



*County of Santa Barbara*  
**DEPARTMENT OF SOCIAL SERVICES**

# Eligibility Professionals' Recognition Month

January 2010

*“Personally We Care, Professionally We Serve”*



# Traits of an Eligibility Professional

- ◆ Integrity
- ◆ Professionalism
- ◆ Dedication to community service
- ◆ Commitment to making a difference
- ◆ Calm under pressure
- ◆ Compassionate
- ◆ Perseverance



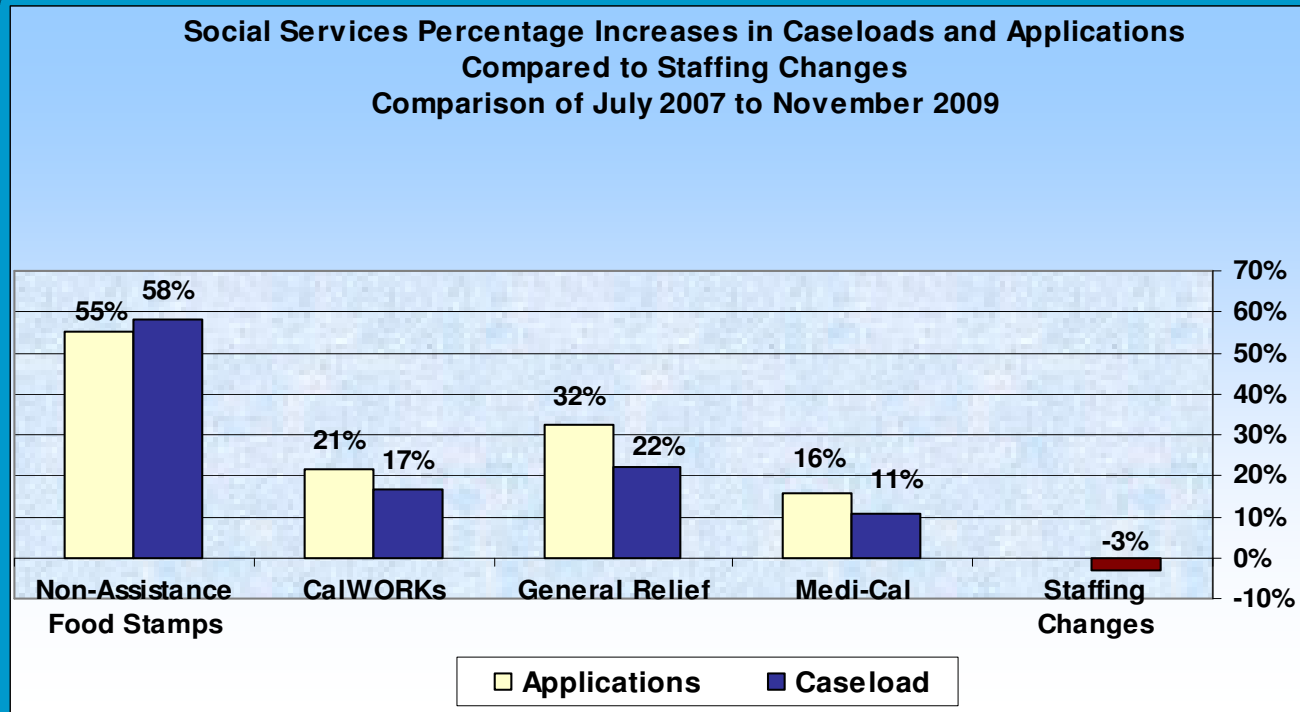
# Eligibility Professionals Provide Service throughout DSS

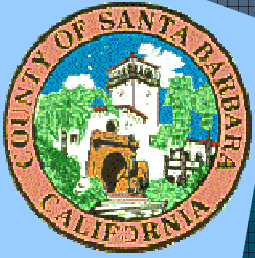
- ◆ CalWORKs
- ◆ Child Care
- ◆ Food Stamps
- ◆ Foster Care
- ◆ General Relief
- ◆ Medi-Cal
- ◆ IEVS/Fair Hearings
- ◆ Program Integrity
- ◆ Staff Development



# Community Impact

- ◆ Eligibility Professionals provide service to over 77,000 people of which over 45,000 are children
- ◆ Unprecedented demand for services





# A Day in the Life...

## **Eligibility Professionals serve a dynamic population by:**

- ◆ Performing a multitude of tasks
- ◆ Handling crisis situations
- ◆ Analyzing changes in financial & personal information
- ◆ Coordinating case management
- ◆ Exercising compassion in helping families and individuals in need of public assistance
- ◆ Meeting rigorous application and renewal deadlines
- ◆ Adhering to numerous regulatory, technical, and quality control changes



# Eligibility Professionals in Action

Betteravia Office  
2125 S. Centerpointe Pkwy.  
Santa Maria, CA 93455

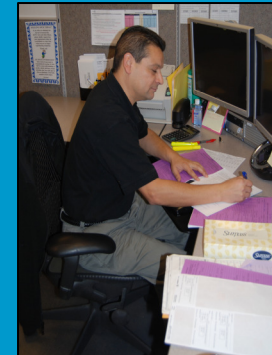
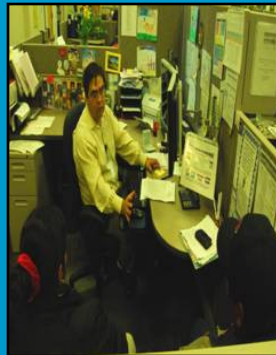




# Eligibility Professionals in Action



Workforce Resource Center  
1444 S. Broadway  
Santa Maria, CA 93454

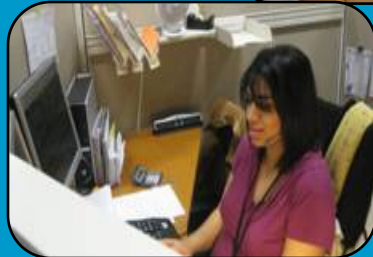






# Eligibility Professionals in Action

Benefits Service Center  
PO Box 7999  
Santa Maria, CA 93456-7999





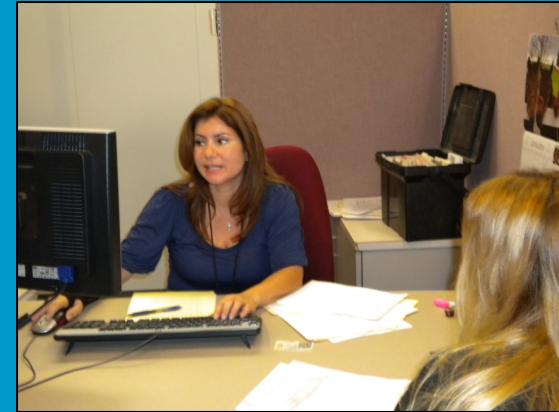


# Eligibility Professionals in Action

Social Services

234 Camino Del Remedio

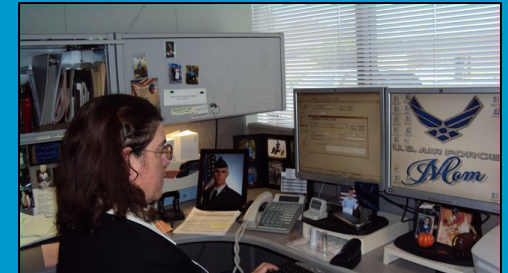
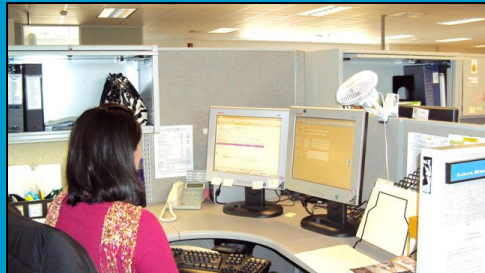
Santa Barbara, CA 93110





# Eligibility Professionals in Action

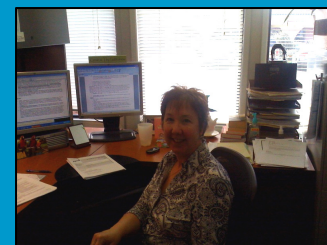
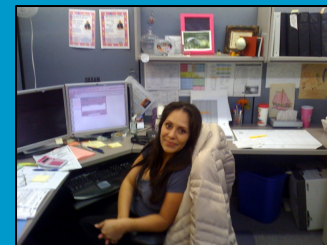
Social Services  
1100 W. Laurel Ave.  
Lompoc, CA 93436





# Eligibility Professionals in Action

Flower Valley Plaza  
1133 N. H Street, Suite F  
Lompoc, CA 93436





*County of Santa Barbara*  
**DEPARTMENT OF SOCIAL SERVICES**

Proud to recognize our Eligibility Professionals

*We thank you!*