The mission of the Social Services Department is to provide protective services, employment services, and financial assistance that support the residents of Santa Barbara County to become productive and self-sufficient contributors to the community.

The divisions of the Social Services Department are Administration and Support, Systems and Program Development, Client Services and Benefits, and Social Programs with 641.4 personnel FTEs, staffing eleven locations throughout the County. The Social Services Department provides countywide services to residents of both the incorporated and unincorporated areas.

**Administration and Support:**
The Administration and Support Division supports staff in the achievement of the department’s mission through policy direction, financial planning and accounting, human resource guidance, employee relations, facilities management, and special projects. The Division serves as a liaison with other County departments and State and Federal agencies.

**Systems and Program Development:**
The Systems and Program Development Division provides technological support and program training to all Social Services Department staff and program support for income maintenance staff and leads the implementation of a Benefit Services Center for the Medi-Cal and Food Stamp Programs. This division promotes the department’s mission by training staff, providing high quality technical and program support, and maximizing the department’s technology utilization.

**Client Services and Benefits:**
The Client Services and Benefits Division provides eligibility determination and direct assistance for families and individuals to ensure their basic needs are met and to assist them in becoming self-sufficient. Client Services and Benefits programs include Food Stamps, General Relief, Medi-Cal, CalWORKs eligibility, CalWORKs employment services, CalWORKs financial assistance, Child Care assistance and other employment programs under the Federal Workforce Investment Act (WIA).

**Social Programs:**
The Social Programs Division provides assistance to individuals and families which allows them to remain safely in their home or coordinate appropriate out-of-home placement through the provision of Family Preservation and Protective Services, Adult Protective Services, and In-Home Supportive Services.

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**SOCIAL SERVICES KEY TREND ANALYSIS**

General Relief SSI repayment has been maintained at the 15% rate for the last 4 years, and in FY 2007-2008 the repayment amount went up to 41.9%. However, the department is currently seeing a reduction in SSI reimbursements because more SSI applicants are being denied. When the denial is received, applicants immediately start the appeals process, which currently takes over one year.

Since CalWIN implementation in March 2006, system programming does not allow eligibility workers to deny applications based on client failure to attend appointments or return required documentation needed to establish eligibility. Therefore, it appears as though applications are not being processed in a timely manner. The CalWIN project is aware of this issue and is working to resolve it. In addition, inadequate State funding has led to a staffing shortage at a time when more clients are accessing services.

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**Graphs and Tables:**

- **Percentage of General Relief Assistance Payments Recouped from Federally-funded SSI**

- **Percentage of Expedited Food Stamp Applications Processed within 3 Days**
**Performance Measure Legend**

**Department-wide Effectiveness Performance Measure**

Change to Performance Measure

Performance Measure to Delete

New Performance Measure

Budgets shown in Millions ($M) or Thousands ($K)

**Kathy Gallagher**

**Director**

$140.4M / $8.5M

FTE: 641.5

**Divn 07 – Administration & Support**

$14.3M / $428.3K

FTE: 126.5

**Divn 08 – Client Services & Benefits**

$65.7M / $1.9M

FTE: 339.0

**Divn 09 – Social Programs**

$54.9M / $6.0M

FTE: 145.7

**Divn 10 – Social Programs**

$54.9M / $6.0M

FTE: 126.5

**Divn 11 – Systems & Program Development**

$6.4M / $170.3K

FTE: 30.2

**Kathy Gallagher**

**Director**

$140.4M / $8.5M

FTE: 641.5

**Divn 07 – Administration & Support**

$14.3M / $428.3K

FTE: 126.5

**Divn 08 – Client Services & Benefits**

$65.7M / $1.9M

FTE: 339.0

**Divn 09 – Social Programs**

$54.9M / $6.0M

FTE: 145.7

**Division 07 – Administration & Support**

Obj: Support staff in the achievement of the department's mission.

Sub-Div: 01: Administrative Office

Obj: Support staff in the achievement of the department's mission.

**Division 08 – Client Services & Benefits**

Obj: To conduct pre-placement visits for CalWORKS and Welfare to Work.

Sub-Div: 01: CalWORKS

Obj: To conduct eligibility activities for CalWORKS and Welfare to Work.

**Division 09 – Social Programs**

Obj: To provide child care eligibility and assistance payments to clients participating in self-sufficiency programs.

Sub-Div: 01: Child Welfare

Obj: To provide child care eligibility and assistance payments to clients participating in self-sufficiency programs.

**Division 10 – Social Programs**

Obj: To provide social service and support to the most critically in need children and families in the county.

Sub-Div: 02: MISC-Child Welfare

Obj: To provide social service and support to the most critically in need children and families in the county.
To ensure an efficient and responsive government, the County will maintain the rate of General Liability claims filed at no more than 90 - 100% of the previous year's actual claims filed.

As an efficient and responsive government, the County will maintain the rate of Workers' Compensation claims filed between 90 - 100% of the previous year's actual claims filed.

As an efficient and responsive government, the County will maintain a productive workforce through a countywide Lost Time Rate of 5.9% or less.

As an efficient and responsive government, the County will maintain a quality workforce through completing 95 - 100% of departmental Employee Performance Reviews (EPRs) by the Anniversary Due Date.

Ensure that at least 90% of responses received from an estimated 50 customer surveys rate purchasing/contract services as satisfactory or above.

Promote and maintain a positive working relationship with CalWORKs childcare providers by processing 98% of approximately 7,200 annual correct childcare invoices within 4 days of receipt of proper documentation.

At least 92% of an estimated 90 annual ergonomic assessment requests will be performed within 14 days of the request.
**Child Welfare Programs**

Program 5310

$10.0M / $544.2K

FTE: 82.5

**Adult Services**

Program 5320

$1.5M / $117.0K

FTE: 12.5

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**MISC-Child Welfare Program**

Program 5315

$553.7K / $0.0M

FTE: 5.1

**Foster Care**

Program 5330

$700.8K / $171.3K

FTE: 7.1

**In Home Supportive Services**

Program 5325

$4.2M / $88.1K

FTE: 21.7

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95% of an estimated 580 CWS high potential safety risk referrals will receive an in-person response from a CWS investigative/social work staff within 24 hours.

Maintain the health and well-being of elder and dependent adults by ensuring that Adult Protective Services (APS) social workers respond to 100% of an estimated 1,540 monthly reports of abuse within 10 days.

Prevent premature and costly institutionalization by placing less than 1% of the average monthly recipients (3,300) in long-term care facilities.

Ensure that children entering the foster care system have the necessary financial resources to support their out of home placement by processing 95% of all new applications (150) per quarter within 45 days of the application.

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**Division: # & Title from CCID**

**Budget/GFC from CCID**

(Financial Data by DIVN)

**Sub-Divn: # & Name from Cost Center Report**

Obj: from CCID Inventory

**Program: Title from CCID**

Number from CCID

**Budget/GFC from CCID**

(Financial Data by Prog)

**FTE: CCID**

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**Performance Measure Legend**

- Department-wide Effectiveness Performance Measure
- Change to Performance Measure
- Performance Measure to Delete
- New Performance Measure

Budgets shown in Millions ($M) or Thousands ($K)

Program Budgets are $Total Uses / $Total General Fund Contribution

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**Division: # & Title from CCID**

**Budget/GFC from CCID**

(Financial Data by DIVN)

---

**Sub-Divn: # & Name from Cost Center Report**

Obj: from CCID Inventory

---

**Program: Title from CCID**

Number from CCID

**Budget/GFC from CCID**

(Financial Data by Prog)

**FTE: CCID**

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**Division: # & Title from CCID**

**Budget/GFC from CCID**

(Financial Data by DIVN)

---

**Sub-Divn: # & Name from Cost Center Report**

Obj: from CCID Inventory

---

**Program: Title from CCID**

Number from CCID

**Budget/GFC from CCID**

(Financial Data by Prog)

**FTE: CCID**

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Ensure that children entering the foster care system have the necessary financial resources to support their out of home placement by processing 95% of all new applications (150) per quarter within 45 days of the application.
Santa Barbara County Adoption Agency will finalize 58 adoptions providing those children with a family for life.

Utilizing the state standard of 10 adoption finalizations per FTE (3.5), Santa Barbara County Adoption Agency will finalize at least 35 adoptions annually providing those children with a family for life.

NOTE: This cost center is for fiscal tracking purposes only.

Number of claims.

NOTE: This cost center is for fiscal tracking purposes only.

Reduce the projected annual rate of growth in Child Welfare Services foster care by maintaining an annual growth rate of 25% or less.
**SOCIAL SERVICES**

**Divn 09 – Social Programs**
- **Budget**: $54.9M / $6.0M
- **FTE**: 145.7

**Sub-Divn 11: Adoption Assistance**
- **Obj**: To provide assistance for adoptive parents to care for special needs for their adopted children.
- **Program**: Adoption Assistance Program 5380
- **Budget**: $3.5M / $229.6K
- **FTE**: 0.0

**Sub-Divn 12: IHSS Public Authority**
- **Obj**: To establish a registry of qualified IHSS services providers & provide training for providers.
- **Program**: IHSS Public Authority Program 5328
- **Budget**: $15.8M / $1.5M
- **FTE**: 8.6

**Sub-Divn 13: KIDS Network**
- **Obj**: To coordinate children's initiatives in the county & provide annual scorecard of statistical data.
- **Program**: KIDS Network Program 5328
- **Budget**: $215.0K / $7.3K
- **FTE**: 1.4

**Sub-Divn 14: Adult & Aging Network**
- **Obj**: To provide comprehensive collaborative community services to older adults & their families & caregivers.
- **Program**: Aging & Long-Term Network Program 5351
- **Budget**: $124.3K / $88.5K
- **FTE**: 0.0

**Cuyama Valley Grant**
- **Program**: Cuyama Valley Grant Program 5116
- **Budget**: $116.4K / $5.1K
- **FTE**: 0.1

95% of the 140 consumers surveyed will indicate an overall satisfaction with registry services of 4 on a 5 point scale.

To ensure the timely referral of caregivers to IHSS consumers, 98% of the 160 consumer requests for available caregivers will be processed within 3 business days from the initial interview of the consumer.
Div 11 – Systems & Program Development
$5.4M / $170.0K
FTE: 30.2

Sub-Div 01: Systems
Obj: To maintain 3 Local Area Networks, State-mandated CWS/CMS & CalWIN, & develop new systems.

Program 5135
$2.8M / $93.0K
FTE: 19.7

Provide quality Technical Support as measured by a 95% satisfaction rate based on an annual survey of an estimated 244 departmental end users.

Sub-Div 02: CalWIN
Obj: CalWORKS Information Network is a federally-mandated consortium-wide eligibility system.

Program 5270
$1.9M / $48.0K
FTE: 6.2

Respond to and resolve 80% of the estimated 9,600 Help Center trouble tickets within two business days.

Sub-Div 03: Staff Development
Obj: To plan, design, & conduct training for management, supervisors, & staff.

Program 5125
$511.6M / $18.7K
FTE: 4.1

Conduct New Employee Orientation no less than 4 times each calendar year to ensure that all new DSS employees receive a formal review of DSS administrative policies and procedures.

To ensure the effectiveness of program induction training (MediCal, CalWORKS and Food Stamps), a survey of all eligibility trainees will reflect a rating of satisfactory or higher for 80% of trainees.

Through the effectiveness of program induction training, 90% of Eligibility Workers who complete the full induction training program will pass probation.

Sub-Div 04: Benefit Service Center
Obj: Countywide benefit service center for ongoing Medi-Cal & Food Stamp eligibility.

Program 5137
$182.1M / $8.0K
FTE: 0.2

Number of calls received.

Benefit Service Center Program 5137
$182.1M / $8.0K
FTE: 0.2

Conduct New Employee Orientation no less than 4 times each calendar year to ensure that all new DSS employees receive a formal review of DSS administrative policies and procedures.

To ensure the effectiveness of program induction training (MediCal, CalWORKS and Food Stamps), a survey of all eligibility trainees will reflect a rating of satisfactory or higher for 80% of trainees.

Through the effectiveness of program induction training, 90% of Eligibility Workers who complete the full induction training program will pass probation.