



Budget Information 2010/2011

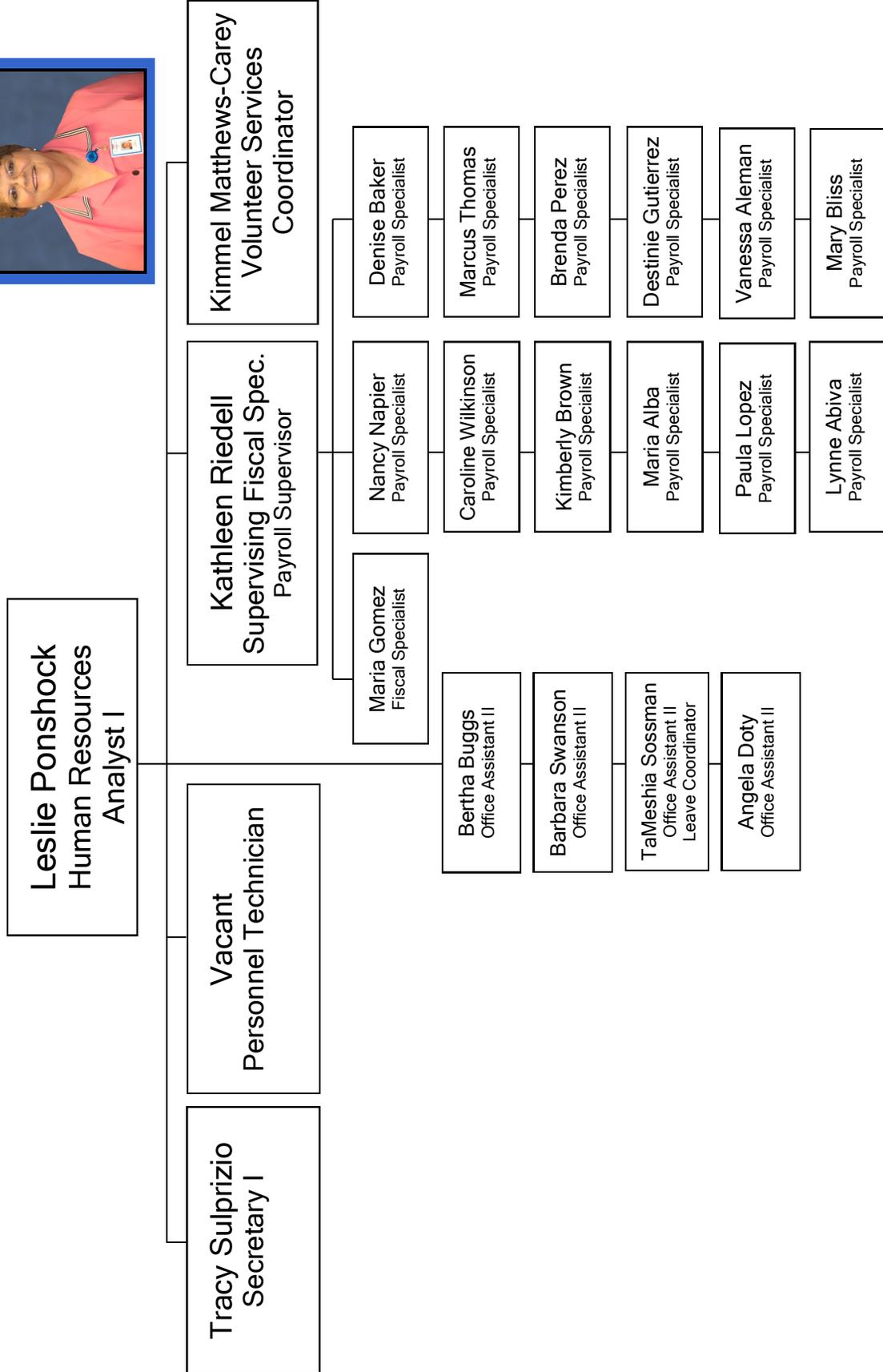
The division budget for FY 10/11 is \$3,666,883



Salaries and Benefits	\$	2,782,359
Services and Supplies	\$	385,220
Equipment and Lease Costs	\$	499,304
Total	\$	3,666,883

Costs for this unit are expensed through programs within TAD, CFS and DAAS. Costs shown here are included in program expenditures identified in each respective department.

HS Personnel Division





HS Personnel Division

Mission *Our mission at Human Services (HS) Personnel is to provide quality customer service, ensuring HS employees receive their pay and benefits in a prompt and accurate manner.*

Description HS Personnel is responsible for the payroll and personnel activities for approximately 5,400 employees in DAAS, CFS, TAD, PSD, Management Services, ITSD, and PERC.

Accomplishments for 2010/2011

HS Personnel accomplished the following in 2010/2011:

- ✓ Completed testing and implementation of Phase Three of the Personnel Transactions database and moved it to production. This phase allows for automated processing and logging of payroll adjustments, on-demand warrants, work performance evaluations, step increases, and leaves of absence.
- ✓ Completed the conversion of all personnel paper files to electronic files in the County's personnel file imaging system for active employees.
- ✓ Completed revision and automation of the HS Personnel manual, now available in electronic format online.
- ✓ Implemented eVerify clearances and procedures through the Department of Homeland Security's website as required by Human Resources as an additional tool to the I-9 procedures verifying a candidate's eligibility to work in the United States.

Goals for 2011/2012

HS Personnel established the following goals for 2011/2012:

1. Begin designing and programming Phase Four of the Personnel Transactions database allowing for automated processing of retirement letters, service pins, new hire document packets, verification of employment log, reference check log, returning retiree log and letters, bilingual pay log, processing of documents and letters for deceased employees, ID card tracking logs and forms, returned paperwork log and cover sheet, pull list, and distribution list for leave and earnings statements and reports.
2. Complete automation of personnel files for terminated employees.
3. Transition management and oversight of day-to-day operations of HS Personnel to a new Human Services administrative manager.
4. Revise and amend the HS Payroll and Personnel Procedures for Supervisors manual.
5. Provide quality customer service and identify opportunities to further enhance the delivery of service.

How Outcomes Are Measured

The Personnel Division measures outcomes by the following methods:

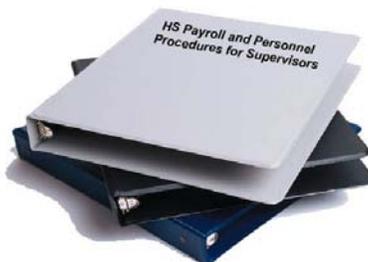
Outcomes for payroll are measured on a bi-weekly basis as electronic time sheets are processed and pay warrants are issued.

Outcomes for the volunteer program are measured by the responses received from recruitments, utilization of volunteer services by departments, and feedback from departments and our website.

Program Information

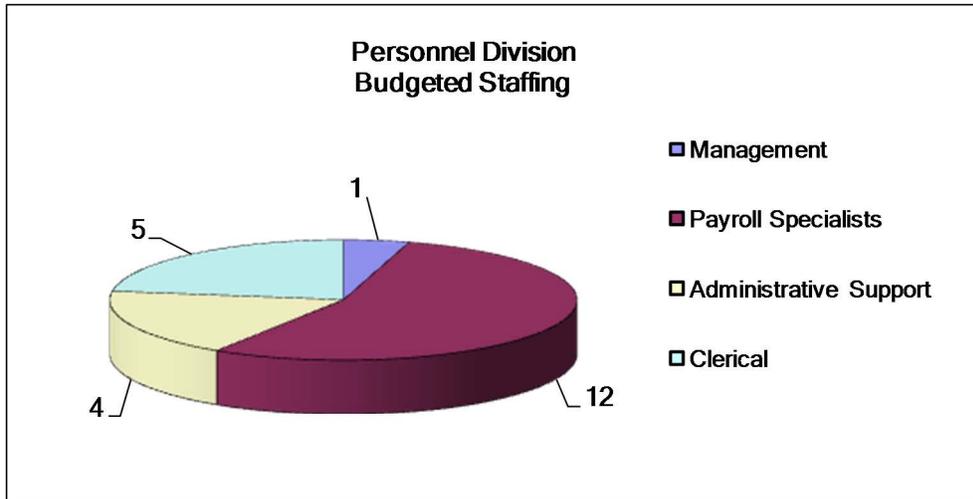
Payroll - is responsible for completing all required pre-employment paperwork for newly hired, promoted, or transferred employees; arranging pre-employment physicals, live-scan fingerprinting and background checks; maintaining files of all interview materials; processing all electronic time sheets, disability and extended leave paperwork; making payroll corrections; processing step advancements, work performance evaluations and required paperwork to place new employee information in the payroll system; performing reception/customer service, telephone, photo identification card, and mail distribution duties.

Integrated Volunteer Program - is responsible for conducting recruitments; processing applicants; assisting departments in tracking volunteer hours worked; filling vacancies; writing and maintaining volunteer assignment descriptions; maintaining volunteer personnel files; writing public service announcements and press releases; representing the program at a variety of service organizations, school meetings and functions; and maintaining the volunteer website.



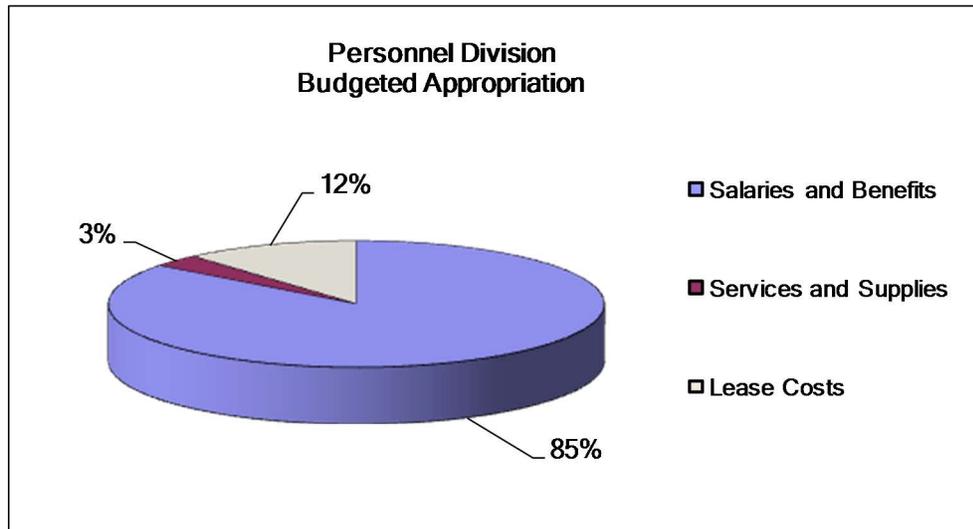
Staffing Information 2010/2011

Total staffing is approximately 22 employees.



Budget Information 2010/2011

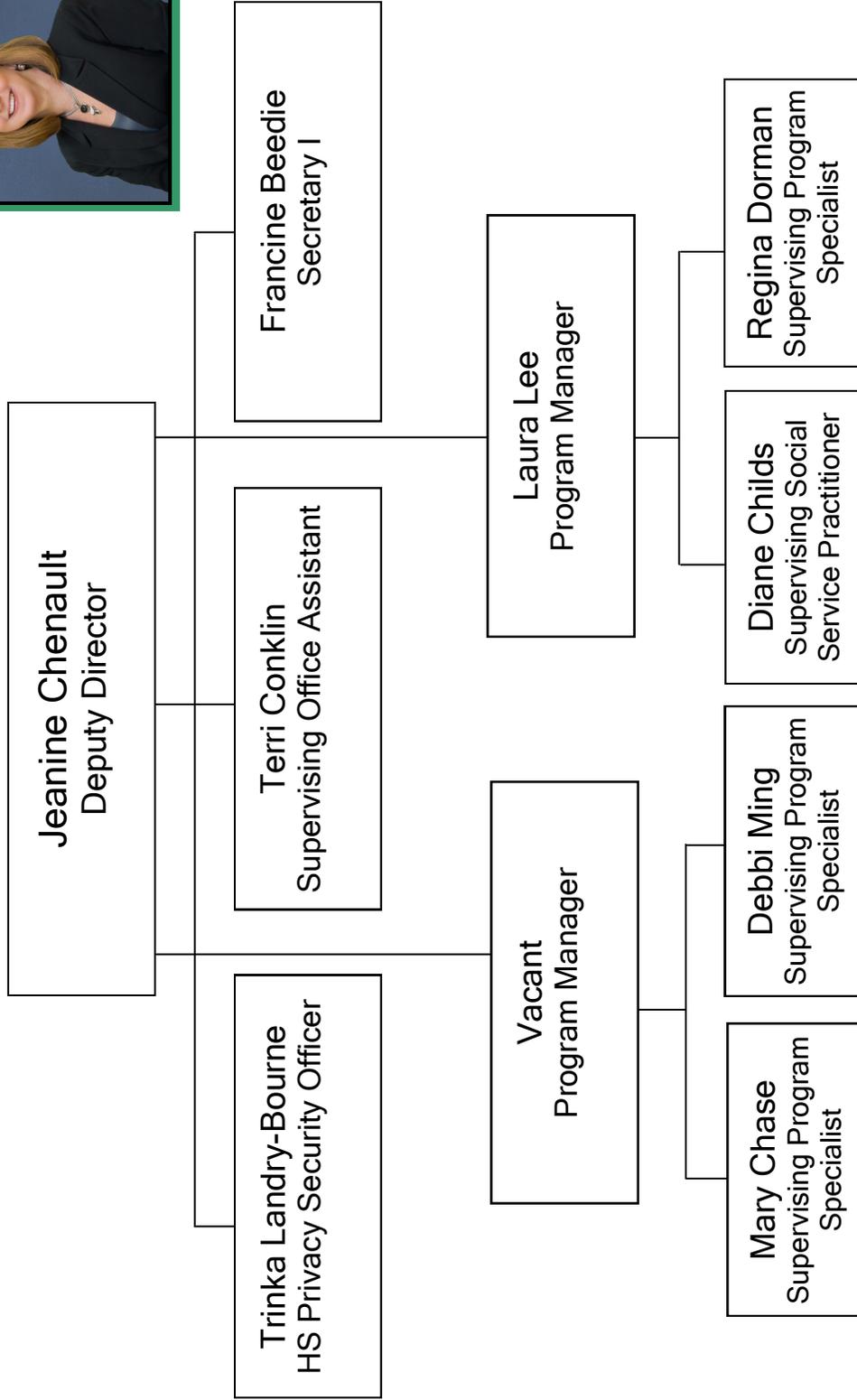
The division budget for FY 10/11 is \$1,397,430.



Salaries and Benefits	\$	1,193,175
Services and Supplies	\$	44,512
Lease Costs	\$	159,743
Total	\$	1,397,430

Costs for this unit are expensed through programs within TAD, CFS and DAAS. Costs shown here are included in program expenditures identified in each respective department.

Program Development Division





Program Development Division

Mission *The mission of the Human Services Administration, Program Development Division (PDD) is to provide accurate and timely program and policy development to HS departments and other agencies, through collaboration, communication, and education.*

Description PDD performs program and policy development support services for HS and other County agency customers. The division provides program representation for HS departments to state, county, and local agencies. PDD coordinates implementation of adopted legislation, regulations, and state/federal policy clarifications. The division develops and maintains administrative, program, policy and operations manuals; automated systems user guides; forms; and notifications for use by over 5,500 staff in HS departments.

The division is comprised of five units providing program and policy development services to HS and other County agency customers:

- * Adult Services/HS Policy & TAD/CFS Contracts Support
- * Child Welfare Services
- * TAD Eligibility/Welfare to Work (WTW)
- * TAD Eligibility
- * Office Administration & Support



Accomplishments for 2010/2011

PDD accomplished the following in 2010/2011:

- ✓ Provided program and policy development products/services to assist HS departments in meeting their FY 2010/11 business plan objectives, publishing and disseminating 2,264 policy and procedure products.
- ✓ Analyzed and implemented 451 state regulatory letters/notices.
- ✓ Developed and disseminated 257 Frequently Asked Questions for the online Knowledge Database.
- ✓ Supported a total of 328 contracts/MOUs.
- ✓ Provided response and resolution to 3,661 C-IV system trouble tickets.
- ✓ Developed and issued 1,963 Medi-Cal Eligibility Determination System (MEDS) reports for compliance action by TAD staff.
- ✓ Developed award submissions for 10 National Association of Counties (NACo) 2010 Achievement Awards; nine were awarded.
- ✓ Managed initial county project to develop a Low Income Health Program in preparation for the Federal Health Care Reform, in collaboration with ARMC, DAAS, DBH, DPH, TAD, CEOs office, IEHP and Molina (Managed Care partners).

Accomplishments for 2010/2011 continued...

- ✓ Implemented a “Green Initiative” policy eliminating all paper production of knowledge assets for HS departments; materials are web-based and accessible by desktop PCs.
- ✓ Facilitated a TAD and DAAS collaboration, developing a Senior Nutrition (CalFresh/ Food Stamp) outreach plan.
- ✓ Developed processes, policies, and knowledge assets to implement state mandates in the DAAS - IHSS program due to state legislative changes, provider enrollment mandates and disqualifications, and recipient benefit reductions.
- ✓ Implemented major benefit changes via knowledge assets/tools for TAD due to state legislative changes: CalWORKs, Time Limit changes, 8% grant reductions, and suspension of Cal-Learn.
- ✓ Developed processes, policies and knowledge assets to implement the first phase of AB 12, California’s Fostering Connections to Success, a federally subsidized program to provide support to foster youth through age twenty-one.
- ✓ Assisted TAD in planning and developing knowledge assets to support major organizational changes for the Process Approach to Case Management (PACE) and Customer Service Center (CSC).
- ✓ Provided County representation in multiple federal, state and local stakeholder collaborations and associations.
- ✓ Developed staff on group dynamics and facilitations, improving project management skills and capabilities.

Goals for 2011/2012

PDD established the following goals for 2011/2012:

1. Improve quality of knowledge assets through updated software and staff training on product development, enhancing core competency by all staff.
2. Provide project management and facilitation to support HS and County partners’ collaborations/initiatives.
3. Prepare for implementation of Federal Healthcare Reform in 2014 and State Low-Income Health Program in late 2011.
4. Assess internal operations to ensure efficiency and effectiveness.

How Outcomes Are Measured

PDD measures outcomes by the following methods:

Activity	Measure
Provide accurate and timely program and policy development	<ul style="list-style-type: none"> • Data tracking of project/product development • Customer feedback
Maintain and improve product infrastructure	<ul style="list-style-type: none"> • Increased availability of knowledge assets in an electronic medium • Effectiveness of improvements to programs, policies and procedures • Effective service outcomes of customer goals

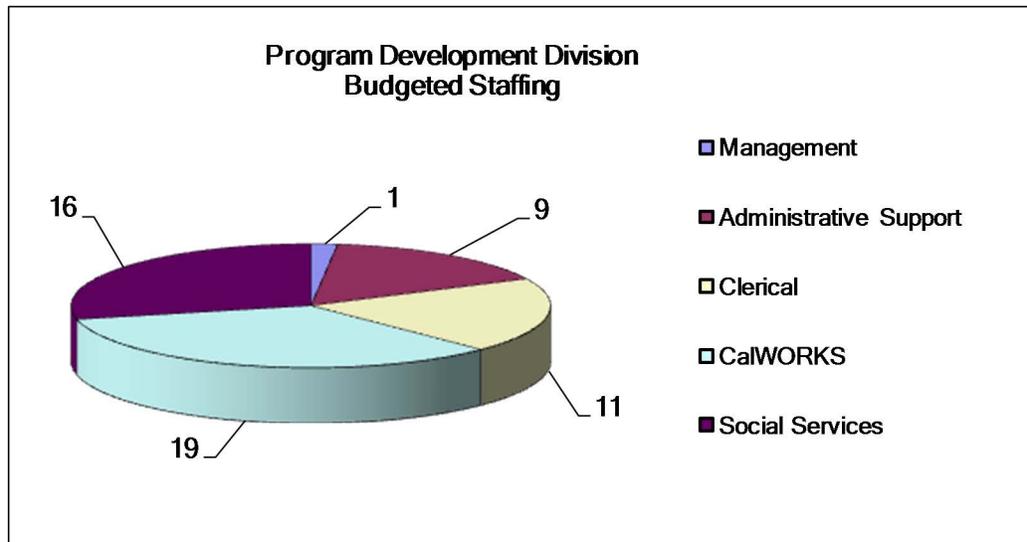
Program Information

Services provided by the division support HS departments' objectives and successful outcomes.

1. Develops knowledge assets, such as policy and procedure handbooks, forms, and electronic tools for use by HS staff.
2. Reviews and determines the potential impact of proposed and enacted federal and state regulatory/legislative changes on specific programs and services, providing recommendations and impact analysis to customers.
3. Initiates and maintains contact with federal, state, and other county officials to ensure accurate implementation of state regulations.
4. Acts as operational, programmatic or technical expert for the various HS programs. Conducts and coordinates comprehensive research and analytical studies of program and operational activities.
5. Organizes, coordinates, and monitors progress of special projects and provides reports for HS management.
6. Assists in preparing contract solicitations and monitoring contract program compliance.
7. Prepares reports and recommendations for appropriate action, based on research and studies.
8. Provides assistance to customer department management concerning program-related questions or complaints received from the public or community stakeholders.

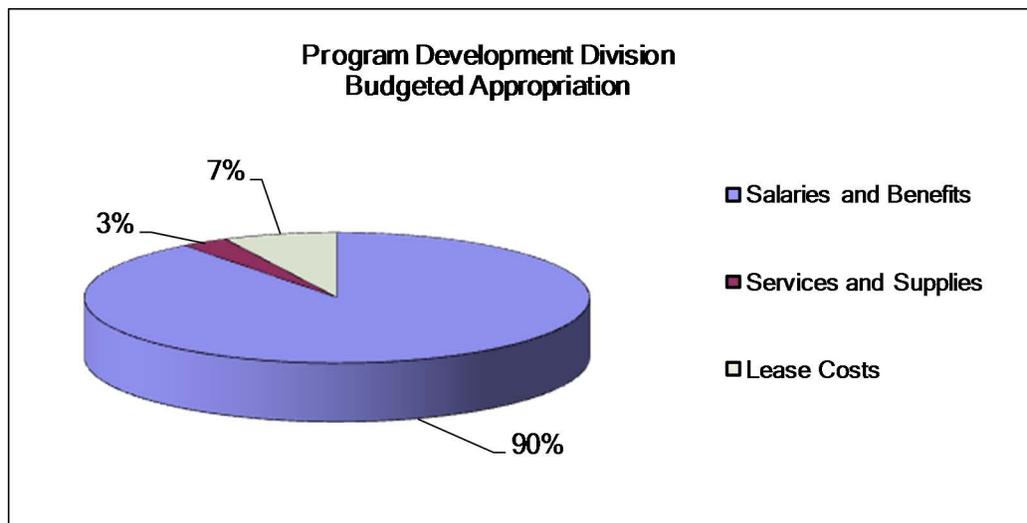
Staffing Information 2010/2011

Total staffing is approximately 56 employees.



Budget Information 2010/2011

The division budget for FY 10/11 is \$4,835,772.



Salaries and Benefits	\$ 4,337,256
Services and Supplies	\$ 146,100
Lease Costs	\$ 352,416
Total	\$ 4,835,772

Costs for this unit are expensed through programs within TAD, CFS and DAAS. Costs shown here are included in program expenditures identified in each respective department.

Program Integrity Division



Virginia Lugo
Division Chief

Denise Shefchik
Supervising Appeals
Specialist II
Appeals Unit

Laurie Coffey
Debbie Irawan
Quality Review Supv. III
Quality Review Unit

Vacant
Supervising Fraud
Investigator II
Fraud Investigations Unit

Hilda Robles
Supervising Case
Review Specialist
Case Review Unit



Program Integrity Division

Mission *The Program Integrity Division is devoted to providing quality service to the HS departments it serves, and is committed to ensuring that welfare programs are administered fairly, equally, and without system abuse.*

Description PID provides supportive services to three HS departments: TAD, CFS and DAAS. These include specialized functions, which are mandated by the state to be apart from benefit processing, ongoing tasks that require special training, as well as special projects and assistance for unusual situations.

PID is comprised of four units with unique functions that support HS departments:

1. Case Review Unit (CRU)
2. Quality Review Unit (QRU)
3. Appeals Unit (AU)
4. Fraud Investigation Unit (FIU)

Accomplishments for 2010/2011

PID accomplished the following in 2010/2011:

Case Review Unit

- √ Processed 86 critical incident referrals comprised of in-depth investigation, analysis and recommendations for process development and policy/procedure revision with the goal of reducing liability exposure for the County.
- √ Received and processed 145 Grievance Review Hearing requests.
- √ Continued involvement as core participants at MDT meetings including:
 - * Child Death Review
 - * Children's Assessment Center (CAC)
 - * Loma Linda Children's Hospital, Child Protection Center
 - * Domestic Violence & Death Review
 - * Elder Abuse and Death Review
- √ Attended a three-day training session on physical, emotional and sexual abuse.
- √ Revised and updated all forms used in the Grievance Hearing process.
- √ Provided assistance to CFS department with several special projects.
- √ Assumed duties for the preliminary determination of a child's fatality or near fatality within the guidelines of SB 39.

Accomplishments for 2010/2011 continued...

Quality Review Unit

- √ Performed 8,083 home visits in support of eligibility and benefit determinations.
- √ Conducted 28,669 case reviews in support of the Quality Assurance/Quality Control function, Failure to Provide function, WTW program and the TAD Tier/Focus Review system.
- √ Assisted TAD in completing 28,310 Food Stamp (CalFresh) Negative Reviews.
- √ Reviewed 46,190 CalWORKs cases to determine eligibility for adults based on time-on-aid.
- √ Reconciled 51,547 earned income abstracts resulting in the establishment of \$625,017 CalWORKs and \$2,319,054 Food Stamps (CalFresh) recovery accounts.

Appeals Unit

- √ Received and processed 6,790 requests for hearing, an increase of 8% from fiscal year 2009/10.
- √ Had 69% of County's position upheld in hearing decisions received and heard by Administrative Law Judges, an increase of 1% from winning decisions received in fiscal year 2009/10. An additional 12% upheld a portion of the County's position.
- √ Expanded use of technology in refining work processes resulting in increased efficiency, better customer service and cost savings.
- √ Developed and implemented procedures establishing compliance of the Privacy and Security of Personally Identifiable Information (PII) requirements.

Fraud Investigation Unit

- √ Out-stationed one full-time investigator at DCSS and another at DAAS to assist their staff with issues concerning program integrity.
- √ Completed investigations in which the District Attorney presented evidence to the Grand Jury, resulting in two former employees and six family members being indicted on 285 felony counts.
- √ Referred 115 felony cases to the District Attorney for prosecution and 133 for collections.
- √ Identified total fraud overpayment/over-issuance of \$1,074,468.83.
- √ Completed 10,669 Case Referral investigations.

Goals for 2011/2012

PID established the following goals for 2011/2012:

Case Review Unit

1. Provide skill enhancement training for CRU staff as needed.
2. Reduce County liability and exposure by outlining areas of improvement in managing child abuse investigations.

Goals for 2011/2012 continued...

3. Promote increased awareness of the CRU and the Critical Incident referral process through communication, feedback and exposure to line staff.

Quality Review Unit

1. Complete all time-on-aid reviews, applying changes implemented by SB 72.
2. Develop a process to assist TAD with overpayment and over-issuance computation and recovery.
3. Develop and implement procedures for Quality Assurance staff at the Customer Service Center.

Appeals Unit

1. Develop policy for implementing Disqualification Consent Agreements.
2. Improve communication and increase positive interaction with all departments served through active participation and collaboration.
3. Evaluate methods of increasing the success rate in hearings through focused staff trainings.

Fraud Investigation Unit

1. Provide optimum customer service to TAD by continuously monitoring FIU manpower in order to evenly distribute workloads, complete referrals in a timely and thorough manner, and reduce to a minimum any investigations backlog.
2. Provide training to FIU investigators and supervisors to maintain an updated and professional staff, ensuring they are current in accepted law enforcement practices and performing in a professional, competent manner.
3. Develop and implement proactive projects that are progressive and innovative to detect and deter fraud.

How Outcomes Are Measured

PID measures outcomes by the following methods:

1. Analyzing data and tracking specific program outcomes
2. Surveying staff members
3. Testing effectiveness of improvements to programs, policies, and processes

How Outcomes Are Measured continued...

Activity	Measure
<p><u>Quality Review:</u> Ensure accuracy of customer benefits issued.</p> <p>Provide analysis tool to TAD to proactively decrease payment errors.</p>	<ul style="list-style-type: none"> • Customer feedback • Quality Control Review findings. • Maintain active case payment error rate below 3.5%. • Decrease negative case review payment error rate by 2%.
<p><u>Appeals:</u> Increase percentage of hearing decisions in favor of the County.</p>	<ul style="list-style-type: none"> • Compare the number of “wins” to the total number of hearing decisions; In 2010/11, experienced a 1% increase in decisions in favor of the County. • The number of hearings requested increased by 11% compared to those received in 2010/11.
<p><u>Case Review:</u> Provide critical incident investigations and reports.</p> <p>Ensure effectiveness of reports to County departments.</p> <p>Provide preliminary recommendations on fatality/near fatality cases.</p> <p>Provide Grievance Review Hearing recommendations.</p>	<ul style="list-style-type: none"> • Satisfactory rating as indicated by customer feedback. • Customer feedback • Recommendations tracked via Recommendation Report. • Recommendation adopted by CRU/ CFS management consensus. • Recommendation adopted by the Director of CFS.
<p><u>Fraud Investigations:</u> Provide prompt, comprehensive, concise information to the Eligibility Worker in order to ensure accuracy of benefits issued.</p>	<ul style="list-style-type: none"> • Eligibility Worker feedback • Feedback from District Attorney • Track overpayments identified by FIU

Program Information

Case Review Unit - Conducts specialized case reviews at the direction of County Counsel. Holds the Hearing Officer duties for the Grievance Review Hearings and makes recommendations based on the evidence presented to the Director of CFS for final determination.

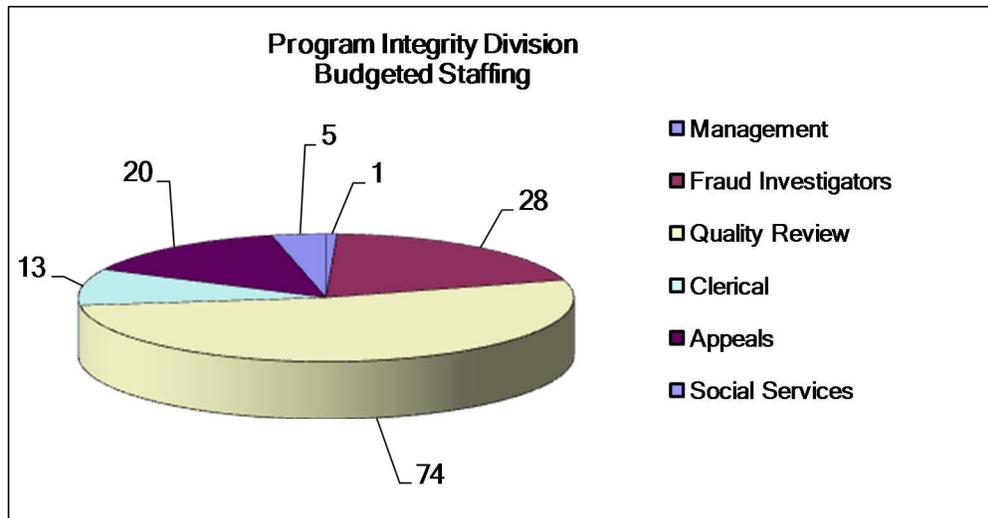
Quality Review Unit - Reviews and reconciles reports, cash aid overpayment calculations and collection; CalWORKs Work Participation Rate; Food Stamp (CalFresh) Quality Control case reviews; CalWORKs time limit calculations; and other specialized welfare functions for TAD.

Appeals Unit - Represents the County in state administrative hearings in which applicants or recipients (A/R) of public assistance dispute a case action; as Hearing Officer, conducts General Relief hearings and Grievance Review Hearings for CFS; investigates civil rights complaints and receives/responds to complaints from various sources

Fraud Investigation Unit - Prevents, identifies, investigates, and prepares cases for prosecution to ensure the integrity of the welfare system.

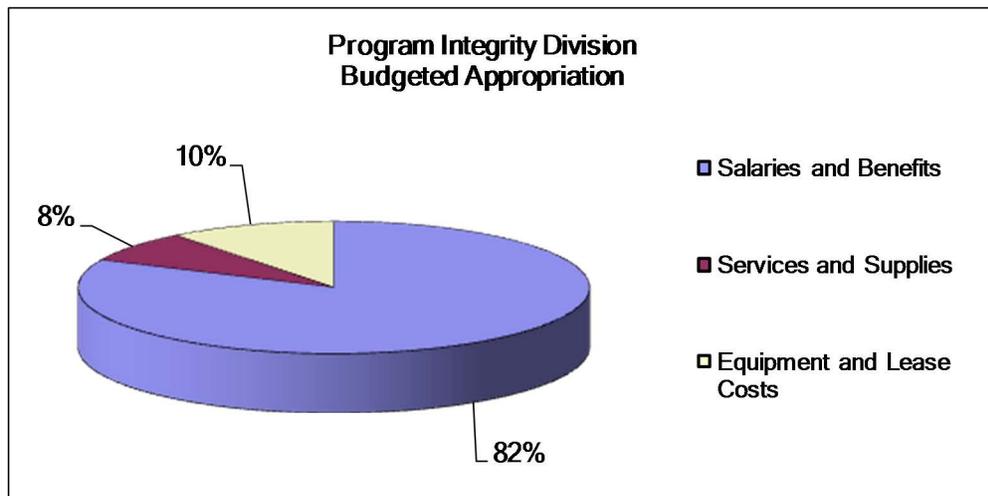
Staffing Information 2010/2011

Total staffing is approximately 141 employees.



Budget Information 2010/2011

The division budget for FY 10/11 is \$12,327,896.



Salaries and Benefits	\$	10,085,009
Services and Supplies	\$	939,336
Equipment and Lease Costs	\$	1,303,551
Total	\$	12,327,896

Costs for this unit are expensed through programs within TAD, CFS and DAAS. Costs shown here are included in program expenditures identified in each respective department.

The County of San Bernardino is an Equal Opportunity Employer. As an entity covered under Title II of the Americans with Disabilities Act, the County does not discriminate on the basis of disability and upon request, will provide reasonable accommodation to ensure equal access to its programs, services and activities.



The Human Services Annual Report is produced by the Performance, Education & Resource Centers (PERC). If you would like a copy of this report on CD, please contact: Peggy Dillaman, Communications and Career Services Mgr. County of San Bernardino - PERC 295 E. Caroline Street, Suite C San Bernardino, CA 92415-0050 (909) 420-6429 pdillaman@hss.sbcounty.gov