



# Department of Social Services

**Increasing Demand for Safety Net Programs**

**"Helping our community be Safe, Supported, & Self-Sufficient"**

**September 2012**

# Serving people with diverse needs

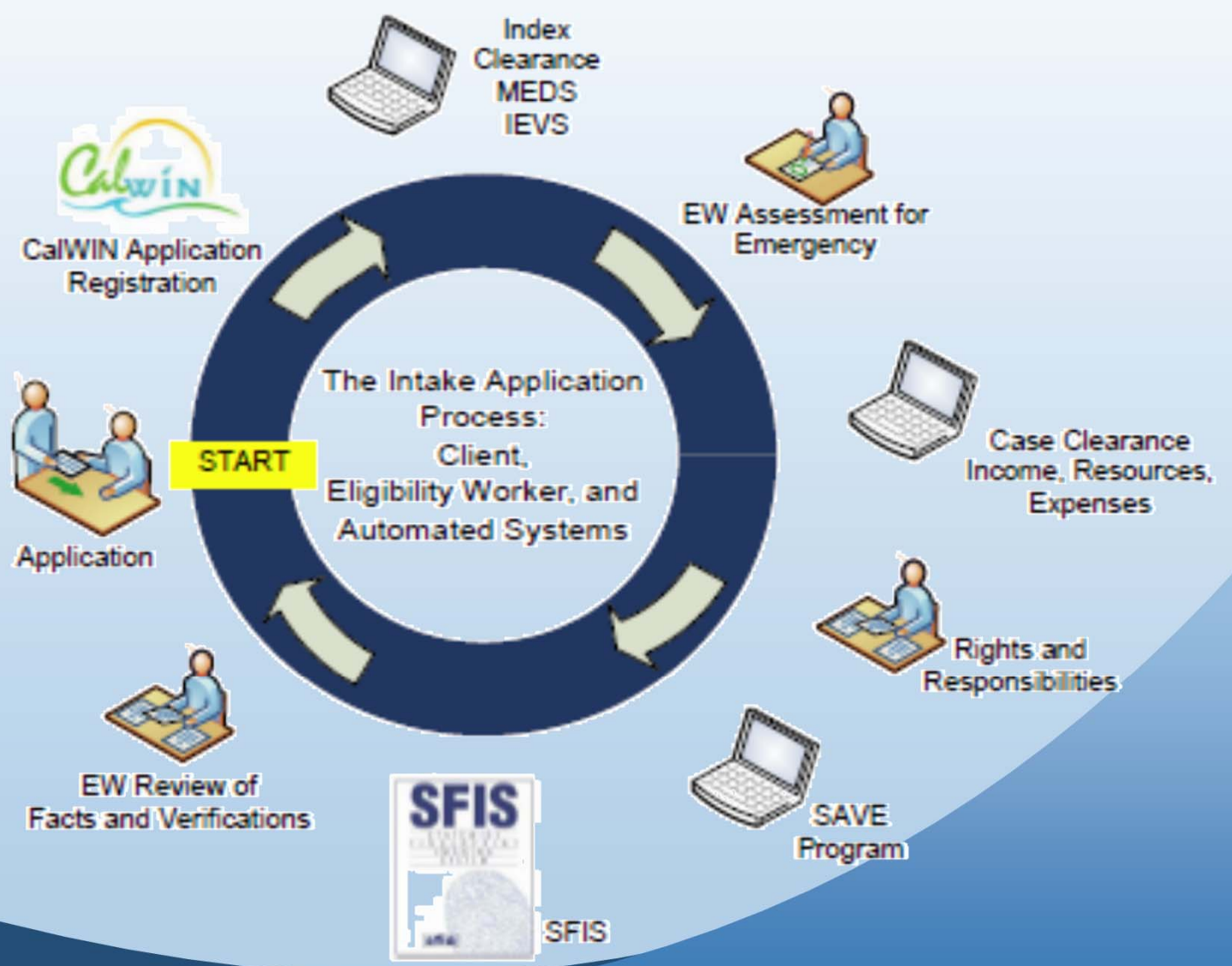
- Seniors
- Children and Families
- Working Poor
- Indigent and Disabled



# **Application process**

- **Identity, Citizenship, Legal Status**
- **Income**
- **Property, Assets**
- **Household Composition**

# Accessing the public assistance safety net



# Increasing demand for safety net programs

- **Between FY 06/07 and FY 11/12:**
  - Average growth of 37% in Families Served
  - Highest increase of 107% in CalFresh individuals

## Current Santa Barbara County Public Assistance Caseloads

June 2012	Ongoing Cases/Families	New Applications	People Served	Children Served	%Children	*Average Grant
Medi-Cal	26,770	1,417	74,279	40,955	55%	
NA CalFresh	11,978	1,194	25,616	15,707	61%	\$336
CalWORKs	4,569	456	10,625	8,466	80%	\$470
Welfare-to-Work	1,599					
Child Care	187			263		
General Relief	479	359	479			\$150

\*The average CalWORKs grant in our County is \$470 which equates to less than 25% of FPL for a family of four.

## 2012 Federal Poverty Level

Family Size	Monthly Income	Annual Income
1	\$931	\$11,170
2	\$1,261	\$15,130
3	\$1,591	\$19,090
4	\$1,921	\$23,050

# Unprecedented amount of change ahead

## Mandated Program Changes:

- State Budget changes in the CalWORKs and Child Care program
- IHSS program changes in State Budget
- IHSS program shift to Managed Care model under DHCS
- IHSS Public Authority changes (UDWA wage and MOU negotiations)
- Healthy Families move to DSS
- Health Care Reform Planning & Implementation
- WIA Changes- SB 734 & WIB changes
- Call Center Networking Statewide
- Benefits CalWIN and promoting on-line applications, changes business processes
- Realignment – CWS, FC, Adoptions, APS: risks and opportunities
- Development of Systems Improvement Plan for CWS
- Extended Foster Care-AB 12
- Mandated CWS/Mental Health collaboration-Katie A. lawsuit and Intensive Treatment Foster Care

# **Stretched thin...**

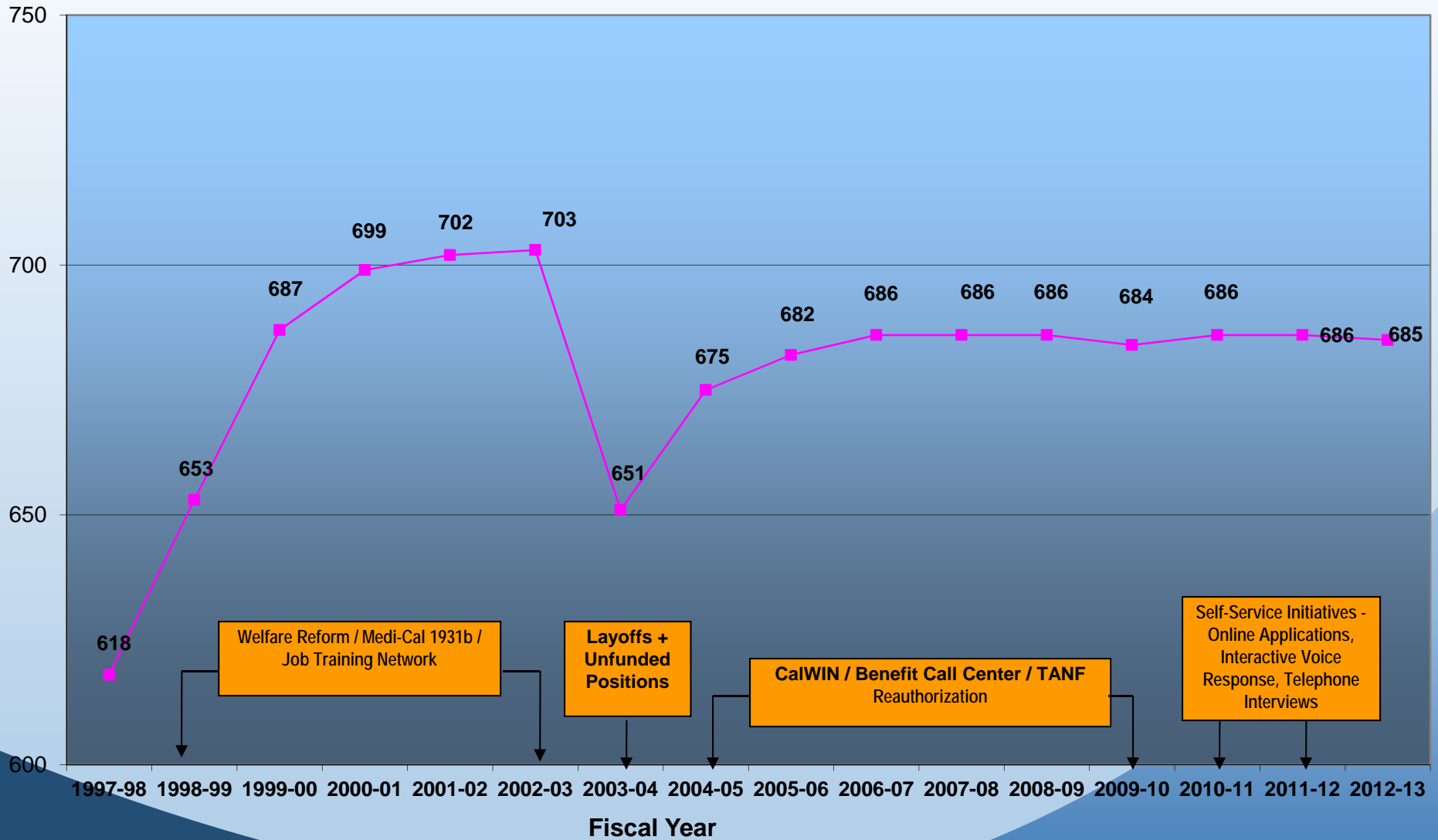
- **Staffing has not kept pace with demand**
- **Efficiencies have not fully mitigated staffing shortage**
- **Audits and required corrective actions have increased**
- **Backlogs have increased**

# Moving to a 21<sup>st</sup> century model

- **Strategic Actions to Compensate for Staffing Shortages and Improve Service to Clients**
  - **Benefit Service Center**
  - **Standardization and Centralization of Key Functions**
  - **Dual Training Initiative**
  - **Business Process Re-engineering**
  - **Online Applications/Telephone Interviews**
  - **Telephone Self-Service (IVR)**

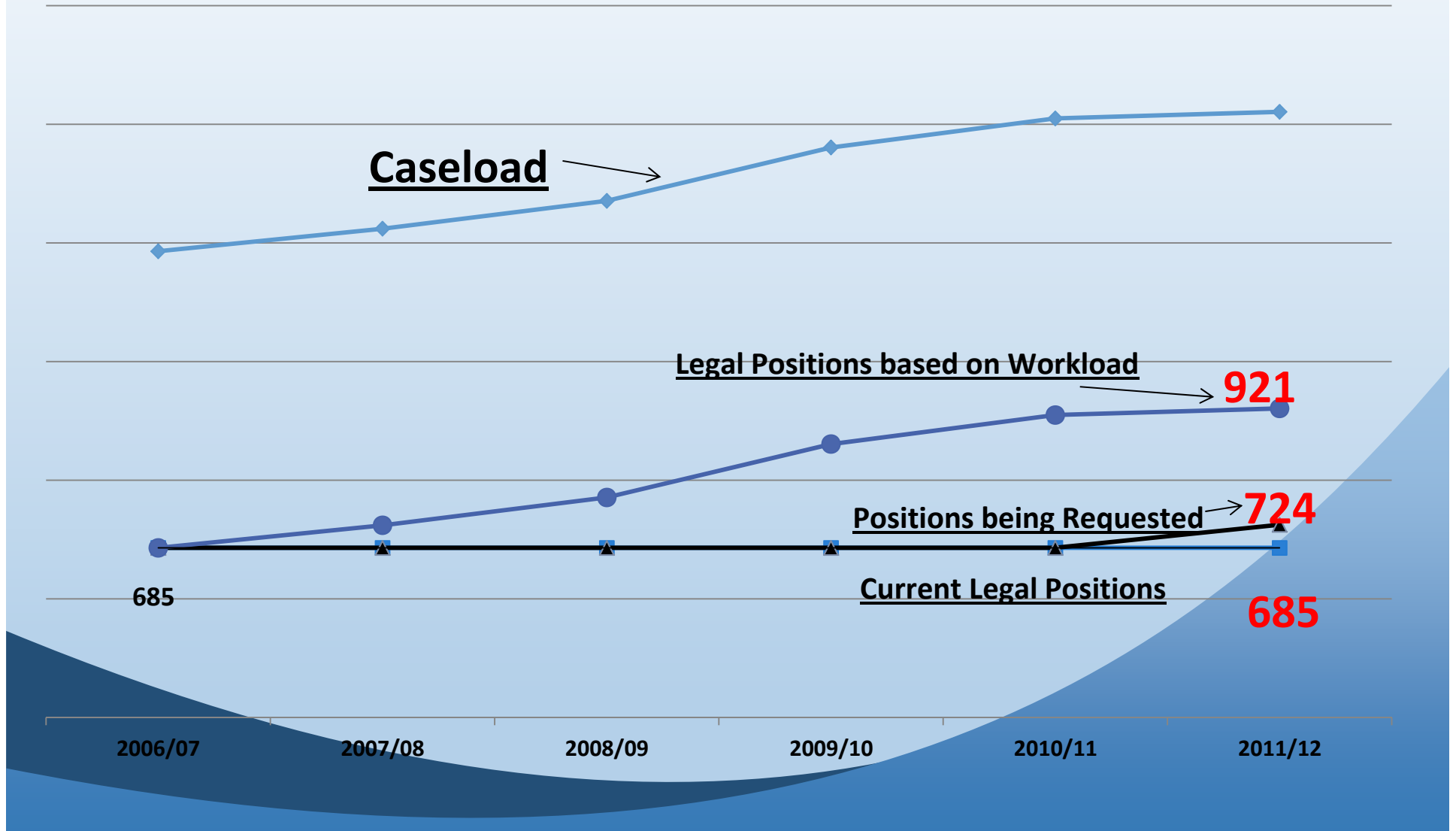


# History of DSS' legal position levels



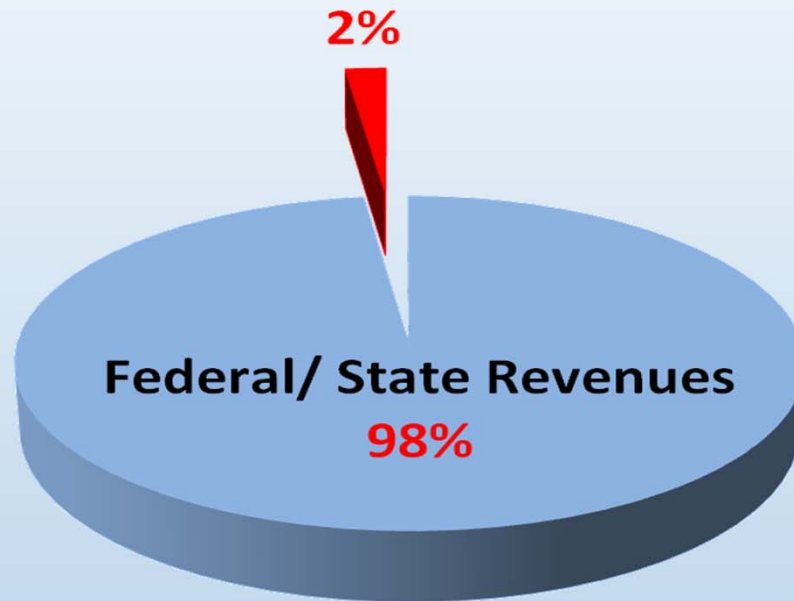
# Positions based on workload

- If we added positions since 2006/07, how many would we have added?



# Funding of new positions

Local Funds (DSS Special Revenue Funds)



Federal/State Funding	\$1,487,800
Local Share (DSS Special Revenue Fund)	\$ 31,143