

# CALFRESH CALL CENTER FUNCTIONALITY

COUNTY	CASELOAD SIZE	CONSORTIA	INTAKE	RECERT	SAR 7	TELEPHONIC	CHANGE	HEARING	NEW	RETURN	EBT CARD	BENEFIT	CUSTOMER
			INTERVIEW	INTERVIEW		SIGNATURE	REPORT	REQUEST	HIRE	MAIL	REPLACE- MENT	INQUIRY	SATISFACTION SURVEYS
Alameda	60,502	CalWIN	X	X	X		X			X	X	X	
Butte	16,975	CIV			X		X	X	X		X	X	
Contra Costa	34,040	CalWIN		X	X	X	X		X	X	X	X	X
Fresno	94,025	CalWIN	X	X	X		X	X	X	X	X	X	
Humboldt	12,517	CIV	X	X	X		X		X	X	X	X	
Kern	70,633	CIV			X		X	X	X	X	X	X	
Kings	10,820	CIV		X	X		X	X	X	X	X	X	
Los Angeles	558,723	LRS			X		X				X	X	
Marin	6,246	CIV			X		X				X	X	
Monterey	22,713	CIV			X		X				X	X	
Orange	123,183	CalWIN		X	X		X				X	X	
Placer	9,286	CalWIN			X		X	X	X	X	X	X	
Riverside	129,010	CIV		X	X		X				X	X	X
Sacramento	102,439	CalWIN	X	X	X	X	X			X	X	X	
San Bernardino	178,495	CIV			X		X				X	X	X
San Diego	142,006	CalWIN			X	X	X	X			X	X	X
San Francisco	34,846	CalWIN	X	X			X		X	X	X	X	
San Mateo	15,148	CalWIN	X		X	X	X	X	X		X	X	X
Santa Barbara	18,573	CalWIN		X	X		X		X	X	X	X	
Santa Cruz	14,643	CalWIN	X	X	X	X	X	X	X	X	X	X	
Shasta	12,943	CIV					X			X	X	X	
Solano	22,398	CalWIN		X	X		X	X	X	X	X	X	
Sonoma	18,932	CalWIN		X	X	X	X	X	X	X	X	X	
Stanislaus	41,902	CIV		X	X		X		X	X		X	
Sutter	5,727	CIV			X		X	X	X	X	X	X	
Tulare	52,436	CalWIN		X	X		X			X	X	X	
Ventura	37,376	CalWIN					X				X	X	
Yolo	10,645	CalWIN	X	X	X		X			X	X	X	
Yuba	6,187	CIV					X		X	X	X	X	