CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
CALFRESH BRANCH

CALFRESH OPERATIONS AND ACCESS REPORT

July 1, 2009 – June 30, 2010

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September 2011

Annual Report of County Operations and Activities Associated with the Administration of CalFresh Benefits in California

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CALFRESH SURVEY OF OPERATIONS AND ACCESS
ANNUAL REPORT
FISCAL YEAR 2009/2010

SUMMARY

BACKGROUND

State regulations require that all County Welfare Departments (CWDs) provide an annual report on their operations and activities associated with the administration of CalFresh benefits, including a review of their hours of operation. In accordance with these regulations, the CalFresh Branch of the California Department of Social Services (CDSS) requests that all counties complete an annual CalFresh Survey of Operations and Access; the most recent request occurred via ACIN I-76-10, dated October 28, 2010. The information requested by the survey is helpful to CDSS in meeting statewide program needs, responding to a variety of information requests, and evaluating legislative proposals and regulatory changes regarding the administration of the CalFresh in California.

This report provides survey results of CalFresh information collected in two primary areas—Access and Awareness activities conducted in Fiscal Year (FY) 2009/2010, and Certification activities based on county operations as of June 30, 2010. It also contains information regarding face-to-face interview waivers and extended office hours. Any initiative implemented in FY 2010-2011 would not be reflected in this report, but may be included in the next survey.

ACCESS AND AWARENESS

Application Access

- Other than County Welfare Department (CWD) offices and certification sites, the top five methods and sites most frequently used for distributing general CalFresh information and application forms were community events, community-based organizations, one stop centers/family resource centers, hospitals/clinics, and direct mail/internet and telephone/facsimile requests (see charts on pages 6 & 7). *(Item 1)*

- All 58 counties provided application assistance outside the CWD. The most frequently utilized methods of assistance were eligibility worker/support staff assistance filling out applications/answering questions (53 counties), bilingual staff (48 counties), and eligibility workers assisting via interactive interviews (48 counties). *(Item 2)*

- All 58 counties screened CalFresh applications for determination of Expedited Services (ES). This includes applications filed on-line for most counties (49 out of 58 counties). *(Items 3, 3a)*

- Forty-five counties screened for ES when the application was initially submitted. The Eligibility Worker conducted the ES screening in 37 counties. The processing for ES screening is not different for on-line applications and multi-program applications in 53 counties. *(Items 3b, 3c, 3e)*

- All 58 counties utilized CalFresh applications translated in languages other than English. Spanish translated applications were used in 56 counties. Vietnamese and Russian translated applications were the next most frequently used. *(Item 4)*

- Forty-six counties (97.9 percent of statewide CalFresh households*) provided outstationed eligibility workers at sites other than CWDs (see map on page 8). The top three most frequently utilized sites for outstationed eligibility workers were hospitals/clinics, community events, and one stop centers/family resource centers (see chart on page 9). *(Items 5, 5a)*

- Websites in 37 counties (45.5 percent of statewide CalFresh households*) provided the ability for clients to complete an on-line CalFresh application (see map on page 10). County use of outreach materials was the primary manner in which clients first became aware of the availability of on-line applications. Eleven counties had kiosks or computer terminals available for applicants to apply on-line. All 11 counties indicated that there is sufficient privacy so others cannot easily see the information being entered. *(Items 6, 6b, 6c, 6i)*

- Twenty-eight of the 37 counties had on-line applications that can be viewed or modified electronically by district office staff. Sixteen of the 28 counties viewed or modified on-line applications before the eligibility interview. Of the 37 counties, 27 provided the applicant with a copy of the changes made to their electronic application at the interview while 22 counties used the next business day as the application date when the application was filed outside normal business hours. The C4Yourself website was used by 27 counties for on-line applications. For a list of features available on on-line application websites, see chart on page 11. *(Items 6d, 6e, 6f, 6g, 6h)*

*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12–month period July 2009 through June 2010.

Face-to-Face Interview Waivers

- Fifty-seven counties (99.9 percent of statewide CalFresh households*) waived face-to-face interviews for clients who were eligible for such waiver (see map on page 12). For a breakdown of the percentage of applications that had face-to-face interviews waived per type of application, see chart on page 13. *(Items 7, 7c)*

- Eleven counties indicated that clients first become aware of the option to waive the face-to-face interview when the client called the CWD. *(Item 7d)*

- "Both Hardship and Federal Statewide Waiver," utilized by 34 counties, was the most common type of waiver. *(Item 7a)*

- Telephone interviews were the primary replacement method, used by 45 counties at initial application and 41 counties at recertification, in lieu of face-to-face interviews*. (Item 7b)*

Program Access

- Forty-two counties (66.2 percent of statewide CalFresh households*) are implementing/ planning Business Process Re-engineering efforts (see map on page 14). The 42 counties are implementing 91 and planning to implement 55 changes in the business process. *(Items 8, 8a)*

- The General County Main Number, Interactive Voice Response, County number "211", Hotline, Call Center, Change/Service Center and Hotline number 1-877-847-FOOD were the various telephone methods used by all 58 counties to provide general CalFresh information and information about noncitizen eligibility. The General County Main Number was the most prevalent. Seventeen counties had Call Centers, 14 of which received over 150 calls on average per day. *(Items 9, 9h)*

- Fifty-one counties use contracted language services. Thirty-six of these counties have the eligibility worker access language line services when interpreter services are needed. *(Items 9b, 9c)*

- Forty-three of the 58 counties (56.2 percent of statewide CalFresh households*) that utilized various telephone methods indicated the methods provided clients the ability to leave messages after hours of operation (see map on page 15). Of the 43 counties, 36 have recorded messages that let the client leave a voicemail message. *(Items 9e, 9g)*

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*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12–month period July 2009 through June 2010.

- Fifty-four counties (96.1 percent of statewide CalFresh households*) employ the use of a document imaging system. In each of these counties imaged documents are accessible to eligibility workers during interviews. Of the 54 counties, 22 have centralized and 32 have decentralized document imaging systems (see map on page 16). *(Items 10, 10a, 10b)*

- Fourteen counties (49.9 percent of statewide CalFresh households*) utilized local media public service announcements to provide general CalFresh information. Five of these counties also included information about noncitizen eligibility. *(Item 11)*

Outreach Activities

- Extended office hours (upon request, before 8 a.m., lunch, after 5 p.m.), utilized by 56 counties, was the most common outreach effort. The *single most effective* outreach effort, utilized by 13 counties (25.9 percent of statewide CalFresh households*), was partnering with various agencies and organizations (see chart on page 17). *(Item 12)*

- Twenty-nine counties (70.3 percent of statewide CalFresh households*) expended County Administrative funds to conduct CalFresh outreach activities (see map on page 18). *(Item 13)*

- Ten counties (15.8 percent of statewide CalFresh households*) provided CalFresh educational materials and/or conducted presentations specifically for migrant workers. Community events and migrant education sites were the most frequently utilized. *(Items 14, 14a)*

- Twenty-four counties (69.3 percent of statewide CalFresh households*) provided information about public charge in regard to sponsored noncitizens (see map on page 19). *(Item 15)*

- Twenty counties (64.1 percent of statewide CalFresh households*) provided CalFresh educational materials and/or presentations specifically for noncitizens. Community-based organizations and community events continue to be the most frequently utilized methods. *(Items 16, 16a)*

- To improve CalFresh outreach efforts, 44 counties (95.5 percent of statewide CalFresh households*) partnered with other health and human services agencies, schools and community-based organizations (see map on page 20). *(Item 17)*

*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12–month period July 2009 through June 2010.

- Thirty-two counties (81.0 percent of statewide CalFresh households*) implemented new CalFresh outreach activities during FY 2009/2010 (see map on page 21). The majority of the activities (76.4 percent) were ongoing, rather than one-time only. *(Items 18, 18a)*

- Thirty-one counties (80.9 percent of statewide CalFresh households*) indicated plans to implement new CalFresh outreach activities during FY 2010/2011 (see map on page 22). The majority of the anticipated activities (85.7 percent) are ongoing, rather than one-time only. *(Items 19, 19a)*

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CERTIFICATION

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Certification Sites

- Of the 387 certification sites reported during last year's (FY 2008/2009) survey, 10 counties (26.3 percent of statewide CalFresh households*) reported closing 20 (5.2 percent) sites as of June 30, 2010. *(Items 20, 20a)*

- There were 378 CalFresh certification sites statewide, a 2.3 percent decrease in 387 sites last year. *(Item 21)*

- Extended office hours (upon request, before 8 a.m., lunch, after 5 p.m.) were offered by 56 counties (93.8 percent of statewide CalFresh households*). Of the 378 sites, 287 (75.9 percent) offered extended office hours (see chart on page 23). Lunch was most frequently utilized method and Upon Request Only was occasionally used. *(Items 21a, 22a)*

Determination of Operational and Extended Hours

- Client request was the primary (43 out of 58 counties) method used to determine operational and extended hours of service to meet the needs of working clients. *(Item 23)*

- Other than extended office hours, the top three access methods most frequently utilized by working clients continue to be mailing required documents to CWD, telephone interviews conducted Monday through Friday, during regular hours of operation, and depositing documents in after hour drop boxes at the CWD. *(Item 24)*

*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12–month period July 2009 through June 2010.

CHARTS AND MAPS

Application Access

Methods/Sites
Distribution of CalFresh Materials
July 1, 2009 to June 30, 2010
Multiple Responses Allowed

Methods/Sites

Methods/Sites	General CalFresh Information	CalFresh Application Forms	Staff Presentation
Community Events	50	39	25
Community-Based Organizations	40	36	25
One Stop Centers/ Family Resource Centers	43	40	12
Hospitals/Clinics	39	39	16
Direct Mail/Internet/ Telephone/Fax Request	43	45	1
Food Banks	38	30	15
Government Offices Other than CWD	37	24	13
Shelters	30	21	13
Schools	33	16	10
In-Home Visits	26	28	3
Alcohol/Drug Rehabilitation Centers	27	17	7
Farmers' Markets	22	12	5
Volunteers In Tax Assistance (VITA) sites	19	11	5
Churches	17	10	7
Employment Sites	15	9	4
Libraries	17	6	5
Child Care Facilities	12	3	3
Migrant Camps	9	4	3
Mobile Sites (Van)	7	7	2
Grocery Stores	4		
Other*	10	9	1

Number of Counties

*For "Other" methods/sites, see Appendix A, page 24, Item 1 (A,B,E).

**Methods/Sites
Application Assistance for CalFresh Clients
July 1, 2009 to June 30, 2010
Multiple Responses Allowed**

Methods/Sites	County Staff Provided Assistance	Non-County Staff Provided Assistance
Community Events	37	15
Direct Mail/Internet/Telephone/Fax Request	37	11
Community-Based Organizations	15	30
One Stop Centers/Family Resource Centers	28	16
Hospitals/Clinics	33	9
In-Home Visits	31	1
Food Banks	9	22
Government Offices Other than CWD	11	15
Shelters	13	11
Alcohol/Drug Rehabilitation Centers	10	10
Farmers' Markets	10	9
Schools	11	5
Churches	4	6
Mobile Sites (Van)	7	3
Migrant Camps	5	4
Volunteers In Tax Assistance (VITA) sites	3	6
Child Care Facilities		7
Employment Sites	4	1
Libraries	1	3
Grocery Stores	1	1
Other*	5	1

Number of Counties

*For "Other" methods/sites, see Appendix A, page 24, Item 1 (C,D).

Outstationed Eligibility Workers at Sites Other Than County Welfare Departments

July 1, 2009 to June 30, 2010

YES (46 counties)
NO (12 counties)

The 46 counties that provided outstationed eligibility workers at sites other than CWDs represent 97.9 percent of statewide CalFresh households.*

Del Norte
Siskiyou
Modoc
Trinity
Shasta
Lassen
Humboldt
Tehama
Plumas
Mendocino
Glenn
Butte
Sierra
Nevada
Lake
Colusa
Yuba
Placer
Sutter
Yolo
El Dorado
Alpine
Sonoma
Napa
Sacramento
Amador
Solano
Calaveras
Marin
Contra Costa
San Joaquin
Tuolumne
Mono
San Francisco
Alameda
Stanislaus
Mariposa
San Mateo
Santa Clara
Merced
Madera
Santa Cruz
San Benito
Fresno
Inyo
Monterey
Kings
Tulare
San Luis Obispo
Kern
San Bernardino
Santa Barbara
Ventura
Los Angeles
Riverside
Orange
San Diego
Imperial

5-Year Trend (number of counties)

40
43
47
47
46

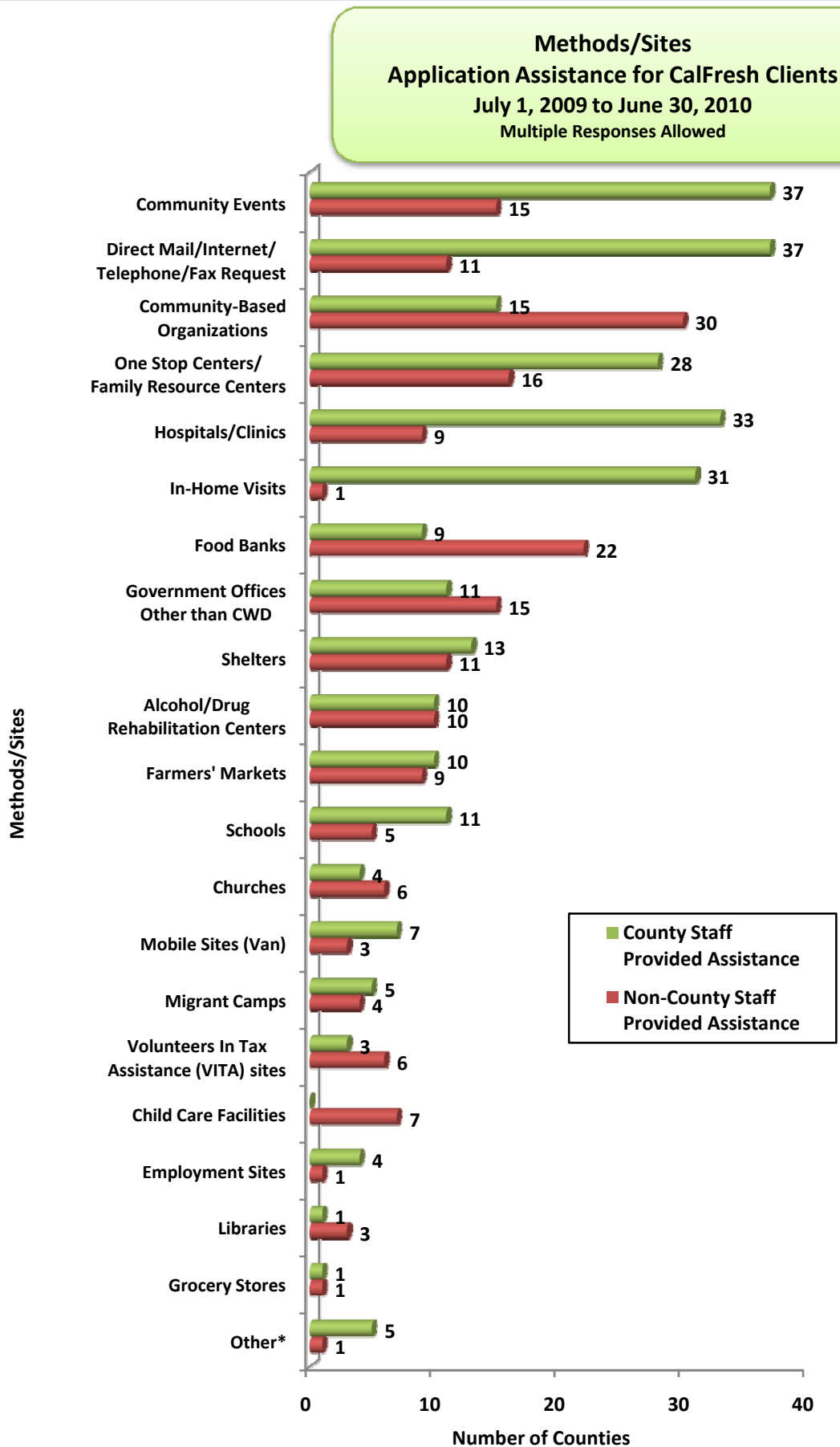05/06   06/07   07/08   08/09   09/10

Fiscal Year

* Source: Food Stamp Program Participation and coupon Issuance report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2009 through June 2010.
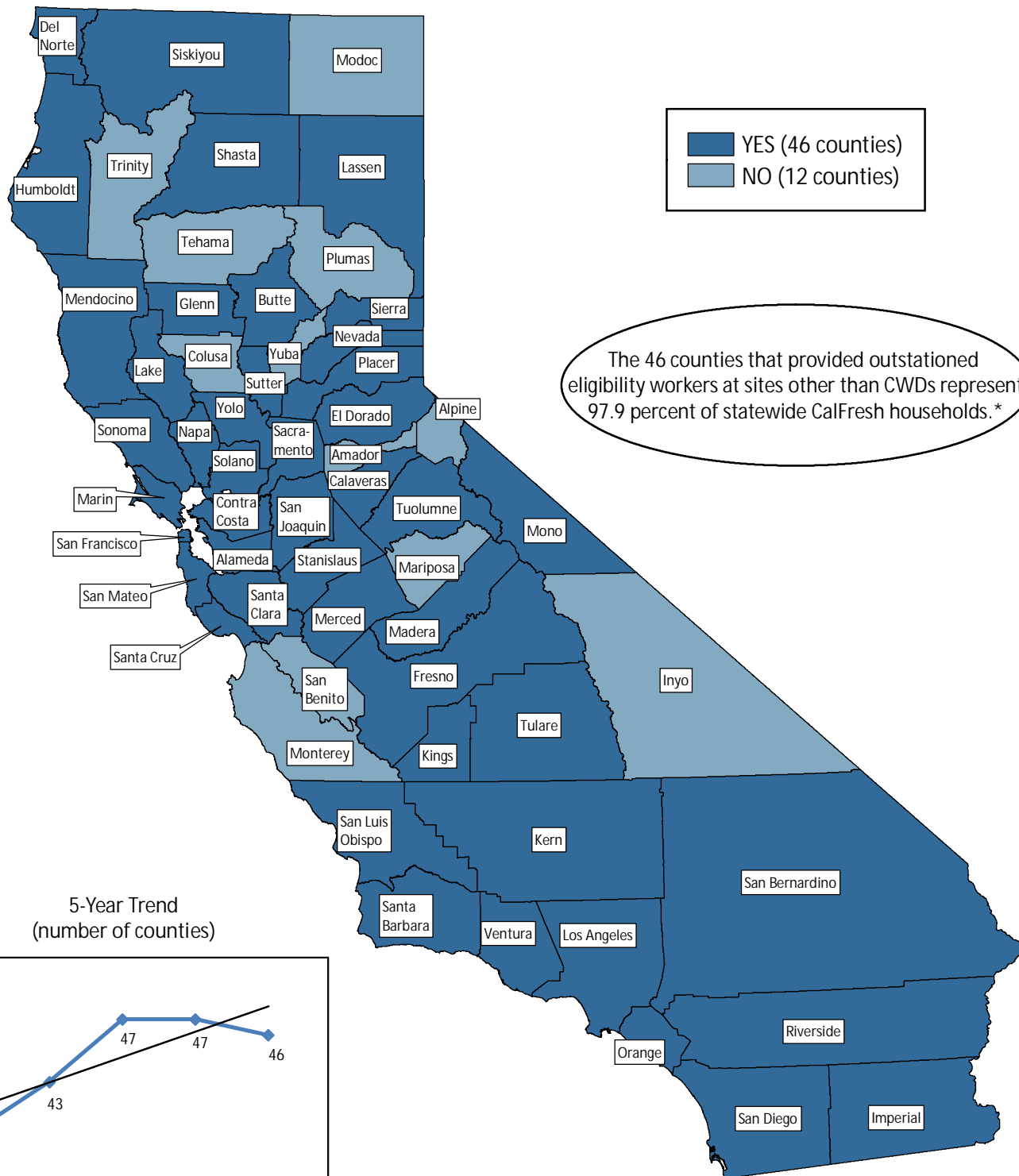
Outstationed Eligibility Worker Sites Other Than County Welfare Departments
July 1, 2009 to June 30, 2010
Multiple Responses Allowed

Methods/Sites	18 Large Counties	5 Medium Counties	35 Small Counties
Hospitals/Clinics	15	4	18
Community Events (Health/Job/Information...	15	2	12
One Stop Centers/ Family Resource Centers	10	4	9
In-Home Visits	6	3	11
Community-Based Organizations	6		7
Shelters (Red Cross, Domestic Violence,...	8	1	3
Schools	6	2	3
Government Offices Other than CWD (WIC,...	3		6
Farmers' Market	5		1
Food Banks	2		4
Mobile Sites (Van)	2	1	3
Senior Centers	3		3
Employment Sites	2		3
Alcohol/Drug Rehabilitation Centers	2		1
Migrant Camps	2		1
Other*	3		1

COUNTY SIZE

☐ 18 Large Counties (15, 000 or more households)

☐ 5 Medium Counties (10,000 to 14,999 households)

☐ 35 Small Counties (9,999 or fewer households)

Number of Counties — 0, 10, 20, 30, 40

*For "Other" methods/sites, see Appendix A, page 25, Item 5a.

County Websites That Provide the Ability
for Clients to Complete an On-Line Application
July 1, 2009 to June 30, 2010

YES (37 counties)
NO (21 counties)

The 37 county websites that have the ability for on-line applications represent 45.5 percent of statewide CalFresh households.*

Del Norte
Siskiyou
Modoc
Trinity
Shasta
Lassen
Humboldt
Tehama
Plumas
Mendocino
Glenn
Butte
Sierra
Nevada
Lake
Colusa
Yuba
Placer
Sutter
Yolo
Alpine
Sonoma
Napa
Sacramento
El Dorado
Amador
Solano
Calaveras
Marin
Contra Costa
San Joaquin
Tuolumne
Mono
San Francisco
Alameda
Stanislaus
Mariposa
San Mateo
Santa Clara
Merced
Madera
Santa Cruz
San Benito
Fresno
Monterey
Kings
Tulare
Inyo
San Luis Obispo
Kern
San Bernardino
Santa Barbara
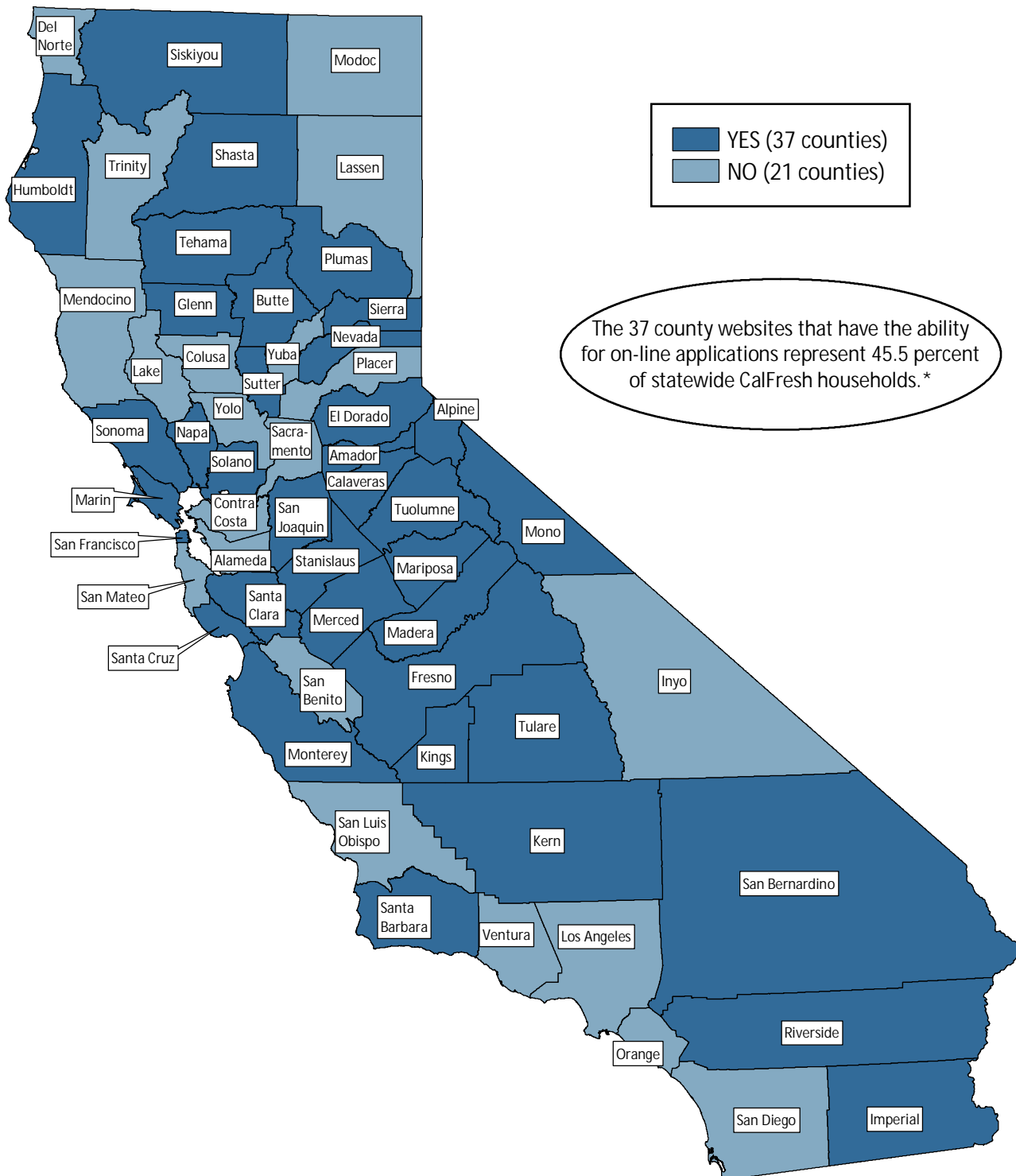Ventura
Los Angeles
Riverside
Orange
San Diego
Imperial

*Source: Food Stamp Program Participation and coupon Issuance report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2009 through June 2010.
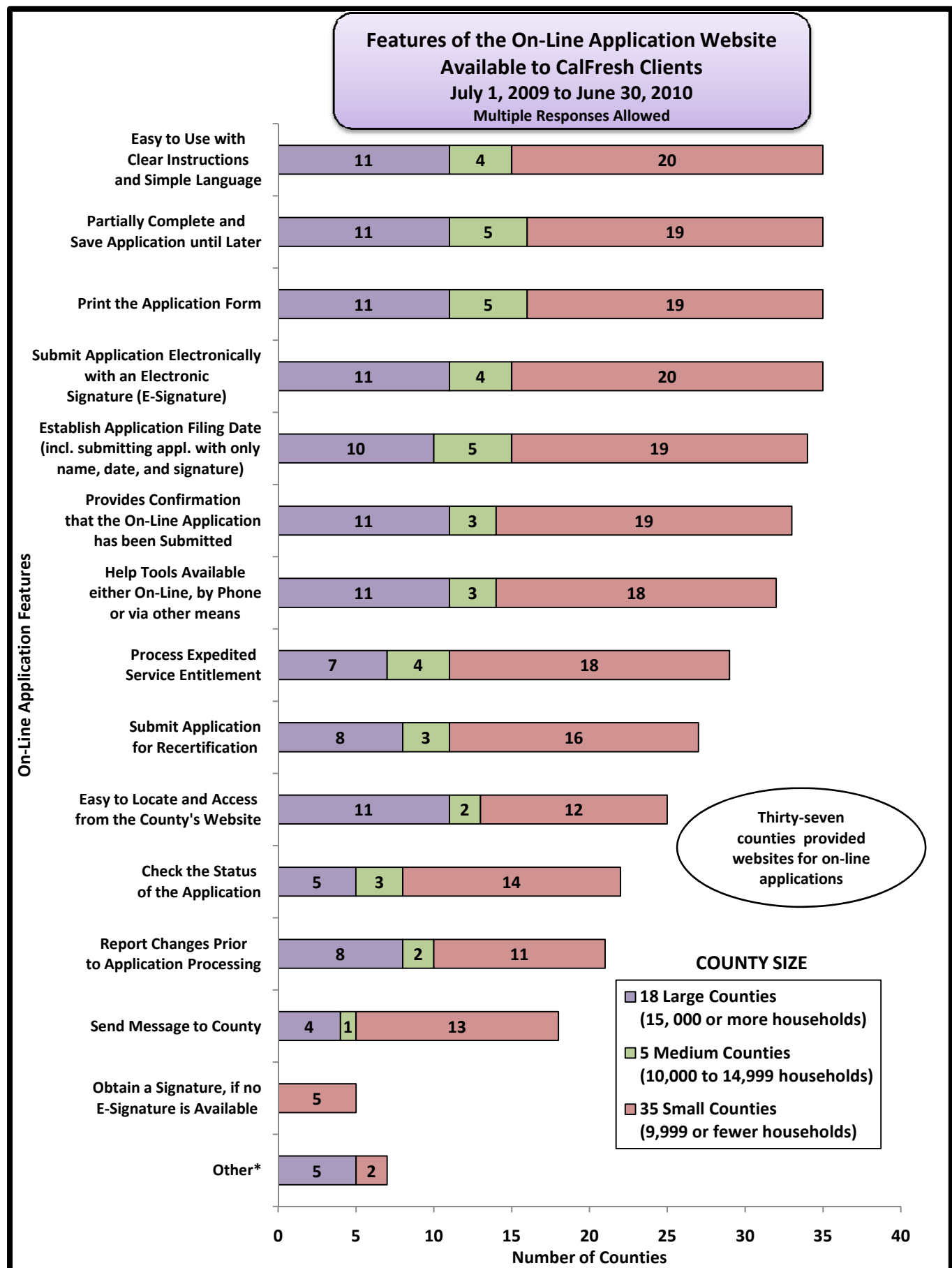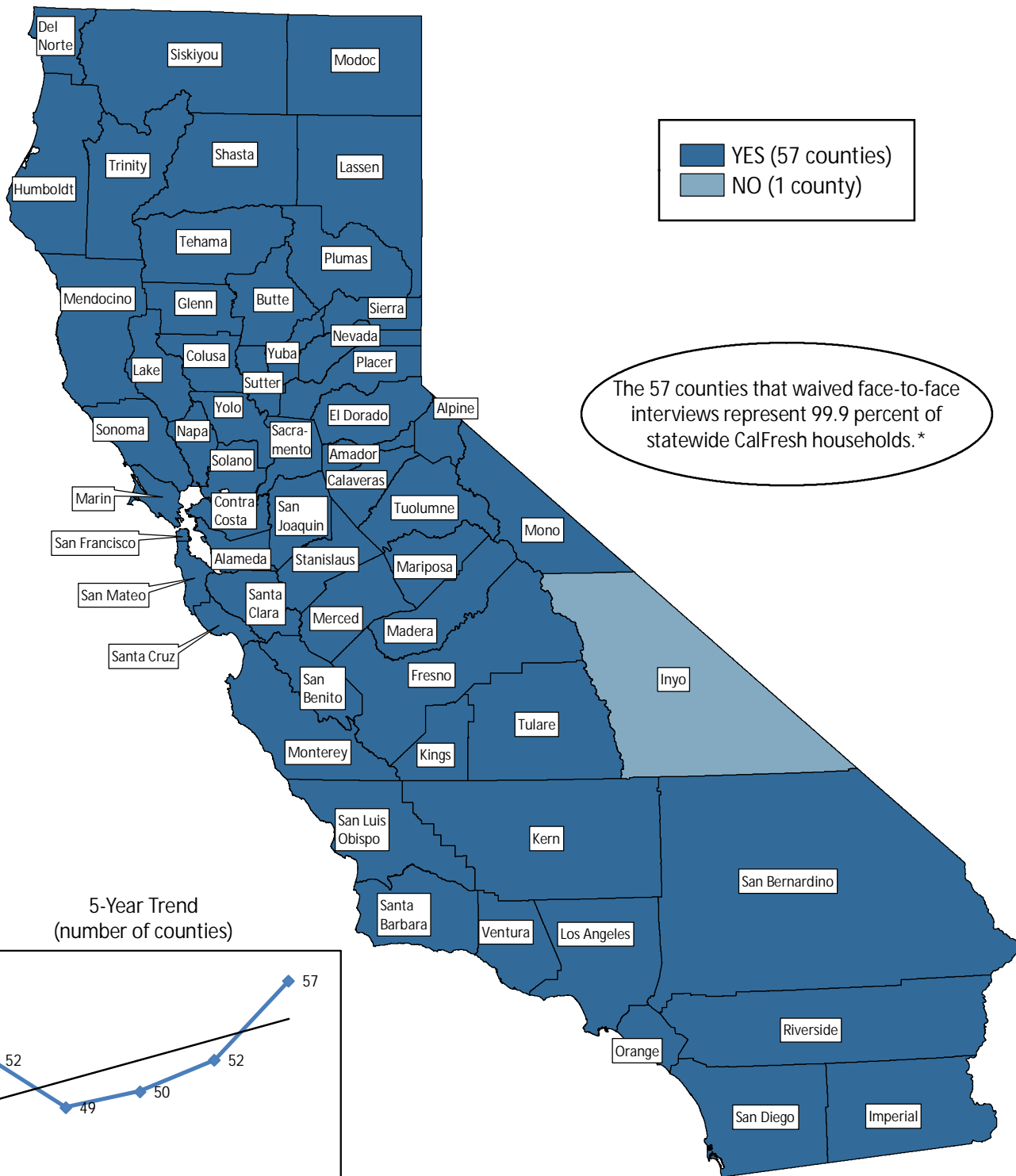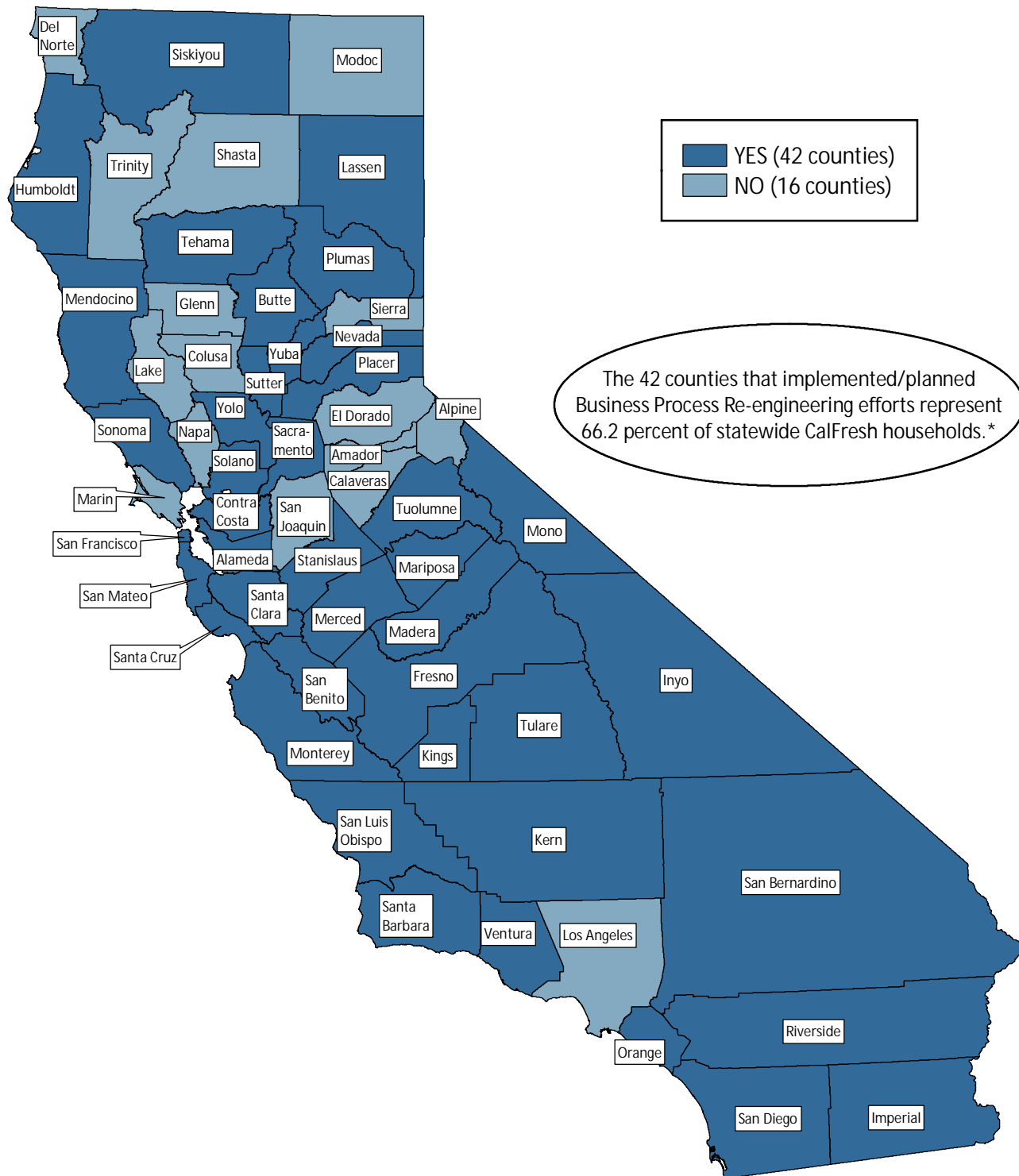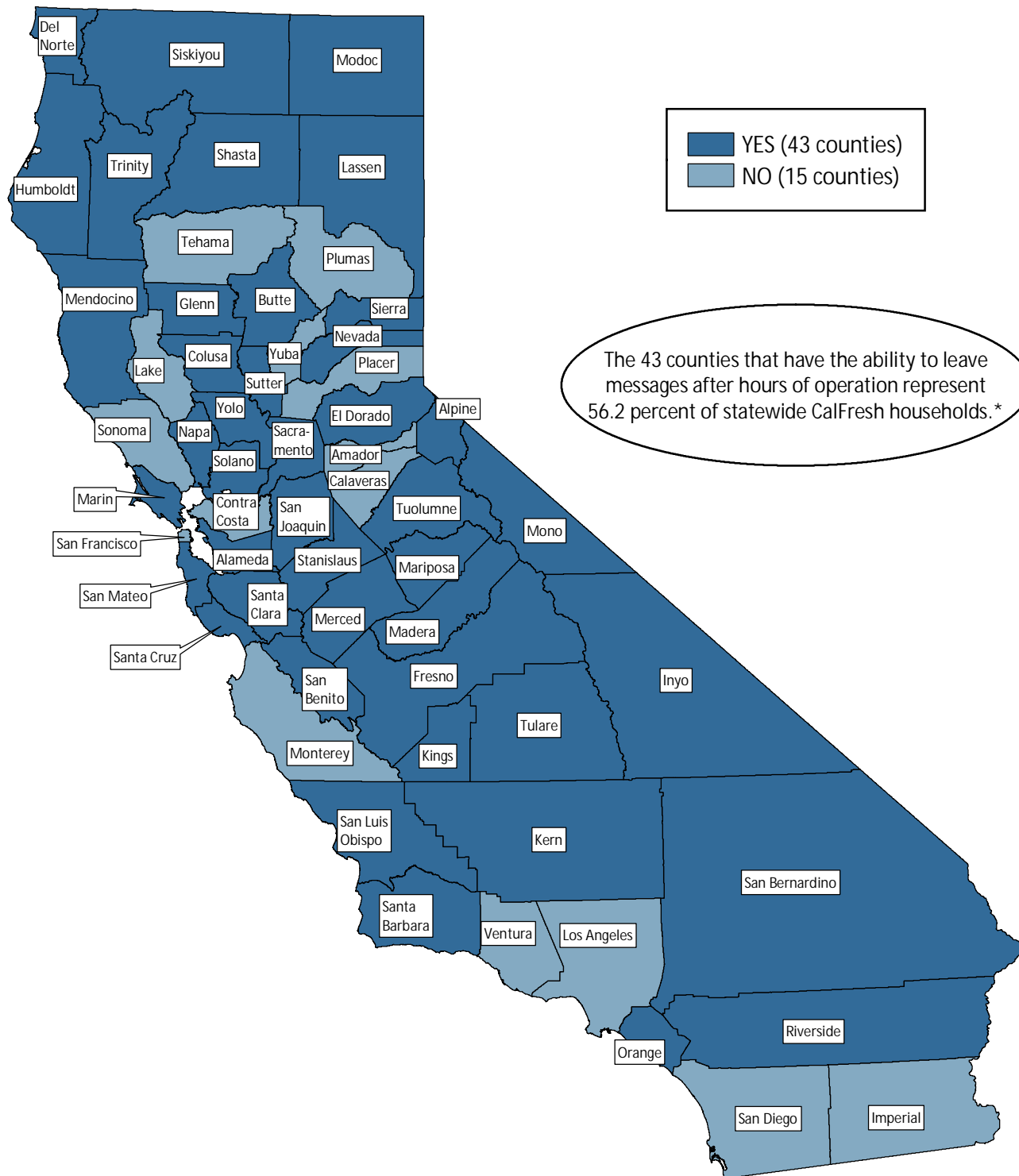
Features of the On-Line Application Website
Available to CalFresh Clients
July 1, 2009 to June 30, 2010
Multiple Responses Allowed

On-Line Application Features

Feature	Large	Medium	Small
Easy to Use with Clear Instructions and Simple Language	11	4	20
Partially Complete and Save Application until Later	11	5	19
Print the Application Form	11	5	19
Submit Application Electronically with an Electronic Signature (E-Signature)	11	4	20
Establish Application Filing Date (incl. submitting appl. with only name, date, and signature)	10	5	19
Provides Confirmation that the On-Line Application has been Submitted	11	3	19
Help Tools Available either On-Line, by Phone or via other means	11	3	18
Process Expedited Service Entitlement	7	4	18
Submit Application for Recertification	8	3	16
Easy to Locate and Access from the County's Website	11	2	12
Check the Status of the Application	5	3	14
Report Changes Prior to Application Processing	8	2	11
Send Message to County	4	1	13
Obtain a Signature, if no E-Signature is Available			5
Other*	5		2

Number of Counties

Thirty-seven counties provided websites for on-line applications

COUNTY SIZE

■ 18 Large Counties (15, 000 or more households)

■ 5 Medium Counties (10,000 to 14,999 households)

■ 35 Small Counties (9,999 or fewer households)

*For "Other" features, see Appendix A, page 26, Item 6j.

Face-to-Face Interview Waivers

CalFresh Operations and Access Report
Fiscal Year 2009/2010

12

Face-to-Face Interviews Waived

July 1, 2009 to June 30, 2010

Legend:
- YES (57 counties)
- NO (1 county)

The 57 counties that waived face-to-face interviews represent 99.9 percent of statewide CalFresh households. *

Counties labeled on map: Del Norte, Siskiyou, Modoc, Trinity, Shasta, Lassen, Humboldt, Tehama, Plumas, Mendocino, Glenn, Butte, Sierra, Nevada, Lake, Colusa, Yuba, Placer, Sutter, Yolo, El Dorado, Alpine, Sonoma, Napa, Sacramento, Amador, Solano, Calaveras, Marin, Contra Costa, San Joaquin, Tuolumne, Mono, San Francisco, Alameda, Stanislaus, Mariposa, San Mateo, Santa Clara, Merced, Madera, Santa Cruz, San Benito, Fresno, Monterey, Kings, Tulare, San Luis Obispo, Kern, San Bernardino, Santa Barbara, Ventura, Los Angeles, Riverside, Orange, San Diego, Imperial, Inyo

5-Year Trend
(number of counties)

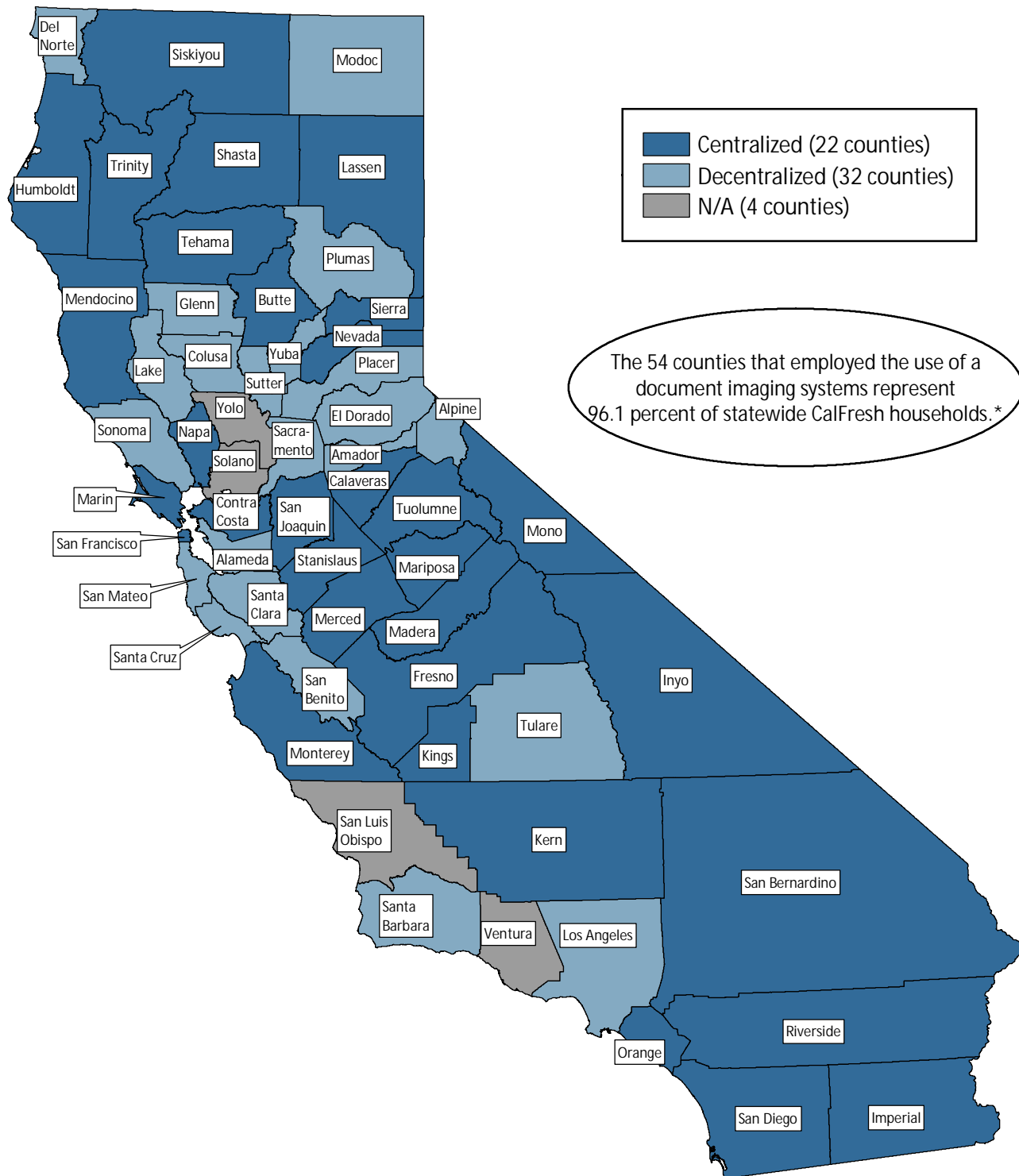| Fiscal Year	Value
05/06	52
06/07	49
07/08	50
08/09	52
09/10	57

Fiscal Year

* Source: Food Stamp Program Participation and Coupon Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2009 through June 2010.
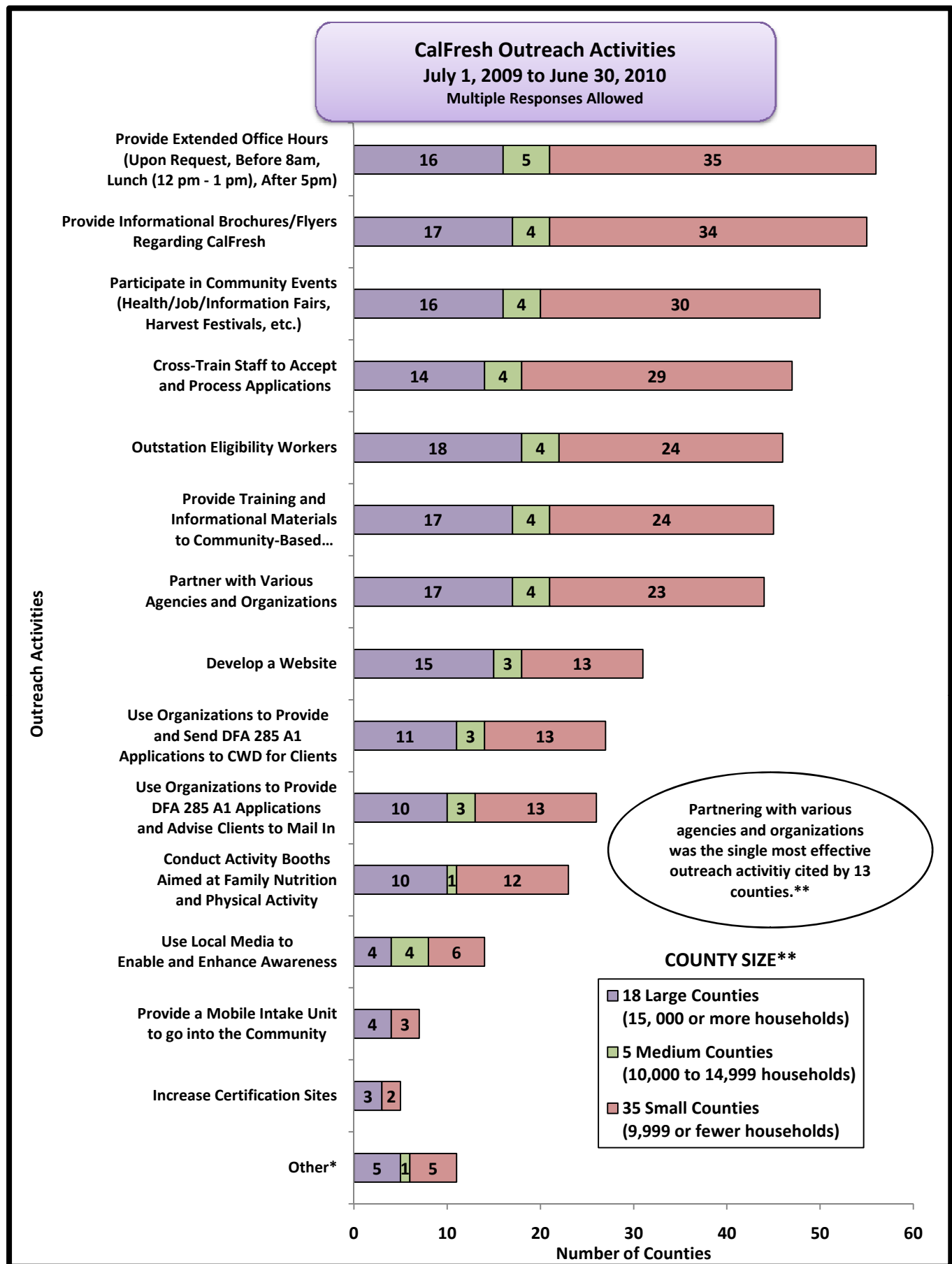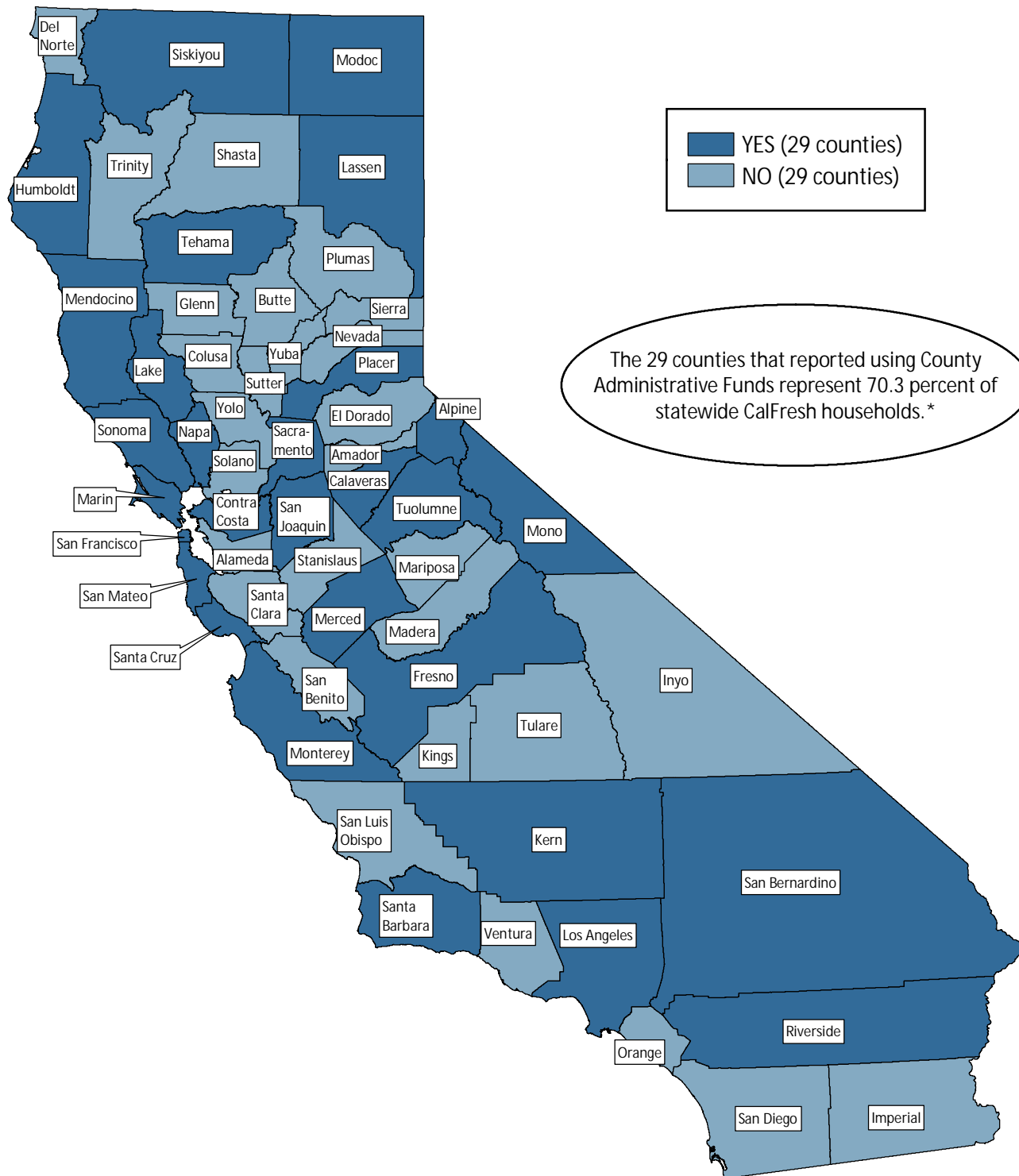
**Applications That Waived
Face-to-Face Interviews
July 1, 2009 to June 30, 2010**

Percentage of Application

☐ 1 to 5% ☐ 6 to 10% ☐ 11 to 20% ☐ Over 20%

Number of Counties

Type of Application
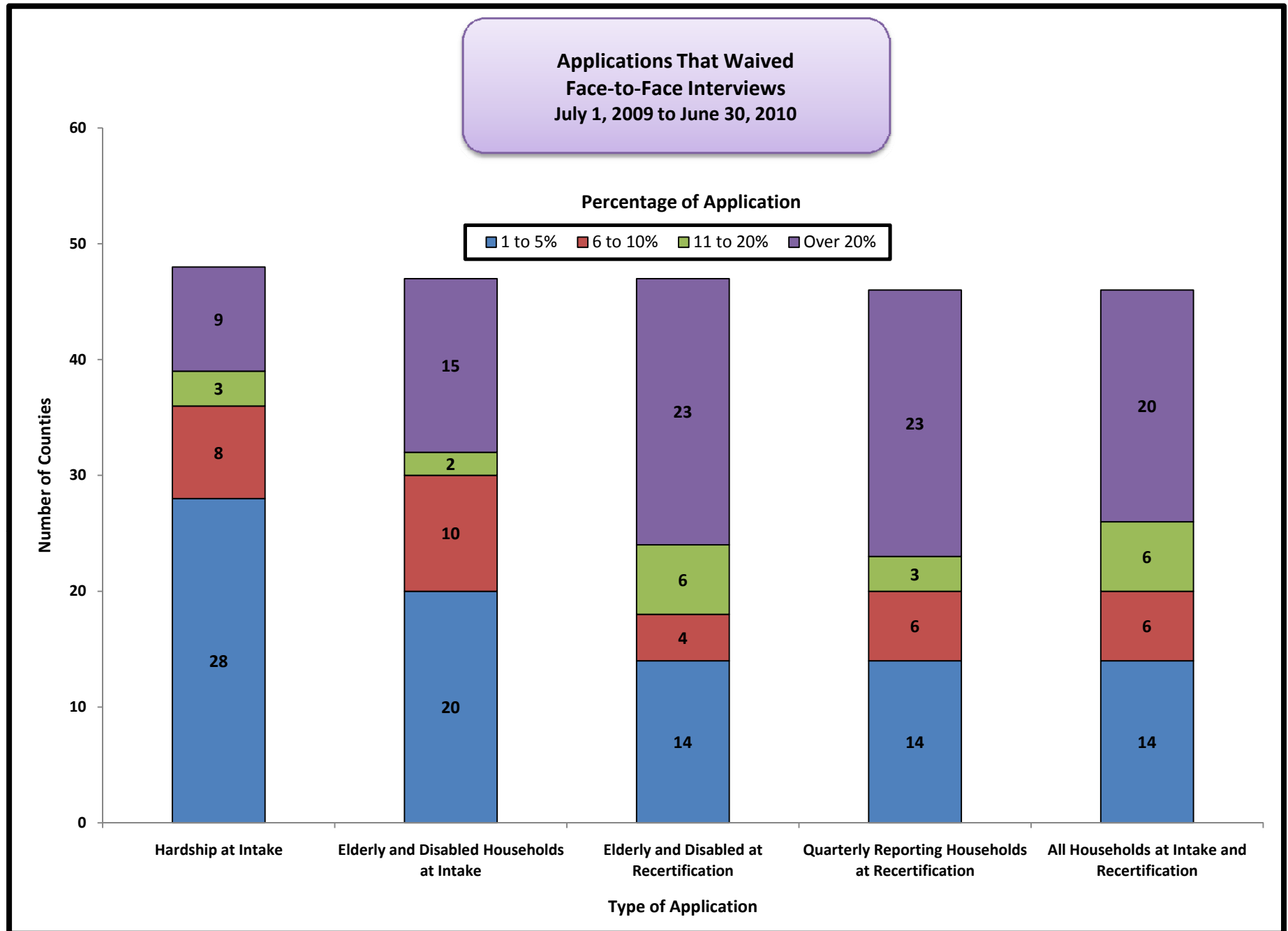
Program Access

Business Process Re-engineering Efforts
July 1, 2009 to June 30, 2010

YES (42 counties)
NO (16 counties)

The 42 counties that implemented/planned Business Process Re-engineering efforts represent 66.2 percent of statewide CalFresh households.*

Telephone Systems That Have the Ability
to Leave Messages After Hours of Operation
July 1, 2009 to June 30, 2010

YES (43 counties)
NO (15 counties)

The 43 counties that have the ability to leave messages after hours of operation represent 56.2 percent of statewide CalFresh households.*

Del Norte
Siskiyou
Modoc
Trinity
Shasta
Lassen
Humboldt
Tehama
Plumas
Mendocino
Glenn
Butte
Sierra
Nevada
Lake
Colusa
Yuba
Placer
Sutter
Yolo
El Dorado
Alpine
Sonoma
Napa
Sacramento
Amador
Solano
Calaveras
Marin
Contra Costa
San Joaquin
Tuolumne
Mono
San Francisco
Alameda
Stanislaus
Mariposa
San Mateo
Santa Clara
Merced
Madera
Santa Cruz
San Benito
Fresno
Inyo
Monterey
Tulare
Kings
San Luis Obispo
Kern
San Bernardino
Santa Barbara
Ventura
Los Angeles
Riverside
Orange
San Diego
Imperial

Document Imaging Systems
July 1, 2009 to June 30, 2010

Legend:
- Centralized (22 counties)
- Decentralized (32 counties)
- N/A (4 counties)

The 54 counties that employed the use of a document imaging systems represent 96.1 percent of statewide CalFresh households.*

Del Norte, Siskiyou, Modoc, Shasta, Lassen, Trinity, Humboldt, Tehama, Plumas, Mendocino, Glenn, Butte, Sierra, Lake, Colusa, Yuba, Nevada, Sutter, Placer, Yolo, Sonoma, Napa, Sacramento, El Dorado, Alpine, Solano, Amador, Marin, Calaveras, Contra Costa, San Joaquin, Tuolumne, Mono, San Francisco, Alameda, Stanislaus, Mariposa, San Mateo, Santa Clara, Merced, Madera, Santa Cruz, San Benito, Fresno, Inyo, Monterey, Kings, Tulare, San Luis Obispo, Kern, San Bernardino, Santa Barbara, Ventura, Los Angeles, Riverside, Orange, San Diego, Imperial

CalFresh Outreach Activities
July 1, 2009 to June 30, 2010
Multiple Responses Allowed

Outreach Activities

Activity	18 Large Counties	5 Medium Counties	35 Small Counties
Provide Extended Office Hours (Upon Request, Before 8am, Lunch (12 pm - 1 pm), After 5pm)	16	5	35
Provide Informational Brochures/Flyers Regarding CalFresh	17	4	34
Participate in Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	16	4	30
Cross-Train Staff to Accept and Process Applications	14	4	29
Outstation Eligibility Workers	18	4	24
Provide Training and Informational Materials to Community-Based…	17	4	24
Partner with Various Agencies and Organizations	17	4	23
Develop a Website	15	3	13
Use Organizations to Provide and Send DFA 285 A1 Applications to CWD for Clients	11	3	13
Use Organizations to Provide DFA 285 A1 Applications and Advise Clients to Mail In	10	3	13
Conduct Activity Booths Aimed at Family Nutrition and Physical Activity	10	1	12
Use Local Media to Enable and Enhance Awareness	4	4	6
Provide a Mobile Intake Unit to go into the Community	4		3
Increase Certification Sites	3		2
Other*	5	1	5

*Partnering with various agencies and organizations was the single most effective outreach activitiy cited by 13 counties.***

COUNTY SIZE**

☐ **18 Large Counties**
(15, 000 or more households)

☐ **5 Medium Counties**
(10,000 to 14,999 households)

☐ **35 Small Counties**
(9,999 or fewer households)

Number of Counties

*For "Other" outreach activities, see Appendix A, page 29, Item 12.

Outreach Activities Using County Administrative Funds

July 1, 2009 to June 30, 2010

YES (29 counties)
NO (29 counties)

The 29 counties that reported using County Administrative Funds represent 70.3 percent of statewide CalFresh households.*

Del Norte
Siskiyou
Modoc
Trinity
Shasta
Lassen
Humboldt
Tehama
Plumas
Mendocino
Glenn
Butte
Sierra
Nevada
Lake
Colusa
Yuba
Placer
Sutter
Yolo
Alpine
El Dorado
Sonoma
Napa
Sacramento
Amador
Solano
Calaveras
Marin
Contra Costa
San Joaquin
Tuolumne
Mono
San Francisco
Alameda
Stanislaus
Mariposa
San Mateo
Santa Clara
Merced
Madera
Santa Cruz
Monterey
San Benito
Fresno
Inyo
Tulare
Kings
San Luis Obispo
Kern
San Bernardino
Santa Barbara
Ventura
Los Angeles
Orange
Riverside
San Diego
Imperial

* Source: Food Stamp Program Participation and coupon Issuance report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2009 through June 2010.

Public Charge Information Regarding Sponsored Noncitizens

July 1, 2009 to June 30, 2010

YES (24 counties)
NO (34 counties)

The 24 counties that provided public charge information on sponsored noncitizens represent 69.3 percent of statewide CalFresh households.*

Del Norte
Siskiyou
Modoc
Trinity
Shasta
Lassen
Humboldt
Tehama
Plumas
Mendocino
Glenn
Butte
Sierra
Nevada
Lake
Colusa
Yuba
Placer
Yolo
Sutter
Alpine
Sonoma
Napa
El Dorado
Sacramento
Amador
Solano
Calaveras
Marin
Contra Costa
San Joaquin
Tuolumne
Mono
San Francisco
Alameda
Stanislaus
Mariposa
San Mateo
Santa Clara
Merced
Madera
Santa Cruz
San Benito
Fresno
Inyo
Monterey
Tulare
Kings
San Luis Obispo
Kern
San Bernardino
Santa Barbara
Ventura
Los Angeles
Orange
Riverside
San Diego
Imperial

* Source: Food Stamp Program Participation and coupon Issuance report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2009 through June 2010.

Partnered with Other Health and Human Services Agencies, Schools, and Community-Based Organizations to Improve Outreach Efforts
July 1, 2009 to June 30, 2010

YES (44 counties)
NO (14 counties)

The 44 counties that partnered with other agencies/organizations represent 95.5 percent of statewide CalFresh households. *

Del Norte
Siskiyou
Modoc
Trinity
Shasta
Lassen
Humboldt
Tehama
Plumas
Mendocino
Glenn
Butte
Sierra
Nevada
Lake
Colusa
Yuba
Placer
Sutter
Yolo
El Dorado
Alpine
Sonoma
Napa
Sacramento
Amador
Solano
Calaveras
Marin
Contra Costa
San Joaquin
Tuolumne
Mono
San Francisco
Alameda
Stanislaus
Mariposa
San Mateo
Santa Clara
Merced
Madera
Santa Cruz
San Benito
Fresno
Monterey
Kings
Tulare
Inyo
San Luis Obispo
Kern
Santa Barbara
Ventura
Los Angeles
San Bernardino
Orange
Riverside
San Diego
Imperial

5-Year Trend (number of counties)

46
46
41
41
44

05/06   06/07   07/08   08/09   09/10

Fiscal Year

* Source: Food Stamp Program Participation and coupon Issuance report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2009 through June 2010.

Implemented New CalFresh Outreach Activities
During Fiscal Year (FY) 2009/2010
July 1, 2009 to June 30, 2010

YES (32 counties)
NO (26 counties)

The 32 counties that implemented new outreach activities during FY 2009/2010 represent 81.0 percent of statewide CalFresh households.*

Del Norte
Siskiyou
Modoc
Shasta
Trinity
Lassen
Humboldt
Tehama
Plumas
Mendocino
Glenn
Butte
Sierra
Lake
Colusa
Yuba
Nevada
Sutter
Placer
Sonoma
Yolo
Napa
Sacramento
El Dorado
Alpine
Solano
Amador
Marin
Calaveras
Contra Costa
San Joaquin
Tuolumne
Mono
San Francisco
Alameda
Stanislaus
Mariposa
San Mateo
Santa Clara
Merced
Madera
Santa Cruz
San Benito
Fresno
Inyo
Monterey
Tulare
Kings
San Luis Obispo
Kern
Santa Barbara
Ventura
Los Angeles
San Bernardino
Orange
Riverside
San Diego
Imperial

5-Year Trend
(number of counties)

23
21
32
28
32

05/06   06/07   07/08   08/09   09/10

Fiscal Year

* Source: Food Stamp Program Participation and coupon Issuance report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2009 through June 2010.

New CalFresh Outreach Activities Planned for Implementation
in Fiscal Year (FY) 2010/2011
July 1, 2009 to June 30, 2010

YES (31 counties)
NO (27 counties)

The 31 counties that have new outreach activities planned for FY 2010/2011 represent 80.9 percent of statewide CalFresh households.*

Del Norte
Siskiyou
Modoc
Trinity
Humboldt
Shasta
Lassen
Tehama
Plumas
Mendocino
Glenn
Butte
Sierra
Lake
Colusa
Yuba
Nevada
Placer
Yolo
Sutter
Sonoma
Napa
Solano
Sacramento
El Dorado
Alpine
Amador
Calaveras
Marin
Contra Costa
San Joaquin
Tuolumne
Mono
San Francisco
Alameda
Stanislaus
Mariposa
San Mateo
Santa Clara
Merced
Madera
Santa Cruz
San Benito
Fresno
Inyo
Monterey
Kings
Tulare
San Luis Obispo
Kern
San Bernardino
Santa Barbara
Ventura
Los Angeles
Riverside
Orange
San Diego
Imperial

* Source: Food Stamp Program Participation and coupon Issuance report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2009 through June 2010.

Certification Sites/Hours of Operation

CalFresh Certification Sites
Statewide Annual Comparisons
Fiscal Years 2003/2004 to 2009/2010
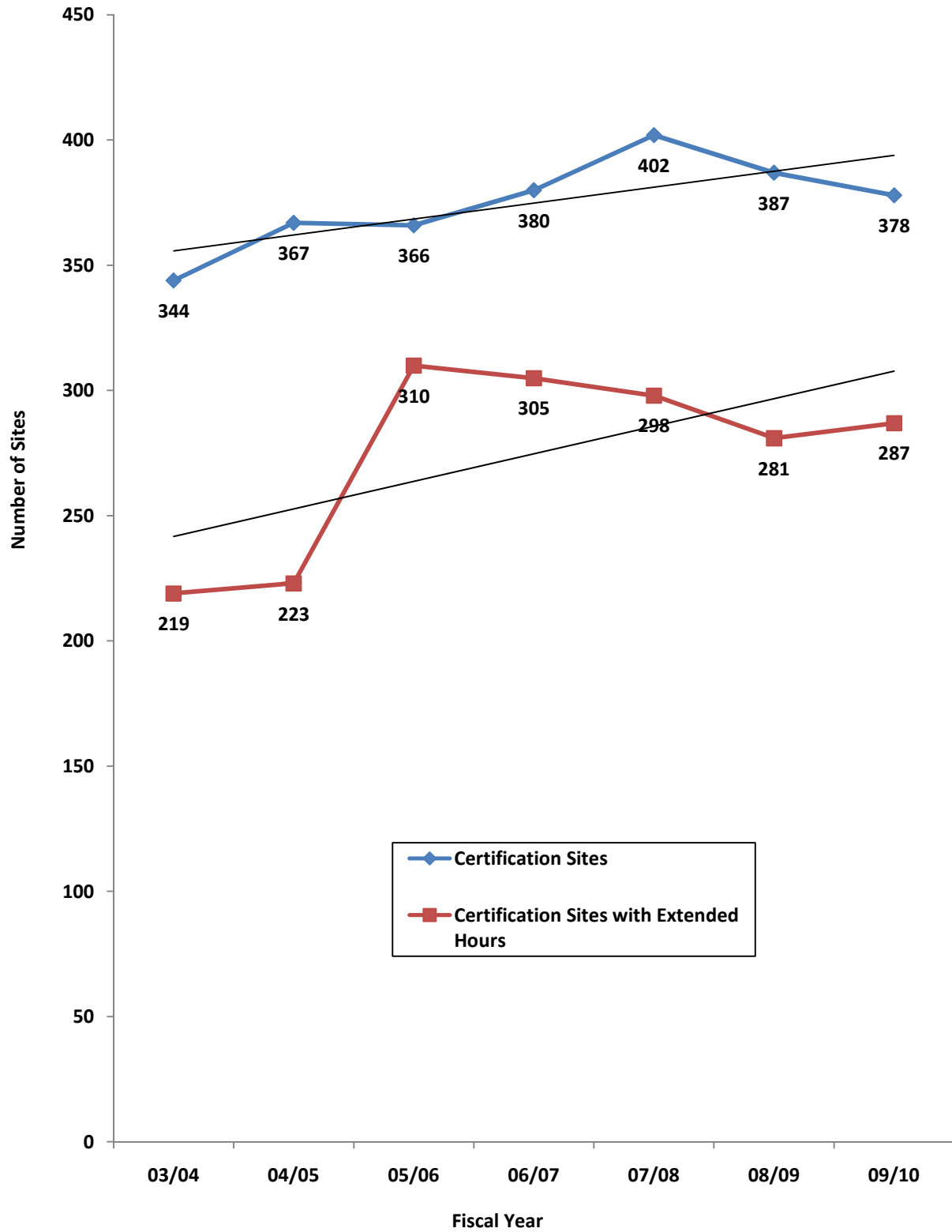
APPENDICES

APPENDIX A
"Other" Responses

<u>ITEM 1</u>: Other than County Welfare Department (CWD) Offices/Certification Sites, indicate the sites used in the county for certification of benefits.
A. Column A, General Food Stamp information sites.
B. Column B, Food Stamp application sites.
C. Column C, Sites where county staff provide application assistance.
D. Column D, Sites where non-county staff provide application assistance.
E. Column E, Sites where county staff give presentations to promote FS participation.

COUNTY	"OTHER" METHODS/SITES USED FOR DISTRIBUTION OF CALFRESH MATERIALS
CALAVERAS	Senior Center (Columns A, B, C, E)
EL DORADO	El Dorado County Community Health Center (Columns A, B)
KERN	C4 Yourself on-line CFP applications can be accessed through any computer with internet access. (Columns A, B, C)
LOS ANGELES	Jails (Columns A, B, C)
MERCED	Head Start (Columns A, B, D)
	Planada Pharmacy (Columns A, B, D)
SAN JOAQUIN	County Community Centers (Columns A, B, C)
SANTA BARBARA	Health Care Services - Visiting Nurses (Columns A, B, C)
SANTA CRUZ	Put SAW2 on HSD website (Columns A, B)
SOLANO	WIC (Column A)
	Family Resource Centers are VITA Sites (Column A)
SUTTER	Sutter County Children & Families Commission (Columns A, B)
	Parole Action and Community Team (PACT) (Columns A, B)

<u>ITEM 2</u>: If application assistance was selected in Item 1, column C or D, indicate how your county used staff to assist clients in completing food stamp application forms and answering questions.

COUNTY	"OTHER" METHODS OF APPLICATION ASSISTANCE AVAILABLE TO CALFRESH CLIENTS
CALAVERAS	Provided Eligibility Workers at outstations located in remote areas
KERN	Met with CFP Outreach organizations to discuss further coordination between our department and their CalFresh outreach efforts.
LOS ANGELES	Jails- Provided Eligibility Workers/Support Staff to Assist Clients with Filling Out Application and Answering Questions
MADERA	telephone interviews with application
MERCED	Eligibility Workers provided telephone support for applicants using community kiosks
	Provided face-to-face waiver telephone application services
	Eligibility Workers going to Homeless Shelters and Camps
SAN DIEGO	Electronic Applications via One-e-APP effective April 5, 2010. This web-based application system is designated to streamline the enrollment process by allowing agencies and CBOs to assist clients with screening Food Stamps and Medi-Cal applications and transmitting electronically to the County for processing.
SANTA BARBARA	Health/Job information fairs Eligibility staff help out with applications and Q& As

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX A
"Other" Responses

ITEM 3b: Indicate when screening for ES is done.

COUNTY	"OTHER" TIMES WHEN SCREENING IS DONE
DEL NORTE	Both when application is submitted and during the interview.
KERN	ES Screening is completed both when Application is submitted and during the interview if identified as ES but ES questions not completed on SAWS1.
NAPA	All three. All these times offer us the opportunity to check for ES entitlement.
SAN DIEGO	All of the above and also during supervisor review.
SAN MATEO	All of the above
SANTA CRUZ	When SAWS I or online app is submitted
SISKIYOU	All of the above
SOLANO	All except when application is requested
TULARE	All of the above.

ITEM 3c: Indicate who does the screening for ES.

COUNTY	"OTHER" STAFF WHO DOES SCREENING
DEL NORTE	Screening is performed by both Clerical and Eligibility staff.
NAPA	All of the above.
SISKIYOU	Clerical & Eligibility staff
SOLANO	Eligibility Worker & Supervisor

ITEM 4: Indicate the translated languages (other than English) in which food stamp applications were *USED* in your county.

COUNTY	"OTHER" NON-ENGLISH LANGUAGES*
BUTTE	As needed for other language
SAN DIEGO	Somali
	As needed for other language
SANTA BARBARA	Oaxacan dialects (Mexico)

*These results may include additional languages that the state does not use to translate food stamp application forms.

ITEM 5: Did your county provide outstationed food stamp eligibility workers at sites other than CWDs?
ITEM 5a: If you answered *"YES"* to Item 5, indicate the sites where eligibility workers were outstationed.

COUNTY	"OTHER" OUTSTATIONED ELIGIBILITY WORKER SITES
LOS ANGELES	Jails
SAN DIEGO	Job Corps
SAN JOAQUIN	County Community Centers
SANTA BARBARA	Health Care Services - Visiting Nurses

ITEM 6g: What type of on-line application is available to clients in your county?

COUNTY	"OTHER" TYPES OF ON-LINE APPLICATIONS
ALPINE	Food Stamp application through county web
HUMBOLDT	both One E-Application and C4Yourself
SAN FRANCISCO	BenefitsSF

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX A
"Other" Responses

ITEM 6h: What date is used when an on-line application is filed outside of normal business hours (8am - 5pm)?

COUNTY	"OTHER" DATES USED FOR ON-LINE APPLICATIONS
BUTTE	The system has an automatic cut off time.
PLUMAS	Date received by the CWD

ITEM 6i: How are clients made aware of the option to apply on-line?

COUNTY	"OTHER" WAYS CLIENTS ARE MADE AWARE OF THE OPTION TO APPLY ON-LINE
FRESNO	County Website
KINGS	Posters/flyers & when customer calls CWD
MERCED	Outreach materials, agency phone greeting, signs in agency reception & lobby staff
NAPA	Outreach materials, word of mouth, when client calls CWD, CBOs
SAN BERNARDINO	All the above except for the last one
SANTA CLARA	Through presentations at community-based organizations
SANTA CRUZ	All of the above except the last one
SISKIYOU	A variety of ways: outreach materials, when customer calls to CWD, Family Resource Centers

ITEM 6j: Indicate the features of your on-line application website.

COUNTY	"OTHER" FEATURES OF THE ON-LINE APPLICATION WEBSITE
FRESNO	Pre-screening Tool for Eligibility
KERN	Applicant can add missing information that was left out after application was submitted.
	Applicant can view a pending verification list.
	Customer can view copies of previous submitted on-line applications.
KINGS	EW can send forms to customer electronically for completion
MERCED	Submit QR7, MSRs
SAN FRANCISCO	Attach scanned in verification; Select telephone, in person or webcam interview
SANTA CRUZ	Status check is available using our automated voice system
TULARE	Can upload verifications with the application.

ITEM 6k: Indicate the languages which were available for on-line applications.

COUNTY	"OTHER" LANGUAGES AVAILABLE ONLINE
SAN FRANCISCO	Chinese
SANTA CLARA	Chinese
SANTA CRUZ	Other languages that are accessed via the language line are not tracked. We also have a staff member that provides American Sign as needed.
SOLANO	Chinese

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX A

"Other" Responses

ITEM 7d: How are clients made aware of the option to have a face-to-face interview waived?

COUNTY	"OTHER" WAYS CLIENTS BECAME AWARE OF THE FACE TO FACE WAIVER
ALAMEDA	All but Hotline
CALAVERAS	Eligibility Worker is calling the client
COLUSA	When Eligibility Worker Sees a Potential Need and When Client indicates
DEL NORTE	All Food Stamp Recertifications are completed as telephone interviews
KINGS	Both when client calls CWD & EW sees need
MERCED	When a client receives an application and at recertification.
SAN BERNARDINO	All the above except for Hotline Message
SAN DIEGO	All of the above except for telephone hotline messages and Outreach materials. Clients are also made aware of the Face-to-Face interview waiver through our Community Based Organization Partners.
SAN LUIS OBISPO	When client calls CWS, when client receives an application, when EW sees a potential need
SAN MATEO	All of the above except Hotline Message
SANTA CRUZ	All of the above
SISKIYOU	All of the above
SOLANO	All except By Telephone Hotline Messages
TRINITY	When the customer requests either by phone OR when application is submitted (Hardship)

ITEM 9: What telephone method(s) did your county use to provide information regarding the food stamp program?

COUNTY	"OTHER" TELEPHONE METHODS USED TO PROVIDE INFO REGARDING CALFRESH	TYPE OF INFO
COLUSA	13 Individual Voice Mail with all Eligibility Workers and Supervisors	FS in General & Noncitizens
LOS ANGELES	Health & Nutrition Hotline 1-877-597-4777	FS in General & Noncitizens
MENDOCINO	Local hotline (46-BREAD) answered live by a trained bilingual advocate (County staff)	FS in General & Noncitizens
MERCED	Los Banos Outstation Main Number	FS in General
	Livingston Outstation Main Number	FS in General
ORANGE	CBO's phone numbers - Community Action Partnership and Second Harvest	FS in General & Noncitizens
	Regional offices main phone numbers	FS in General & Noncitizens
SAN LUIS OBISPO	A person calling a DSS office may talk to the "duty worker" to get information.	FS in General & Noncitizens
SANTA CRUZ	Hotline operated by Second Harvest Food Bank	FS in General

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX A
"Other" Responses

ITEM 9a: Based on the telephone method (s) selected in item 9, indicate the languages (other than English) that were used in your county. Indicate the telephone Hotline, IVR System, Call Center, and/or Change/Service Center languages (other than English) that were used in your county.

COUNTY	"OTHER" NON-ENGLISH LANGUAGES
CONTRA COSTA	Cantonese
SAN DIEGO	all languages are supported via 3rd party interpreter service; 4 checked above are those which the script has been translated/recorded
SAN MATEO	Cantonese
SANTA BARBARA	Oaxacan dialect (Mexico)
	Cantonese

ITEM 9b: Does your county use contracted language services?
ITEM 9c: If you answered "YES" to item 9b, indicate who accesses language line services when interpreter services are needed.

COUNTY	"OTHER" WAYS TO ACCESS LANGUAGE SERVICES
ALAMEDA	All Staff have access
COLUSA	Clerical/Receptionist, Eligibility Worker, Supervisor, Applications Screening Unit
FRESNO	All of the above
KINGS	Our Civil Rights Coordinator after being notified by the Supervisor of the need
MADERA	PM Secretary
MERCED	All of the above
MONTEREY	Eligibility worker and supervisor
NAPA	All of the above--all staff have access to the language services.
NEVADA	Clerical/Receptionist, Eligibility Worker, Screening Unit, and Supervisors
SAN LUIS OBISPO	Both Eligibility Worker and Supervisor
SANTA CRUZ	could be all of the above
SISKIYOU	Clerical, Eligibility Workers, Supervisors
SOLANO	All Except Application Screening Unit
TRINITY	Both Clerical and Eligibility

ITEM 9e: Did the telephone method (s) maintained by your county, as identified in item 9, provide clients the ability to leave messages after hours of operation?
ITEM 9f: If you answered "YES" to item 9e, indicate the telephone method(s) in which messages were allowed after hours of operation.

COUNTY	"OTHER" TELEPHONE METHODS
ALAMEDA	WEB e-mail messaging
COLUSA	13 Individual Voice Mail with all Eligibility Workers and Supervisors
DEL NORTE	Direct extension to the Case Worker
MENDOCINO	Local Hot Line (46-BREAD)
ORANGE	CBO's phone numbers (Community Action Partnership and Second Harvest)
SAN BERNARDINO	Worker telephone voice mail
SANTA BARBARA	ACCESS CalWIN (IVR client able to leave e-mail messages)
TUOLUMNE	Eligibility Worker's direct phone line

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX A
"Other" Responses

ITEM 9g: If you answered "YES" to item 9e, indicate what options clients have when connected to a recorded message.

COUNTY	"OTHER" OPTIONS WHEN CONNECTED TO RECORDED MESSAGE
COLUSA	13 Individual Voice Mail with all Eligibility Workers and Supervisors
NAPA	Be transferred to a worker.
SAN LUIS OBISPO	Seven options which send an email to the Eligibility Worker
SANTA BARBARA	e-mails
SOLANO	Send e-mail message
	Connect to staff member
TULARE	Reason for call is selected by a specific number on the phone key pad, and this is transmitted via an e-mail message to the county.

ITEM 12: Tell us about your county's food stamp outreach activities:
A. In column A, indicate *ALL* food stamp program outreach activities your county conducted.
B. In Column B, select the *SINGLE MOST EFFECTIVE* activity.

COUNTY	"OTHER" OUTREACH ACTIVITIES
ALPINE	Work with local elementary school for children on school lunch program
BUTTE	Help Central Website
FRESNO	WE Connect Events
LOS ANGELES	CBO/FBO Application Assistance Project - partners are paid $40 for each application approved
MERCED	Homeless Camps Outreach
NAPA	Article in local paper
	Appearance on local Spanish-language radio program
ORANGE	Organizations to provide DFA 285 A1 applications, assist applicants, and coordinate on-site client interviews with County staff to take and process the applications.
SUTTER	Coordination with Legal Center for Seniors on Application Processing for Seniors
TULARE	Mail application to all TFS households in their final month of eligibility.
YOLO	Migrant Camp Outreach
YUBA	Veteran's Stand Down
	Community Connections for Recent Parolees

ITEM 14: Did your county provide any *MIGRANT-SPECIFIC* educational materials and/or presentations to sites/organizations for MIGRANT WORKERS?
ITEM 14a: If you answered *"YES"* to Item 14, indicate the sites/organizations.

COUNTY	"OTHER" SITES/ORGANIZATIONS FOR PROVIDING EDUCATIONAL MATERIALS OR PRESENTATIONS FOR MIGRANT WORKERS	TYPE USED
LAKE	California Human Development Corp; CHDX	Materials Only
TEHAMA	Colleges	Materials Only

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX A
"Other" Responses

ITEM 16: Did your county provide any *NONCITIZEN-SPECIFIC* educational materials and/or presentations to sites/organizations for *NONCITIZENS* ?

ITEM 16a: If you answered *"YES"* to Item 16, indicate the sites/organizations.

COUNTY	"OTHER" SITES/ORGANIZATIONS FOR PROVIDING EDUCATIONAL MATERIALS OR PRESENTATIONS FOR NONCITIZENS	TYPE USED
RIVERSIDE	First Five	Presentations/ Materials
SANTA BARBARA	presentation made upon request	Presentations/ Materials

ITEM 22a: If extended office hours were indicated in items 12 and 22, identify the frequency (in general) that clients *USED* those extended hours.

COUNTY	"OTHER" EXTENDED OFFICE HOURS OFFERED	FREQUENCY
GLENN	By appointment with caseworker	Occasionally
MERCED	Saturday Intake and Recertification Appointments	Occasionally
MONTEREY	During peak workload Salinas Office conducts interviews, etc on Saturdays	Occasionally
SAN JOAQUIN	One weekend a month	Frequently

ITEM 23: What methods did your county use when determining its hours of operation to ensure that the needs of working clients (applicants and recipients) were met pursuant to Manual of Policies and Procedures (MPP) Section 63-205.1 (i.e., how did your county conduct a needs assessment)?

COUNTY	"OTHER" METHODS USED TO DETERMINE HOURS OF OPERATION
CALAVERAS	One outstation is open until 5:30 pm and another outstation office is open until 6:00 pm one day per week. The need was based on response from the community.
IMPERIAL	Employee feedback
LOS ANGELES	Collaborative efforts of the Departmental and other stakeholders to meet the needs of the public
SAN DIEGO	The call Center "Access" provides a self-service feature to access food stamp case information 24 hrs 7 days a week. On-line and/or phone applications made available through community partners and through Benefits CalWIN Start on November 22, 2010.

ITEM 24: Other than extended office hours, what were the *TOP THREE* access methods working clients used?

COUNTY	"OTHER" ACCESS METHODS USED OTHER THAN EXTENDED OFFICE HOURS
LOS ANGELES	Mobile Unit

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX B
County Website Addresses

<u>ITEM 6:</u> **Does your county website provide the ability for clients to complete an on-line application?**
<u>ITEM 6a:</u> **If you answered *"YES"* to item 6, indicate the website address to access the on-line application.**

COUNTY	WEBSITE ADDRESSES
ALPINE	http://www.alpinecountyca.gov/health_and_human_services
AMADOR	c4yourself.com
BUTTE	www.C4yourself.com
CALAVERAS	c4yourself
EL DORADO	htpp://www.edcgov.us htpps://www.c4yourself.com
FRESNO	www.benefitscalwin.org
GLENN	www.c4yourself.com
HUMBOLDT	www.c4yourself.com
IMPERIAL	https://www.c4yourself.com/c4yourself/
KERN	www.C4Yourself.com
KINGS	www.c4yourself.com
MADERA	www.c4yourself.com
MARIN	www.c4yourself.com
MARIPOSA	www.c4yourself.com
MERCED	C4Yourself.com
MONO	www.C4Yourself.com
MONTEREY	www.c4yourself.com
NAPA	www.C4Yourself.com
NEVADA	https://www.c4yourself.com/c4yourself/
PLUMAS	www.C4Yourself.com
RIVERSIDE	www.c4youself.com
SAN BERNARDINO	www.C4Yourself.com
SAN FRANCISCO	www.benefitsSF.org
SAN JOAQUIN	www.c4yourself.com
SANTA BARBARA	www.countyofsb.org/socialservices
SANTA CLARA	www.benefitscalwin.org
SANTA CRUZ	www.benefitscalwin.org
SHASTA	https://www.c4yourself.com/c4yourself/
SIERRA	www.c4yourself.com
SISKIYOU	C4Yourself.com
SOLANO	www.benefitscalwin.org
SONOMA	www.benefitsCalWIN.org
STANISLAUS	www.c4yourself.com
SUTTER	www.c4yourself.com
TEHAMA	www.c4yourself.com
TULARE	www.benefitscalwin.org
TUOLUMNE	www.C4Yourself.com

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX C
Description of Business Process Re-engineering Efforts

ITEM 8: Is your county implementing/planning a Business Process Re-engineering effort? (Business Process Re-engineering is the process of analyzing every aspect of how business is done and making changes that will transform the way business is done traditionally in delivering services. For example, centralized or simplified application process, call centers, on-line application, document imaging, face-to-face waivers, etc.)

ITEM 8a: If you answered *"YES"* to item 8, describe your county's Business Process Re-engineering efforts. Indicate whether your county is currently implementing or planning to implement in the future.

COUNTY	DESCRIPTION OF BUSINESS PROCESS RE-ENGINEERING EFFORTS	TYPE OF ACTION
ALAMEDA	Added access through Benefits CalWIN	Implementing
	Face-to-Face Waiver extended to all Intake and Recertifications	Implementing
	Split Shift/ Extended Hours	Planning
BUTTE	Processing Unit	Implementing
	Interactive Voice Response (IVR)	Implementing
	C4Yourself	Implementing
CONTRA COSTA	Face to face wavier for intake	Planning
	Benefits CalWIN	Planning
FRESNO	Call Centers	Implementing
	Online Application	Implementing
	Document Imaging	Implementing
	E-signatures	Planning
HUMBOLDT	Establish Call Center	Planning
	Task based case management structure	Planning
	Same day/next day intake appointments	Implementing
IMPERIAL	Face-to-face waiver	Implementing
	Document imaging by eligibility workers	Implementing
INYO	Waiver of face-to-face application and recertification	Planning
	On-line application, document imaging	Implementing
KERN	In the process of being fully converted from paper document Case Folders into Electronic Cases with the implementation of our Imaging System in November 2009.	Implementing
	Transforming our current Call Center into a full Service Center that will be centralized in one location.	Planning
	Implemented the Federal Face-to-Face Waiver for all CF applications and for ongoing customers at Recertification.	Implementing
	Implemented our Interactive Voice Response (IVR) System for both Inbound Calls and Outbound Calls. Customers can call an 800 number to get their worker contact information, office hours & locations, benefit information, a reminder phone call of their scheduled appointments and a reminder call to them to submit their quarterly reports.	Implementing
	Created an Outreach Plan focusing on the Aged and Disabled population to improve their participation in CalFresh.	Planning
	Created information for households marketing our self-service options, such as changing our main phone number line recording to inform of the IVR and on-line applications, Updated our web site with the self-service information and links, created a flyer of the IVR and on-line application that is included in the application information packets issued to applicants when they apply.	Implementing
KINGS	On-line applications were made available with our conversion to C-IV	Implementing
	Document imaging - with C-IV we now have the document with the electronic case	Implementing
	Face to Face Waivers - this was implemented last year	Implementing
	With the conversion to C-IV and all it offers we have had to review our business process and we are constantly trying to improve the process for the betterment of the customer and staff.	Implementing
LASSEN	Imaging	Implementing
	C-IV ComputerSystem	Implementing
	On line application--C4 Yourself	Implementing
	Face to Waivers	Implementing
MADERA	On Line applications C4Yourself	Implementing
	Face to Face Waivers: telephone interviews	Implementing
	document imaging: phase in with CIV	Implementing

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX C
Description of Business Process Re-engineering Efforts

ITEM 8: Is your county implementing/planning a Business Process Re-engineering effort? (Business Process Re-engineering is the process of analyzing every aspect of how business is done and making changes that will transform the way business is done traditionally in delivering services. For example, centralized or simplified application process, call centers, on-line application, document imaging, face-to-face waivers, etc.)

ITEM 8a: If you answered *"YES"* to item 8, describe your county's Business Process Re-engineering efforts. Indicate whether your county is currently implementing or planning to implement in the future.

COUNTY	DESCRIPTION OF BUSINESS PROCESS RE-ENGINEERING EFFORTS	TYPE OF ACTION
MARIPOSA	ON line applications	Implementing
	Moving to a new building that will offer all services at one place	Planning
	Started Imaging all documents for paperless cases	Implementing
MENDOCINO	We will be putting a Navigator (EW) in the lobbies to assist clients with information and to answer questions. We are moving to a task based model for maintenance of our continuing cases. We are going to a no appointment scheduling model, customers will be seen as they come in and have their issue/concern resolved.	Planning
MERCED	Face-to-face waiver	Implementing
	Exploring Group Recertifications	Planning
	Exploring Same Day Interviews for all in person applications	Planning
MONO	Face to face waivers	Planning
	Simplified application process	Planning
	County website on-line applications	Planning
MONTEREY	Call center planning for Medi-Cal and CalFresh program	Planning
NEVADA	Laptops for online applications in lobby	Planning
	Face to face waivers	Implementing
ORANGE	NAFS document imaging.	Implementing
	Call Center: Provides information and assistance to clients with active cases. Planned during the timeframe of this survey, implemented in FY 2010/11.	Planning
	On-line application (One-e-App): Certified Application Assistants at different CBOs will assist applicants to complete an electronic application. To be implemented in FY 2010/11.	Planning
	Face-to-face waiver: Planned during the timeframe of this survey, implemented during FY 2010/11.	Planning
	Dual Workers: Medi-Cal Intake workers trained to take Food Stamp applications.	Implementing
	Access CalWIN/IVR: Interactive Voice Response System to provide phone-based, self-service information on specific cases. Implemented during FY 2010-11.	Planning
PLACER	Document Imaging	Implementing
	Benefits CalWIN	Implementing
	Access CalWIN (IVR)	Implementing
	Call Center	Planning
	Face-to-Face Waiver for applications	Planning
	Face-to-Face Waiver for Recertifications	Implementing
PLUMAS	On-line applications --- C4Yourself	Implementing
	Interactive Voice Recognition System --- IVR	Implementing
RIVERSIDE	Riverside County is opening a customer care center	Planning
	Riverside County is planning to implement several waivers to streamline the application process	Planning
	Riverside County is planning to open additional customer care centers	Planning
SACRAMENTO	CalFresh (FS) Service Center	Planning
	Benefits CalWIN - Online Application for CalFresh (FS) and Medi-Cal	Planning
SAN BENITO	Continuing staff will start the face to face interview waiver effective December 01, 2010	Implementing
	Intake staff will start the face to face waiver effective January 01, 2010	Planning
	C4 Yourself application for all on-line application	Implementing
SAN BERNARDINO	Call centers	Planning
	Face-to-face Waiver	Planning
	TASK-based system	Planning

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX C

Description of Business Process Re-engineering Efforts

<u>ITEM 8</u>: **Is your county implementing/planning a Business Process Re-engineering effort? (Business Process Re-engineering is the process of analyzing every aspect of how business is done and making changes that will transform the way business is done traditionally in delivering services. For example, centralized or simplified application process, call centers, on-line application, document imaging, face-to-face waivers, etc.)**

<u>ITEM 8a</u>: **If you answered *"YES"* to item 8, describe your county's Business Process Re-engineering efforts. Indicate whether your county is currently implementing or planning to implement in the future.**

COUNTY	DESCRIPTION OF BUSINESS PROCESS RE-ENGINEERING EFFORTS	TYPE OF ACTION
SAN DIEGO	The County of San Diego initiated the implementation of task based in March 2008. It was rolled out to all Family Resource Centers in April 2010 and completed by May 2010.	Implementing
	The County of San Diego started implementing Document Imaging in July 2008 and completed the transitional process by October 2008.	Implementing
	The call center "ACCESS" was implemented incrementally with two FRCs at a time. It was fully implemented by March 30, 2009. The same day intake interview was implemented as of September 2009 and the no wrong door policy as of May 20, 2010.	Implementing
	The One-e-App system and use of telephonic signatures for Food Stamp and Medi-Cal application was centralized at Access Call Center as of April 5, 2010.	Implementing
	Face-to-Face interview waiver at the initial application and recertification for all Non Assistance Food Stamp Households was implemented as of February 1st, 2010.	Implementing
	Effective 11/22/10 all Food Stamps (FS) and Medi-Cal (MC) applications received electronically via Benefits CalWIN will be processed by the external Referral applications (ERA) unit at ACCESS.	Planning
SAN FRANCISCO	ACCESS CalWIN - An Interactive Voice Response (IVR) system for CalFresh, Medi-Cal, CalWORKs and GA clients to get information regarding their cases and answers to FAQs 24/7	Implementing
	Benefits CalWIN - Provides web access for clients to submit applications and periodic reports. Disaster CalFresh functionality is included.	Implementing
	CalWIN Modernization - Moves CalWIN application to a web platform with enhanced navigation.	Planning
SAN LUIS OBISPO	Face to Face waiver at recertification (non-hardship related)	Implementing
	Face to Face waiver at application (non-hardship related)	Planning
SAN MATEO	Benefits CalWIN	Planning
	Access CalWIN	Planning
	Compass Imaging	Planning
	Mail in Centralized Food Stamps	Planning
SANTA BARBARA	Centralized AOP - process online applications	Implementing
	Benefit Service Center (BSC), provides general information and make all changes to ongoing CalFresh and Medi-Cal Cases	Implementing
	Document Imaging (docSTAR)	Implementing
	Face to Face Waiver at intake and ongoing cases	Implementing
	Access CalWIN, benefit and case information 24/7	Implementing
	Benefits CalWIN on-line application 24/7	Implementing
SANTA CLARA	Access CalWIN/Interactive Voice Response System: It enables clients to obtain case information, such as monthly benefit amounts, recertification, and periodic report status (QR7) as well as general information on services provided by our agency.	Implementing
	Call Center: This task-based model provides prompt services to clients during the hours of operation.	Implementing
	Benefits CalWIN: It allows clients perform basic, simplified screening for potential eligibility, apply benefits and complete periodic reports and recertification online.	Implementing
	Central Client Service: it will increase access to CalFresh, Medi-Cal and CalWORKS benefits by delivering prompt and quality services to clients.	Planning
	211: It provides access to health and human services such as food, shelter, counseling, drug and alcohol intervention, and more. It's a free, non-emergency, confidential service that operates 24 /7, in English, Spanish, Vietnamese, Tagalog, Mandarin, and 140 other languages.	Implementing

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APPENDIX C

Description of Business Process Re-engineering Efforts

ITEM 8: Is your county implementing/planning a Business Process Re-engineering effort? (Business Process Re-engineering is the process of analyzing every aspect of how business is done and making changes that will transform the way business is done traditionally in delivering services. For example, centralized or simplified application process, call centers, on-line application, document imaging, face-to-face waivers, etc.)

ITEM 8a: If you answered *"YES"* to item 8, describe your county's Business Process Re-engineering efforts. Indicate whether your county is currently implementing or planning to implement in the future.

COUNTY	DESCRIPTION OF BUSINESS PROCESS RE-ENGINEERING EFFORTS	TYPE OF ACTION
SANTA CRUZ	Opened Call Center in 2005	Implementing
	Access CalWIN IVR implemented in July 2010	Implementing
	Benefits CalWIN implemented July 2010	Implementing
	Community Based Organization use of Benefits CalWIN in Sept. 2010	Implementing
SISKIYOU	Imaging	Implementing
	Face-to-Face Waiver	Implementing
	Team Managed Caseload	Implementing
	Call Center	Planning
SOLANO	On-Line Application	Implementing
	Document Imaging	Planning
	Call/Service Center	Implementing
SONOMA	Currently all interviews are conducted on the phone for intake applications and we are in the process of finalizing this process.	Implementing
	We are currently conducting face to face recertifications due to volume and not enough staff, however we will be implementing all phone recertifications in March, 2011.	Planning
	We are currently accepting applications on line through Benefits CalWIN and will continue to do so in the future. We are currently working on the business plan for how best to implement and deal with these applications.	Implementing
	We will be accepting on line recertifications in Spring of 2011 through Benefits CalWIN.	Planning
	Implementing IVR system in January, 2011 - Access CalWIN	Implementing
STANISLAUS	Same day application process	Implementing
	Increase electronic or alternative communication with customers	Planning
	Lobby redesign	Planning
	Partnering with Community Based Organizations to assist customers with completing and submitting applications	Implementing
SUTTER	On-Line Applications	Implementing
	Document Imaging	Implementing
	Face to Face Waivers	Implementing
TEHAMA	We are currently waving the face to face, accepting applications on line, and imaging all new applications	Implementing
	We are in the planning phase of IVR (interactive voice response) inbound: Giving clients the ability to check benefit determinations and EBT balances.	Planning
	We are in the planning phase of IVR (interactive voice response) outbound: Calling clients to remind them of interview dates and times.	Planning
TULARE	Intake Service Center	Planning
TUOLUMNE	Face to Face Waivers	Implementing
	Document imaging	Implementing
	On-line application	Implementing
VENTURA	Face to Face Interview Waiver at Intake (implemented 10/1/10)	Implementing
	On-line application Benefits CalWIN (implemented 11/22/10)	Implementing
	Mail-In Center Centralized Mail-In and On-line applications (implemented 10/1/10)	Implementing
	Document Imaging	Implementing
	Interactive Voice Response (implemented 8/11/10)	Implementing
	Task Based Case Management	Implementing

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APPENDIX C
Description of Business Process Re-engineering Efforts

<u>**ITEM 8**</u>: **Is your county implementing/planning a Business Process Re-engineering effort? (Business Process Re-engineering is the process of analyzing every aspect of how business is done and making changes that will transform the way business is done traditionally in delivering services. For example, centralized or simplified application process, call centers, on-line application, document imaging, face-to-face waivers, etc.)**
<u>**ITEM 8a**</u>: **If you answered *"YES"* to item 8, describe your county's Business Process Re-engineering efforts. Indicate whether your county is currently implementing or planning to implement in the future.**

COUNTY	DESCRIPTION OF BUSINESS PROCESS RE-ENGINEERING EFFORTS	TYPE OF ACTION
YOLO	Online Applications for Benefits CalWIN for NAFS and Medi-Cal Applications including Expedited FS and CalWORKs applications including Immediate Need	Planning
	Access IVR System	Planning
	Document Imaging	Planning
	Face-To-Face Waivers	Implementing
	CalWIN Modernization	Planning
	Encryption Software	Planning
YUBA	Document imaging	Implementing
	Face-to-face waivers	Implementing
	On-line Applications	Implementing
	IVR	Implementing

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APPENDIX D

Telephone Methods: Hotline, IVR System, Call Center,
Change/Service Center, and General County Main Number

ITEM 9: What telephone method(s) did your county use to provide information regarding food stamp program?
ITEM 9d: Based on the telephone method(s) selected in item 9, provide the telephone number(s), type (recording/operator), specific type of information/services available and, days *and* hours or operation.

COUNTY	TELEPHONE NUMBER	TYPE	TYPE OF INFORMATION AVAILABLE	DAYS/HOURS OF OPERATION	Hotline and/or IVR System	Call Center, Change/Service Center and/or General County Main Number
ALAMEDA	(888) 999-4772	Both	general information and case specific information	24 hours per day/7 days per week	X	
	(877) 999-4772	Live Only		Monday-Friday 8:30 am - 5:00 pm		X
ALPINE	(530) 694-2235	Both	Food Stamp, Medi-Cal, CMSP, CalWorks information	M-F 8:00am - 5:00pm		X
AMADOR	(877) 410-8802	Recording Only	QR7 Status, Benefit Amount, Reimbursements, Office hours and location, Case status and activity,		X	
	(209) 223-6550	Live Only		M-Thurs 8-5		X
BUTTE	(800) 499-9189	Both	Office hours/days open recording is 7 days/24 hours per day	M-F 7:30am-5pm	X	
	(530) 538-7711	Both	Customers have the option to leave a message & their call will be returned	M-F 7:30 am-5:00 pm		X
	(530) 879-3845	Both	Customers have the option to leave a message & their call will be returned	M-F 7:30 am-5:00 pm		X
CALAVERAS	(877) 410-8804	Recording Only	Benefit information, how to request a form, provides worker information so the client can contact worker directly, makes reminder calls regarding missing forms and appointments.		X	
	(209) 754-6448	Both	For holidays that fall under the Blanco Court Case the recording provides information on how to apply.	8:00 am through 5:00 pm Monday-Friday except for holidays.		X
COLUSA	(530) 458-0250	Live Only		M-F 8:00 - 4:30		X
CONTRA COSTA	(866) 663-3225	Both	After business hours the recording provides the basic program information and options	M - F 8:00 - 5:00		X
	(877) 847-3663	Both	Statewide information line. Toll free number	24 hours		X
DEL NORTE	(707) 464-3191	Both	Prog. Info. or if someone has filed an app. an update can be provided as to the status.	M-F 8:00am-5:00pm		X

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EL DORADO	(877) 410-8807	Recording Only	Office hours, case worker's name and phone number, case status, food stamp benefit amounts, request QR 7	███████	X	
	(530) 642-7300	Both	Office hours	Mon-Fri 8:00am to 5:00pm		X
	(530) 573-3200	Both	Office hours	Mon-Fri 8:00am to 5:00pm		X
FRESNO	(559) 600-6337	Both	Case information, Benefits information,	Mon. - Fri. 8:00am-4:30pm	X	
	(877) 600-6337	Both	Case information, Benefits information,	Sun-Sat 24 hrs	X	
	*211	Both	Benefits information	Sun-Sat 24 hrs		X
GLENN	(877) 410-8808	Recording Only	QR 7 status; Request income reports; benefit amounts; office hours & location; Medi-Cal Share of Cost; worker/eligibility team contact information	███████	X	
	(530) 934-6514	Both	FS General Information	M-F, 8am-5pm		X
HUMBOLDT	(877) 410-8809	Both	Office hours, Case Workers name and phone #, Case status, Cash Aid & Food Stamp benefit amounts, MC/CMSP share of cost, request QR7, MC176S, TMC176S reports	7 days/24 hours	X	
	(707) 269-3590	Both	Recorded message provides office hours	7 days/24 hours		X
	(707) 268-3471	Both	Recording informs customers that we are unable to take their call; prompts client to leave contact information to mail application	7 days/24 hours		X
IMPERIAL	(877) 410-8810	Recording Only	Application status, office hours, call transfer, form request	███████	X	
	(760) 337-6800	Both	Office hours	M-F 8:00-5:00		X
INYO	(760) 872-1394	Live Only	███████	Monday- Friday 8:00am to 5:00pm		X
	(760) 876-5545	Both	Office Hours	Monday through Friday 8 to 5		X

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COUNTY	TELEPHONE NUMBER	TYPE	TYPE OF INFORMATION AVAILABLE	DAYS/HOURS OF OPERATION	Hotline and/or IVR System	Call Center, Change/Service Center and/or General County Main Number
KERN	(661) 631-6062	Recording Only	How to contact their worker, How to request a CF application sent to them thru the mail.		X	
	(661) 336-5200	Live Only		M - F 8am - 5pm	X	
	(800) 273-2275	Live Only		M-F 8am - 5pm	X	
	(877) 410-8812	Both	Provides information on benefits, how to contact worker, hours and locations of departments.	24 hours	X	
	211	Live Only		24/7		X
	(661) 631-6000	Live Only		M - F 8am - 5pm		X
	(800) 472-7702	Live Only		M - F 8am - 5pm		X
KINGS	(800) 247-5816	Both	Office hrs & holidays; EW name & phone no.; case status; benefit amounts; QR7 info; OP/OI info; Medi-Cal SOC; upcoming WtW activities; WtW reimbursement info	Mon-Friday 8:30 a.m. through 4 p.m. - except for county holidays	X	
	(559) 582-3241	Live Only		Mon-Friday 8:30 a.m. through 4 p.m. except for county holidays		X
	211	Both	Typical 211 services	24 / 7		X
LAKE	(877) 410-8814	Recording Only	Appointment detail, benefits status		X	
LASSEN	(530) 251-8152	Live Only		M-F 8am to 5pm		X
	(530) 251-8200	Live Only		M-F 8am to 5pm		X
LOS ANGELES	(877) 597-4777	Both	General, basic eligibility, how to apply for benefits, office location, and hours of operation	M-F 8am-5pm	X	
	(866) 613-3777	Recording Only	General, basic eligibility, how to apply for benefits, office location, and hours of operation		X	
	(877) 847-3663	Both	General, basic eligibility, how to apply for benefits, office location, and hours of operation	M-F 8am-5pm	X	
	(877) 481-1044	Both	Days and hours of operation	M-F 8am - 5pm		X
	(866) 613-3777	Both	Days and hours of operation, case specific questions, office location and general information	M-F 8am - 5pm		X
	211	Live Only		24/7		X

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COUNTY	TELEPHONE NUMBER	TYPE	TYPE OF INFORMATION AVAILABLE	DAYS/HOURS OF OPERATION	Hotline and/or IVR System	Call Center, Change/Service Center and/or General County Main Number
MADERA	(559) 675-2300	Live Only		M-F 8a-5p	X	X
	(877) 410-8816	Recording Only	IVR Benefit Information		X	
MARIN	(415) 473-3384	Live Only		M-F 8-4:30		X
	211	Live Only		24/7		X
MARIPOSA	(877) 410-8818	Recording Only	client specific to their case		X	
	(209) 966-3609	Both	General information from EW	Monday thru Friday 8am to 5 pm		X
MENDOCINO	(707) 462-7323	Both	Bilingual staff is available to answer questions about the FSP and help clients complete forms.	M-Thurs. 8-12 & 1-5	X	
	(707) 463-7700	Both	Briefly states what the FSP is.	M-Thurs. 8-12 & 1-5		X
	(707) 463-2437	Both	Briefly states what the FSP is.	M-Thurs. 8-12 & 1-5		X
	(877) 327-1677	Live Only		M - Thurs. 8-12 & 1 - 5		X
	(707) 962-1000	Live Only		M - Thurs. 8-12 & 1 - 5		X
	211	Live Only		24 hours a day, 7 days a week		X
MERCED	(209) 385-3000	Both	Location, Hours of Operation, C4Yourself website application address	Monday - Friday 8:00 a.m. - 5:00 p.m.	X	X
	(209) 826-1821	Both	Location, Hours of Operation, C4Yourself website address	Monday - Friday 8:00 a.m. - 5:00 p.m.	X	
	(209) 394-1680	Both	Location, Hours of Operation, C4Yourself website address	Monday - Friday 8:00 a.m. - 5:00 p.m.	X	
	(877) 847-6363	Recording Only	Agency Main Phone Number for Merced County		X	
MODOC	(866) 901-3212	Recording Only	Hours of Operations and Specific Client Information		X	
	(530) 233-6501	Both	Time and Days Available	M-F 8:30-5p.m.		X
MONO	(760) 924-1770	Live Only		Mon-Fri 8am-5pm		X
	(760) 932-5600	Live Only		Mon-Fri 8am-5pm		X
	(530) 495-1262	Live Only		Mon-Fri 8am-5pm		X
	(800) 593-7551	Live Only		Mon-Fri 8am-5pm		X

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COUNTY	TELEPHONE NUMBER	TYPE	TYPE OF INFORMATION AVAILABLE	DAYS/HOURS OF OPERATION	Hotline and/or IVR System	Call Center, Change/Service Center and/or General County Main Number
MONTEREY	211	Live Only		24/7		X
NAPA	(707) 253-4511	Live Only		M-F 8-5		X
	211	Live Only		24/7		X
NEVADA	(877) 410-8825	Both	Benefits information, change PIN, order forms and leave messages	24 hours a day/7 days a week	X	
	(530) 265-1340	Live Only		M-F 8am-5pm		X
	(530) 582-7803	Live Only		M-F 8am-12pm, 1pm-5pm		X
	211	Both	Where to apply for benefits	24 hours a day/7 days a week		X
ORANGE	(714) 741-7100	Both	Programs available and brief information on needed verifications.	7 a.m. to 5 p.m.	X	
	(714) 435-5800	Both	Programs available and brief information on needed verifications.	7 a.m. to 5 p.m.	X	
	(714) 834-8899	Both	Programs available and brief information on needed verifications.	7 a.m. to 5 p.m.	X	
	(714) 575-2400	Both	Programs available and brief information on needed verifications.	7 a.m. to 5 p.m.	X	
	(714) 389-8200	Both	Programs available and brief information on needed verifications.	7 a.m. to 5 p.m.	X	
	(800) 281-9799	Both	Agency identifier, hours of operation and instructions to leave a message	7 a.m. to 5 p.m.	X	
	211	Live Only		24 hours a day, 7 days a week		X
PLACER	(916) 784-6000	Both	Description of programs including Food Stamps, how to apply, office hours and locations	M-F 8am-5pm	X	X
	(530) 889-7611	Both	Description of programs including Food Stamps, how to apply, office hours and locations	M-F 8am-5pm	X	X

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COUNTY	TELEPHONE NUMBER	TYPE	TYPE OF INFORMATION AVAILABLE	DAYS/HOURS OF OPERATION	Hotline and/or IVR System	Call Center, Change/Service Center and/or General County Main Number
PLUMAS	(877) 410-8826	Recording Only	Get Program status and benefit info, change their PIN, request and income report, get appt. reminders		X	
	(530) 283-6350	Live Only		Monday thru Friday 8am - 5 pm		X
RIVERSIDE	(800) 816-7260	Both	Office hours, holiday hours, specific case information, worker contact and overissuance info	24 hours a day. 7 days a week.	X	
	(877) 847-3663	Live Only		24 hours a day. 7 days a week.	X	
	(951) 358-3000	Both	information regarding programs, office locations.	M - Thu 7-6		X
	211	Live Only		24 hours a day. 7 days a week.		X
SACRAMENTO	(916) 874-3100	Recording Only	Questions about Medi-Cal and CalFresh can be answered		X	
	(916) 874-2072	Recording Only	Questions about Medi-Cal and CalFresh can be answered		X	X
	(209) 744-0499	Recording Only	Questions about Medi-Cal and Food Stamps			X
SAN BENITO	(877) 410-8828	Recording Only	Request new pin, Change pin, Hear benefits information, Request forms		X	
	(831) 636-4180	Both	General operation, office hours and address	M-F (8-5)		X
SAN BERNARDINO	(877) 410-8829	Recording Only	Benefit Information, allotment amounts, worker information, request QR 7 and other forms		X	
	(909) 383-9826	Live Only		M-F 7:30 am - 5:30 pm		X
SAN DIEGO	(888) 262-9881	Both	general program info, hours/locations, case status, qr7 status, request EBT, request BIC, request form	Self service options are available 24/7 as long as CalWIN is up.	X	
	211	Live Only		An operator is available 24 hours a day and 7 days a week		X

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SAN FRANCISCO	(877) 558-9009	Both	General information, Benefits information, FQA's	Full eligibility services M-F, 8-5	X	
	(877) 366-3076	Both	Office locations, hours, benefits information, Q&As	Full eligibility services M-F, 8-5	X	
	211	Live Only	██████████████	24/7		X
	(415) 558-1001	Both	FAQ's 24/7	Full eligibility services M-F 8-5		X
	(415) 558-1000	Live Only	██████████████	M-F 8-5		X
SAN JOAQUIN	(209) 468-1000	Both	Auto-attendant gives brief detail about agency programs	Operator available 8am-5pm		X
SAN LUIS OBISPO	(805) 788-2555	Both	General Information on EBT, Food Stamp Rights & Responsibilities, getting a reporting form by mail; Frequently asked Q & As. Specific information on case status, QR7 status, RRR status, benefits, requesting a BIC card, requesting an income verification letter.	M-F 8AM-5PM, except holidays	X	
	(805) 834-4636	Both	General Information on EBT, Food Stamp Rights & Responsibilities, getting a reporting form by mail; Frequently asked Q & As. Specific information on case status, QR7 status, RRR status, benefits, requesting a BIC card, requesting an income verification letter.	M-F 8AM-5PM, except holidays	X	
	(805) 781-1600	Live Only	██████████████	M-F 8:00-5:00		X
	(805) 474-2000	Live Only	██████████████	M-F 8:00-5:00		X
	(805) 467-6000	Live Only	██████████████	M-F 8:00-5:00		X
	(805) 931-1800	Live Only	██████████████	M-F 8:00-5:00		X
	(805) 237-3110	Live Only	██████████████	M-F 8:00-5:00		X
	211	Live Only	██████████████	24/7		X

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COUNTY	TELEPHONE NUMBER	TYPE	TYPE OF INFORMATION AVAILABLE	DAYS/HOURS OF OPERATION	Hotline and/or IVR System	Call Center, Change/Service Center and/or General County Main Number
SAN MATEO	(800) 984-3636	Both	Food Stamp information line	M-F, 8am-5pm	X	
	(800) 223-8383	Both	24 hour services to access: EBT card access; application process & where to apply; status of pending application provide ongoing services such as QR7 & NOA clarification; reschedule recertification appointments, add persons; update FS household circumstance	M-F 8am-5pm		X
	(650) 802-7500	Both	County Human Services Agency Main Line	M-F 8am-5pm		X
SANTA BARBARA	(866) 404-4007	Both	General information on programs, how to apply, district offices locations, reporting abuse, fraud, fair hearings information, hours of operation, access case information, leave e-mail messages, request EBT or BIC replacement cards.	M-F 8-4 live operator and after hours IVR system available 24/7	X	
	(866) 404-4007	Both	General information on programs, services provided by our agency, local district offices, business hours, access case information, leave messages, request EBT or BIC replacement cards	M-F 8-4 live operator and after hours IVR system available 24/7		X
	(805) 737-7080	Both	Office hours, location of District office, information on case, information on other programs	M-F 8-4 and after office hours 866-404-4007 IVR system available 24/7		X
	211	Both	General information of services around the county	24/7		X
	(805) 681-4401	Both	Office hours, location of District office, information on case, information on other programs	M-F 8-4 and after office hours 866-404-4007 IVR system available 24/7		X

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APPENDIX D

Telephone Methods: Hotline, IVR System, Call Center, Change/Service Center, and General County Main Number

ITEM 9: What telephone method(s) did your county use to provide information regarding food stamp program?
ITEM 9d: Based on the telephone method(s) selected in item 9, provide the telephone number(s), type (recording/operator), specific type of information/services available and, days *and* hours or operation.

COUNTY	TELEPHONE NUMBER	TYPE	TYPE OF INFORMATION AVAILABLE	DAYS/HOURS OF OPERATION	Hotline and/or IVR System	Call Center, Change/Service Center and/or General County Main Number
SANTA BARBARA	(805) 614-1300	Both	Office hours, location of District office, information on case, information on other programs	M-F 8-4 and after office hours 866-404-4007 IVR system available 24/7		X
	(805) 346-7135	Both	Office hours, location of District office, information on case, information on other programs	M-F 8-4 and after office hours 866-404-4007 IVR system available 24/7		X
SANTA CLARA	(877) 862-3633	Both	General information on programs/services; Access up to 6 months of case information.	24/7	X	
	(800) 753-0024	Both	Eligibility workers promptly assist callers.	8 to 5 PM		X
	211	Both	Provides access to health and human services such as food, shelter, counseling, drug and alcohol intervention, and more.	24/7		X
SANTA CRUZ	(888) 421-8080	Both	status, benefits, QR7 status, case status	M-F 8 -5	X	
	(888) 421-8080	Live Only		M-F 8-5		X
	211	Live Only		24/7		X
SHASTA	(530) 225-5767	Both	Information on All Employment and Eligibility Programs	M-F 7:30 a.m. - 5:00p.m.	X	
	(530) 225-5777	Recording Only	General Application Information		X	
	(530) 225-5500	Recording Only	EBT and Benefits Information		X	
	(530) 225-8400	Both	Information on all Health and Human Services Agency services	M-F 8a.m. - 5:00 p.m.		X
SIERRA	(530) 993-6700	Both	Opportunity to leave a message	M-F 8am - 5pm		X
	(530) 289-3711	Both	Opportunity to leave a message	M-F 8am - 5pm		X
SISKIYOU	(877) 652-0733	Recording Only	benefit amounts, forms due, not received		X	
	(800) 662-7031	Live Only		M-F 8 to 5	X	
	(530) 841-2700	Live Only		Monday - Friday 8:00am - 5:00pm		X
	(530) 841-4395	Live Only		Monday - Friday 8:00am - 5:00pm		X
	(530) 841-4396	Live Only		Monday - Friday 8:00am - 5:00pm		X

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SOLANO	(707) 784-3900	Both	General FS information, case questions, order forms, order EBT replacement cards.	Sun-Sat 24 hours	x	
	211	Live Only		Sun-Sat 24 hours		X
	(707) 784-8050	Live Only		M-F 8-5		X
	(707) 553-5681	Live Only		M-F 8-5		X
	(707) 460-4500	Live Only		M-F 8-5		X
SONOMA	(877) 699-6868	Both	All programs information. Location of office and hours. How to apply	Mon-Fri 8am to 5pm		X
	(800) 331-8827	Both	Hours of operation, Call center telephone number, program information. how to apply	Mon-Fri 8am to 5pm		X
	(707) 565-2715	Both	Hours of operation, Call center telephone number, program information. how to apply	Mon-Fri 8am to 5pm		X
	211	Live Only		24/7		X
STANISLAUS	(209) 558-2777	Both	Hours of operation-all locations. Referrals to specific resources based on needs including phone number	8:30-12 and 1-4:30	X	
	(800) 962-4468	Live Only		8:30-12 and 1-4:30	X	
	(877) 652-0734	Both	Customer case and benefit information	24/7 hours	X	
	(877) 847-3663	Recording Only	General application information with phone number		X	
	(209) 558-1550	Live Only		8:30-4:30 Mon-Fri		X
	211	Both	Provides resource information in the customer's county-including food resources	24/7		X
SUTTER	(530) 822-7230	Both	Hours of Operation, EBT Information	M-F 8-5		X
TEHAMA	(530) 527-1911	Live Only		M-F 7:30-5pm		X
	(530) 824-9182	Live Only		M-F 7:30-5pm		X

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TRINITY	(530) 623-1265	Both	General office information & location in addition to directory of departments and workers. The customer can also obtain basic case information from operator (benefit issuance, case status, etc.)	M-F, 8am-5pm		X
	(530) 628-5622	Both	General office information & location in addition to directory of departments and workers. The customer can also obtain basic case information from operator (benefit issuance, case status, etc.)	M-F, 8am-5pm		X
TULARE	(800) 540-6880	Both	Case information, general program information	M-F 8-5	X	X
	(559) 595-7103	Live Only		M-F 8-5	X	
	(559) 562-7400	Live Only		M-F 8-5	X	
	(559) 793-3600	Live Only		M-F 8-5	X	
	(559) 685-2500	Live Only		M-F 8-5	X	
	(559) 624-8100	Live Only		M-F 8-5	X	
	211	Live Only		24/7		X
TUOLUMNE	(877) 652-0738	Recording Only	Office hours, Case Worker's name, case status, CalFresh benefit amount, request a quarterly report		X	
	(209) 533-5711	Live Only		M-F 8am-4pm		X
VENTURA	(805) 477-5100	Live Only		M-F 7:30-5:00 PM		X
	(866) 904-9362	Both	Where the caller is calling Human Services Agency, if the caller is calling to report suspected abuse they need to hang up and call a 24 hour hotline, phone number provided. Our business hours are stated in the message.	M-F 7:30-5:00 PM	X	
	211	Live Only		24/7		X

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COUNTY	TELEPHONE NUMBER	TYPE	TYPE OF INFORMATION AVAILABLE	DAYS/HOURS OF OPERATION	Hotline and/or IVR System	Call Center, Change/Service Center and/or General County Main Number
YOLO	(530) 661-2750	Both	EBT info and toll free number. CalFresh points of eligibility and verification requirements.	Mon thru Fri: 8am-4pm Operator available		X
	(916) 375-6200	Both	EBT info and toll free number. CalFresh points of eligibility and verification requirements.	Mon thru Fri: 8am-4pm Operator available		X
YUBA	(530) 749-6311	Live Only		M-F 8am-5pm		X

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APPENDIX E

Partner Organization Names, Frequency of Meetings and Activities

ITEM 17: **Did your county partner with other Health and Human Services Agencies, schools, community-based organizations, etc., to improve food stamp**
ITEM 17a: **If you answered *"YES"* to Item 17, indicate the partner organization names, frequency of meetings, and activities.**

COUNTY	COMMITTEE/TASK FORCE NAME	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS	ACTIVITIES
ALAMEDA	Alameda County Community Food Bank	Monthly		Training, FS applications, and all related outreach activities
	Catholic Charities	Monthly		Training, FS applications, and all related outreach activities
	Healthy Oakland	Monthly		Training, FS applications, and all related outreach activities
	Eden I & R--211	Monthly		Training, FS applications, and all related outreach activities
	County Nutrition Action Partners (CNAP)	Monthly		Cross training, work collaborative to promote participation in USDA food programs
ALPINE	Diamond Valley Elementary	Other	Annually	Receive from school current school lunch list to ascertain eligibility to clients not already on Food Stamps.
AMADOR	The Resource Connection	Other	As necessary	New outreach activity started by the Resource Connection. Staff will visit various locations to assist applications with the application process.
	Food Security Group	Bi-Monthly		Several county organizations meet and update a 'Food Resource Handbook'. The Handbook contains information about where people in need may obtain food in Amador and Calaveras Counties. The handbooks include CalFresh information. The group meets about every other month to exchange information and update the handbook. This is a condensed group that includes our local food bank, schools, and other community agencies.
BUTTE	Private Industry Council	Other	As needed	Ensure their staff are aware of the benefits of the food stamp program (CalFresh) and where clients may apply.
	Public Health	Other	As needed	Ensure their staff are aware of the benefits of the food stamp program (CalFresh) and where clients may apply.
	Behavioral Health	Other	As needed	Ensure their staff are aware of the benefits of the food stamp program (CalFresh) and where clients may apply.
	Child Support Services	Other	As needed	Ensure their staff are aware of the benefits of the food stamp program (CalFresh) and where clients may apply.
CALAVERAS	Resource Connection	Other	when necessary	Provide outreach materials
	Mark Twain St. Joseph's Hospital	Other	when necessary	Provide a full service outstation office at medical clinics in two of our remote areas
	Behavioral Health	Other	when necessary	Assigned eligibility staff are on call to assist clients at the Behavioral Health office in the completion of applications for Food Stamps when needed
CONTRA COSTA	Food and Nutrition Policy Consortium	Quarterly		Conduct quarterly nutrition awareness activities in the community; train CBO volunteers in nutrition and basic CalFresh eligibility
	CalFresh Outreach Partners Meeting	Quarterly		Conduct quarterly meetings with food bank partners in order to provide more in depth program information and to discuss outreach efforts by all partners.
DEL NORTE	Del Norte High School - Del Norte USD Network for a Healthy California	Other	Each event was scheduled separately	Back to School Nights & Open Houses at the various county school locations.
	Veterans Stand Down Humboldt County	Other	Annual Event	Annual Veteran Stand Down Activity in Humboldt County
	Del Norte USD Network for a Healthy California	Bi-Monthly		Network for a Healthy California meetings
	Department of Health & Human Services, Health Department	Other	Each event was scheduled separately	County Fair and Community Health Fair
	Del Norte Community Health Center	Other	Annual Event	Bi-National Health Week Activities

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FRESNO	Centro La Familia	Other	as needed	training, constant communication quality control of applications, answering questions, etc.
	West Fresno Health Care Coalition	Other	as needed	training, constant communication quality control of applications, answering questions, etc.
	Clinica Sierra Vista	Other	as needed	training, constant communication quality control of applications, answering questions, etc.
	Catholic Charities	Other	as needed	training, constant communication quality control of applications, answering questions, etc.
	Fresno Metro Ministries	Other	as needed	training, constant communication quality control of applications, answering questions, etc.
	Clovis Unified	Other	as needed	training, constant communication quality control of applications, answering questions, etc.
HUMBOLDT	Food Stamp Task Force w/Food Bank and several community agencies both public and private	Bi-Monthly		Collaboration w/community agencies to increase accessibility to Food Stamps-Focus is on training CBO to assist with Food Stamp applications
	Humboldt County Nutrition Action partners with Public Heath and several community agencies both public and private	Bi-Monthly		Developed & implement plans to share information and resources to increase fruit and vegetable consumption by Humboldt County residents. Rethink your drink campaign, and food demonstrations at the local farmers markets
KERN	California Department of Social Services	Monthly		Participate in conference call with CDSS, CWDA, other CWD's and various COB outreach contractors to discuss the common goal of increasing utilization of CalFresh by eligible households.
	United Farmworker Foundation	Other	one-time	Met to discuss the outreach activities the COB was undertaking.
	Community Action Partnership of Kern County	Other	one-time	Met to discuss the outreach activities the COB was undertaking.
KINGS	Family Resource Centers	Other	As requested	Program information and application assistance
	Health Department	Other	As requested	Program information and application assistance
	Kings County Community Action	Other	As requested	Program information and application assistance
	Cornerstone Recovery	Monthly		Program information and application assistance
	Hannah's House	Monthly		Program information and application assistance
	Parole and Correction Team	Monthly		Program information and application assistance
LAKE	Hunger Task Force	Monthly		Access counties citizen hunger needs and other resources available to meet these needs. Community Garden, Make A Difference Day, Canning Project, materials at Farmer's Market.
	UCCE-University of California Cooperative Extension	Bi-Monthly		Food Stamp Nutrition Education Program

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COUNTY	COMMITTEE/TASK FORCE NAME	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS	ACTIVITIES
LASSEN	Lassen family Services, Domestic Violence Services	Other	Once or twice a year	Cross training of staff, Presentation, Provide Materials
	Cross Roads, Homeless Shelter	Other	Once or twice a year	Presentations, Materials, Cross referrals of clients
	Family Resource Centers/One Stops	Monthly		Application Assistance, Cross training of staff and provide materials
LOS ANGELES	California Food Policy Advocates, L.A. Coalition to End Hunger and Homelessness, L.A. Regional Food Bank	Quarterly		Meetings to discuss and recommend resolutions to barriers to Food Stamp participation, as well as providing updates on the expansion of outreach efforts.
	Daughters of Charity,WIC and Harbor Interfaith	Quarterly		Provide households the ability to apply for FS at non-traditional sites. Meetings are held to discuss FS participation and provide update on our efforts.
	Department of Community and Senior Services	Quarterly		Meetings to discuss opportunity for individual and families to apply for FS at non-traditional sites, such as WorkSource Centers.
	Los Angeles County Probation Department	Quarterly		Meetings to discuss opportunity for released inmates to apply for FS and other services at mandatory orientations scheduled by the Probation Department.
LOS ANGELES	Los Angeles Unified School District & City of LA Family Resource Center	Quarterly		Meetings to discuss partnership via One E-App System available at various kiosks located on school premises and Family Resource Centers.
	Department of Public Health	Quarterly		Meetings to discuss health and nutrition.
MADERA	First 5	Monthly		Coordination of Services/Community Activities
	Public Health Dept	Monthly		Coordination of Services/Community Activities
	Law Enforcement	Monthly		Coordination of Services/Community Activities
	WIC	Monthly		Coordination of Services/Community Activities
	Food Bank	Monthly		Coordination of Services/Community Activities
	Faith Based Orgs	Monthly		Coordination of Services/Community Activities
MENDOCINO	Healthy Kids Mendocino	Monthly		Participate in a local coalition (Food for All Mendocino) with a mission to increase participation in the FSP.
	Plowshared Community Dining Room	Monthly		Participate in a local coalition (Food for All Mendocino) with a mission to increase participation in the FSP.
	Ukiah Food Bank	Monthly		Participate in a local coalition (Food for All Mendocino) with a mission to increase participation in the FSP.
	Public Health Branch of HHSA	Monthly		Participate in a local coalition (Food for All Mendocino) with a mission to increase participation in the FSP.
	School Nutrition Program	Monthly		Participate in a local coalition (Food for All Mendocino) with a mission to increase participation in the FSP..
	WIC	Monthly		HHSA staff travels to outlying communities on the same day as the WIC clinic day to provide in -person assistance with Food Stamp applications.

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COUNTY	COMMITTEE/TASK FORCE NAME	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS	ACTIVITIES
MERCED	Head Start	Monthly		Monthly meetings for information sharing, and questions and answers.
	Golden Valley & Castle Clinic	Bi-Monthly		Bi-monthly meetings for information sharing and questions and answers.
	WIC	Monthly		Monthly meetings for information sharing, and questions and answers.
	Food Banks	Monthly		Monthly meetings for information sharing, and questions and answers.
	Central Valley health and Nutrition collaborative	Quarterly		Quarterly meetings for information sharing, and questions and answers.
	Champion for Change	Quarterly		Monthly meetings for information sharing, and questions and answers.
MONO	WIC	Bi-Monthly		Provide Applications
	Mammoth Mountain Ski Area	Other	Seasonally	Provide Applications
MONTEREY	Monterey County Office of Education	Quarterly		MC Choice Coalition Meetings conducted quarterly, organization discuss and coordinate outreach activities and materials.
	Monterey County Food Bank	Quarterly		MC Choice Coalition Meetings conducted quarterly, organization discuss and coordinate outreach activities and materials.
	United Farm Workers Foundation	Quarterly		MC Choice Coalition Meetings conducted quarterly, organization discuss and coordinate outreach activities and materials. Training provided to assist customer with CF applications.
	Dr. Dana Kent	Monthly		Coordinating outreach presentations for food and nutrition classes.
NAPA	Napa Children's Health Initiative	Other	Regular meetings-- just added CF info	Trained CHI staff and other CAAs to complete CF applications. CHI staff help families with CF applications and refer families to apply for CF.
	Catholic Charities (Santa Rosa office)	Other	Have only met a couple of times	We hope to work with this CBO to increase outreach opportunities. They are currently working with nearby counties and want to come to Napa as well.
	American Canyon Family Resource Center/SparkPoint @ ACFRC	Other	On request	We have been promoting CF and C4Y to CBOs and asking for their help to refer clients to apply for benefits including allowing people to apply online from their offices.
	Various CBOs	Other	On request	We have been promoting CF and C4Y to CBOs and asking for their help to refer clients to apply for benefits.
	Safety Net Food Committee	Monthly		Attend meetings with CBOs such as the Salvation Army, St. Vincent de Paul, Food Bank, Senior Nutrition Program, Area Agency on Aging and update the agencies
	Safety Net Food Committee (continued)	Monthly		about CF activities and regulation changes that could affect the people they serve as well as encourage CBOs to refer people to apply for CF, offer materials, identify food needs in the community.
NEVADA	Nevada City Farmers Market	Other	Seasonal	The use of EBT at the Farmers' Market
	Nevada Joint Union High School District - Transition Fair	Other	Annually	Provide information on the CalFresh program

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COUNTY	COMMITTEE/TASK FORCE NAME	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS	ACTIVITIES
ORANGE	Orange County Health Care Agency Nutrition Services	Bi-Monthly		Disseminates information regarding nutrition education and free/reduced school lunch information. Distributes nutrition education information throughout Orange County via community fairs and events, mobile van, WIC, hospitals and medical facilities. Collaboration with several local agencies to define and implement the County Nutrition Action Plan.
	Community Action Partnership of Orange County	Other	As needed	Provides workshops to assist individuals with completing the Food Stamp application. It also provides presentations to agencies, schools, and CBOs about the program, and disseminates information about Food Stamps via their Food Bank and the local Mexican Consulate.
	Second Harvest Food Bank	Other	As needed	Provides workshops to assist with the application process and the completion of quarterly reports.
	Labor organizations/AFLCO	Other	As needed	Planned events to provide Food Stamp information and take applications upon their request as needed (i.e. laid off workers)
	El Sol Science and Arts Academy	Monthly		Outstationed eligibility staff take applications twice a week.
PLACER	St Vincent de Paul-Roseville	Monthly		Provide outreach and on site application processing at this community/church based organization.
	EDD One Stop	Monthly		We had eligibility staff stationed in the EDD facility to provide food stamp information and materials. We housed a continuing CalWORKs and Food Stamps eligibility unit for recipients of those programs.
	Placer County Parole office	Monthly		Eligibility staff gives informational presentation to new Placer County parolees regarding Food Stamp program. Staff also provides applications and instructions for filing the application.
	WIC Health Fair	Monthly		Partner in providing information and outreach materials at the community health fair.
RIVERSIDE	Find Food Bank	Monthly		Collaborative meetings to discuss Food Stamp program outreach and nutrition education
	Emergency Food and Shelter Board (EFSB)	Monthly		Collaborative meetings to discuss Food Stamp program outreach and nutrition education
	CNAP	Quarterly		Collaborative meetings to discuss Food Stamp program outreach and nutrition education
	Homeless Continuum of Care	Quarterly		Collaborative meetings to discuss Food Stamp program outreach and nutrition education
	American Red Cross	Other	when needed	Collaborative meetings to discuss Food Stamp program outreach and nutrition education
	Roy's Desert Resource Center	Other	when needed	Collaborative meetings to discuss Food Stamp program outreach and nutrition education
SACRAMENTO	River City Food Bank	Other	as needed	Provide application and information to Food Bank staff.
SAN BERNARDINO	Department of Aging and Adult Services	Quarterly		Provide information on FS eligibility and use of the on-line application. Provided lap-tops to Social Workers to help potential customers apply for benefits.
	Inland Behavior Health Services	Other	As needed	Collaboration between IBHS and the County Transitional Assistance Department (TAD). Help customers complete on-line application.
	Department of Public Health (PPH)	Quarterly		Collaboration between DPH and TAD to discuss program and food access in the county
	Department of Veteran's Affairs (VA)	Other	as needed	Collaboration between the VA and TAD - Increase FS participation in the veteran community.

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SAN DIEGO	San Diego Unified School District	Other	Weekly	Developed action plan whereby CBOs will provide information and assist parents of students to apply for Food Stamps.
	Food Justice Team	Monthly		Discuss strategies to combat Food insecurity.
	San Diego Hunger Coalition, Consumers Center for Health education and advocacy, Sand Diego Food Bank	Monthly		Educational meetings on FS program. Liaisons assisted with problems such as but not limited to applications processed and benefits granted/denials. Food Stamp information sharing, updates on best practices and outreach collaborations. Discuss ideas on ways to improve access to potentially eligible customers.
	2-1-1 San Diego	Monthly		Work closely with 2-1-1 on Electronic application with telephonic signature.
	The Food Stamp Task Force, North County Interfaith Services. HHSA Nutrition Security Task Force meets also monthly	Monthly		Monthly meetings to organize and coordinate FS outreach efforts with several community Based Organizations. The HHSA Nutrition Security Task Force is a coalition of public and private organization committed to developing a common brand and message, coordinate outreach with CBOs ad support the objectives of the Agency's Nutrition Security Plan.
	San Diego Food Bank, Feeding America	Quarterly		Discuss number of applications taken and submitted to County and outcomes. Discuss applications taken and referred also to other options for clients in regard to obtaining foods.
SAN FRANCISCO	Asian Pacific American Community Center	Bi-Monthly		Debrief and Learning Circle
	Self Help for the Elderly	Monthly		Debrief and Learning Circle
	Wu Yee Children's Services	Bi-Monthly		Debrief and Learning Circle
	Project Homeless Connect	Bi-Monthly		Multi Service Center for the homeless and low income residents
	Arriba Juntos	Monthly		Debrief and Learning Circle
	La RASA Community Resource Center	Monthly		Debrief and Learning Circle
SAN JOAQUIN	Catholic Charities	Quarterly		Meet to strategize ways to increase Food Stamp participation and to reduce food insecurity.
	Emergency Food Bank	Bi-Monthly		Meet to strategize ways to increase Food Stamp participation and to reduce food insecurity.
SAN LUIS OBISPO	Community Action Partnership of San Luis Obispo	Bi-Monthly		Provided informational materials, applications and support
	Food Bank Coalition	Bi-Monthly		Provided informational materials, applications and support
	County Probation Department	Bi-Monthly		Provided informational materials, applications and support
	California Valley Community Services District	Monthly		Provided informational materials, applications and support. Staff do outreach in that area once a month.
SAN MATEO	Second Harvest Food Bank (SHFB)	Quarterly		Receive countywide hotline calls; provide FS education & application assistance
	Daly City Community Services Center (DCCSC)	Quarterly		Provide FS application assistance
	Pacifica Resource Center	Quarterly		Provide FS application assistance
	Jefferson Union High School District - Adult Division	Quarterly		Provide FS application assistance
	Job Train	Quarterly		Provide FS application assistance
	Coastside Hope	Quarterly		Provide FS application assistance

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SANTA BARBARA	Santa Barbara County School District	Other	Annually	provide the direct certification listing
	Center for Nutrition Policy	Monthly		provide information in Brown Bag lunches for the elderly
	Health Care Services	Other	Varies upon need	Visiting Nurses take CalFresh applications on home visits
	Network for Healthy California Gold Coast, San Luis Obispo, Santa Barbara and Ventura Counties	Other	Annually	working together with nutritionist of the tri-counties
	Santa Barbara County Public Health Department Network for a Healthy California	Other	Annually	working together with the health educator from Public health
	The foodbank of Santa Barbara County	Monthly		provide CalFresh applications on an ongoing basis, provide training and statistical reports on mutual clients
SANTA CLARA	Second Harvest Food Bank	Monthly		Share strategies to improve program access. Provide status of program activity.
SANTA CRUZ	Second Harvest Food Bank of Santa Cruz and San Benito Counties	Quarterly		Contract to provide outreach and enrollment activities. Develop outreach materials including banners, flyers, post cards, pens, pins
	County of Santa Cruz Health Services Agency	Other	as needed	Provide general Food Stamp information, application forms, county staff assistance and initial application interview. Meetings scheduled as needed.
	Homeless Service Center	Quarterly		Provides FSET services to homeless Food Stamp clients. This program is intended to provide employment activities that enable participants to maintain Food Stamp eligibility while working toward paid employment.
	Health Care Outreach Coalition	Monthly		CAAs make referrals to the Food Stamp program. Provide general Food Stamp information.
SHASTA	Shasta County HHSA	Quarterly		Joint outreach effort to reach underserved groups in the community
	Shasta Food Group	Monthly		Discussions and sharing information on matters of food insecurity
	Parole and Community Team	Quarterly		Discussions and sharing information on matters of food insecurity
	People of Progress	Quarterly		Discussions and sharing information on matters of food insecurity
SIERRA	Alliance for Workforce Development	Other	as requested	We've had two big layoffs in our area and prepared a combined informational presentation with AFWD, and EDD
	Sierra Senior Center	Other	semi annually	We've provided Food stamp applications and eligibility staff when local commodities were passed out.
SISKIYOU	Family Resource Center	Other	semi-annually	Discuss out to improve FS outreach materials to citizens, train staff
	Other County Agencies such as Public Health and Behavioral Health	Other	annually	Trained staff on basic eligibility for FS
	STEP	Quarterly		Trained staff on basic eligibility for FS

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX E

Partner Organization Names, Frequency of Meetings and Activities

ITEM 17: Did your county partner with other Health and Human Services Agencies, schools, community-based organizations, etc., to improve food stamp
ITEM 17a: If you answered *"YES"* to Item 17, indicate the partner organization names, frequency of meetings, and activities.

COUNTY	COMMITTEE/TASK FORCE NAME	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS	ACTIVITIES
SOLANO	Food Bank	Bi-Monthly		Presentations, Training, Materials, Applications.
	UC Cooperative Extension	Quarterly		Presentations, Training, Materials, Applications.
	California Tribal TANF	Other	As Needed	Materials, Applications
	Housing Self-Sufficiency	Quarterly		Materials, Applications
	WIC	Quarterly		Presentations, Training, Materials, Applications.
	Local School Districts	Quarterly		Presentations, Training, Materials, Applications.
SONOMA	Community Action Partnership	Monthly		Sonoma County offered a grant to CBO for conducting outreach activities. Benefits Outreach and Enrollment Collaborative was the result of CAP receiving the grant. CAP accepts applications from clients and from other CBO's and forwards completed application and all verifications to HSD to complete the application process.
	Continuum of Care	Quarterly		Presentations made by CWD staff at quarterly meeting with any updates to CalFresh program, distribute flyers with current information, etc.
	Catholic Charities	Quarterly		Provide updated program information - train any staff requested by Catholic Charities - provide educational information.
	Redwood Gospel Mission	Other	Specific activities arou	Information about CalFresh, how to apply, where to apply, who is eligible, etc. CalFresh promotional information is distributed at all sites.
	Farmer's Markets in Sonoma County	Monthly		Cooking demonstrations, CalFresh information, how to apply, EBT information, who might be eligible - promotions for using EBT card - matching funds.
SUTTER	Yuba Sutter Legal Center for Seniors	Other	As Needed	Coordinate Application Processing for Seniors
	Sutter County Children & Families Commission	Quarterly		Program Outreach
	Department of Veteran's Affairs Annual Veteran's Standown Event	Other	Annually	Program Outreach
	Sutter County Public Health Division	Other	Weekly	Application Acceptance and Outreach
	Sutter County Parole and Community Action Team (PACT)	Monthly		Program Outreach
TEHAMA	Community Action Agency	Other	as needed	Training Community Based Organization in filling our applications.
	NVCSS	Other	as needed	Food Stamp Application Training/Guidelines
	Chico State	Other	as needed	Food Stamp Application Training/Guidelines
	Shasta County Department of Ed	Other	as needed	Food Stamp Application Training/Guidelines
	Cottonwood Creek Watershed Group	Other	as needed	Community Gardens
	Tehama County Health Services Agency/Probation/WIC	Other	as needed	Community Gardens

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX E

Partner Organization Names, Frequency of Meetings and Activities

<u>ITEM 17</u>: **Did your county partner with other Health and Human Services Agencies, schools, community-based organizations, etc., to improve food stamp**
<u>ITEM 17a</u>: **If you answered** *"YES"* **to Item 17, indicate the partner organization names, frequency of meetings, and activities.**

COUNTY	COMMITTEE/TASK FORCE NAME	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS	ACTIVITIES
TULARE	CSET	Other	Annually	Provided food stamp application assistance.
	FoodLink	Other	Once	Provided food stamp application assistance.
	Catholic Charities	Other	Did not have meetings.	Provided food stamp application assistance.
VENTURA	FOOD Share, Inc.	Other	As needed and now monthly.	Attends outreach activities, pre-screens and completes food stamps applications.
	One Stop Center at Ventura County Medical Center	Other	Weekly	This activity is geared for the homeless. We attend and provide information, answer questions, and take applications.
	Police and Corrections Team (PACT)	Other	Bi-weekly	This activity is geared for individuals being paroled into Ventura County. We attend orientations and provide information, answer questions, and take applications.
	Mixteco/Indigena Community Organizing Project (MICOP)	Other	As requested	This activity is geared towards the Mixteco/Indigena population. We provide presentations and education on the FSP, answer questions, and assist with the completion of applications.
	Ventura Networking Committee	Monthly		Attend monthly meeting to share Food Stamp program information and networking with other agencies for awareness of FSP.
YOLO	Yolo County Children's Alliance (YCCA)	Monthly		While YCCA's goal is for every child in Yolo County to have access to quality health insurance, they also help clients with CalFresh applications.

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX F

Description of *New* Outreach Activities Implemented During Fiscal Year (FY) 2009/2010

ITEM 18: Did your county implement any NEW food stamp program outreach activities during FY 2009/2010?
ITEM 18a: If you answered "YES" to item 18, describe the NEW outreach activities implemented in FY 2009/2010 and indicate whether they were one-time or ongoing activities.

COUNTY	DESCRIPTION OF NEW OUTREACH ACTIVITIES	TYPE OF ACTIVITY
ALAMEDA	Expanded FS application assistance with the Alameda County Community Food Bank	Ongoing
BUTTE	C-IV accessible computers to CBO's	Ongoing
	WIC Outreach Training	One-Time
	CalFresh outreach Training to CBO's	Ongoing
EL DORADO	Promoted C4Yourself for online applications	Ongoing
FRESNO	Assisting Aging out 18 year olds from Foster Care	Ongoing
	Co-Sponsored Farmer's Market	Ongoing
	Drought Relief (Firebaugh, Huron, Kerman, Medota and San Joaquin)	Ongoing
HUMBOLDT	Pilot County for One E applications for Food Stamps	Ongoing
	With conversion to CIV system implemented C4Yourself electronic application, did trainings to CBO's to become assistors	Ongoing
	Continue to train a variety of CBO's to assist in taking Food Stamp applications	Ongoing
	Continue to use the Mobile Engagement Vehicle to take Food Stamp applications in the remote areas of the county	Ongoing
IMPERIAL	Implementation of the on-line application process.	Ongoing
	Implementation of the IVR call service.	Ongoing
KINGS	The conversion to C-IV in November of 2009, implementation of C4 Yourself went into the system. Providing customers the ability to apply online.	Ongoing
LOS ANGELES	Partnership with Los Angeles Unified School District (LAUSD) that allows the public to complete and generate a FS application via One E-App System located at various LAUSD kiosks. The System also allows the user to fax the completed FS application at a DPSS District Office.	Ongoing
	Partnership with the Catholic Charities of Los Angeles. The Catholic Charities of Los Angeles assists potentially eligible FS households to complete FS application at different sites, and provide it, with all required supporting documentation to DPSS.	Ongoing
	Implemented the Health & Nutrition Mobile Unit Project in Sept. 2010. The mobile unit delivers FS and Medi-Cal application services to targeted non-traditional sites, such as outreach events and community fairs.	Ongoing
	Partnership with City of LA Family Resource Center that allows the public to complete and generate a FS application via One E-App System located at various kiosks. The System also allows the user to fax the completed FS application at a DPSS District Office.	Ongoing
MARIN	Project Homeless Connect	Ongoing
MARIPOSA	Implemented C-IV system which supports C4Yourself, an online program to apply for Food Stamp benefits. Began the end of March 2010.	Ongoing
MENDOCINO	Expanded "travel days" to additional outlying and isolated communities, including Willits, Covelo, Boonville and Gualala. During these events, County staff worked in partnership with local organizations to assist clients with completing a mail-in application.	Ongoing
	Worked in partnership with the local school "Summer Food" program to promote food stamps during the free lunch service at local parks. (Didn't work very well, so we probably won't do it again.)	One-Time
MERCED	Outreach Activities at the 7 Senior Nutrition Sites	Ongoing
	SNAP Education for Independent Living Program	Ongoing
NAPA	Food/Activity Demonstration--Network for a Healthy California	One-Time
	Planting seeds and seedlings Demonstration	One-Time
	Radio Interview	One-Time
	Health Fairs	One-Time
	Networking and partnering with CBOs (concerted effort to promote CF and C4Y by building one on one relationships with community partners)	Ongoing
	C4Yourself (available to us since 4/10)	Ongoing
NEVADA	The use of EBT cards at the Farmers' Market	Ongoing

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX F

Description of *New* Outreach Activities Implemented During Fiscal Year (FY) 2009/2010

<u>ITEM 18</u>: **Did your county implement any NEW food stamp program outreach activities during FY 2009/2010?**
<u>ITEM 18a</u>: **If you answered "YES" to item 18, describe the NEW outreach activities implemented in FY 2009/2010 and indicate whether they were one-time or ongoing activities.**

COUNTY	DESCRIPTION OF NEW OUTREACH ACTIVITIES	TYPE OF ACTIVITY
ORANGE	Labor organizations/AFLCO	Ongoing
	El Sol Science and Arts Academy	Ongoing
	Health fairs and community events	Ongoing
PLACER	We implemented an FSET program with our aging out foster youth as our main focus group. Our secondary focus group consists of client whose Unemployment benefits have ended.	Ongoing
RIVERSIDE	Riverside County participated in an informational fair at the Mead Valley Senior Citizens Facility	Ongoing
	The Policy Division participated in a Foster Youth Summit to provide information to foster youth that were leaving the foster care system	One-Time
	Regional Access Project Foundation/Healnet	Ongoing
	Community Health and Resource Fair in Mecca	Ongoing
	Find Food Bank	Ongoing
	Emergency Food and Shelter Board	Ongoing
SACRAMENTO	River City Food Bank	Ongoing
SAN BERNARDINO	Department of Aging and Adult Services (DAAS) - Collaboration with the department to help customers apply for FS benefits. Laptops provided by the Transitional Assistance Department to DAAS to assist in taking applications.	Ongoing
	Local Radio (K-Bear in Big Bear City) - Overview of the FSP, including where to apply, how to apply and information on the e-application, C4Yourself.com,	Ongoing
	Community Outreach events including Harvest Fairs, Job Fairs, Community Festivals, Senior Citizen events and Health	Ongoing
SAN DIEGO	Manned a Food Stamps information table at the Family Day at the Park (provided informational brochures/flyers regarding the F/S program).	One-Time
	Provided presentations on Food Stamp Program to Community Based Organizations and Community members at "El Cajon Collaborative Meeting" and at the County Child Care Administration Center.	One-Time
	Provided a brief description of Food Stamp Program to Health Care Medical Management case managers.	One-Time
	Increased awareness of benefit to apply for Food Stamp Program by distributing updated flyers and brochure to customers at "County Prescription take back day".	One-Time
	Participated in two separate Health fairs (School and Community Based Organizations) providing Food Stamp information and applications.	One-Time
SANTA BARBARA	December 2009 Santa Barbara County partner with the Food Bank of Santa Barbara County	Ongoing
	The County also received the new version of the Nutritional Kiosks, were we provide clients with the various recipe cards	Ongoing
SANTA CLARA	Provided Benefits CalWIN presentations and installed a server to community-based organizations	Ongoing
SANTA CRUZ	Post card for implementation of Benefits CalWIN	One-Time
SHASTA	Northern Valley Catholic Social Services began help with applications	Ongoing
SIERRA	information presentations to dislocated workers.	Ongoing
SOLANO	Homeless Workshop	Ongoing
	Website Development	Ongoing
	Use of Intake Brochure	Ongoing
	Catholic Social Services	Ongoing
	Intake Process Training for Community Based Organizations	One-Time
SONOMA	Began accepting EBT cards at Farmer's Market	Ongoing
	Issued a grant to Community Action Partnership (who partners with other CBO's) to accept applications on behalf of Sonoma County and submit	Ongoing
SUTTER	On-Line Applications	Ongoing
TEHAMA	Community Gardens	One-Time
	Training community partners in filling out food stamp applications	One-Time
TRINITY	Migrated to C-IV and began implementation to C4 yourself which provides the general public with information about the food stamp program (via internet) AND allows customers to apply for benefits online.	One-Time
TUOLUMNE	Outstation EW staff at local hospital	Ongoing
	Outstation EW staff at food bank	Ongoing
VENTURA	Clinicas Del Camino Real, Inc.	Ongoing
	FOOD Share, Inc.	Ongoing

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX G

Description of *New* Outreach Activities Planned for Fiscal Year (FY) 2010/2011

<u>ITEM 19</u>: Does your county have any NEW food stamp program activities planned for implementation during the next fiscal year, July 1, 2010 through June 30, 2011 (FY 2010/2011)?

<u>ITEM 19a</u>: If you answered "YES" to Item 19, describe the NEW outreach activities planned for FY 2010/2011 and indicate whether they will be one-time or ongoing activities.

COUNTY	DESCRIPTION OF NEW OUTREACH ACTIVITIES	TYPE OF ACTIVITY
ALAMEDA	Developing an on-line application on our website	Ongoing
	Developing an on-line screening tool on our website	Ongoing
	Developing a single application for USDA food programs (FS, WIC, School Meals, and emergency food)	Ongoing
AMADOR	Partnering with The Resource Connection. They have a staff member going to different WIC sites. The staff member will assist client in completing the application and will also suggest to WIC participants that they may be eligible to CalFresh. They are also educating the participants on what paper work needs to be completed.	Ongoing
BUTTE	Media Outreach	One-Time
CALAVERAS	Received National outreach grant for one year and we are working with community agencies on new outreach.	One-Time
COLUSA	Working with our Colusa, Glenn & Trinity Community Action Partnership for Food Stamp Outreach efforts 2011-2012	Ongoing
EL DORADO	Will be actively promoting IVR.	Ongoing
FRESNO	Additional Sites	Ongoing
GLENN	Promote name change of FS program through flyers/brochures; presentation of program benefits and provision of application assistance in a variety of public venues.	One-Time
HUMBOLDT	Use more Media for the roll out of the new program Name CalFresh	Ongoing
	More food preparation demonstrations at Farmers Markets as well as in lobby	Ongoing
	Reaching out to the small markets in the remote areas of county to accept EBT	Ongoing
	Update county website to include link for electronic application	One-Time
	Develop ideas for more outreach events	One-Time
INYO	Waiver of face-to-face application and redetermination process	Ongoing
	Increase the use of other community agencies and organizations to provide training, general food stamp information and applications.	Ongoing
LOS ANGELES	Online Application Project - This will enable households to complete and submit FS applications online.	Ongoing
	Conduct FS outreach at Consulado Sobre Ruedas site - This project is a partnership with California Association of Food Banks and the Mexican Consulate of Los Angeles.	Ongoing
	Medi-Cal Solicitation Letter - Provide FS outreach material to Medi-Cal only applicants and recipients.	Ongoing
	IHSS Informational Flyer - Provide FS outreach material to IHSS applicants and recipients	Ongoing
	Dolores Huerta Public Service Announcement	Ongoing
MARIPOSA	Kiosk in our lobby of new building for clients to apply for Food Stamp benefits, along with putting kiosks in other public offices like a library.	Ongoing
MENDOCINO	Will work with local banks and financial institutions to promote food stamps as a way to increase savings and financial stability. We would like to launch the effort around the same time that the categorical resource exemption is implemented.	Ongoing
	We have solicited funds from local organizations and foundations to implement a "food stamp match" program at our local farmer's markets. Food stamp dollars will be doubled through local funds in order to increase the use of food stamps at farmer's markets.	Ongoing
MONO	Outreach to new employees of Mammoth Mountain Ski Area	Ongoing
	Child Welfare Outreach/Social Workers provide applications	Ongoing
	Senior Center & Meals on Wheels - provide applications	Ongoing
	First Five 0-1yr Home Visit Program - provide information	Ongoing
	IMACA Commodity Distribution - provide applications	Ongoing
ORANGE	El Sol Science and Arts Academy: Certified Application Assistors to conduct interviews and submit application to the County.	Ongoing
	On-line application (One-e-App): Certified Application Assistants at different CBOs to assist applicants to complete an electronic application.	Ongoing
	Access CalWIN/IVR: Interactive Voice Response System to provide phone-based, self-service information on specific cases.	Ongoing
	Benefits CalWIN: Self service tool to allow the public determine potential eligibility for Food Stamps and to apply electronically at any time from any location.	Ongoing
PLACER	We will be creating new outreach activities after the first of the year.	Ongoing

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX G

Description of *New* Outreach Activities Planned for Fiscal Year (FY) 2010/2011

ITEM 19: Does your county have any NEW food stamp program activities planned for implementation during the next fiscal year, July 1, 2010 through June 30, 2011 (FY 2010/2011)?

ITEM 19a: If you answered "YES" to Item 19, describe the NEW outreach activities planned for FY 2010/2011 and indicate whether they will be one-time or ongoing activities.

COUNTY	DESCRIPTION OF NEW OUTREACH ACTIVITIES	TYPE OF ACTIVITY
RIVERSIDE	Partnering with 211 to take F/S applications from the public who may be potentially eligible to F/S benefits	Ongoing
SACRAMENTO	Hunger Coalition of Sacramento County	Ongoing
SAN BERNARDINO	Ongoing collaboration with DAAS and TAD to assist potential customers in using the online C4Yourself.com application for FS.	Ongoing
	Community Outreach events including Harvest Festivals, Job fairs, Community Fairs, Senior Citizen events and health fairs.	Ongoing
	Inland Behavior Health - Ongoing collaboration, assisting potential customer using the on-line application C4Yourself.com	Ongoing
SAN DIEGO	The South East Family Resource Center Nutrition Education pilot 1/11/10- 3/11/10 provides information to clients on healthy eating and nutrition education. Lakeysha Sowumni from Per FIT Kidz inc. participated in this 3 month project. Client would receive information to assist them in purchasing healthy foods with their FS benefits.	One-Time
	Provided on-line applications through Benefits CalWIN and One-e-App	Ongoing
	Prenatal Care Network starts accepting FS applications at the Health Clinic outstations	Ongoing
	Participated in a committee to develop a FS Action plan for the San Diego Unified School District to conduct outreach and create an enrollment marketing campaign.	Ongoing
SAN FRANCISCO	Food Security Task Force - CalFresh work plan to target CalFresh access to homeless and older adults in shelters and transitional housing.	Ongoing
	Work with Network for a Healthy California and CDSS outreach subcontractors	Ongoing
SANTA BARBARA	The Food Bank of Santa Barbara County will be the first Community Based Organization (CBO), able to send electronic applications for clients directly to our agency	Ongoing
SANTA CLARA	Reach out to health and hospital organizations.	Ongoing
	Outreach efforts to increase contract for Restaurant Meals Program.	Ongoing
SANTA CRUZ	Conducted presentation to community based organizations on Access and Benefits CalWIN. Registered them with Benefits CalWIN	Ongoing
	Developed stuffer for food bags handed out at the food bank	Ongoing
	Hired consultant to develop Food Stamp outreach campaigns for students and seniors	Ongoing
	Food Stamp message printed on grocery store receipts	One-Time
	SHFB contract with targeted outreach to veterans and at one stop centers	Ongoing
SOLANO	Begin Quarterly meetings with Community Based Organizations	Ongoing
	Community Based Organization Training on Benefits CalWIN	One-Time
STANISLAUS	See also answer to #17a. Have entered into an agreement with three Community Partners: Sierra Vista, Center for Human Services and Catholic Charities to provide outreach information and to assist customers complete applications	Ongoing
TRINITY	Provide food stamp information (brochures & flyers) to more community based organizations, schools, hospitals, churches, etc.	Ongoing
TUOLUMNE	Outstation EW staff at two other strategically located areas in the county	Ongoing
	Purchase a kiosk for the DSS lobby to assist applicants in applying for and learning how to use the internet application tool.	Ongoing
	Conduct outreach to all Tuolumne County school districts and partner with a minimum of three by providing informational CalFresh material	Ongoing
VENTURA	Expanding Outreach activities with FOOD Share, Inc.	Ongoing
	CalFresh Community Outreach Event	One-Time
	Marketing CalFresh to our recipients of the Medi-Cal program	One-Time
	Use of the media to help market CalFresh	Ongoing
	Make presentations before City Councils and CBOs	Ongoing
YOLO	Benefits CalWIN	Ongoing
	Access IVR	Ongoing
YUBA	On-line applications (C-IV Yourself)	Ongoing
	Outreach in Oregon House	Ongoing

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX H

Certification Sites Closed as of June 30, 2010

ITEM 20: Did any of the certification sites reported during last year's (FY 2008/2009) survey close as of June 30, 2010?
ITEM 20a: Please list the address(es) of certification sites that were closed.

COUNTY INFORMATION		CLOSED CERTIFICATION SITES	
County	Size	Address	Zip Code
FRESNO	L	2314 Mariposa Mall, Fresno	93721
		650 Fulton, Fresno	93721
KERN	L	10215 Stombaugh Street, Lamont California	93241
ORANGE	L	800 N. Eckhoff St., Orange	92868
SACRAMENTO	L	Grand Oaks Bureau, 7927 Auburn Blvd, Citrus Heights	95610
		Aid-In-Kind 1590 N. A St, Sacramento	95814
		Elk Grove Bureau, 9136 Elk Grove Blvd, Elk Grove	95624
		Rooney Police Station, 5303 Franklin Blvd., Sacramento	95820
		New Helvetia, 766 Revere Street, Sacramento	95818
SAN MATEO	S	Elsa Segovia Center, 795 Willow Rd. Bldg 32D, Menlo Park	94025
		Willow Clinic, 795 Willow Rd., Bldg. 334, Menlo Park	94025
SANTA BARBARA	M	1133 N. H Street, Lompoc, CA	93436
SOLANO	L	1680 Fairgrounds Dr, Vallejo	94589
STANISLAUS	L	2201 Morrill Rd., Riverbank	95367
		Riverbank Community Health, 3303 Stanislaus St., Riverbank	95367
		301 Grayson St. (Westley Head Start), Westley	95363
		1300 Patchett Dr., Newman	95360
TEHAMA	S	1860 Walnut Street, Red Bluff	96080
TULARE	L	869 N. Cherry St., Tulare	93274
		4031 W. Noble, Visalia	93277

TOTAL COUNTIES 10	TOTAL SITES 20

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX I

County Size Based on Number of CalFresh Households

Number of Certification Sites by County Size*

Total Sites	Sites with Extended Hours	18 SMALL COUNTIES	Total Sites	Sites with Extended Hours	17 SMALL COUNTIES	Total Sites	Sites with Extended Hours	5 MEDIUM COUNTIES	Total Sites	Sites with Extended Hours	18 LARGE COUNTIES
1	1	Alpine	5	5	Napa	2	2	Butte	6	0	Alameda
1	1	Amador	10	3	Nevada	11	1	Imperial	9	9	Contra Costa
1	1	Calaveras	4	3	Placer	3	3	Monterey (4)**	25	10	Fresno (23)**
1	1	Colusa	1	1	Plumas	4	4	Santa Barbara (5)**	17	9	Kern
2	2	Del Norte	1	1	San Benito	3	3	Sonoma	30	30	Los Angeles
4	4	El Dorado	6	6	San Luis Obispo				3	3	Merced
2	2	Glenn	29	24	San Mateo (30)**				12	12	Orange (11)**
3	2	Humboldt	3	2	Santa Cruz				14	14	Riverside
3	3	Inyo	5	5	Shasta (3)**				25	25	Sacramento (30)**
6	6	Kings (11)**	2	2	Sierra				17	17	San Bernardino
1	1	Lake	1	1	Siskiyou				19	12	San Diego (12)**
2	2	Lassen	4	3	Sutter				4	1	San Francisco
5	5	Madera (7)**	2	2	Tehama (3)**				3	1	San Joaquin
2	2	Marin	2	1	Trinity				6	0	Santa Clara
2	1	Mariposa (1)**	1	1	Tuolumne				3	3	Solano (4)**
2	2	Mendocino	3	3	Yolo				7	7	Stanislaus (10)**
1	1	Modoc	2	2	Yuba				22	6	Tulare (24)**
4	4	Mono							9	9	Ventura
43	41	TOTALS	81	65	TOTALS	23	13	TOTALS	231	168	TOTALS
Total Sites = 124						Total Sites = 23			Total Sites = 231		
Sites with Extended Office Hours = 106						Sites with Extended Office Hours = 13			Sites with Extended Office Hours = 168		
Median/County = 2.0						Median/County = 3.0			Median/County = 10.5		

County Size Definition:	
Small Counties:	9,999 or fewer CalFresh Households
Medium Counties:	10,000 - 14,999 CalFresh Households
Large Counties:	15,000 or more CalFresh Households

*Source: Food Stamp Program Participation and Benefit Issuance Report (DFA 256, Jan-Dec 2010)
**Number of certification sites during FY 2008/2009.

APPENDIX J
Statewide Certification Sites

<u>ITEM 22</u>: **As of June 30, 2010, indicate the following for each individual certification site reported in Item 21:**
- **Site address**
- **Days and hours of operation (actual days and hours the site is open for business)**
- **Extended office hours (hours the site is open for business before 8 am, lunch 12 - 1pm, and after 5 pm)**
- **Services offered: (AP = Applications Provided, AA = Applications Accepted, ESS = Expedited Services Screening,**
  IC = Interview Conducted, ALL = all services)

COUNTY INFORMATION		CERTIFICATION SITES				
County	Size	Number of Sites	Days	Hours Open to Public	Services	Sites with Extended Hours
ALAMEDA	L	6	M-F	8:30 am - 12:00pm 1:00 pm - 5:00 pm	ALL	0
ALPINE	S	1	M-F	8am- 5pm	ALL	1
AMADOR	S	1	M-F	8am - 5pm	ALL	1
BUTTE	M	2	M-F	7:30am - 5pm	ALL	2
CALAVERAS	S	1	M-F	8 am - 5 pm	ALL	1
COLUSA	S	1	M-F	8 am - 4:30 pm	ALL	1
CONTRA COSTA	L	8	M-F	8am - 5pm. Other hours available upon request	ALL	8
		1	M-F	8:00 - 5:00 phone calls and staff meet clients at the district office	ALL	1
DEL NORTE	S	2	M-F	8:00am-5:00pm	ALL	2
EL DORADO	S	4	M-F	8am - 5pm	ALL	4
FRESNO	L	8	M-F	7:30am-3:30pm	ALL	8
		1	M-F	8am - 5pm	ALL	1
		1	M-F	8am - 5pm	ALL	0
		1	M-F	8am - 4pm	ALL	1
		4	Wed	9am-3pm	ALL	0
		1	Tu, Th	9am-3pm	ALL	0
		1	M, Th, F	9am-4:15pm	AP,AA	0
		1	1st M of month	9am-3pm	ALL	0
		1	2nd T of the mo	9am-3pm	ALL	0
		2	Tu	9am-3pm	ALL	0
		2	Tu, Wed	9am-3pm	ALL	0
		1	Th	9am-3pm	ALL	0
		1	M	9am-3pm	ALL	0
GLENN	S	2	M-F	8am-5pm	ALL	2
HUMBOLDT	S	1	M-Th F	8:30am - 12pm and 1pm - 5pm 10am - 12pm and 1pm - 5pm	ALL	1
		1	M-F	9 am -12 noon and 1 - 5pm	ALL	1
		1	M-F	9 am -12 noon and 1 - 5pm	ALL	0

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX J
Statewide Certification Sites

ITEM 22: As of June 30, 2010, indicate the following for each individual certification site reported in Item 21:
- Site address
- Days and hours of operation (actual days and hours the site is open for business)
- Extended office hours (hours the site is open for business before 8 am, lunch 12 - 1pm, and after 5 pm)
- Services offered: (AP = Applications Provided, AA = Applications Accepted, ESS = Expedited Services Screening,
   IC = Interview Conducted, ALL = all services)

COUNTY INFORMATION		CERTIFICATION SITES				
County	Size	Number of Sites	Days	Hours Open to Public	Services	Sites with Extended Hours
IMPERIAL	M	1	M-F	7am-6pm	ALL	1
		1	M,T,F	9am-4pm	ALL	0
		1	other W	9am-4pm	ALL	0
		2	M, T, W, F	9am-4pm	ALL	0
		1	M, W	9am-4pm	ALL	0
		1	M, T	9am-4pm	ALL	0
		1	T, W, TH, F	9am-4pm	ALL	0
		1	other M	9am-4pm	ALL	0
		1	W	9am-4pm	ALL	0
		1	2nd T	9am-4pm	ALL	0
INYO	S	1	M-F	8am - 5pm	ALL	1
		1	M-F	9am - 5pm	ALL	1
		1	M-F	8am - 5pm	AP, AA	1
KERN	L	9	M-F	8am - 5pm	ALL	9
		7	M-F	8am - 5pm	ALL	0
		1	Wed	9am-4:30pm	ALL	0
KINGS	S	4	M-F	8:30am - 4:00pm	ALL	4
		1	Thursday	As scheduled	ALL	1
		1	As requested	8:00 am - 4 pm	ALL	1
LAKE	S	1	M-F	8am - 5pm	ALL	1
LASSEN	S	2	M-F	8am - 5pm	ALL	2
LOS ANGELES	L	30	M-F	8am - 5pm	ALL	30
MADERA	S	5	M-F	8am - 5pm	ALL	5
MARIN	S	2	M-F	8am - 4:30pm	ALL	2
MARIPOSA	S	1	M-F	9am - 4pm	ALL	1
		1	M-F	8am - 5pm	ALL	0
MENDOCINO	S	2	M-Th	8am - 5pm	ALL	2
MERCED	L	2	M-F	8am - 5pm	ALL	2
		1	M-W, F	8am - 5pm	ALL	1
			Th	8am - 7pm		
MODOC	S	1	M-F	8:30am - 5pm	ALL	1
MONO	S	3	M-F	8am - 5pm	ALL	3
		1	Tu,W,Th	8am - 5pm	ALL	1
MONTEREY	M	3	M-F	8am - 5pm	ALL	3
NAPA	S	5	M-F	8am - 5pm	ALL	5

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APPENDIX J
Statewide Certification Sites

ITEM 22: As of June 30, 2010, indicate the following for each individual certification site reported in Item 21:
- Site address
- Days and hours of operation (actual days and hours the site is open for business)
- Extended office hours (hours the site is open for business before 8 am, lunch 12 - 1pm, and after 5 pm)
- Services offered: (AP = Applications Provided, AA = Applications Accepted, ESS = Expedited Services Screening,
  IC = Interview Conducted, ALL = all services)

COUNTY INFORMATION		CERTIFICATION SITES				
County	Size	Number of Sites	Days	Hours Open to Public	Services	Sites with Extended Hours
NEVADA	S	1	M-F	8am - 4pm	ALL	1
		1	M-F	8am - 5pm	ALL	1
		1	M-F	8am - 12pm and 1pm - 5pm	ALL	1
		1	Tu-F	7:30am - 12:30 pm and 1:30pm - 6:30 pm	ALL	0
		1	1st, 4th, 5th Th	9:15am - 11:30am	ALL	0
		1	2nd Th	9:15am - 11:30am	ALL	0
		1	3rd Th	9:30am - 11:30am	ALL	0
		1	Tu	1pm - 3:30pm	ALL	0
		1	Tu	4:30pm - 5:30pm Seasonally (Oct thru Apr)	ALL	0
		1	Alt M & F	3pm - 4pm	ALL	0
ORANGE	L	10	M-F	7 AM - 5 PM	ALL	10
		2	M-F	7 AM - 5 PM	IC	2
PLACER	S	3	M-F	8am - 5pm	ALL	3
		1	Weds.	8:30am-3:30pm	ALL	0
PLUMAS	S	1	M-F	8am-5pm	ALL	1
RIVERSIDE	L	14	M - Th	7am - 6pm	ALL	14
SACRAMENTO	L	5	M-F	8am - 5pm	ALL	5
		19	M-F	8am - 4pm	ALL	19
		1	M-F	8am - 4pm	AP, IC	1
SAN BENITO	S	1	M-F	8am - 5pm	ALL	1
SAN BERNARDINO	L	17	M-F	8:30 am - 4:30 pm	ALL	17
SAN DIEGO	L	1	M-F	6:45am - 5pm	ALL	1
		10	M-F	7am - 5pm	ALL	10
		1	M-F	7:15am - 5pm	ALL	1
		4	M-F	8am - 5pm	AP, AA	0
		3	M-F	8am - 4pm	AP, AA	0
SAN FRANCISCO	L	4	M-F	8am - 5pm	ALL	1
SAN JOAQUIN	L	1	M-F	8 am - 5 pm	ALL	1
		1	M-Tu	8:00 am - 4:30 pm	ALL	0
		1	W-Th	8:00 am - 4:30 pm	ALL	0
SAN LUIS OBISPO	S	6	M-F	8am - 5pm	ALL	6

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APPENDIX J
Statewide Certification Sites

ITEM 22: As of June 30, 2010, indicate the following for each individual certification site reported in Item 21:
- Site address
- Days and hours of operation (actual days and hours the site is open for business)
- Extended office hours (hours the site is open for business before 8 am, lunch 12 - 1pm, and after 5 pm)
- Services offered: (AP = Applications Provided, AA = Applications Accepted, ESS = Expedited Services Screening,
   IC = Interview Conducted, ALL = all services)

COUNTY INFORMATION		CERTIFICATION SITES				
County	**Size**	**Number of Sites**	**Days**	**Hours Open to Public**	**Services**	**Sites with Extended Hours**
SAN MATEO	S	23	M-F	8am - 5pm	ALL	23
		1	M-Tu-W-Th	8am - 5pm	ALL	1
		1	Tue	8am - noon	ALL	0
		1	Wed	8am - noon	ALL	0
		1	Thu	8am - 12pm	ALL	0
		1	M-F	1pm - 5pm	ALL	0
		1	Thu	1pm - 5pm	ALL	0
SANTA BARBARA	M	4	M-F	8am - 4pm	ALL	4
SANTA CLARA	L	6	M-F	8AM-5PM	ALL	0
SANTA CRUZ	S	2	M-F	8am-5pm	ALL	2
		1	M-F	8am-5pm	AP, IC	0
SHASTA	S	2	M, W, F	7:30 - 5pm	ALL	2
			T, Th	7:30am-5:30 pm		
		3	M-F	8:00am-5:00pm	ALL	3
SIERRA	S	2	M-F	8am - 5pm	ALL	2
SISKIYOU	S	1	M-F	8:00am -5:00pm	ALL	1
SOLANO	L	3	M-F	8am-5pm	ALL	3
SONOMA	M	3	M-F	8am - 5pm	ALL	3
STANISLAUS	L	7	M-F	8am - 5pm	ALL	7
SUTTER	S	2	M-F	8am - 5pm	ALL	2
		1	M-F	7:30am-5:30pm (12-1pm)	ALL	1
		1	M-F	8am - 5pm	ALL	0
TEHAMA	S	2	M-F	7:30 to 5:00	AP	2
TRINITY	S	1	M-F	8am-5pm	ALL	1
		1	W	8am-4pm	ALL	0
TULARE	L	6	M-F	8am - 5pm	ALL	6
		14	M-F	8 am- 5 pm	ALL	0
		1	W	1pm - 4pm	ALL	0
		1	Th	8am - 5pm	ALL	0
TUOLUMNE	S	1	M-F	8am - 4pm	ALL	1
VENTURA	L	9	M-F	8am - 5pm	ALL	9
YOLO	S	3	M-F	8am-4pm	ALL	3
YUBA	S	2	M-F	8am - 5pm	ALL	2

TOTAL SITES = 378	TOTAL SITES with EXTENDED HOURS = 287

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX K
Data Summary
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PART A - ACCESS AND AWARENESS

Application Access

1. Other than County Welfare Department (CWD) Offices/Certification Sites, indicate the sites used in the county for certification of benefits.
A. Column A, General CalFresh information sites.
B. Column B, CalFresh application sites.
C. Column C, Sites where county staff provide application assistance.
D. Column D, Sites where non-county staff provide application assistance.
E. Column E, Sites where county staff give presentations to promote CalFresh participation.

Check ALL that apply	Column A # of cos.	Column B # of cos.	Column C # of cos.	Column D # of cos.	Column E # of cos.
Application Sites	General CalFresh Information	CalFresh Application Forms	County Staff Provided Assistance	Non-County Staff Provided Assistance	County Staff Presentation
Alcohol/Drug Rehabilitation Centers	27	17	10	10	7
Child Care Facilities	12	3	0	7	3
Churches	17	10	4	6	7
Community-Based Organizations	40	36	15	30	25
Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	50	39	37	15	25
Direct Mail/Internet/ Telephone/Fax Request	43	45	37	11	1
Employment Sites	15	9	4	1	4
Farmers' Markets	22	12	10	9	5
Food Banks	38	30	9	22	15
Government Offices Other than CWD (WIC, SSA, EDD, etc.)	37	24	11	15	13
Grocery Stores	4	0	1	1	0
Volunteers In Tax Assistance (VITA) sites for income-tax preparation	19	11	3	6	5
Hospitals/Clinics	39	39	33	9	16
In-Home Visits	26	28	31	1	3
Libraries	17	6	1	3	5
Migrant Camps	9	4	5	4	3
One Stop Centers/ Family Resource Centers	43	40	28	16	12
Mobile Sites (Van)	7	7	7	3	2
Schools	33	16	11	5	10
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	30	21	13	11	13
Other*	10	9	5	1	1

*For a detailed listing of "Other" responses, see APPENDIX A.

APPENDIX K

Data Summary
Fiscal Year 2009/2010

2.	If application assistance was selected in Item 1, column C or D, indicate how your county used staff to assist clients in completing CalFresh application forms and answering questions.	Check ALL that apply	
	Application Assistance Process	#	% of 58 cos.
	Provided Eligibility Workers/Support Staff to Assist Clients with Filling Out Applications and Answering Questions	53	91.4%
	Provided Bilingual Assistance	48	82.8%
	Provided Eligibility Workers who Complete Applications Jointly (Interactive Interview) with Clients	48	82.8%
	Provided Outreach Staff	43	74.1%
	Used Community-Based Organizations to Provide Application Assistance	41	70.7%
	Conducted In-Home Visits	33	56.9%
	Provided Eligibility Screening through a Streamlined Application Process	32	55.2%
	Conducted Hospital Visits	30	51.7%
	Other*	7	12.1%

*For a detailed listing of "Other" responses, see APPENDIX A.

3.	Are applications screened for determination of Expedited Service (ES) entitlement?	#	% of 58 cos.
	Yes	58	100.0%
	No	0	0.0%
	Totals	58	100.0%

3a.	Does this include applications filed on-line?	#	% of 58 cos.
	Yes	49	84.5%
	No	9	15.5%
	Totals	58	100.0%

3b.	Indicate when screening for ES is done.	#	% of 58 cos.
	When application is submitted	45	77.6%
	During the interview	3	5.2%
	When application is requested	1	1.7%
	Other*	9	15.5%
	Totals	58	100.0%

*For a detailed listing of "Other" responses, see APPENDIX A.

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Data Summary

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3c.	Indicate who does the screening for ES.	#	% of 58 cos.
	Eligibility Worker	37	63.8%
	Clerical/Receptionist	12	20.7%
	Application Screening Unit	3	5.2%
	Supervisor	2	3.4%
	Other*	4	6.9%
	Totals	58	100.0%

*For a detailed listing of "Other" responses, see APPENDIX A.

3d.	If you answered "Clerical/Receptionist" in item 3c, did the clerical staff use a screening form?	#	% of 12 cos.
	Yes	9	75.0%
	No	3	25.0%
	Totals	12	100.0%

3e.	Is the processing for ES screening different for on-line application and multi-program application?	#	% of 58 cos.
	Yes	5	8.6%
	No	53	91.4%
	Totals	58	100.0%

4.	Indicate the translated languages (other than English) in which CalFresh applications were *USED* in your county.	Check ALL that apply	
	Non-English Languages*	#	% of 58 cos.
	Spanish	56	96.6%
	Vietnamese	16	27.6%
	Russian	13	22.4%
	Hmong	11	19.0%
	Cambodian	10	17.2%
	Farsi	10	17.2%
	Laotian	9	15.5%
	Mandarin/Chinese	9	15.5%
	Tagalog	8	13.8%
	Arabic	6	10.3%
	Korean	6	10.3%
	Armenian	5	8.6%
	Japanese	3	5.2%
	Mien	1	1.7%
	Portuguese	1	1.7%
	Ukrainian	1	1.7%
	Punjabi	0	0.0%
	Other**	3	5.2%
	None	2	3.4%

*These results may include additional languages that the state does not use to translate CalFresh application forms.
**For a detailed listing of "Other" responses, see APPENDIX A.

APPENDIX K

Data Summary

Fiscal Year 2009/2010

5.	Did your county provide outstationed CalFresh eligibility workers at sites other than CWDs?	#	% of 58 cos.
	Yes	46	79.3%
	No	12	20.7%
	Totals	58	100.0%

5a.	If you answered *"YES"* to Item 5, indicate the sites where eligibility workers were outstationed.	Check ALL that apply	
	Outstationed Eligibility Worker Sites	#	% of 46 cos.
	Hospitals/Clinics	37	80.4%
	Community Events (Health/Job/ Information Fairs, Harvest Festivals, etc.)	29	63.0%
	One Stop Centers/Family Resource Centers	23	50.0%
	In-Home Visits	20	43.5%
	Community-Based Organizations	13	28.3%
	Shelters (Red Cross, Domestic Violence, Homeless, etc.)	12	26.1%
	Schools	11	23.9%
	Government Offices Other than CWD (WIC, SSA, EDD, etc.)	9	19.6%
	Farmers' Market	6	13.0%
	Food Banks	6	13.0%
	Mobile Sites (Van)	6	13.0%
	Senior Centers	6	13.0%
	Employment Sites	5	10.9%
	Alcohol/Drug Rehabilitation Centers	3	6.5%
	Migrant Camps	3	6.5%
	Other*	4	8.7%

*For a detailed listing of "Other" responses, see APPENDIX A.

6.	Does your county website provide the ability for clients to complete an on-line application?	#	% of 58 cos.
	Yes	37	63.8%
	No	21	36.2%
	Totals	58	100.0%

6a.	If you answered *"YES"* to Item 6, indicate the website address to access the on-line application.	37

*For a list of website addresses, see Appendix B.

6b.	Are there kiosks or computer terminals available for applicants to apply on-line?	#	% of 37 cos.
	Yes	11	29.7%
	No	26	70.3%
	Totals	37	100.0%

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Fiscal Year 2009/2010

6c. If you answered "YES" to item 6b, is there sufficient privacy so others cannot easily see the information being entered?	#	% of 11 cos.
Yes	11	100.0%
No	0	0.0%
Totals	11	100.0%

6d. Can on-line applications be viewed or modified electronically by district office staff?	#	% of 37 cos.
Yes	28	75.7%
No	9	24.3%
Totals	37	100.0%

6e. If you answered "YES" to item 6d, check appropriate boxes below.	Check ALL that apply	
When On-Line Applications are Viewed or Modified	#	% of 28 cos.
Before the eligibility interview	16	57.1%
During the eligibility interview	12	42.9%
After the eligibility interview	0	0.0%
Totals	28	100.0%

6f. Is the applicant provided a copy of the changes made to their electronic application at the interview?	#	% of 37 cos.
Yes	27	73.0%
No	10	27.0%
Totals	37	100.0%

6g. What type of on-line application is available to clients in your county?	#	% of 37 cos.
C4Yourself	27	73.0%
Benefits CalWIN	7	18.9%
One E-Application	0	0.0%
Other*	3	8.1%
Totals	37	100.0%

*For a detailed listing of "Other" responses, see APPENDIX A.

6h. What date is used when an on-line application is filed outside of normal business hours (8am - 5pm)?	#	% of 37 cos.
Next Business Day	22	59.5%
Same Day	13	35.1%
Other*	2	5.4%
Totals	37	100.0%

*For a detailed listing of "Other" responses, see APPENDIX A.

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Data Summary

Fiscal Year 2009/2010

6i.	How are clients made aware of the option to apply on-line?	#	% of 37 cos.
	Through Outreach Materials	15	40.5%
	Not Currently Promoting	6	16.2%
	When a Client Calls the CWD	4	10.8%
	Through Public Advertisement	3	8.1%
	Through Mass Mailing Notices	1	2.7%
	By Telephone Hotline Messages	0	0.0%
	Other*	8	21.6%
	Totals	37	100.0%

*For a detailed listing of "Other" responses, see APPENDIX A.

6j.	Indicate the features of your on-line application website.	Check ALL that apply	
	On-Line Application Features	#	% of 37 cos.
	Easy to Use with Clear Instructions and Simple Language	35	94.6%
	Partially Complete and Save Application until Later	35	94.6%
	Print the Application Form	35	94.6%
	Submit Application Electronically with an Electronic Signature (E-Signature)	35	94.6%
	Establish the Application Filing Date (including submitting application with only the name, date, and signature)	34	91.9%
	Provides Confirmation that the On-Line Application has been Submitted	33	89.2%
	Help Tools Available either On-Line, by Phone or via other means	32	86.5%
	Process Expedited Service Entitlement	29	78.4%
	Submit Application for Recertification	27	73.0%
	Easy to Locate and Access from the County's Website	25	67.6%
	Check the Status of the Application	22	59.5%
	Report Changes Prior to Application Processing	21	56.8%
	Send Message to County	18	48.6%
	Obtain a Signature, if no E-Signature is Available	5	13.5%
	Other*	7	18.9%

*For a detailed listing of "Other" responses, see APPENDIX A.

6k.	Indicate the languages which were available for on-line applications.	Check ALL that apply	
	Languages	#	% of 37 cos.
	English	37	100.0%
	Spanish	35	94.6%
	Other*	4	10.8%

*For a detailed listing of "Other" responses, see APPENDIX A.

APPENDIX K
Data Summary
Fiscal Year 2009/2010

Face-to-Face Interview Waivers

7.	Did your county waive any face-to-face interview?	#	% of 58 cos.
	Yes	57	98.3%
	No	1	1.7%
	Totals	58	100.0%

7a.	Indicate the type of interview waived by your county.		
	Type of Interview Waived	#	% of 57 cos.
	Both Hardship and Federal Statewide Waiver	34	59.6%
	Hardship	14	24.6%
	Federal Statewide Waiver (county optional)	9	15.8%
	Totals	57	100.0%

7b.	Indicate the primary interview method that was used for initial application and recertification.	#	#
	Methods	Initial	Recertification
	Telephone Interviews	45	41
	Mail	3	7
	E-mail	0	0
	Totals	48	48

7c.	ESTIMATE the percentage of applications that had face-to-face interviews waived.	Number of Counties				
	Types of Application	1 to 5%	6 to 10%	11 to 20%	Over 20%	Total
	Hardship at Intake	28	8	3	9	48
	Elderly and Disabled Households at Intake	20	10	2	15	47
	Elderly and Disabled at Recertification	14	4	6	23	47
	Quarterly Reporting Households at Recertification	14	6	3	23	46
	All Households at Intake and Recertification	14	6	6	20	46

APPENDIX K

Data Summary

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7d. How are clients made aware of the option to have a face-to-face interview waived?	#	% of 48 cos.
When a Client Calls the CWD	11	22.9%
When the Application is Submitted	8	16.7%
When the Eligibility Worker Sees a Potential Need	8	16.7%
When the Client Receives an Application	5	10.4%
Through Outreach Materials	2	4.2%
By Telephone Hotline Messages	0	0.0%
Other*	14	29.2%
Totals	48	100.0%

*For a detailed listing of "Other" responses see APPENDIX A.

Program Access	

8. Is your county implementing/planning a Business Process Re-engineering effort?	#	% of 58 cos.
Yes	42	72.4%
No	16	27.6%
Totals	58	100.0%

8a. If you answered "YES" to Item 8, describe your county's Business Process Re-engineering efforts. Indicate whether your county is currently implementing or planning to implement in the future.	#	%
Implementing	91	62.3%
Planning	55	37.7%
Totals	146	100.0%

For a Description of Business Process Re-engineering Efforts, see APPENDIX C.

9. What telephone method(s) did your county use to provide information regarding CalFresh?	CalFresh in General	Information Aimed at Noncitizens
General County Main Number	49	22
Interactive Voice Response (IVR) System	33	8
County number "211"	24	10
Hotline	20	6
Call Center	17	8
Change/Service Center	10	6
Hotline number 1-877-847-FOOD (3663)	7	1
Other*	7	6

*For a detailed listing of "Other" responses, see Appendix A.

APPENDIX K

Data Summary
Fiscal Year 2009/2010

9a. Indicate the telephone Hotline, IVR System, Call Center, and/or Change/Service Center languages (other than English) that were used in your county.	Check ALL that apply
Non-English Languages	**#**
Spanish	52
Vietnamese	11
Farsi	6
Mandarin/Chinese	6
Tagalog	6
Russian	5
Hmong	4
Arabic	3
Cambodian	3
Korean	2
Laotian	2
Armenian	1
Japanese	1
Mien	1
Punjabi	1
Portuguese	1
Ukrainian	0
None	2
Other*	4

*For a detailed listing of "Other" responses, see APPENDIX A.

9b. Does your county use contracted language services?	#	% of 58 cos.
Yes	51	87.9%
No	7	12.1%
Totals	58	100.0%

9c. If you answered "YES" to item 9b, indicate who accesses language line services when interpreter services are needed.	#	% of 51 cos.
Eligibility Worker	36	70.6%
Supervisor	1	2.0%
Application Screening Unit	0	0.0%
Clerical/Receptionist	0	0.0%
Other*	14	27.5%
Totals	51	100.0%

*For a detailed listing of "Other" responses, see APPENDIX A.

APPENDIX K

Data Summary
Fiscal Year 2009/2010

9d.	Based on the telephone method(s) selected in item 9, provide the telephone number(s), type (recording/operator), specific type of information/services available and, days *and* hours of operation.			
	Telephone Methods	**Recording Only**	**Operator Only**	**Both Recording and Operator**
	For Hotline and/or IVR System (including 1-877-847-FOOD)	22	11	38
	For Call Center, Change/Service Center and/or General County Main Number (including "211")	2	57	53

For a list of telephone numbers and other requested info, see APPENDIX D.

9e.	Did the telephone method (s) maintained by your county, as identified in item 9, provide clients the ability to leave messages after hours of operation?	#	% of 58 cos.
	Yes	43	74.1%
	No	15	25.9%
	Totals	58	100.0%

9f.	If you answered "YES" to Item 9e, indicate the telephone method(s) in which messages were allowed after hours of operation.	Check ALL that apply	
	Telephone Methods	**#**	**% of 43 cos.**
	General County Main Number	29	67.4%
	Interactive Voice Response (IVR)	15	34.9%
	Call Center	6	14.0%
	Hotline	5	11.6%
	County number "211"	4	9.3%
	Change/Service Center	2	4.7%
	Hotline number 1-877-847-FOOD (3663)	1	2.3%
	Other*	8	18.6%

*For a detailed listing of "Other" responses, see APPENDIX A.

9g.	If you answered "YES" to item 9e, indicate what options clients have when connected to a recorded message.	Check ALL that apply	
	Client Options	**#**	**% of 43 cos.**
	Leave a voicemail message	36	83.7%
	Call another number	16	37.2%
	Speak to a Supervisor	5	11.6%
	Other*	6	14.0%

*For a detailed listing of "Other" responses, see APPENDIX A.

APPENDIX K

Data Summary

Fiscal Year 2009/2010

9h.	On average, how many calls does the Call Center receive per day?	#	% of 17 cos.
	1 to 50 calls	1	5.0%
	51 to 100 calls	1	5.0%
	101 to 150 calls	1	5.0%
	Over 150 calls	14	70.0%
	Totals	17	85.0%

10.	Does your county employ the use of a document imaging system?	#	% of 58 cos.
	Yes	54	93.1%
	No	4	6.9%
	Totals	58	100.0%

10a.	Are document imaging activities centralized or decentralized?	#	% of 54 cos.
	Centralized	22	40.7%
	Decentralized	32	59.3%
	Totals	54	100.0%

10b.	Are imaged documents accessible to Eligibility Workers during interviews?	#	% of 54 cos.
	Yes	54	100.0%
	No	0	0.0%
	Totals	54	100.0%

11.	Did your county use local media for broadcasting public service announcements that included information regarding CalFresh and noncitizens' potential eligibility for these programs?	CalFresh in General	Noncitizens' Eligibility
	Yes	14	5
	No	44	53
	Totals	58	58

APPENDIX K
Data Summary
Fiscal Year 2009/2010

Outreach Activities			
12. Tell us about your county's CalFresh outreach activities: **A.** In Column A, indicate *ALL* CalFresh outreach activities your county conducted. **B.** In Column B, select the *SINGLE MOST EFFECTIVE* activity.	**Column A** Check *ALL* Outreach Activities that Apply	**Column B** Select the *SINGLE MOST EFFECTIVE* activity	
Outreach Activities	**# of Counties**		**% of 58 cos.**
Partner with Various Agencies and Organizations	44	13	22.4%
Outstation Eligibility Workers	46	11	19.0%
Cross-Train Staff to Accept and Process Applications	47	10	17.2%
Participate in Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	50	6	10.3%
Provide Extended Office Hours (Upon Request, Before 8am, Lunch (12 pm - 1 pm), After 5pm)	56	4	6.9%
Provide Training and Informational Materials to Community-Based Organizations	45	4	6.9%
Provide Informational Brochures/Flyers Regarding CalFresh	55	3	5.2%
Use Organizations to Provide and Send DFA 285 A1 Applications to CWD for Clients	27	3	5.2%
Use Organizations to Provide DFA 285 A1 Applications and Advise Clients to Mail In	26	2	3.4%
Develop a Website	31	1	1.7%
Use Local Media to Enable and Enhance Awareness	14	1	1.7%
Conduct Activity Booths Aimed at Family Nutrition and Physical Activity	23	0	0.0%
Provide a Mobile Intake Unit to go into the Community	7	0	0.0%
Increase Certification Sites	5	0	0.0%
Other*	11	0	0.0%
Totals		58	100.0%

*For a detailed listing of "Other" responses, see APPENDIX A.

13. Is your county spending *County Administrative* funds to conduct CalFresh outreach activities?	#	% of 58 cos.
Yes	29	50.0%
No	29	50.0%
Totals	58	100.0%

APPENDIX K

Data Summary

Fiscal Year 2009/2010

14.	Did your county provide any *MIGRANT-SPECIFIC* educational materials and/or presentations to sites/organizations for <u>MIGRANT WORKERS?</u>	#	% of 58 cos.
	Yes	10	17.2%
	No	48	82.8%
	Totals	58	100.0%

14a.	If you answered *"YES"* to Item 14, indicate sites/organizations.	Check ALL that apply	
	Sites/Organizations	Materials Only	Pres. w/ Matls.
	Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	3	3
	Migrant Education Sites	2	4
	Community-Based Organizations	3	2
	Food Banks	2	2
	Migrant Camps	3	1
	CWD/Certification Sites	1	2
	Hospitals/Clinics	0	3
	Volunteers In Tax Assistance (VITA) sites for income tax preparation	1	2
	Libraries	0	2
	Career Service Centers	1	0
	Child Care Facilities	1	0
	Farmers' Markets	0	1
	Other*	2	0

 *For a detailed listing of "Other" responses, see APPENDIX A.

15.	Did your county provide information about public charge in regard to sponsored noncitizens?	#	% of 58 cos.
	Yes	24	41.4%
	No	34	58.6%
	Totals	58	100.0%

APPENDIX K

Data Summary
Fiscal Year 2009/2010

16. Did your county provide any *NONCITIZEN-SPECIFIC* educational materials and/or presentations to sites/organizations for *NONCITIZENS*?	#	% of 58 cos.
Yes	20	34.5%
No	38	65.5%
Totals	58	100.0%

16a. If you answered *"YES"* to Item 16, indicate sites/organizations.	Check ALL that apply	
Sites/Organizations	Materials Only	Pres. w/ Matls.
Community-Based Organizations	5	11
Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	8	6
Food Banks	4	7
CWD/Certification Sites	2	8
One Stop Centers/Family Resource Centers	8	2
Schools	3	6
Senior Centers	4	5
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	5	4
Government Offices Other than CWD (WIC, SSA, EDD, etc.)	3	5
Hospitals/Clinics	3	5
Alcohol/Drug Rehabilitation Centers	3	4
Farmers' Markets	5	2
Volunteers In Tax Assistance (VITA) sites for income tax preparation	3	4
In-Home Visits	3	3
Churches	3	2
Migrant Camps	3	1
Mobile Sites (Van)	3	1
Libraries	3	0
Child Care Facilities	1	1
Grocery Stores	1	0
Other*	0	2

*For a detailed listing of "Other" responses, see APPENDIX A.

17. Did your county partner with other Health and Human Services Agencies, schools, community-based organizations, etc., to improve CalFresh outreach efforts?	#	% of 58 cos.
Yes	44	75.9%
No	14	24.1%
Totals	58	100.0%

APPENDIX K

Data Summary

Fiscal Year 2009/2010

17a.	If you answered *"YES"* to Item 17, indicate the partner organization names, frequency of meetings, and activities.

For a list of Partner Organization Names, Frequency of Meetings & Activities, see APPENDIX E.

18.	Did your county implement any NEW CalFresh outreach activities during FY 2009/2010?	#	% of 58 cos.
	Yes	32	55.2%
	No	26	44.8%
	Totals	58	100.0%

18a.	If you answered "YES" to Item 18, describe the NEW outreach activities implemented in FY 2009/2010 and indicate whether they were one-time or ongoing activities.	# of activities	%
	One-Time Activity	17	23.6%
	Ongoing Activity	55	76.4%
	Totals	72	100.0%

For a Description of NEW Outreach Activities Implemented in FY 2009/2010, see APPENDIX F.

19.	Does your county have any NEW CalFresh outreach activities planned for implementation during the next fiscal year, July 1, 2010 through June 30, 2011 (FY 2010/2011)?	#	% of 58 cos.
	Yes	31	53.4%
	No	27	46.6%
	Totals	58	100.0%

19a.	If you answered "YES" to Item 19, describe the NEW outreach activities planned for FY 2010/2011 and indicate whether they will be one-time or ongoing activities.	# of activities	%
	One-Time Activity	10	14.3%
	Ongoing Activity	60	85.7%
	Totals	70	100.0%

For a Description of NEW Outreach Activities Planned for FY 2010/2011, see APPENDIX G.

APPENDIX K

Data Summary

Fiscal Year 2009/2010

PART B - CERTIFICATION		
Certification Sites		

20. Did any of the certification sites reported during last year's (FY 2008/2009) survey close as of June 30, 2010?

	#	% of 58 cos.
Yes	10	17.2%
No	48	82.8%
Totals	58	100.0%

20a. Please list the address(es) of certification sites that were closed.

20

For a list of closed Certification Sites, see APPENDIX H.

21. As of June 30, 2010, how many certification sites were there in your county?

378

For a list of counties and number of certification sites, see APPENDICES I and J.

21a. Did any of the certification sites indicated in Item 21 have extended office hours?

	#	% of 58 cos.
Yes	56	96.6%
No	2	3.4%
Totals	58	100.0%

For a list of counties and number of certification sites with extended office hours, see APPENDICES I and J.

22. As of June 30, 2010, indicate the following for each individual certification site reported in Item 21:
● Site address
● Days and hours of operation (actual days and hours the site is open for business)
● Extended office hours (hours the site is open for business before 8 am, lunch 12 - 1pm, and after 5 pm)
● Services offered: (AP = Applications Provided, AA = Applications Accepted, ESS = Expedited Services Screening, IC = Interview Conducted, ALL = all services)

For a list of counties, number of certification sites, days and hours of operation, and service codes, see APPENDIX J.

22a. If extended office hours were indicated in items 12 and 22, identify the frequency (in general) that clients *USED* those extended hours. If a category does *NOT* apply, leave *"NOT APPLICABLE"* selected.

	Frequency of Use of Extended Hours	
Extended Office Hours Offered	**Occasionally Used**	**Frequently Used**
Upon Request Only	30	8
Before 8 am	26	11
Lunch (12 pm - 1 pm)	10	44
After 5 pm	27	6
Other*	3	1

*For a detailed listing of "Other" responses, see APPENDIX A.

APPENDIX K
Data Summary
Fiscal Year 2009/2010

Determination of Operational and Extended Hours		
23. What methods did your county use when determining its hours of operation to ensure that the needs of working clients (applicants and recipients) were met pursuant to Manual of Policies and Procedures (MPP) Section 63-205.1 (i.e., how did your county conduct a needs assessment)?	Check ALL that apply	
Methods Used to Determine Hours of Operation	**#**	**% of 58 cos.**
Clients Requested As Needed	43	74.1%
Historical Data on Hours Meeting Working Clients' Needs were Available in the County	29	50.0%
Working Clients were Polled at CWD Offices or Certification Sites	5	8.6%
Surveys or Questionnaires were Mailed to Working Recipients	4	6.9%
Other County Agencies were Polled	1	1.7%
Other*	4	6.9%

*For "Other" methods used, see Appendix A.

24. Other than extended office hours, what were the *TOP THREE* access methods working clients used?	Check the *TOP THREE ONLY*	
Access Methods Working Clients Used Other Than Extended Office Hours	**#**	**% of 58 cos.**
Clients Mail Required Documents to the CWD	51	87.9%
Telephone Interviews were Conducted: Monday through Friday, During Hours of Operation	39	67.2%
Drop Boxes in Which Documents May Be Deposited After Normal Hours Were Used	32	55.2%
On-Line Application	26	44.8%
Telephone Interviews were Conducted: During Extended Office Hours (Upon Request, Before 8am, Lunch Hour, After 5pm)	11	19.0%
Call Center	8	13.8%
Authorized Representatives were Appointed to Come in During Hours of Operation	7	12.1%
In-Home Visits	0	0.0%
Other*	1	1.7%

*For "Other" Methods used, see APPENDIX A.

PART C - GENERAL COMMENTS (OPTIONAL)

General Comments will be given to Program under separate cover.

APPENDIX L

CALFRESH COORDINATOR/PRIMARY CONTACT LIST						
County	**Name**	**Title**	**E-mail Address**	**Phone Number**	**Extension**	**FAX Number**
ALAMEDA	Sheila Danehy-Oakes Nicole Hayes	Program Specialist	sdanehy@acgov.org	(510) 259-3825 or (510) 259-3894	N/A	(510) 259-3880
ALPINE	Lucie Morotti	ICW II	lmorotti@alpinecountyca.gov	(530) 694-2235	231	(530) 694-2252
AMADOR	Judy Brown	Staff Services Analyst	jbrown@amadorgov.org	(209) 223-6611	0	(209) 257-0242
BUTTE	Ken MacKell	Program Manager	kmackell@buttecounty.net	(530) 879-3528	0	(530) 879-3528
CALAVERAS	Sydney Prest	Eligibility Supervisor	sprest@co.calaveras.ca.us	(209) 754-6549	0	(209) 754-4536
COLUSA	Alexandra Elguez	Eligibility Supervisor	aelguez@countyofcolusa.org	(530) 458-0262	0	(530) 458-0492
CONTRA COSTA	Kathi Kelly	CalFresh Program Analyst	kkelly@ehsd.cccounty.us	(925) 313-1641	0	(925) 313-1758
DEL NORTE	Carmen Fong-Chavez	Program Manager, Public Assistance/Employment & Training Branch	cchavez@co.del-norte.ca.us	(707) 464-3191	299	(707) 465-1783
EL DORADO	Dianne Faiferek	Staff Services Analyst	dianne.faiferek@edcgov.us	(530) 642-7179	0	(530) 295-2791
FRESNO	Judy Lemos	Deputy Director	jlemos@co.fresno.ca.us	(559) 453-4157	0	(559) 453-3520
GLENN	Becky Hansen	Eligibility Program Manager	bhansen@hra.co.glenn.ca.us	(530) 865-6104	0	(530) 934-6521
HUMBOLDT	Jimia Chapman	Administrative Analyst II	jchapman@co.humboldt.ca.us	(707) 268-2783	0	(707) 445-6096
IMPERIAL	Javier De Anda	Program Manager	javierdeanda@co.imperial.ca.us	(760) 337-7422	0	(760) 336-3182
INYO	Dawndee Rossy	Human Services Supervisor	drossy@inyocounty.us	(760) 872-1394	0	-
KERN	Martha Esparza	Assistant Program Director	esparzm@co.kern.ca.us	(661) 633-7337	0	(661) 631-6898
KINGS	Art Taft	Program Specialist	art.taft@co.kings.ca.us	(559) 582-3241	4247	(559) 585-0346
LAKE	Sandy Davis	Staff Services Analyst	sdavis@dss.co.lake.ca.us	(707) 995-4218	0	(707) 995-4253
LASSEN	Bill Jost	Program Manager	bjost@co.lassen.ca.us	(530) 251-8346	NA	(530) 257-9002
LOS ANGELES	LaTanya Lee	Human Services Administrator III	LaTanyaLee@dpss.lacounty.gov	(562) 908-6345	0	(562) 695-0423
MADERA	Janet Wallace	Program Manager	janet.wallace@co.madera.ca.us	(559) 675-2336	0	(559) 675-7690
MARIN	Michael Saunders	Eligibility Program Manager	msaunders@co.marin.ca.us	(415) 473-3493	0	(415) 473-3555
MARIPOSA	Ruth Poole	EW Supervisor	rpoole@mariposacounty.org	(209) 966-3609	202	(209) 966-5943
MENDOCINO	Rosemary Martin del Campo	Program Manager	martinr@co.mendocino.ca.us	(707) 463-7875	0	(707) 463-7879
MERCED	Linda Nicholas	Program Administrator	lnichola@hsa.co.merced.ca.us	(209) 385-3000	5272	(209) 354-2505
MODOC	Patty Shirk	Program Manager	pattyshirk@co.modoc.ca.us	(530) 233-6506	0	(530) 233-2136
MONO	Mary Stanley	Program Manger	mstanley@mono.ca.gov	(760) 924-1780	0	(760) 924-5431
MONTEREY	Christine Alvarez	MA II	alvarezlc@co.monterey.ca.us	(831) 796-1544	0	(831) 755-8408
NAPA	Alli Muller	Staff Services Analyst	allison.muller@co.napa.ca.us	(707) 253-6180	0	(707) 299-4431
NEVADA	Kevin Olson	Eligibility Supervisor	Kevin.Olson@co.nevada.ca.us	(530) 265-1626	0	(530) 265-9860

APPENDIX L

CALFRESH COORDINATOR/PRIMARY CONTACT LIST						
County	**Name**	**Title**	**E-mail Address**	**Phone Number**	**Extension**	**FAX Number**
ORANGE	Donna Henderson	Deputy Director	Donna.Henderson@ssa.ocgov.com	(714) 541-7444	0	(714) 245-6188
PLACER	Jane Christensen	Client Services Program Manager	jchriste@placer.ca.gov	(530) 889-7662	0	(530) 889-6826
PLUMAS	Susan Rhodes	Program Manager	susanrhodes@countyofplumas.com	(530) 283-6277	0	(530) 283-6368
RIVERSIDE	Robin Zeno-Jackson	Program Specialist	rozenoja@riversidedpss.org	(951) 358-4994	0	(951) 358-3990
SACRAMENTO	Nicole Williams	CalFresh Program Planner	obrienv@saccounty.net	(916) 876-9963	0	(916) 875-3591
SAN BENITO	Alma Villasana	Eligibility Supervisor	avillasana@cosb.us	(831) 636-4180	0	(831) 637-9754
SAN BERNARDINO	Maria Contreras	Program Specialist I	contrerasm@hss.sbcounty.gov	(909) 383-9404	None	(909) 383-9714
SAN DIEGO	Marsha Munoz	Program Manager	marsha.munoz@sdcounty.ca.govq	(619) 515-6792	0	(619) 515-4270
SAN FRANCISCO	Leo O'farrell	Program Director	Leo.O'farrell@sfgov.org	(415) 558-1157	0	(415) 558-1184
SAN JOAQUIN	Alisa Rosas	Staff Analyst II	arosas@sjgov.org	(209) 468-2043	0	(209) 932-2615
SAN LUIS OBISPO	Joyce Fields	Program Manager II	jfields@co.slo.ca.us	(805) 781-1895	0	(805) 781-1944
SAN MATEO	Tess Yuson	Program Specialist	tmyuson@smchsa.org	(650) 802-7562	0	(650) 631-5806
SANTA BARBARA	Elena Medina	Department Business Specialist CalFresh/GR	e.medina@sbcsocialserv.org	(805) 737-6021	0	(805) 737-7089
SANTA CLARA	Michelle Greenwood	CalFresh Program Coordinator	michelle.greenwood@ssa.sccgov.org	(408) 491-6700	0	(408) 975-4530
SANTA CRUZ	Lainie Gray - LOA until April 2011	Associate Analyst	lainie.gray@co.santa-cruz.ca.us	(831) 763-8764	0	(831) 763-8530
SHASTA	Jean Keyes	Staff Services Analyst II	jkeyes@co.shasta.ca.us	(530) 225-5022	0	(530) 225-5288
SIERRA	Lori McGee	ICW Supervisor	lmcgee@sierracounty.ws	(530) 993-6725	0	(530) 993-6767
SISKIYOU	Debbie Walsh	Program Manager	dwalsh@co.siskiyou.ca.us	(530) 841-2752	0	(530) 841-4399
SOLANO	Juanita M. Fleming	Food Stamp Program Specialist	jmmccord-fleming@solanocounty.com	(707) 784-3807	0	(707) 863-8903
SONOMA	Joelle Werner	Planner Analyst	jwerner@schsd.org	(707) 565-2524	0	(707) 565-2929
STANISLAUS	Maria De Anda	Manager III	DeAndMa@stancounty.com	(209) 558-2671	0	(209) 558-2558
SUTTER	David Nagra	Program Manager	dsnagra@co.sutter.ca.us	(530) 822-7230	210	(530) 822-7563
TEHAMA	Melody Finwick	Program Manager	mfinwick@tcdss.org	(530) 528-4096	0	(530) 527-5410
TRINITY	Morgan Talkington	Eligibility Supervisor	mtalkington@trinitycounty.org	(530) 623-8247	0	(530) 623-1250
TULARE	Mindy Balaam	Program Specialist - CalFresh	mbalaam@tularehhsa.org	(559) 623-0142	0	(559) 713-5180
TUOLUMNE	Rebecca Espino	Program Manager	respino@co.tuolumne.ca.us	(209) 533-5746	0	(209) 533-5714
VENTURA	Clara Rayos	Program Analyst	clara.rayos@ventura.org	(805) 477-5362	0	(805) 477-5387
YOLO	Julia Scheuermann	Administrative Analyst x2	julia.scheuermann@yolocounty.org	(530) 661-2918	0	(530) 661-2781
YUBA	Carol Newsom	Program Manager	cnewsom@co.yuba.ca.us	(530) 749-6480	0	(530) 749-6767

APPENDIX M

FOOD STAMP PROGRAM (FSP) SURVEY OF OPERATIONS AND ACCESS

STATE FISCAL YEAR [SFY] 2009/2010
(July 1, 2009 through June 30, 2010)
CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
FOOD STAMP BRANCH

COUNTY:	
COUNTY CODE:	
DATE SUBMITTED:	

COUNTY CONTACT INFORMATION
(Columns marked with an asterisk (*) are required to be completed)

Name*	Title*	E-Mail*	Phone*	Ext.	Fax
Person Completing Survey					
FSP Coordinator (Primary FSP Contact Person)					
Outreach Contact Person					

SURVEY STARTS HERE

Please click on the "Instructions" button located on the top toolbar and read the background and instructional information prior to completing this survey. Technical information regarding the electronic submission of this survey is available by clicking on the "Automated E-mail Features" and "System Requirements" buttons.

******RETURN SURVEY BY DECEMBER 30, 2010******

APPENDIX M

PART A--ACCESS AND AWARENESS

Provide information based on activities that occurred at any time during SFY 2009/2010 unless another time frame is specified.

<u>Application Access</u>

1. **Other than County Welfare Department (CWD) Offices/Certification Sites, indicate the sites used in the county for certification of benefits.**
   A. **Column A, General Food Stamp information sites**
   B. **Column B, Food Stamp application sites**
   C. **Column C, Sites where county staff provide application assistance**
   D. **Column D, Sites where non-county staff provide application assistance**
   E. **Column E, Sites where county staff give presentations to promote Food Stamp participation**

Application Sites	Check All Application Sites That Apply				
	Column A	Column B	Column C	Column D	Column E
	General Food Stamp Info	Food Stamp Application Forms	County Staff Provide Assistance	Non-County Staff Provide Assistance	County Staff Presen-tations
Alcohol/Drug Rehabilitation Centers	☐	☐	☐	☐	☐
Child Care Facilities	☐	☐	☐	☐	☐
Churches	☐	☐	☐	☐	☐
Community-Based Organizations	☐	☐	☐	☐	☐
Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	☐	☐	☐	☐	☐
Direct Mail/Internet/Telephone/Fax Request	☐	☐	☐	☐	☐
Employment Sites	☐	☐	☐	☐	☐
Farmers' Markets	☐	☐	☐	☐	☐
Food Banks	☐	☐	☐	☐	☐
Government Offices Other than CWD (WIC, SSA, EDD, etc.)*	☐	☐	☐	☐	☐
Grocery Stores	☐	☐	☐	☐	☐
Volunteers in Tax Assistance (VITA) sites for income-tax preparation	☐	☐	☐	☐	☐
Hospitals/Clinics	☐	☐	☐	☐	☐
In-Home Visits	☐	☐	☐	☐	☐
Libraries	☐	☐	☐	☐	☐
Migrant Camps	☐	☐	☐	☐	☐
One Stop Centers/Family Resource Centers	☐	☐	☐	☐	☐
Mobile Sites (Van)	☐	☐	☐	☐	☐
Schools	☐	☐	☐	☐	☐
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	☐	☐	☐	☐	☐
Other Application Sites (Specify):					
	☐	☐	☐	☐	☐
	☐	☐	☐	☐	☐
	☐	☐	☐	☐	☐

* Women, Infants, and Children (WIC) Social Security Administration (SSA) Employment Development Department (EDD)

APPENDIX M

2. **If application assistance was selected in Item 1, column C or D, indicate how your county used staff to assist clients in completing food stamp application forms and answering questions.**

Application Assistance Process	Check All That Apply
Conducted Hospital Visits	☐
Conducted In-Home Visits	☐
Provided Bilingual Assistance	☐
Provided Eligibility Screening through a Streamlined Application Process	☐
Provided Eligibility Workers/Support Staff to Assist Clients with Filling Out Applications and Answering Questions	☐
Provided Eligibility Workers Who Complete Applications Jointly (Interactive Interview) with Clients	☐
Provided Outreach Staff	☐
Used Community-Based Organizations to Provide Application Assistance	☐
Other Application Assistance (Specify):	
	☐
	☐
	☐

3. **Are applications screened for determination of Expedited Service (ES) entitlement?**

○ YES   ○ NO

•If you answered "*YES*," continue to Items 3a through 3e.
•If you answered "*NO*," go to Item 4.

3a. **Does this include applications filed on-line?**

○ YES   ○ NO

3b. **Indicate when screening for ES is done.**

When application is requested	○
When application is submitted	○
During the interview	○
Other (Specify):	○

3c. **Indicate who does the screening for ES.**

Clerical/Receptionist	○
Eligibility Worker	○
Supervisor	○
Application Screening Unit	○
Other (Specify):	○

3d. **If you answered "Clerical/Receptionist" in Item 3c, did the clerical staff use a screening form?**

○ YES   ○ NO

3e. **Is the procedure for ES screening different for on-line applications and multi-program applications?**

○ YES   ○ NO

APPENDIX M

4. **Indicate the translated languages (other than English) in which food stamp applications were USED in your county.**

Non-English Languages			
Check All That Apply			
None	☐	Punjabi	☐
Arabic	☐	Portuguese	☐
Armenian	☐	Russian	☐
Cambodian	☐	Spanish	☐
Farsi	☐	Tagalog	☐
Hmong	☐	Ukrainian	☐
Japanese	☐	Vietnamese	☐
Korean	☐	**Other (specify):**	
Laotian	☐		☐
Mandarin/Chinese	☐		☐
Mien	☐		☐

5. **Did your county provide outstationed food stamp eligibility workers at sites other than CWDs?**

○ YES   ○ NO

•If you answered "*YES*," continue to Item 5a.
•If you answered "*NO*," go to Item 6.

5a. **If you answered "*YES*" to Item 5, indicate the sites where eligibility workers were outstationed.**

Outstationed Eligibility Worker Sites	Check All That Apply
Alcohol/Drug Rehabilitation Centers	☐
Community-Based Organizations	☐
Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	☐
Employment Sites	☐
Farmers' Markets	☐
Food Banks	☐
Government Offices Other than CWD (WIC, SSA, EDD, etc.)*	☐
Hospitals/Clinics	☐
In-Home Visits	☐
Migrant Camps	☐
One Stop Centers/Family Resource Centers	☐
Mobile Sites (Van)	☐
Schools	☐
Senior Centers	☐
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	☐
Other Outstationed Eligibility Worker Sites (Specify):	
	☐
	☐
	☐

*Women, Infants, and Children (WIC)
Social Security Administration (SSA)
Employment Development Department (EDD)

APPENDIX M

6. **Does your county website provide the ability for clients to submit an on-line application?**

   ○ YES   ○ NO   •If you answered "*YES*," continue to Items 6a through 6k.
                        •If you answered "*NO*," go to Item 7.

6a. **If you answered *"YES"* to Item 6, indicate the website address to access the on-line application.**

6b. **Are there kiosks or computer terminals available for applicants to apply on-line?**

   ○ YES   ○ NO

6c. **If you answered *"YES"* to item 6b, is there sufficient privacy so others cannot easily see the information being entered?**

   ○ YES   ○ NO

6d. **Can on-line applications be viewed or modified electronically by district office staff?**

   ○ YES   ○ NO   •If you answered "YES," continue to Item 6e.
                        •If you answered "NO," go to Item 6f.

6e. **If you answered *"YES"* to item 6d, check appropriate boxes below.**

When On-Line Applications are Viewed or Modified	Select One
Before the eligibility interview	○
During the eligibility interview	○
After the eligibility interview	○

6f. **Is the applicant provided a copy of the changes made to their electronic application at the interview?**

   ○ YES   ○ NO

6g. **What type of on-line application is available to clients in your county?**

One E-Application	○
C4Yourself	○
Benefits CalWIN	○
Other (Specify):	○

6h. **What date is used when an on-line application is filed outside of normal business hours (8am - 5pm)?**

Same Day	○
Next Business Day	○
Other (Specify):	○

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6i. **How are clients made aware of the option to apply on-line?**

Through Outreach Materials	O
By Telephone Hotline Messages	O
Through Mass Mailing Notices	O
When a Client Calls the CWD	O
Through Public Advertisement	O
Not Currently Promoting	O
Other (Specify):	O

6j. **Indicate the features offered on your on-line application website.**

On-Line Application Features	Check All That Apply
Partially complete and save application until later	☐
Submit application electronically with an electronic signature (e-signature)	☐
Establish the application filing date (including submitting application with only the name, date, and signature)	☐
Process Expedited Service entitlement	☐
Submit application for recertification	☐
Obtain a signature, if no e-signature is available	☐
Check the status of the application	☐
Report changes prior to application processing	☐
Print the application form	☐
Send message to county	☐
Easy to locate and access from the county's website	☐
Easy to use with clear instructions and simple language	☐
Help tools available either online, by phone, or via other means	☐
Provides confirmation that the online application has been submitted	☐
Other On-Line Application Features (Specify):	
	☐
	☐
	☐

6k. **Indicate the languages which were available for on-line applications.**

Languages Available	Check All That Apply
English	☐
Spanish	☐
Other Languages (Specify):	
	☐
	☐

APPENDIX M

Face-to-Face Interview

7. **Did your county waive any face-to-face interview?**

| ○ YES | ○ NO |

•If you answered "**YES**," continue to Items 7a through 7d.
•If you answered "**NO**," go to Item 8.

7a. **Indicate the type of interview waived by your county.**

Type of Interview Waived	Select One
Hardship	○
Federal Statewide Waiver (county optional)	○
Both Hardship and Federal Statewide Waiver	○

•If "**Hardship**" or "**Both Hardship and Federal Statewide Waiver**" is selected, continue to Items 7b through 7d.
•If "Federal Statewide Waiver" is selected, go to Item 8.

7b. **Indicate the primary interview method that was used for initial application and recertification.**

Methods	Initial Application	Recertification
Telephone Interviews	○	○
Mail	○	○
E-mail	○	○

7c. **Estimate** the percentage of applications that had face-to-face interviews waived.

Types of Applications	1 to 5 percent were waived	6 to 10 percent were waived	11 to 20 percent were waived	Over 20 percent were waived
Hardship at Intake	○	○	○	○
Elderly and Disabled Households at Intake	○	○	○	○
Elderly and Disabled at Recertification	○	○	○	○
Quarterly Reporting Households at Recertification	○	○	○	○
All Households at Intake and Recertification	○	○	○	○

7d. **How are clients made aware of the option to have a face-to-face interview waived?**

Through Outreach Materials	○
By Telephone Hotline Messages	○
When a Client Calls the CWD	○
When the Client Receives an Application	○
When the Application is Submitted	○
When the Eligibility Worker Sees a Potential Need	○
Other (Specify):	○

APPENDIX M

Program Access

8. **Is your county implementing/planning a Business Process Re-engineering effort?**
(*Business Process Re-engineering is the process of analyzing every aspect of how business is done and making changes that will transform the way business is done traditionally in delivering services. For example, centralized or simplified application process, call centers, on-line application, document imaging, face-to-face waivers, etc.*)

○ YES   ○ NO   • If you answered "*YES*," continue to Item 8a.
• If you answered "*NO*," go to Item 9.

8a. **If you answered "YES" to Item 8, describe your county's Business Process Re-engineering efforts. Indicate whether your county is currently implementing or planning to implement in the future. If more space is needed, please go to Part C, "General Comments."**

Description of Business Process Re-engineering Efforts	Type	
	Implementing	Planning
	○	○
	○	○
	○	○
	○	○
	○	○
	○	○

9. **What telephone method(s) did your county use to provide information regarding the food stamp program?**

Telephone Methods	Check All That Apply	
	Food Stamp Program in General	Noncitizens' Eligibility
Hotline - provides general information either through a recording and/or live operator.	☐	☐
Hotline number 1-877-847-FOOD (3663)	☐	☐
Interactive Voice Response (IVR) System - identifies customers and provides tailored information according to the customer profile.	☐	☐
Call Center - provides general information and answers to basic questions through a live operator.	☐	☐
Change/Service Center - provides general information and can make basic changes to an active case through a live operator.	☐	☐
General County Main Number	☐	☐
County number "211"	☐	☐
Other Telephone Methods (Specify):		
	☐	☐
	☐	☐
	☐	☐

APPENDIX M

9a. Based on the telephone method(s) selected in item 9, indicate the languages (other than English) that were used in your county.

Non-English Languages			
Check All That Apply			
None	☐	Punjabi	☐
Arabic	☐	Portuguese	☐
Armenian	☐	Russian	☐
Cambodian	☐	Spanish	☐
Farsi	☐	Tagalog	☐
Hmong	☐	Ukrainian	☐
Japanese	☐	Vietnamese	☐
Korean	☐	**Other (specify):**	
Laotian	☐		☐
Mandarin/Chinese	☐		☐
Mien	☐		☐

9b. Does your county use contracted language services?

○ YES   ○ NO

• If you answered "**YES**," continue to Item 9c.
• If you answered "**NO**," go to Item 9d.

9c. If you answered "*YES***" to Item 9b, indicate who accesses language line services when interpreter services are needed.**

Clerical/Receptionist	○
Eligibility Worker	○
Supervisor	○
Application Screening Unit	○
Other (Specify):	○

APPENDIX M

9d. Based on the telephone method(s) selected in Item 9, provide the telephone number(s), type (recording/operator), specific type of information/services available and, days and hours of operation.

Telephone Number(s)	For Hotline and/or IVR System Only (including 877-847-FOOD)			Column A	Column B
Enter numbers Only	Recording *ONLY* (Complete Column A)	Operator *ONLY* (Complete Column B)	Both (Complete Columns A and B)	Indicate the Specific Type of __INFORMATION__ Provided by the Recording	Indicate the Days *AND* Hours an Operator is Available
	○	○	○		
	○	○	○		
	○	○	○		
	○	○	○		
	○	○	○		
	○	○	○		

Telephone Number(s)	For Call Center, Change/Service Center and/or General County Main Number Only (including 211)			Column A	Column B
Enter numbers Only	Recording *ONLY* (Complete Column A)	Operator *ONLY* (Complete Column B)	Both (Complete Columns A and B)	Indicate the Specific Type of __SERVICES__ Provided by the Recording	Indicate the Days *AND* Hours an Operator is Available
	○	○	○		
	○	○	○		
	○	○	○		
	○	○	○		
	○	○	○		
	○	○	○		

APPENDIX M

9e. Did the telephone method(s) maintained by your county, as identified in item 9, provide clients the ability to leave messages after hours of operation?

○ YES   ○ NO

•If you answered "YES," continue to Item 9f.
•If you answered "NO," go to Item 9h.

9f. If you answered **"YES"** to Item 9e, indicate the telephone method(s) in which messages were allowed after hours of operation.

Telephone Methods	Check All That Apply
Hotline	☐
Hotline number 1-877-847-FOOD (3663)	☐
Interactive Voice Response (IVR) System	☐
Call Center	☐
Change/Service Center	☐
General County Main Number	☐
County number "211"	☐
Other Telephone Methods (Specify):	
	☐
	☐
	☐

9g. If you answered **"YES"** to Item 9e, indicate what options clients have when connected to a recorded message.

Client Options to a Recorded message	Check All That Apply
Leave a voicemail message	☐
Call another number	☐
Speak to a Supervisor	☐
Other Options (Specify):	
	☐
	☐
	☐

9h. On average, how many calls does the Call Center receive per day?

1 to 50 calls	○
51 to 100 calls	○
101 to 150 calls	○
Over 150 calls	○

APPENDIX M

10. Does your county employ the use of a document imaging system?

○ YES   ○ NO

•If you answered "YES," continue to Item 10a.
•If you answered "NO," go to Item 11.

10a. Are document imaging activities centralized or decentralized?

Centralized	○
Decentralized	○

10b. Are imaged documents accessible to Eligibility Workers during interviews?

○ YES   ○ NO

11. Did your county use local media for broadcasting public service announcements that included information regarding food stamp programs and noncitizens' potential eligibility for these programs?

Topics of Local Public Service Announcements		
Food Stamp Programs in General	○ YES	○ NO
Noncitizens' Eligibility	○ YES	○ NO

APPENDIX M

Outreach Activities

12. **Tell us about your county's food stamp outreach activities:**
    A. **In Column A, indicate *ALL* food stamp program outreach activities your county conducted.**
    B. **In Column B, select *the SINGLE MOST EFFECTIVE* activity.**

Outreach Activities	Column A Check *ALL* Outreach Activities That Apply	Column B Select the *SINGLE MOST EFFECTIVE* Activity
Conduct Activity Booths Aimed at Family Nutrition and Physical Activity	☐	○
Cross-Train Staff to Accept and Process Applications	☐	○
Develop a Website	☐	○
Increase Certification Sites	☐	○
Outstation Eligibility Workers *(must agree with response in Item 5)*	☐	○
Participate in Community Events (Health/Job/Information Fairs,Harvest Festivals, etc.)	☐	○
Partner with Various Agencies and Organizations *(must agree with response in Item 17)*	☐	○
Provide a Mobile Intake Unit to Go Into the Community	☐	○
Provide Extended Office Hours (Upon request, Before 8 am, Lunch (12 pm - 1 pm), After 5 pm) *(must agree with response in Items 21a and 22a)*	☐	○
Provide Informational Brochures/Flyers Regarding the Food Stamp Program	☐	○
Provide Training and Informational Materials to Community-Based Organizations	☐	○
Use Local Media to Enable and Enhance Awareness *(must agree with response in Item 11)*	☐	○
Use Organizations to Provide DFA 285 A1 Applications ▪Organizations Advise Clients to Mail In OR	☐	○
▪Organizations Send in to CWD for Clients	☐	○
Other Outreach Activities (Specify):		
	☐	○
	☐	○
	☐	○

13. **Is your county spending *County Administrative* funds to conduct Food Stamp Program outreach activities?**

    ○ YES   ○ NO

APPENDIX M

14. **Did your county provide any *MIGRANT-SPECIFIC* educational materials and/or presentations to sites/organizations for *MIGRANT WORKERS?***

○ YES   ○ NO

- If you answered "*YES*," continue to Item 14a.
- If you answered "*NO*," go to Item 15.

14a. **If you answered *"YES"* to Item 14, indicate sites/organizations.**

NOTE: *In addition to providing information on the survey, we are requesting that you mail any county-developed outreach and educational materials that your county used. Please mail the materials to the address provided at the end of the survey under the "SUBMISSION INSTRUCTIONS" (PART D) section.*

Sites/Organizations	Materials *ONLY*	Presentations With Materials	Sites/Organizations	Materials *ONLY*	Presentations With Materials
Career Service Centers	○	○	Libraries	○	○
Child Care Facilities	○	○	Migrant Camps	○	○
Community-Based Organizations	○	○	Migrant Education Sites	○	○
CWD/Certification Sites	○	○	**Other Sites (Specify):**		
Community Events (Migrant/Health/Job/Information Fairs, Harvest Festivals, etc.)	○	○		○	○
Farmers' Markets	○	○		○	○
Food Banks	○	○		○	○
Volunteers in Tax Assistance (VITA) sites for income-tax preparation	○	○		○	○
Hospitals/Clinics	○	○		○	○

15. **Did your county provide information about public charge in regard to sponsored noncitizens?**

○ YES   ○ NO

APPENDIX M

16. Did your county provide any *NONCITIZEN-SPECIFIC* educational materials and/or presentations to sites/organizations for *NONCITIZENS?*

○ YES   ○ NO

• If you answered "*YES*," continue to Item 16a.
• If you answered "*NO*," go to Item 17.

16a. If you answered *"YES"* to Item 16, indicate sites/organizations.

NOTE: *In addition to providing information on the survey, we are requesting that you mail any county-developed outreach and educational materials that your county used. Please mail the materials to the address provided at the end of the survey under the "SUBMISSION INSTRUCTIONS" (PART D) section.*

Sites/Organizations	Materials *ONLY*	Presentations With Materials	Sites/Organizations	Materials *ONLY*	Presentations With Materials
Alcohol/Drug Rehabilitation Centers	○	○	Libraries	○	○
Child Care Facilities	○	○	Migrant Camps	○	○
Churches	○	○	One Stop Centers/Family Resource Centers	○	○
Community-Based Organizations	○	○	Mobile Sites (Van)	○	○
CWD/Certification Sites	○	○	Schools	○	○
Community Events (Migrant/Health/Job/Information Fairs, Harvest Festivals, etc.)	○	○	Senior Centers	○	○
Farmers' Markets	○	○	Shelters (Red Cross, Domestic Violence, Homeless, etc.)	○	○
Food Banks	○	○	**Other Sites (Specify):**		
Government Offices Other than CWD (WIC, SSA, EDD, etc.)*	○	○		○	○
Grocery Stores	○	○		○	○
Volunteers in Tax Assistance (VITA) sites for income-tax preparation	○	○		○	○
Hospitals/Clinics	○	○		○	○
In-Home Visits	○	○		○	○

*Women, Infants, and Children (WIC) Social Security Administration (SSA) Employment Development Department (EDD)

APPENDIX M

17. **Did your county partner with other Health and Human Service Agencies, schools, community-based organizations, etc., to improve food stamp outreach efforts?**

    ○ YES   ○ NO

•If you answered "**YES**," continue to Item 17a.
•If you answered "**NO**," go to Item 18.

17a. **If you answered "YES" to Item 17, indicate the partner organization names, frequency of meetings, and activities. If more space is needed, please go to Part C, "General Comments."**

Partner Organization Names	Frequency of Meetings		Activities
	○ Monthly ○ Bi-Monthly ○ Quarterly	○ Other (Specify):	
	○ Monthly ○ Bi-Monthly ○ Quarterly	○ Other (Specify):	
	○ Monthly ○ Bi-Monthly ○ Quarterly	○ Other (Specify):	
	○ Monthly ○ Bi-Monthly ○ Quarterly	○ Other (Specify):	
	○ Monthly ○ Bi-Monthly ○ Quarterly	○ Other (Specify):	
	○ Monthly ○ Bi-Monthly ○ Quarterly	○ Other (Specify):	

APPENDIX M

18. **Did your county implement any NEW food stamp program outreach activities during SFY 2009/2010?**

○ YES   ○ NO

•If you answered "*YES*," continue to Item 18a.
•If you answered "*NO*," go to Item 19.

18a. **If you answered *"YES"* to Item 18, describe the NEW outreach activities implemented in SFY 2009/2010 and indicate whether they were one-time or ongoing activities. If more space is needed, please go to Part C, "General Comments."**

Description of *NEW* Outreach Activities Implemented in SFY 2009/2010	Type of Activity	
	One-Time Activity	Ongoing Activity
	○	○
	○	○
	○	○
	○	○
	○	○
	○	○

APPENDIX M

19. Does your county have any *NEW* food stamp program outreach activities planned for implementation during the next fiscal year, July 1, 2010 through June 30, 2011 (SFY 2010/2011)?

○ YES   ○ NO

•If you answered "*YES*," continue to Item 19a.
•If you answered "*NO*," go to Item 20.

19a. If you answered *"YES"* to Item 19, describe the *NEW* outreach activities planned for SFY 2010/2011 and indicate whether they will be one-time or ongoing activities.
If more space is needed, please go to Part C, "General Comments."

Description of *NEW* Outreach Activities Planned for SFY 2010/2011	Type of Activity	
	One-Time Activity	Ongoing Activity
	○	○
	○	○
	○	○
	○	○
	○	○
	○	○

APPENDIX M

PART B--CERTIFICATION

For Items 20, 21, and 22, provide certification site information as of June 30, 2010. For Items 22a, 23 and 24, provide information based on activities that occurred at any time during SFY 2009/2010.

Certification Sites

20. **Did any of the certification sites reported during last year's (SFY 2008/2009) survey close as of June 30, 2010?**

  ○ YES   ○ NO   • If you answered "*YES*," continue to Item 20a.
  • If you answered "*NO*," go to Item 21.

20a. **Please list the address(es) of certification sites that were closed. If more space is needed, please go to PART C, "General Comments."**

	Address/City	Zip Code
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

21. **As of June 30, 2010, how many certification sites were there in your county?**

21a. **Did any of the certification sites indicated in Item 21 have extended office hours?**

  ○ YES   ○ NO

APPENDIX M

22. **As of June 30, 2010, indicate the following for each individual certification site reported in Item 21:**
   - **Site address**
   - **Days and hours of operation (actual days and hours the site is open for business)**
   - **Extended office hours (hours the site is open for business before 8am, lunch 12 - 1pm, and after 5pm)**
   - **Services offered: (use the codes below)**
     AP = Applications Provided, AA = Applications Accepted,
     ESS = Expedited Service Screening, IC = Interviews Conducted, ALL = All of the Above.

   NOTE: *Use ONLY ONE LINE for each site UNLESS hours or services vary depending*
   on the day of the week. Please use the formats provided in the examples.

Address/City	Zip Code	Days	Hours of Operation	Extended Office Hours			Service Codes
				N/A	By Request Only	Hours Currently Provided	
12345 South Main Street Sacramento	95814	M-Tu,Th	7am - 6pm	O	O	7am-8am, 5pm-6pm	ALL
		W,F	9:30am - 3:30pm	O	◉	8am-9:30am	ALL
54321 North Main Street, Sacramento	95823	M-F	8am - 5pm	◉	O		AP, AA, ESS
1500 Washington Street, Sacramento	95834	M-F	8am - 5pm	O	O	Lunch 12-1pm	ALL
				O	O		
				O	O		
				O	O		
				O	O		
				O	O		
				O	O		
				O	O		

APPENDIX M

Item 22 Continued (use only if necessary--please do not repeat information listed above)

Address/City	Zip Code	Days	Hours of Operation	Extended Office Hours			Service Codes
				N/A	By Request Only	Hours Currently Provided	
				○	○		
				○	○		
				○	○		
				○	○		
				○	○		
				○	○		
				○	○		
				○	○		
				○	○		
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				○	○		
				○	○		
				○	○		
				○	○		
				○	○		
				○	○		
				○	○		
				○	○		
				○	○		
				○	○		
				○	○		

APPENDIX M

Item 22 Continued (use only if necessary--please do not repeat information listed above)

Address/City	Zip Code	Days	Hours of Operation	Extended Office Hours			Service Codes
				N/A	By Request Only	Hours Currently Provided	
				○	○		
				○	○		
				○	○		
				○	○		
				○	○		
				○	○		
				○	○		
				○	○		
				○	○		
				○	○		
				○	○		
				○	○		
				○	○		
				○	○		
				○	○		
				○	○		
				○	○		
				○	○		

You have entered **0** sites.   This matches the number provided in Item 21. Thank you.

APPENDIX M

22a. If extended office hours were indicated in Items 12 and 22, identify the frequency (in general) that clients *USED* those extended hours. If a category does NOT apply, leave "Not Applicable" selected.

Extended Office Hours Offered	Frequency of Use of Extended Hours		
	Not Applicable	**Occasionally Used**	**Frequently Used**
Upon Request Only	◉	○	○
Before 8 am	◉	○	○
Lunch (12 pm - 1 pm)	◉	○	○
After 5 pm	◉	○	○
Other Extended Office Hours (Specify):			
	◉	○	○
	◉	○	○
	◉	○	○

Determination of Operational and Extended Hours

23. What methods did your county use when determining its hours of operation to ensure that the needs of working clients (applicants and recipients) were met pursuant to Manual of Policies and Procedures (MPP) Section 63-205.1 (i.e., how did your county conduct a needs assessment)?

Methods Used to Determine Hours of Operation	Check All That Apply	
Clients Requested As Needed	☐	**Please check at least ONE method**
Historical Data on Hours Meeting Working Clients' Needs were Available in the County	☐	
Other County Agencies were Polled	☐	
Surveys or Questionnaires were Mailed to Working Recipients	☐	
Working Clients were Polled at CWD Offices or Certification Sites	☐	
Other Methods (Specify):		
	☐	
	☐	
	☐	
	☐	

APPENDIX M

24. Other than extended office hours, what were the TOP THREE access methods working clients used?

Access Methods Working Clients Used Other Than Extended Office Hours	Check the *TOP THREE ONLY*
Authorized Representatives were Appointed to Come in During Hours of Operation	☐
Call Center	☐
Clients Mail Required Documents to the CWD	☐
Drop boxes in which Documents May Be Deposited After Normal Hours were Used	☐
In-Home Visits	☐
On-Line Application	☐
Telephone Interviews were Conducted: ▪ Monday through Friday, During Hours of Operation	☐
▪ During Extended Office Hours (Upon Request, Before 8 a.m., Lunch, After 5 p.m.)	☐
Other Alternatives Used (Specify):	
	☐
	☐
	☐

**Please check
the top THREE**

PART C--GENERAL COMMENTS (OPTIONAL)	COUNTY

APPENDIX M

END OF SURVEY ITEMS

PROCEED TO PART D--SUBMISSION INSTRUCTIONS

PART D--SUBMISSION INSTRUCTIONS

******RETURN SURVEY BY DECEMBER 30, 2010******

E-mail Submission of Survey

► Click the "E-mail Survey" button located on the top toolbar of the survey page. This function will automatically open your default e-mail as a new e-mail message and attach the completed survey as an e-mail attachment. It will also automatically insert a designated e-mail address and your county's information on the "Subject" line. Click the "Send" button and the completed survey will be submitted to the California Department of Social Services.

► If you are unable to e-mail the survey, check for red circles which indicate that there are unanswered questions or invalid data. Please make any necessary corrections and try to e-mail the survey again.

► For additional troubleshooting and technical information, click the "Automated E-mail Features" and "System Requirements" buttons located on the top toolbar of the survey document. You may also e-mail us at admsurveyunit@dss.ca.gov or by clicking the "Questions or Problems?" button or contact Kevin Andagan at (916) 653-1347 for further technical assistance.

► For all *nontechnical* questions related to the completion of this survey, please contact Rosie Avena at (916) 654-1514.

Mailing the Survey and Other Requested Information

► Please be sure you have answered all items and have the additional information requested in Items 14a and 16a (if applicable) ready for mailing. Send the information for Items 14a and 16a to the mailing address below. You may also mail a hard copy of this entire survey to the address below if you are unable to submit the survey via e-mail.

Attention: Rosie Avena
California Department of Social Services
Food Stamp Branch
744 P Street, MS 8-9-32
Sacramento, CA 95814

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
Will Lightbourne, Director