

**EVALUATION OF THE EFFECTIVENESS
OF CALIFORNIA'S
FOOD STAMP OUTREACH PROGRAM**

DECEMBER 15, 1977



**STATE OF CALIFORNIA
HEALTH AND WELFARE AGENCY
DEPARTMENT OF BENEFIT PAYMENTS**

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OUTREACH PROGRAM

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Executive Summary

Introduction

This report was initiated by DBP to comply with language contained in the Supplementary Report of the Committee of Conference on the Budget Bill for 1977/78. The purpose of this report is to provide an evaluation of the effectiveness of the current Outreach Program and to show its positive impact.

The national requirement for food stamp outreach had its inception in 1971 when Public Law 91-671 was enacted. Compliance was limited until April 1975 when a federal court decision revised federal instructions to require stronger efforts to perform outreach services.

Program Description

Since April 1975, when revised outreach requirements took effect, California has tried different approaches to performing outreach. For the FY 1977/78 Outreach Program, DBP is contracting with community based agencies in 36 regions for provision of the outreach services. The community agencies are responsible for prescreening, language translation, transportation, information dissemination and authorized representative services. Each region receives an average grant of \$14,500 which is used to pay the salary and benefits of a coordinator and a limited amount of support costs. The program is designed to utilize volunteers and other resources within the community.

Evaluation

To evaluate the program, the following aspects were assessed: compliance with federal requirements, agency contract compliance, unmeasurable benefits, prescreening and referral activity, referral costs, and the economic impact of outreach.

The Department's program is in compliance with federal regulations and instructions concerning outreach. The current method of operations, which is designed to meet minimum federal requirements, has been approved by USDA.

Most agencies are in compliance with all contractual provisions. Others are working toward correcting minor deficiencies. Volunteers are used by all agencies at the rate of 510 person hours of volunteer time per agency a month.

There are several aspects of outreach which have a positive impact on the program, but cannot be measured in quantifiable terms. Information dissemination efforts have reached approximately 992,000 persons telling them of the program. This effort has some impact and may have encouraged people to apply, but it cannot be determined. In addition, the agencies have been able to lessen potential applicants' apprehensions in applying for food stamps by explaining the process involved. This leads to a smoother and more efficient intake process at the county welfare department since applicants are better prepared. Furthermore, the agencies are beginning to effect positive attitudinal changes in the general public and the potentially eligible population and are creating a greater awareness of the far reaching positive aspects of the

Food Stamp Program from an economic and social service standpoint. The agencies also are involved in nutrition education efforts aimed at helping families improve their nutritional intake. These benefits can be viewed as helping to meet the congressional intent of the Food Stamp Act.

During the first quarter of the current fiscal year the agencies have prescreened 3,306 households with 2,454 of them referred to the county welfare department. Some of the referred households were prescreened by telephone and did not receive a copy of the referral form used in the program. There were 1,614 households prescreened face-to-face who were provided a referral form. Of those referred with the form, 376 households received benefits. Telephone referrals generated another 287 households bringing the total to 663. It is possible that at least 200 more households will be certified for participation as a result of first quarter efforts.

Referral costs for the first quarter are \$36.23 per individual referral and \$134.13 for each one approved. The cost per referral figure should be read with caution. Late data for the last quarter of the previous fiscal year increased the approved referrals by some 300 cases, so the cost per approved referral could be as low as \$92.34. Other cost data shows that California's program spends one-quarter as much as New York and half as much as Illinois per potentially eligible person.

The economic impact of the program is impressive. The first quarter efforts pumped an additional \$1.3 million into California's economy. This estimate is based on certified outreach referred households that will receive a total benefit of \$389,525.96 in bonus food stamps. Furthermore, the direct impact of the first quarter on California's food industry is \$48,558.25 with California ranchers and farmers receiving \$19,288.20 of this figure. Projections for the entire year's efforts indicate total benefits of \$2.4 million in bonus dollars with an economic impact of \$8.6 million on California's gross economy. Other estimates indicate that the first quarter efforts have generated approximately 200 paid jobs and 300 volunteer jobs.

Conclusion

The program serves to meet a federal requirement and is helping California move in a positive direction in dealing with hunger in the State. The program has made positive efforts to improve the Program's image. Almost a million people have been reached through various outreach techniques. The efforts are getting people into the program and will have a projected \$8.6 million economic impact as a result. The cost of the program is lower than other large states. All these factors lead DBP to the conclusion that the program is very effective.

I. INTRODUCTION

A. Basis for Report

This report has been prepared by the Department of Benefit Payments to evaluate the effectiveness of the current Food Stamp Outreach Program in accordance with Item 261, paragraph 3, of the Supplementary Report of the Committee of Conference on the Budget Bill for 1977/1978. The language contained in the Supplementary Report is as follows:

"The department shall report on the impact of the food stamp outreach program by December 15, 1977. Specifically, the department shall report on the number of prescreening applications submitted to county welfare departments by local outreach coordinators and volunteers, the number of applications approved, the estimated cost per approved application in each of the 36 regions. The department should further report on the number of volunteer man/ months actually utilized in each of the 36 regions. The report will be submitted to the Joint Legislative Budget Committee and the fiscal and appropriate committees."

B. Authority for Outreach

Public Law 91-671, enacted in 1971, mandated outreach activities in the Food Stamp Program. Although the Food Stamp Program has been operational since 1965, the participation rate by potentially eligible households was very low in the early years. To more fully accomplish the legislative goal of alleviating hunger and malnutrition in low-income households, an extensive outreach requirement was incorporated into federal law via P.L. 91-671.

Despite this specific Congressional action mandating outreach, USDA failed to strictly enforce the requirements. As a result, court actions against various states (including California), and in some cases USDA, were filed. The landmark case was Bennett v. Butz, wherein a Minnesota Federal District Court rendered a decision ordering USDA to enforce the regulations through closer monitoring of state activities. The decision, handed down in April 1975, revised the federal regulations and instructions to provide for a more active outreach effort nationwide.

The current outreach regulations, Title VII, Code of Federal Regulations, Chapter II, Part 271.1(k) read as follows:

"(k) Outreach. Each State agency shall initiate and monitor effective, comprehensive ongoing efforts performed cooperatively with other public and private agencies, religious, business and civic groups, retail trade associations, unions, community organizations, news media, and other groups, organizations and associations to inform low-income households eligible to receive food stamps of the availability and benefits of the program and to insure the participation of eligible households which wish to participate by

providing such households with reasonable and convenient access to the program. Such efforts (hereinafter referred to as "outreach") shall be carried out in conformity with FNS regulations and instructions governing outreach and with the State agency outreach plan approved by FNS, and shall take into consideration the special needs of, among others, the elderly, the disabled, migrants, persons residing in rural areas, and ethnic groups. Each State agency shall designate one person to serve full-time as State Outreach Coordinator with responsibility to initiate, coordinate, monitor and evaluate ongoing food stamp outreach action and shall provide such coordinator with clerical and support staff necessary for effective implementation of the outreach program. Each State agency shall provide project area outreach coordinators in accordance with FNS outreach instructions."

The resulting Federal Instructions (FNS (FS) Instruction 732-6, Rev. 1), which further explain state responsibilities are attached and referenced as Attachment A.

C. Definition of Outreach

Outreach is defined in the federal instruction as effective, comprehensive, ongoing efforts initiated and monitored by the state agency and performed cooperatively with other public and private agencies, religious, business and civic groups, retail trade associations, unions, community organizations, news media and other groups, organizations and associations to inform all low income households potentially eligible to receive food stamps of the availability and benefits of the program, and to ensure the participation of eligible households that wish to participate by providing such households with reasonable and convenient access to the program.

II. PROGRAM DESCRIPTION

A. Historical Background

The Department of Benefit Payments has maintained responsibility for the Outreach Program since the requirement was enacted into law. Prior to April 1975, the program was operated with a part-time coordinator at the state level and part-time coordinators at the county level. The program design in the approved plan of operation was aimed primarily at information dissemination.

In April 1975, with the issuance of the regulations and instructions resulting from the Bennett v. Butz decision, a full-time coordinator was appointed at the state level. A plan of operations requiring the counties to perform the mandated services was approved by USDA. State regulations requiring county outreach programs were issued in September 1975. However, only 33 counties complied by submitting the required action plans. The remaining 25 counties submitted Board of Supervisors Resolutions or letters from the county welfare director refusing to participate in outreach or did not respond at all.

In addition, in February 1975, suit was filed against California in the case of Los Angeles County Welfare Rights Organization et. al. v. Obledo and Prod. This suit was filed to force California to comply with the outreach requirements. Action on the case was suspended with the issuance of the regulations and instructions resulting from Bennett v. Butz. The plaintiffs' attorneys agreed to suspend court proceedings and observe California's activities under the new mandates. Meetings were held between the Department and the plaintiffs' attorneys on a monthly basis to assess California's progress.

The counties' reaction to the state regulations requiring outreach caused DBP great concern as the Department was not in compliance with federal requirements and faced possible fiscal sanctions and possible reactivation of the lawsuit. The plaintiff's attorneys in the California suit were monitoring DBP's activities closely and discussed the situation with the Department at several of the monthly meetings. As the counties and various community representatives felt that the outreach requirement would be administered more appropriately by some other organization, the Department studied alternatives which would not require extensive county involvement. The most viable alternatives were to utilize state staff to perform the required services, or contract with private organizations. Utilizing state staff was determined impractical as the Department had little experience in dealing with the community resources whose support was vital to the success of the program. Thus, the best alternative was to contract with organizations that were familiar with communities to be served.

DBP, as indicated earlier, had limited experience in dealing with community organizations, so outside assistance was necessary. The State Economic Opportunity Office (SEOO), which deals with all community action programs in the state, had considerable experience in dealing with community organizations; therefore, DBP entered into a contractual agreement with SEOO in May 1976. SEOO was to subcontract with community based organizations throughout the state to provide the required outreach services for Fiscal Year 1976/1977.

The program in Fiscal Year 1976/1977 was slow in reaching complete implementation. The subcontracts with the agencies were not effective until the middle of the contract year due in part to problems associated with obtaining contract approval. This situation, coupled with the general problems associated with implementation of a new program, hindered a smooth, timely implementation. As these problems existed, the program was not exemplary of the kind of activity and results of which it was capable. This led to some modification of the program for Fiscal Year 1977/1978.

E. Current Method of Operations

For Fiscal Year 1977/78, the Outreach Program is administered by the Department of Benefit Payments. SEOO no longer serves as the primary contractor; DBP currently contracts directly with the community agencies.

The state is divided for outreach purposes into 36 regions coterminous with county boundaries. The regions were developed on the basis of the potentially eligible population of each county. Counties having a potentially eligible population too small to warrant a separate region were grouped into larger regions. Geographic factors were also taken into account in developing the regional structure. The regions are as follows:

REGIONAL BREAKDOWN

<u>Region</u>	<u>County(ies)</u>	<u>Region</u>	<u>County(ies)</u>
1	Del Norte, Humboldt	19	Santa Cruz, Monterey, San Benito
2	Siskiyou, Modoc, Lassen, Trinity, Shasta	20	Fresno, Madera
3	Lake, Mendocino	21	Kings, Tulare
4	Tehama, Lake, Glenn, Sutter, Yuba,	22	San Luis Obispo
5	Butte, Plumas	23	Kern
6	Sierra, Nevada, Placer	24	San Bernardino
7	Sonoma, Napa, Marin	25	Santa Barbara
8	Solano, Yolo	26	Ventura
9	Sacramento	27	Los Angeles
10	Amador, Calaveras, Tuolumne	28	Los Angeles
11	Alpine, Mono, Inyo	29	Los Angeles
12	San Francisco	30	Los Angeles
13	Contra Costa	31	Los Angeles
14	San Joaquin	32	Orange
15	San Mateo	33	Riverside
16	Alameda	34	San Diego
17	Santa Clara	35	San Diego
18	Stanislaus, Merced Mariposa	36	Imperial

DBP has contracted with community-based agencies in each region through a competitive bidding process. The contractors are welfare rights organizations, welfare advocate groups and community action agencies. The agencies were selected on the basis of the services to be provided, their knowledge of the Food Stamp Program, their experience in providing outreach services, and other criteria relating to program administration ability.

A list of the contracted agencies is attached and referenced as Attachment B. Currently, 26 agencies covering 31 of the 36 regions are fully operational. All regions are covered with the exception of Ventura County (Region 26) and Orange County (Region 32). Ventura County is scheduled to be covered beginning January 1, 1978. Orange County was covered by the Orange County Community Development Corporation until November 1, 1977, when they voluntarily terminated their contract. In addition, the San Luis Obispo; Alpine, Mono, and Inyo; and San Francisco regions were recently taken over by the contracted agencies and have not yet reached full implementation.

It should be noted that in July, 21 agencies were operational; in August, 26 agencies were operational; and in September, 27 agencies were operational. All agencies were not operational in July because several had withheld hiring coordinators until they were notified of the contract award.

Each region receives an average contract amount of \$14,500. Some regions receive a slightly higher amount to compensate for larger geographic areas, and some regions receive a slightly smaller amount as appropriate. The majority of the funding is utilized to pay the salary and benefits of the equivalent of one full time coordinator. Approximately 80% of the funding pays for salaries and benefits. Of the remaining 20%; 12% is for travel costs for the coordinator and volunteer staff; 4% is for telephone expenses; and 4% is for office supplies, rent and utilities.

Most agencies share in the cost of providing administrative support to the outreach contract. For example, most of the agencies are not charging rent or utilities as an expense under the contract, paying the costs from other funding sources. Some are providing clerical support, office supplies, a portion of travel costs, or accounting services at no charge to our program.

C. Roles and Responsibilities

1. Contractors

The contracted outreach agencies are responsible for the actual provision of outreach services to the potentially eligible residents of their region. As the contract amount provides for minimal paid staff, the one paid full-time position is expected to serve as a coordinator of the existing resources in the region. The coordinator is expected to recruit and train volunteers from other community agencies and resources within the region to provide the following federally mandated services:

- a. Prescreening and referral. This is one of the most important and beneficial activities of the program. Prescreening enables a potential applicant to become aware of the regulations and procedures of the Food Stamp Program and to obtain a preliminary estimate of eligibility. To briefly explain the process, a client prescreened by the outreach agency and thought to be eligible is referred to the county welfare department with copies of the FSOP-1 (Food Stamp Outreach Referral Form) (Attachment C.) The county eligibility worker indicates on the form whether the applicant is certified or denied, and forwards a copy to DBP's Program Information Bureau. The data is computer-tabulated and forwarded to the DBP Outreach Unit on a monthly basis. The information thus obtained provides one means of evaluating program performance; it is, however, incomplete in several ways: (1) There will be a lag between actual prescreening/referral and ultimate receipt of the FSOP-1 by DBP; (2) agency prescreeners or volunteers may misuse or forget to use the form; (3) the applicant may neglect to give the form to the welfare department; (4) the welfare department may neglect to process the form; (5) many persons are prescreened by telephone and will not have a form when they apply for benefits. For these reasons, the reported number of prescreened referrals is lower than the actual number.
- b. Information dissemination. Information on the availability and benefits of food stamps, as well as on specific program regulations and procedures, is disseminated by a variety of methods, e.g., newspaper articles, radio and television spots, brochures, posters, public speaking engagements, word-of-mouth.
- c. Transportation to certification offices, issuance sites, grocery stores.
- d. Translation/interpretation.
- e. Authorized representation for households unable to visit certification and issuance sites or grocery stores.

Other responsibilities of the agencies are as follows:

- a. Submittal of, and compliance with, a month-by-month action plan of anticipated activities.
- b. Submittal of monthly activity and fiscal reports (Attachment D).
- c. Maintenance of accurate activity and fiscal records.
- d. Establishment of open communication channels with county welfare departments within their region.

2. DBP

DBP has ultimate responsibility for the administration of the state Outreach Program. The Outreach Unit within DBP is responsible for organizing, supervising, monitoring and evaluating all Outreach Program efforts.

Specific responsibilities include:

- a. Provision of training and technical assistance to contracted outreach agencies on an ongoing basis.
- b. Provision of forms, brochures, and other available materials to agencies.
- c. Monitoring/evaluation of agencies via reviews of action plans and monthly reports and bimonthly on-site visits.
- d. Maintenance of routine administrative functions - invoice processing, contract processing, correspondence, etc.
- e. Liaison between outreach agencies and county welfare departments.
- f. Development and maintenance of state guidelines, regulations, and operational plans consistent with federal regulations.
- g. Submittal of semiannual action plans and activity reports to USDA.
- h. Response to public inquiries (regarding policy issues, information, publication requests, etc.).
- i. Preparation of reports, position papers, presentations, etc., on program and policy issues as requested by management.
- j. Liaison with USDA, other state agencies, and other units within DBP.

3. County Responsibilities

The county welfare departments are required to:

- a. Designate a person to be the Outreach Coordinator for the county whose responsibilities shall be to maintain ongoing contact with the community agency responsible for outreach in the county and to coordinate all county efforts to improve program accessibility.
- b. Provide input and comments regarding proposed outreach activities within the county.
- c. Be responsive to bona fide problems which are brought to their attention by the community agencies.
- d. Prepare and submit to DBP monthly reports regarding caseload statistics. Such reports are due on the 20th of the month following the report month.

III. EVALUATION

A. Compliance with Federal Requirements

As indicated in FNS (FS) Instruction 732-6, Rev. 1 (Attachment A), the requirements under the outreach mandate are as follows:

The state agency shall:

1. Employ a full-time state outreach coordinator and provide necessary clerical and support staff.
2. Provide one coordinator in each county. States are provided the flexibility of utilizing regional coordinators in sparsely populated areas.
3. Utilize volunteers or other persons not employed by the state to assist in conducting information and prescreening workshops for potentially eligible households; assisting certification personnel in prescreening households' eligibility; acting as language interpreters; distributing informational materials on the program; providing transportation to certification and issuance centers; and acting as authorized representatives for households unable to visit certification offices, issuance centers, or grocery stores.
4. Prepare for approval by FNS, a state plan of operations detailing the manner in which the state shall exercise its responsibility and the criteria used to monitor and evaluate the effectiveness of the Outreach Program.
5. Prepare, on a semiannual basis, an action plan for implementation of the state's outreach effort.
6. Require county or regional coordinators to report monthly.
7. Prepare semiannual reports explaining the state's efforts in relation to their action plan.

In order to comply with the requirements, DBP has:

1. Named a full-time outreach coordinator who is supported by three full-time analysts, a part-time analyst, and a secretary. This staff provides the necessary guidance and monitoring of the contracted agencies.
2. Contracted with community based groups in each county or group of counties having sufficient population to warrant a region.
3. Required each contracted agent to utilize volunteers to assist in conducting the required services through specific contract provisions.

4. Prepared the required state plan of operations detailing the manner in which California is carrying out its responsibilities (Attachment E).
5. Prepared since August 1975, semiannual action plans detailing the implementation of California's outreach effort.
6. Developed a reporting system requiring contracted agents and county welfare departments to report monthly those statistics required by the federal instructions and those statistics necessary to administer the program efficiently and effectively.
7. Prepared on a semiannual basis, reports explaining our outreach efforts.

In summary, the program has been designed to meet the minimum federal requirements.

B. Agency Contract Compliance

Under the terms of contracts between DBP and the community agencies (Attachment F), the contracted agencies are required to perform specific duties which will enable DBP to meet the federal requirements. Of primary importance are those provisions pertaining to:

1. Performance of the activities mandated in the federal instructions (prescreening, translation, etc.).
2. Submission of semiannual action plans and compliance with such action plans.
3. Submission of monthly reports detailing the agencies' activities.
4. Development and maintenance of good working relationships with the county welfare department(s) in their regions.
5. Utilization of volunteer assistance in performing the required activities.

Generally, contract compliance is very satisfactory. At present, 22 of the 29 agencies are in compliance with all contractual provisions. The remaining 7 are not currently meeting all their action plan commitments, but are satisfactorily working to correct their deficiencies, and are in compliance with all other contract provisions. Although the acquisition of volunteers for the program has not been an easy task to accomplish, the efforts in this area have generated an average of 1.5 full-time and 6.5 part-time volunteers a month per agency through September 1977. This has produced 510 person hours of volunteer time per agency a month.

C. Unmeasurable Benefits of Outreach

There are a number of aspects which demonstrate the effectiveness and positive impact of the Outreach Program which cannot be measured by traditional, quantifiable means.

For example, one important objective of the program is to increase participation in the Food Stamp Program. Toward this end, it is possible to account for those applicants who are prescreened and who subsequently submit the FSOP 1 to the county welfare department. There are many others, as mentioned earlier, who are prescreened over the telephone and, consequently, do not have an FSOP-1 to turn in upon application.

More significantly, the large numbers of persons who are encouraged to apply as a result of outreach publicity efforts are not currently identifiable. Public service announcements and articles in the mass media, brochures, posters, and public speaking engagements are essentially one-way communication channels which are very powerful, but whose effects are not always measurable or immediate. Persons exposed to outreach publicity may not be presently eligible for food stamps, but may become eligible at a later time. Also, they often "spread the word" to others who may be eligible, thus compounding the impact of publicity and other outreach methods. The estimated coverage provided by the outreach agencies in performing publicity efforts for the period July through September 1977 is as follows:

Brochures	35,971 issued	68,066 persons reached
Posters	1,122 issued	36,180 persons reached
Speaking Engagements	125 provided	12,202 persons reached
Radio PSA's	39 aired	875,808 persons reached

If any of those persons reached through the media receive food stamps without using the FSOP-1 system, they would be an addition to those we know have benefitted.

Another benefit of the Outreach Program that is difficult to quantify is the facilitation of the food stamp intake (certification) process, for both the applicant and the welfare department, as a result of the outreach prescreening service. Potential applicants are often fearful or apprehensive about going to the welfare department and may, therefore, decide not to go at all, especially if they know nothing about program requirements and procedures and have no real idea of their eligibility. The outreach agency provides a community-based supportive environment which is likely to be less threatening to clients and offers practical assistance by familiarizing each client with program terminology and requirements, establishing a preliminary assessment of eligibility to determine whether it is worth the client's time to go through the formal certification process, aiding in completing oftentimes confusing and lengthy forms, explaining what documentation will be needed to complete the application, and providing other support services such as transportation, translation, and authorized representation. Adequate emotional and physical preparation of the client serves to simplify and accelerate the intake process, often saving him or her additional trips to the welfare department. It also facilitates the process for the welfare department, as the client is more at ease, already familiar with the program, and equipped with the proper forms and verifications. Additionally, intake worker time is saved in not having to process obvious ineligible who have been "screened out" by the outreach agency.

Another nonquantifiable value of the Outreach Program concerns reeducation and attitudinal changes of the general public as well as the potentially eligible population. The Food Stamp Program has a stigma attached to it that can be attributed, in large part, to misconceptions and lack of knowledge. Much of the general public does not realize that the program benefits not only needy persons, but also the entire economy of the community (and beyond) because the money expended in food stamps directly and positively impacts grocers and other food related industries and indirectly stimulates the labor market and nonfood related businesses. This issue of economic impact is discussed in more detail in a later section of this report. Further, many people are under the mistaken impression that all food stamp recipients are on welfare, unemployed, and receiving a standard "dole." Potentially eligible persons, sharing the same misconceptions and wishing to avoid the misguided stigma, do not apply for food stamps and thereby deprive their households of the means for adequate, nutritional diets.

Another benefit of the Outreach Program is the impact of the outreach contractors nutrition education efforts in elevating the nutritional levels of needy families. One of the main objectives of the Food Stamp Program is to raise the nutrient intake of low income households. An average food stamp household, which is comprised of three persons each receiving \$20.50 bonus monthly, increases its food consumption by approximately \$61.50 per month. However, increased food expenditures and nutritional improvements are not automatically synonymous unless positive steps are taken.

About one-third of the outreach contractors are providing nutrition education services. These services are provided by various means, including classes on meal planning, family budgeting, home canning, bread baking, development of low cost meals, distribution of pamphlets and brochures on nutrient needs, low cost menus, wise grocery shopping, and coordination of existing nutrition education resources within their communities. This is accomplished through use of nutritionists involved in other food related programs and use of college students majoring in nutrition to teach classes and to develop materials. This combination of nutrition education activities represents a positive impact on improving the nutritional intake of low income families.

The Outreach Program has been working hard to dispel the food stamp myths and to reeducate the public about the far-reaching benefits and impact of the Food Stamp Program. Observations to date show that encouraging progress is being made in this area. Potentially eligible persons are beginning to develop more trust and willingness to participate in the program. The credibility of outreach agencies in their communities is a strong asset here. In some areas, there is evidence that the negative attitudes of the general public are also beginning to change, albeit slowly. The local agencies have been hampered somewhat in this matter by the lack of statistics to document the economic impact of food stamps. However, DBP is taking steps to accumulate and provide such data to the agencies.

Still another unmeasurable impact of the outreach program is the increase of the contracted agencies effectiveness as the program matures, which is in direct proportion to the amount of time that they have been funded and in operation. Now in its second year, outreach as an ongoing service has resulted in an increase in activities, more positive community ties and creditability, and a more efficient manner of operations. It is anticipated that the effectiveness of the program will increase to a higher level by the end of the fiscal year.

The outreach agencies, by functioning as a liaison between state government and the potentially eligible population, are creating a greater public awareness of the need for and the availability of social services. In providing accurate information and essential services, they are laying a groundwork of mutual understanding and respect within their communities, which can hopefully lead to more informed and humane public input into legislative and administrative processes affecting social services.

In addition, the Food Stamp Program will be changed under new requirements recently enacted into law. Because many of the new provisions represent major changes in the law, effective implementation of these changes -- particularly elimination of the purchase requirement, elimination of categorical eligibility, changes in resource and income limits, and adoption of a standard deduction -- significantly impacts outreach. Food Stamp Outreach is a logical source of assistance in implementing the new regulations. The county welfare departments will have a substantial influx of applications when the new provisions take effect. The outreach program can act as a valuable resource not only to disseminate information but to screen out obviously ineligible households, explain the new resource and income limits, explain the standard deductions, provide assistance with completion of the application form, and provide information on necessary documentation/verification receipts.

D. Prescreening and Referral Activity

The data contained in this section of the report represents a portion of those persons served by the Outreach Program. These statistics denote those persons who are actually seen or spoken to by the outreach agencies on a one to one basis. However, as mentioned earlier, the agencies provide services which can also generate interest in the program and may well lead to persons receiving benefits without ever being seen by the agencies. Where such persons do get benefits without one to one contact with the agencies, no statistical information is available.

For the first three months of the current fiscal year, the outreach agencies have prescreened a total of 3,306 households by telephone and face to face contact. There were 2,454 households referred to the county welfare departments to apply for food stamp benefits. Of those, 2,043 were referred with certification expected and 411 were referred with certification uncertain. The monthly figures are: July - 889 referred with certification expected for 707;

August - 720 referred with certification expected for 614; and September - 845 referred with certification expected for 722. For the agencies operating during the period July through September, this averages 45 prescreenings per month per agency, with an average of 33 referrals per month.

As indicated earlier, several persons are prescreened by telephone and will not have a FSOP-1, Referral Form, when they apply. Those persons obviously will not be taken into account in our primary data collection system. Of the 3,306 prescreened households, 2,147 were prescreened face-to-face with 1,614 households receiving a referral form. Of those, certification was expected for 1,437 and 177 were referred with certification uncertain. DBP statistics indicate that 489 households referred with a referral form have applied, with 376 households certified for benefits. This number should be read with caution as it only reflects those referral forms that have been received and processed by DBP as of October 28, 1977. Experience with the form last year indicates that a number of forms are still awaiting processing by the welfare department or forwarding to DBP. In fact, under last year's program, data was still being received in November 1977. Therefore, the actual number of forms for the period July through September will be somewhat higher.

Obviously all 2,043 referrals will not receive food stamps. Some may go to the welfare department and forget the form; some forms may not be properly processed by the welfare department or may be lost; or some may decide not to go to the welfare department because they find other resources. Part of this attrition is to be expected. However, through telephone follow-up with referred households, the agencies have found that 287 more households received benefits. This brings the known total for the first quarter of the year to 663.

At this rate, it is projected that the referral form system will bring approximately 4,000 households into the program over the course of the fiscal year. There are probably more persons who will get program benefits through publicity and telephone referral that will not be reflected in the statistics.

E. Cost Data

Through September, the contracted agencies have spent \$88,929.97. As stated earlier, of this amount, 80% went to salaries and fringe benefits; 4% went to telephone expenses; 12% went to travel, and 4% went to office supplies, rent and utilities.

Broken down by agency, this amount averages monthly: \$878.32 for the salary and benefits of the coordinator; \$43.91 for telephone; \$131.74 for travel; and \$42.79 for office supplies, rent and utilities.

Based on the \$88,929.97 spent in referring 2,454 households in July through September, the cost per referral was \$36.23. This low cost per referral is created through the fact that many referrals come from volunteer agencies.

Based on the 663 known referrals that resulted in approved food stamp cases for the past quarter, the cost per approved referral is \$134.13. This figure must be used with caution as the data for the period covered by this report is incomplete. Based on the fact that late data for the last quarter of the previous fiscal year increased the number of approved referrals by some 300 cases, the cost per known approved referral could be as low as \$92.34.

A comparison of the cost of Outreach in California with New York and Illinois indicates California is spending much less than either state per potentially eligible recipient. New York spends four times as much as California and Illinois spends twice as much.

The figures are as follows:

	Potentially Eligible	Outreach Budget	Cost Per Potential Recipient
New York	684,202	\$1,149,660	\$1.68
Illinois	570,599	465,060	.85
California	1,500,000	637,637	.42

F. Economic Impact of Outreach

The following analysis provides data on the positive impact outreach has made on the California economy. The methodologies used were derived from two sources. One from a report developed by the State Department of Benefit Payments's Issue Analysis Bureau which gives a preliminary analysis of the economic and social effects of the Food Stamp Program in California. The other came from studies prepared by the National Child Nutrition Project regarding the economic impact of the program on several states. These studies incorporated principles that were developed in a 1972 USDA study in Texas in which a "Multiplier Effect" was established that showed how the use of food stamps generate additional by-products to our economy.

To provide data that will give a more complete picture of the outreach activities that have taken place and the impact they have made, two periods are simultaneously addressed. The first period, February 1, 1977 to June 30, 1977, covers the time that the data collection method presently used was conducted during the previous fiscal year. The second period, July 1, 1977 to September 30, 1977, covers the current program in its first three months.

As stated previously during the first quarter of 77/78, the program has generated 663 households who are known to have been certified for food stamps. In the previous fiscal year, 1,117 households are known to have been certified for food stamps. As the average household is comprised of three persons, each receiving a \$20.50 bonus, each

household receives an average bonus of \$61.50 per month. The average household participates in the program for 9.6 months. Therefore, the bonus dollars generated for last year's program is \$659,476.80; and for the first quarter of the current year is \$389,525.96. Thus, the Outreach Program will have generated over \$1,000,000 in sales for California retailers, through the first quarter of the current fiscal year. Projections indicate the impact on retail sales will be over \$3,300,000 from the efforts of the entire program through the current fiscal year.

When relating this impact on California's retailers, it follows that the impact creates additional benefits in the food and nonfood sectors. More specifically, the use of food stamps necessitates more food to be sold, which creates more people to buy and sell food, which, in turn brings the need for more raw materials and labor. A USDA study in Texas established the "multiplier effect" as having a rate of 3.64. This means that \$3.64 in new jobs, sales, etc., is generated for every bonus dollar in food stamps. It is estimated that, through the multiplier effect, the state economy benefitted by a gross of \$2.4 million for the previous fiscal year and \$1.4 million gross for the first quarter of the current year. When the amounts spent on outreach in the two periods are taken into account, the net benefit is \$1.7 million (\$2.4 million less \$695,000) for the previous year and \$1.3 million (\$1.4 million less \$90,000) for the first quarter of the current year. In addition the gross impact of the entire year's program is projected to be \$8.6 million.

Furthermore, the Texas study indicated that for every \$8,343, a new job is created. In California, estimates indicate that the Outreach Program has created 290 jobs last year and 170 jobs in the first quarter of the current year. Furthermore, some 36 jobs were created through our contracted agencies and some 300 volunteer jobs were created thus far this year. These persons, many of whom are current or former recipients, are receiving valuable experience which can lead to other jobs in the future.

In addition, the dollar impact outreach referred households have made on the retail food industry, the six major agricultural industries, and on the ranchers and farmers involved in those industries both for the nation and California has been computed.

This impact has been determined by taking the total bonus dollars generated by Food Stamp Outreach referrals and multiplying it by the portion of the food dollar that goes to the six major food industries. These industries, which comprise 84% of the total food dollar are: beef (21 cents); pork (9 cents); dairy (13 cents); grain (12 cents); vegetable and fruit (20 cents); and poultry and egg (9 cents). To arrive at the impact on California, the state's percentage of the six industries is then extracted from the industry total. California's share of the industries are: beef (6.3%); pork (2%); dairy (10%); grain (12%); vegetable and fruit (37%); and poultry and egg (9%).

To determine the rancher and farmer's share the California industry figures are multiplied by the percentage of the industry revenue that goes directly to the farmer or rancher. These percentages are as follows: beef ranchers (64%); pork ranchers (64%); dairymen (52%); grain growers (19%); vegetable and fruit growers (34%); and poultry and egg farmers (62%).

The benefit of Food Stamp Outreach to California's food industry for the first quarter is \$48,558.25 with the farmers and ranchers receiving \$19,228.20. Our projections indicate that the program will generate an additional \$1.9 million for the nation's food industry with \$270,480 going to California, of which \$105,487.20 will go to farmers and ranchers.

Chart No. I displays the economic impact of bonus food stamps generated by outreach referrals in the two periods on the major agricultural industries in the U.S. and California.

CHART I

FOOD INDUSTRY	TOTAL DOLLAR IMPACT			
	CALIFORNIA		UNITED STATES	
	2/1/77 To 6/30/77	7/1/77 To 9/30/77	2/1/77 To 6/30/77	7/1/77 To 9/30/77
Veg. & Fruit	\$48,801.21	\$28,824.90	\$131,895.35	\$ 77,905.15
Grain	9,496.41	5,609.17	79,137.21	46,743.09
Dairy	8,658.91	5,114.47	85,731.93	50,638.34
Beef	8,724.86	5,153.42	138,490.08	81,800.40
Pork	1,187.04	701.14	59,352.86	35,057.31
Poultry/Eggs	5,341.71	3,155.15	59,352.86	35,057.31
TOTAL	\$82,210.14	\$48,558.25	\$553,960.30	\$327,201.60

Chart II displays the share of retail dollars the ranchers and farmers receive from the bonus monies derived from food stamp outreach.

CHART II

FARMER & RANCHER GROUP	TOTAL DOLLAR IMPACT	
	2/1/77 to 6/30/77	7/1/77 to 10/28/77
Veg. & Fruit growers	\$16,592.35	\$ 9,800.46
Beef ranchers	5,583.84	3,298.18
Dairymen	4,502.59	2,659.52
Poultry & Egg farmers	3,311.80	1,956.18
Grain growers	1,804.22	1,065.74
Pork ranchers	759.64	448.72
TOTAL	\$32,554.44	\$19,228.20

IV. CONCLUSIONS

California's Food Stamp Outreach Program serves to meet a federal requirement. It also meets the State's obligation to ensure that the Food Stamp Program meets the Congressional intent of alleviating hunger and malnutrition in low income households. The Outreach Program is vital to this cause as only half the persons estimated to be potentially eligible for food stamps receive them.

An evaluation of the effectiveness of outreach cannot be measured in numbers alone. The number of persons certified through the referral form process is one measure. However, other benefits of outreach cannot be measured in traditional quantifiable ways. The program may be encouraging people to apply through the information dissemination efforts. It is working hard to reeducate the public and dispel the myths. It is providing nutrition education to potential food stamp users. These efforts are an integral part of outreach which cannot be easily measured.

The program is reaching people. Almost a million have been reached through information dissemination efforts. Over 3,000 people have been prescreened with 75 percent of them referred to the welfare departments. From these efforts it is known conclusively that 663 households received benefits. There may be many others who received benefits as a result of the other outreach efforts.

In addition, the program is projected to have an economic impact of \$8.6 million. This impact demonstrates the cost effectiveness in providing outreach. Furthermore, DBP is spending a total of \$637,637 (program and administrative costs) to reach 1.5 million potential recipients or 42 cents per potential recipient. This is prudent as compared to New York, which is spending \$1,149,660 to reach 684,202 potential recipients or \$1.68 per potential recipient, or Illinois, which is spending \$465,060 to reach 570,599 potential recipients, or 85 cents per potential recipient.

Based on these facts, DBP believes that the Outreach Program is operating in an efficient and effective manner.

As a closing note it should be understood that the Food Stamp Program requirements, including outreach, have been modified under recently passed legislation. The extent of such modifications will not be known until proposed regulations are issued by USDA. When such regulations are final, DBP will assess their impact on the current program design.

ATTACHMENTS

UNITED STATES DEPARTMENT OF AGRICULTURE
 Food and Nutrition Service
 Washington, D.C. 20250

FNS(FS) INSTRUCTION 732-6
 Rev. 1

ACTION BY: State Agencies

State Outreach and Education Activities

I PURPOSE

This Instruction establishes general guidelines for State Agencies to:

A Operate a State food stamp outreach program.

B Enlist the services of federally funded and other agencies and organizations for community volunteer outreach and education activities.

C Strengthen the relationship between existing private and community agencies and organizations and individuals to assist in the State's ongoing outreach effort.

II AUTHORITY

The Food Stamp Act of 1964, as amended, states in part that "the State agency shall undertake effective action, including the use of services provided by other federally funded agencies and organizations, to inform low-income households concerning the availability and benefits of the food stamp program and insure the participation of eligible households..." The amended Act further states in part that "the Secretary is authorized to pay to each State agency an amount equal to 50 per centum of all administrative costs including...the outreach...requirements of Section 10 of this Act..."

III DEFINITION

Outreach means effective, comprehensive ongoing efforts initiated and monitored by the State Agency and performed cooperatively with other public and private agencies, religious, business and civic groups, retail trade associations, unions, community organizations,

DISTRIBUTION:

AD, F3, F4, FNS-W

MANUAL MAINTENANCE INSTRUCTIONS:

Remove FNS(FS) Instruction 732-6 from the Manual. Insert this instruction.

Page 1

April 30, 1975

(III)

news media, and other groups, organizations and associations, to inform all low-income households potentially eligible to receive food stamps of the availability and benefits of the program, and to insure the participation of eligible households that wish to participate by providing such households with reasonable and convenient access to the program. All outreach shall be carried out with special regard to the needs of the elderly, disabled, persons in rural areas residing long distances from certification and issuance centers, persons residing in areas with poor public transportation who may have difficulty reaching certification and issuance centers, migrant farmworkers, and ethnic groups that may require information about the program in language other than English.

IV STATE OUTREACH STAFFING

The State Agency shall be responsible for the employment and training of a sufficient number of qualified personnel to carry out the mandate of the outreach requirements of the Food Stamp Act and the approved State Outreach Plan of Operation. As a minimum, the State outreach staff shall consist of:

A One full-time outreach coordinator with the sole responsibility of organizing, supervising, monitoring and evaluating an ongoing, coordinated outreach effort throughout the State. Such employee shall establish a close and interactive relationship with public and private agencies and other organizations within the State and local communities, especially all those directly concerned with the health, education and welfare of low-income households. At a minimum, contact shall be established with the agencies and organizations listed in Exhibit A. The State Outreach Coordinator shall also be responsible for contacting on a regular basis the news media in the State to provide current information on the Food Stamp Program (including semi-annual changes in eligibility standards and coupon allotments) and to request their cooperation in disseminating information about the program through public service announcements, human interest stories, and, in the case of newspapers, coupons which can be clipped out and mailed to receive information on an application for the Food Stamp Program. The State Agency Outreach Coordinator shall be provided the clerical and support staff necessary to perform his or her duties.

(IV)

B. One food stamp outreach coordinator for each project area who shall be responsible for coordinating and monitoring outreach activities in such project area. The food stamp outreach coordinator within a project area shall be responsible for providing informational materials and assistance to individuals and groups engaged in outreach activities, and shall also be responsible for preparing a monthly report on outreach activities to be submitted to the State Coordinator. In addition, the project area coordinator shall be responsible for establishing contacts in localities where low-income persons normally congregate, such as housing projects, bus stations, laundromats, and stores in low-income neighborhoods, for the purpose of distributing on a regular basis current information about the Food Stamp Program. Requests for information and assistance made by agencies and groups working in low-income areas shall be complied with promptly. A State Agency may provide for regional food stamp outreach coordinators in sparsely populated areas. The State Agency shall remain ultimately responsible for all outreach efforts in the State.

V USE OF AGENCIES AND ORGANIZATIONS

Volunteers or other persons not employed by the State Agency shall be used to assist in the State's ongoing outreach effort. A key to a successful food stamp outreach program is having a sufficient number of well trained community volunteers to help in the outreach endeavor.

At a minimum, such individuals shall be used to:

- A Conduct information and prescreening workshops for potentially eligible households;
- B Assist certification personnel in prescreening households' eligibility;
- C Act as language interpreters;
- D Distribute informational materials on the program;
- E Provide transportation to certification and issuance centers; and,

(V)

F Act as authorized representatives for households unable to visit certification offices, issuance centers or grocery stores.

Initial contact with volunteers or key personnel or agencies and organizations shall be made in person whenever possible. When personal contact is not possible, contact shall be made by letter and questionnaire (See Exhibits B and C, attached) with a follow-up telephone call. Each initial contact must include a kit of information on the Food Stamp Program which shall conform to the information described in Exhibit D, attached.

VI PLAN OF OPERATION

Each State Agency shall submit to FNS a revised Section VII to the State Plan of Operation in conformance with this Instruction and FNS (FS) Instruction 731-1, Submission of State Plans of Operation and Amendments. Exhibit C to the State Plan will no longer be required although such information will continue to be submitted to FNS as part of the State Agency Semi-Annual Performance Reporting System, described in the State Action Plan Section of this Instruction.

Section VII of the Plan of Operation shall contain information relating to the administrative and supervisory responsibilities of the State Agency, including:

A A detailed description of the manner in which the State Agency shall exercise its Statewide responsibilities for conducting an outreach program. If the State Agency develops an outreach effort with other public or private agencies or organizations or chooses to delegate outreach activities by contract with public or private agencies or organizations, such joint effort or contractual agreement shall be in conformance with applicable State and Federal regulations. Under no circumstances shall the State Agency be relieved of its responsibility to initiate, coordinate and monitor outreach activities in the State and to insure that effective outreach activities are in fact being carried out.

(VI)

B A detailed description of the method or criteria to be used, on a continuing basis, in monitoring and evaluating the effectiveness of the State Outreach Program.

VII STATE ACTION PLAN

A State Outreach Action Plan (formerly Exhibit C to the State Plan) shall be prepared by the State Agency and submitted to FNS no later than July 1, 1975. The action plan shall be compared with the semi-annual report required by the Reporting Section of this Instruction. Each action plan shall contain these basic elements:

A A timetable by which the State Agency shall develop and put into effect specific plans to reach potentially eligible households to include such target categories as senior citizens, migrants, public and nonpublic assistance households, ethnic or minority group households, and others residing in low-income areas.

B The extent and anticipated use of other groups, organizations and subagencies in carrying out a continuous information and education effort. The method of contact and the anticipated functions expected from each shall be indicated.

C A detailed breakdown of the estimated "direct and indirect" costs of the State outreach effort. Costs for which payments will be claimed from FNS shall be identified in conformance with the Food Stamp Regulations and FNS(FS) Instruction 735-1, Submission of Claims for Reimbursement.

D The State action plan shall be revised every six months. An action plan will be due to FNS no later than January 1 for the period January through June and July 1 for the period July through December.

E An estimate of the minimum number of persons Statewide and in each project area eligible to receive food stamps, and a detailed description of the method utilized to derive the estimates.

VIII FNS SUPPORT

The FNS Regional Office and the State Agency shall work closely together in developing and implementing an effective and ongoing

(VIII)

outreach program. Food stamp information and education materials are available to the State Agency and interested community groups and organizations in bulk. Such material is listed in Exhibit E, attached.

IX REPORTS

A Each project area outreach coordinator shall be responsible for preparing a monthly outreach report to be submitted to the State Coordinator for review and analysis. The report shall contain, at a minimum, the basic statistical information and other pertinent information outlined in Exhibit F, attached.

B The State Outreach Coordinator shall be responsible for preparing for the State Agency a Semi-Annual Outreach Report. The report shall contain, at a minimum, the information in Exhibit G, attached. An important source of information for the Semi-Annual Outreach Report is the monthly report prepared by the project area outreach coordinator.

C The Semi-Annual Outreach Report shall be submitted to FNS as part of the State Agency Semi-Annual Performance Reporting System in accordance with Section 275.10 of the Food Stamp Program Regulations.

The reporting and/or recordkeeping requirements contained herein have been approved by the Office of Management and Budget in accordance with the Federal Reports Act of 1942.


Administrator

Attachments

AGENCIES AND ORGANIZATIONS

The agencies and organizations listed below shall be contacted to solicit their assistance and cooperation in carrying out the State's outreach effort.

A Governmental Offices:

Federal, State and local (listed by name or by the service they provide): public assistance, medical assistance and social service offices; employment services and unemployment insurance offices; vocational rehabilitation offices; health departments; school boards; commissions on aging; public employee retirement systems; adult probation and parole offices; child placement services; civil service commissions; Cooperative Extension services; concentrated employment programs; information and referral services; mental health and mental retardation boards; housing authorities; public libraries; recreation departments; senior citizen centers; Veterans Administration offices; Small Business Administration; Social Security Administration.

B Public and Private Health and Medical Organizations:

Waiting rooms, emergency rooms, outpatient clinics and other appropriate areas or offices of public and private hospitals, community and neighborhood health centers and mental health clinics; health maintenance organizations; doctor and dentist offices; visiting nurse associations; family planning centers; W.I.C. clinics; occupational therapy centers; Cancer Society; Heart Society; drug and alcohol rehabilitation centers.

C Church, Civic, Fraternal and Community Groups:

Community action agencies; community information and referral services; Parent-Teacher Associations; American Red Cross; Salvation Army; Goodwill Industries; Y.M.C.A.; Y.W.C.A.; Urban League; N.A.A.C.P.; Afro American Centers; Boys Clubs; Girls Clubs; Big Brothers; Big Sisters; League of Women Voters; Rotary; Masons; Lions Club; Knights of Columbus; Elks; Chamber of Commerce; Junior Chamber of Commerce; senior citizens organizations; all churches and church affiliated social service agencies; all organizations funded by O.E.O.; Welfare Rights Organizations; Tenant Groups; Neighborhood Youth Corps; Legal Aid and Legal Service Offices; all day care centers; all headstart centers and parent councils; all Title I advisory committees; schools and colleges; student financial aid offices.

D Business and Labor Organizations:

Factories; trade associations; retail stores; and unions.

E Stores and Groups Authorized to Accept Food Stamps:

All retail grocery stores and food co-ops certified by FNS to accept food stamps for home delivered meals; and all nonprofit organizations certified by FNS to accept food stamps for group meals for the elderly.

LETTER TO COMMUNITY AGENCIES AND ORGANIZATIONS

Dear _____:

One of the concerns that all of us in public service share is that many people do not receive an adequate diet. We are particularly concerned that malnutrition may exist among people of all ages because they are unaware of help they may receive by participation in the Food Stamp Program. Through a Statewide outreach effort, we are striving to inform all potentially eligible households of food stamp benefits available to them.

We are writing to solicit your personal support, and the support and cooperation of your (agency)(organization)(membership)(personnel) in referring needy families to the Food Stamp Program as they identify or come in contact with families that may be in need of food stamp benefits. In addition, we have developed a training program on various aspects of the Food Stamp Program including direct action your group can take to help insure full participation to this end. Enclosed is a food stamp outreach questionnaire and a kit of food stamp information which briefly describes the Food Stamp Program.

(After reviewing the enclosed information, we would very much appreciate your completing the food stamp outreach questionnaire and returning it in the self-addressed envelop which is provided for your convenience.) We are hopeful that a coordinated food stamp outreach effort on the part of our respective (agency or organization) will relieve any problems of malnutrition in our State. I will be contacting you by phone in the immediate future to set up a meeting to discuss this important issue further.

Sincerely,

Enclosures

FOOD STAMP OUTREACH QUESTIONNAIRE

1. Name of organization _____
2. How does your organization work with low-income families? _____

3. Do you have affiliate offices in the State? _____ How many? _____
4. Does your organization work directly or indirectly with low-income families? _____ How many staff members are involved? _____
5. About how many families are contacted or served each month? _____
6. Does your organization serve families mainly classified as--
- | | | | | |
|---|-----|-------|----|-------|
| (a) Low-income families in urban areas..... | Yes | _____ | No | _____ |
| (b) Low-income families in rural areas..... | Yes | _____ | No | _____ |
| (c) Farm-related workers, migrants..... | Yes | _____ | No | _____ |
| (d) Public Assistance Households..... | Yes | _____ | No | _____ |
| (e) Nonpublic Assistance Households..... | Yes | _____ | No | _____ |
| (f) Senior Citizens..... | Yes | _____ | No | _____ |
| (g) Minority groups..... | Yes | _____ | No | _____ |
7. Does your organization work with people speaking languages other than English? _____ (Specify) _____
8. In the past year, on what issues has your membership concentrated?

9. Has your organization distributed food stamp material? Yes ___ No ___
 If not, would your organization be willing to assist
 in such a distribution to low-income families?..... Yes ___ No ___
10. Does your organization do prescreening for food stamp purposes? _____
 If not, would your membership and staff like to attend training
 sessions to begin prescreening? _____
11. If applicable, how many families has your organization referred to
 the food stamp certification office? _____

12. Whom should we contact in your organization for further discussions?

Name _____ Title _____

Address _____

Telephone Number _____

13. Comments _____

PLEASE RETURN THIS QUESTIONNAIRE TO:

INFORMATION AND EDUCATION MATERIAL

Each public and private agency, organization and group contacted with respect to cooperation with the State Agency's outreach effort shall be supplied with an information kit on the Food Stamp Program which shall contain, at a minimum, a sample application form and the program information listed below. In all cases in which availability of food stamp information in a language other than English is reasonably necessary to inform potentially eligible households of the benefits available under the Food Stamp Program, the information and sample application form shall be available in that language. In addition, the information listed below and program application forms shall be readily available in all food stamp certification centers.

1. A brief description of the Food Stamp Program including who pays for the program and how it is administered in the State; what food stamps are, where they can be used and what they can purchase;

2. A brief explanation of who comprises a household for purposes of determining eligibility for the program;

3. The fact that recipients of public assistance and Supplemental Security Income are eligible for food stamps without regard to their income and resources (except for SSI recipients in cash out States);

4. A brief explanation of the Food Stamp Program's resource requirement, including which resources are excluded from consideration, how the value of resources is determined, and the maximum value of resources a household may have and still qualify for food stamps;

5. A brief explanation of how income is defined for the Food Stamp Program, including what income is excluded from consideration and what income must be counted; an explanation of how net income is calculated for the Food Stamp Program, including all deductions from income allowed by the United States Department of Agriculture;

6. The current maximum monthly net income standards used to determine eligibility for food stamps;

7. A statement which explains that the food stamp coupon allotments and eligibility levels change each January and July to reflect increases in the price of food;

8. The fact that households with extremely low incomes after deductions may be entitled to receive free food stamps or food stamps at a nominal purchase price;

9. A brief explanation of the Work Registration Requirement, including who is required to register; an explanation of how to apply for the Food Stamp Program, including specifically what documentation will be required for certification;

10. A statement that any person who wants an application for the Food Stamp Program must be given one upon demand;

11. A statement that Federal law requires that all applications for participation in the Food Stamp Program be processed within 30 days of the submission of a signed application form with a legible name and address;

12. The location of food stamp certification offices, including their street address, phone number, and office hours;

13. And a brief explanation of the fair hearing process, including the right of any recipient or applicant to request a fair hearing regarding actions taken with respect to his or her participation in the Food Stamp Program and the availability of cash rebates or forward adjustments.

INFORMATION AND EDUCATION MATERIAL

The following printed material is available in bulk to interested State Agencies and community organizations involved in the food stamp outreach effort:

Food Stamp Facts: A series of general information sheets on major provisions of the program in question-and-answer form including:

Allotments and Purchase Requirements (FNS-70)

Work Registration (FNS-71)

Eligibility Requirements (FNS-72)

Fair Hearings (FNS-73)

Household Income Deductions (FNS-74)

Meals-On-Wheels (FNS-75)

Recipient Responsibility (FNS-76)

Disaster Situations (FNS-99)

Food Stamp Program, More Food Better Diets for Low-Income Families (PA-930): A folder containing general information on the program.

Food Stamp Program (FNS-77): A general information flyer describing who is eligible, steps necessary to participate and how food coupons are used.

Food Stamp Volunteer Handbook (FNS-1): General information directed to community volunteers on how to help in the food stamp outreach effort.

Shopping With Food Stamps (PA-1109): A small booklet describing some of the responsibilities and obligations of a food stamp recipient including helpful hints on buying, storing and preparing food. This publication supercedes PA-922.

Food Stamp Program
MONTHLY OUTREACH PROJECT AREA REPORT

Reporting Period _____

1. State _____ Project Area _____
2. Population _____
3. Number of Public Assistance Households _____
4. What is the number of persons and households by project area estimated to be eligible for food stamps?

5. What is the average number of public assistance recipients during this reporting period? _____
6. What is the average number of public assistance recipients participating in public assistance and mixed households?

7. What is the average number of nonpublic assistance recipients participating during this period? _____
8. What are the reasons for nonparticipation of public assistance and nonpublic assistance households? _____

9. Explain how reasons for nonparticipation were ascertained.

10. Number of Food Stamp Households (Explain increases or decreases over previous reporting period on reverse side of this report.)
11. What is the number of applicants for the program during this reporting period? _____
12. What is the number of applicants accepted for participation during this reporting period? _____

13. Of the applications for participation that were rejected during this reporting period, list the number that were rejected for:

_____ Over Income

_____ Excess Resources

_____ Refusal to supply information or verification

_____ Refusal to comply with Work Registration Requirement

_____ Other

14. Number and method used to initiate household inquiry (i.e. radio, television, printed material, neighbors, local organizations)

15. Number of households using mail issuance, if applicable.

16. Number of organizations cooperating in the food stamp outreach effort (attach list of names, addresses, services provided and number of households served) _____

17. Number of contacts with news media (attach list of newspaper, radio and television stations, addresses, and briefly describe actions and results) _____

18. Number of food stamp materials distributed _____

19. Number of full-time eligibility technicians _____

20. Number of certification points _____

21. Number of mobile units _____

22. Comments:.

Food Stamp Program
STATE AGENCY SEMI-ANNUAL OUTREACH REPORT

The following questions must be answered by the State Agency when submitting the semi-annual outreach performance report.

1. Staffing

- a. Is the State Coordinator full-time?
- b. What clerical and support staff does the State Coordinator have?
- c. Does each project area have a full-time or part-time staff responsible for the outreach effort?
- d. What are the total number of personnel and approximate manhours involved with the total outreach effort?

2. Participation

- a. What is the number of persons and households by project area and Statewide estimated to be eligible for food stamps? Explain method used to ascertain estimate.
- b. What is the average number of public assistance recipients during this reporting period? What is the average number of public assistance recipients participating in public-assistance and mixed households?
- c. What is the average number of nonpublic assistance recipients participating during this period?
- d. What are the reasons for nonparticipation of public assistance and nonpublic assistance households? Describe the method used to ascertain this fact.

3. Compliance with the State Outreach Plans

- a. What kind of support does the State Agency provide other agencies?
- b. What methods are used to inform specific types of low-income households such as senior citizens, migratory workers, ethnic groups?

c. How does the State Agency monitor and evaluate the outreach program?

4. Visual Aids

a. Has the State Agency prepared its own material? If so, describe or attach samples and include the quantity printed and approximate cost.

b. Are Food and Nutrition Service material used? To what extent?

c. Does the State Agency have available exhibits and posters?

5. Use of Volunteers and Other Organizations

a. What methods were used to obtain the services of other groups and organizations? Volunteers?

b. About how many groups and organizations are available to the State Agency to assist in the outreach effort? Which groups appear reluctant to assist in providing outreach services? Why?

c. Outline the specific services provided by interested groups and organizations including radio, television and newspapers.

d. Does the attitude of local officials hinder the outreach efforts? Explain.

6. Applicants

a. What is the average number of applicants for the program during this reporting period, for each project area and Statewide?

b. What is the average number of applicants accepted for participation during this reporting period, by project area and Statewide?

c. What are the main reasons for denying applications for participation during this reporting period, by project area and Statewide?

d. What are the main reasons for the nonparticipation of eligible public assistance and nonpublic assistance households during this reporting period? Explain the method used to ascertain this information.

FOOD STAMP OUTREACH CONTRACTORS

- Region 1 Humboldt and Del Norte
- Humboldt Open Door Clinic
P.O. Box 367
1000 H Street
Arcata, CA 95521
707/822-2958
Carolyn Honda, Coordinator
- Region 2 Siskiyou, Lassen, Modoc, Shasta, and Trinity
- People of Progress, Inc.
P.O. Box 144
Bella Vista, CA 96008
916/547-4500
Dixie Garrett, Coordinator
- Region 3 Mendocino and Lake
- Humboldt Open Door Clinic
c/o North Coast Opportunities
220 Oak Street
Fort Bragg, CA 95437
707/964-9404
Bob Lorentzen, Coordinator
- Region 4 Tehama, Glenn, Sutter, Yuba
- Rural Opportunities Resource Center
328 Teegarden Avenue
Yuba City, CA 95991
916/673-7300
Elaine Pomeroy, Coordinator
- Region 5 Butte, Plumas
- Community Action Volunteers in Education
California State University, Chico
218 Chestnut Street
Chico, CA 95929
916/895-5817
Marg Gold, Coordinator

Region 6 Sierra, Nevada, Placer

Sierra Committee
436 Linden #4
Auburn, CA 95603
916/823-1889
Carl Young, Coordinator

Region 7 Napa, Sonoma, Marin

Napa County Council for Economic Opportunity
1736 Jefferson
Napa, CA 94558
(707)255-2033
Barbara Hingoa, Coordinator

Region 8 Solano, Yolo

Mexican American Concilio of Yolo County
716 Main Street
Woodland, CA 95695
Nancy Galindo, Coordinator 670-5983

Region 9 Sacramento

Sacramento Area Economic Opportunity Council
4170 Florin Road
Sacramento, CA 95823
916/422-3820
Paula Craft, Coordinator

Region 10 Amador, Calaveras, Tuolumne, El Dorado

Women's Action Council
P. O. Box 893
899 Reservoir
Placerville, CA 95667
916/622-1045
Harriet Rose, Coordinator

Region 11 Alpine, Mono, Inyo

Tri-County Food Stamp Outreach Liaison Team
Star Route Box 12
Independence, CA 93526
714/878-2383
Dorothy Buff-Davis, Coordinator

Region 12

San Francisco

People of Purpose
660 York Street
San Francisco, CA 94110
415/931-2842
Judy McCabe, Director

Region 13

Contra Costa

Welfare Rights Organization of Contra Costa County
376 South Street
Richmond, CA 94804
415/235-8823
415/235-4525
Ralph McClain, Coordinator

Region 14

San Joaquin

Poverty Rights Action Center
113 N. California Street
Stockton, CA 95202
209/465-2619
Bonnie Cano, Director

Region 15

San Mateo

San Mateo Economic Opportunity Commission
P. O. Box 551
702 Marshall Street
Redwood City, CA 94063
415/364-5600 ext. 2671
Awilda Nell, Coordinator

Region 16

Alameda

Food Information Service
2512 8th Avenue
Oakland, CA 94606
415/444-0981
Alyce Jackson, Coordinator

Santa Clara

Welfare Recipients League
1505 East Santa Clara Street
San Jose, CA 95116
408/259-9600
Dottie Reynolds, Coordinator

Region 18

Stanislaus, Merced, Mariposa

People for Justice Council
816 Sutter, Apt. A
Modesto, CA 95351
209/524-9082
Barbara Hayes, Coordinator

Region 19

Santa Cruz, Monterey, San Benito

Food and Nutrition Services
Community Action Agency
105 Harvey West Boulevard
Santa Cruz, CA 95060
408/427-3171
Mardie Alexander, Coordinator

Region 20

Fresno, Madera

Central Coast Counties Development Corp.
110 South A Street
Madera, CA 93637
Jaime Lopez, Coordinator
209/673-5971

Region 21

Tulare, Kings

Tulare County Community Action Program
1821 West Meadow Lane, Suite D6
Visalia, CA 93277
209/733-7060
Gilbert Martinez, Coordinator

Region 22

San Luis Obispo

Economic Opportunity Commission of San Luis Obispo, Inc.
1508 Marsh Street
San Luis Obispo, CA 93401
805/544-4355
Jim Thompson, Coordinator

Region 23

Kern

Kern County Economic Opportunity Council
218 Eureka
Bakersfield, CA 93305
805/322-3041
Alice Turney, Coordinator

Region 24

San Bernardino

Community Services Department of San Bernardino County
602 South Tippecanoe Avenue
San Bernardino, CA 92415
714/383-3527
Dina Lopez, Coordinator

Region 25

Santa Barbara

Santa Barbara Community Action Commission
910 A Linden
Carpinteria, CA 93013
805/684-5051
Shirley Navarro, Outreach Coordinator

Region 26

Ventura

Region 27, 28, Los Angeles
29, 30

Neighborhood Adult Participation Project
2600 Randolph Street
Huntington Park, CA 90255
213/589-6811
Irene Baraniuk, Coordinator

Region 31

Los Angeles

Bell Gardens Community Center Corp.
5856 Ludell Street
Bell Gardens, CA 90201
213/773-3911
David E. Thomas, Coordinator

Region 33

Riverside

National Clients Council
9841 Indiana
Riverside, CA 92503
714/785-5801
Brenda Riley, Coordinator

Region 34 & 35 San Diego

Neighborhood House Association
841 South 41st Street
San Diego, CA 92113
714/263-7761
Jean Williams/Debbie Lara, Coordinators

Region 36

Imperial

Economic Opportunity Commission of Imperial County, Inc.
510 Main Street
El Centro, CA 92243
714/352-8521
Aurora Garcia, Coordinator

PREPARE FIVE COPIES**FOOD STAMP OUTREACH REFERRAL**

This form is not an application. This is a prescreening form. It will help us determine if you may be eligible for Food Stamps. If you want to apply for Food Stamps, take this form with you to the County Welfare Department. Eligibility is determined only by the County Welfare Department.

PLEASE PRINT**PLEASE PRINT**

I. BASIC INFORMATION	NAME (LAST, FIRST, MIDDLE)		TELEPHONE NUMBER	ETHNIC CODE	
	CURRENT ADDRESS			ZIP CODE	
	DATE AND PLACE TO APPLY	RECEIVING AID? AFDC <input type="checkbox"/> YES <input type="checkbox"/> NO	SSI/SSP <input type="checkbox"/> YES <input type="checkbox"/> NO	GA/GR <input type="checkbox"/> YES <input type="checkbox"/> NO	MEDI-CAL <input type="checkbox"/> YES <input type="checkbox"/> NO
OUTREACH SERVICES	LANGUAGE ASSISTANCE (IF YES, ENTER LANGUAGE) <input type="checkbox"/> YES <input type="checkbox"/> NO		TRANSPORTATION ASSISTANCE <input type="checkbox"/> YES <input type="checkbox"/> NO	AUTHORIZED REPRESENTATIVE <input type="checkbox"/> YES <input type="checkbox"/> NO	
RESOURCE VALUES	CHECKING ACCOUNT	SAVINGS ACCOUNT	AUTOMOBILE	REAL PROPERTY	OTHER
SOURCE OF INCOME	GROSS MONTHLY SALARY OR WAGES	AFDC GRANT	RETIREMENT INCOME	OTHER	
INCOME DEDUCTIONS	RENT	UTILITIES	CHILD CARE	MEDICAL	OTHER
II. RELEASE OF INFORMATION	I, _____ Social Security Number _____ do hereby authorize _____ County to release to _____ all information pertinent to my application for Food Stamps. OUTREACH AGENCY _____				
	SIGNATURE OF CLIENT _____			DATE _____	
III. STATUS OF APPLICATION	COUNTY USE ONLY				
	NAME OF COUNTY	NAME OF EW	EW TELEPHONE	DATE	
	<input type="checkbox"/> Approved <input type="checkbox"/> Cancelled <input type="checkbox"/> Withdrawn <input type="checkbox"/> Already on Food Stamps <input type="checkbox"/> Denied (check reason) <input type="checkbox"/> Did not meet income test <input type="checkbox"/> Did not meet resource test <input type="checkbox"/> Other (explain) _____				
IV. AGENCY FOLLOW-UP	OUTREACH AGENCY USE ONLY				
	WAS APPLICATION REQUESTED FROM CWD? <input type="checkbox"/> YES <input type="checkbox"/> NO WHEN?		WAS APPLICATION FILED WITH CWD? <input type="checkbox"/> YES <input type="checkbox"/> NO WHEN?		
	WAS CLIENT CERTIFIED FOR FOOD STAMPS? <input type="checkbox"/> YES <input type="checkbox"/> NO WHEN?		WHEN DID ATP CARD ARRIVE?		
	WHAT OUTREACH SERVICES WERE PROVIDED? <input type="checkbox"/> AUTHORIZED REPRESENTATIVE <input type="checkbox"/> INTERPRETER (GIVE LANGUAGE)		<input type="checkbox"/> TRANSPORTATION (IF SO, GIVE EXPENSE)		

ROUTING**First Copy - Food Stamp Outreach Program (response from CWD)****Second Copy - Department of Benefit Payments****Third Copy - County Welfare Department****Fourth Copy - Client****Fifth Copy - Food Stamp Outreach Program (trigger)**

**FOOD STAMP OUTREACH PROGRAM
MONTHLY AGENCY WORKER ACTIVITY LOG**

Complete one copy. Keep in agency files.

Please print

WORKER'S NAME _____

FOR THE MONTH OF _____, 19____

DAY OF MONTH	PRESCREENING						TRANSLATION						
	FACE TO FACE			BY TELEPHONE			SPANISH	CHINESE	FILIPINO DIALECT(S)	VIETNAMESE	JAPANESE	OTHER (Specify)	OTHER (Specify)
	REFERRED		NOT REFERRED	REFERRED		NOT REFERRED							
	Certification Expected	Certification Uncertain		Certification Expected	Certification Uncertain								
1													
2													
3													
4													
5													
6													
7													
8													
9													
10													
11													
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22													
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24													
25													
26													
27													
28													
29													
30													
31													
TOTAL													

WORKER'S SIGNATURE

DATE

SUPERVISOR'S SIGNATURE

DATE

TRANSPORTATION (Use one column for each trip.)

DATE (Mo., Day, Yr.)															TOTAL	
Number of Households	Transported This Trip															
	Previously Transported During Month															
Number of Households to Each Destination	Certification Site															
	Issuance Site															
	Grocery Store															

PURPOSE

This log is for recording the activities of the agency worker in the areas of prescreening, translation and transportation services. The log is designed to serve as input for the FSOP 4, Food Stamp Outreach Program – Monthly Agency Statistical Report.

This form is optional. The Outreach Agency may use another form to gather this information. The Department of Benefit Payments Food Stamp Outreach Unit should be informed if the Outreach Agency chooses to use its own form.

NUMBER AND DISPOSITION OF COPIES

One (1) copy is to be completed by each worker each calendar month. The copy should be retained in the agency files.

INSTRUCTIONS

Prescreening: Record each day’s prescreening activities by entering tally marks in the appropriate boxes. For an activity to be considered a prescreening, an FSOP 1, Food Stamp Outreach Referral form must be completed. If a household prescreened over the telephone is later prescreened face to face, do not report the face to face prescreening.

Translation: Record each day’s translation activities by entering tally marks in the box under the language in which a translation was provided.

Transportation: Use one column for each trip.

Enter the number of households being transported and the number of those households that previously received any transportation services during the month. The household should be counted as previously transported if the person being transported or if any member of his/her household has been transported previously during the month.

Enter the number of households going to each destination. If one household is going to both the certification site and the issuance site, for example, count the household in both places.

**FOOD STAMP OUTREACH PROGRAM
MONTHLY AGENCY STATISTICAL REPORT**

The report should be received on or before the 15th calendar day of the month following the report month.

COMPLETE TWO COPIES.
FILE ONE COPY.
SEND ONE COPY TO:

FOOD STAMP OUTREACH UNIT
DEPARTMENT OF BENEFIT PAYMENTS
744 P STREET, MAIL STATION 15-53
SACRAMENTO, CALIFORNIA 95814

AGENCY'S FULL NAME	FOR THE MONTH OF _____, 19__
--------------------	------------------------------

PRESCREENING	Number Face to Face	Number by Telephone	AUTHORIZED REPRESENTATIVES	Number
1. Total households prescreened during month (a+b, below)			6. Total households represented during month (a+b+c, below)	
a. Households referred to county welfare department (1+2, below)			a. Health reasons	
(1) Households referred and expected to be certified			b. Employment reasons	
(2) Households referred with uncertain eligibility for certification			c. Other reasons (break out by reason, below)	
b. Households not referred to county welfare department			7. Total persons acting as authorized representatives during month	
2. Telephone follow-up – Households found to be certified after telephone prescreening			INFORMATION DISTRIBUTION	Number
TRANSLATION	Number of Translations Given	Number of Different Households Receiving	8. Brochures or flyers distributed	Households Reached (estimated)
3. Total (Sum of a through f, below)			9. Posters distributed	
a. Spanish			10. Public speaking engagements	
b. Chinese			11. a. Different television announcements used	
c. Filipino dialect(s)			b. Total television announcements shown	
d. Vietnamese			12. a. Different radio announcements used	
e. Japanese			b. Total radio announcements aired	
f. Other languages (break out by language, below)			13. a. Different articles/advertisements used	
TRANSPORTATION	Number		b. Total articles/advertisements used	
4. Total households transported (a+b+c, below)				
a. To certification site				
b. To issuance site				
c. To grocery store				
5. Total different households transported				

Other languages (3.f. breakout) — For each other language included in 3.f., specify language, number of translations given and number of different households receiving translations.

Other reasons (6.c. breakout) — For each other reason for having an authorized representative, specify the reason and the number of households represented.

Other information distribution methods — Describe other methods and the estimated number of households reached by each.

SIGNATURE OF PERSON COMPLETING FORM	TELEPHONE NUMBER ()	DATE
SIGNATURE OF AGENCY COORDINATOR		DATE

PURPOSE

The purpose of this form is to report the activities of the Food Stamp Outreach Agency in the areas of: (1) prescreening; (2) translation services; (3) transportation; (4) authorized representatives; and, (5) information distribution.

NUMBER AND DISPOSITION OF COPIES

Two (2) copies of the report are to be completed for each calendar month. One (1) copy is to be retained in the agency files. One (1) copy of the report is to be sent to the Department of Benefit Payments, Food Stamp Outreach Unit, at the address on the front of the form. The report should be received by the 15th calendar day for the month following the report month.

INSTRUCTIONS

Prescreening:

Prescreening data can be derived from the FSOP 2, Food Stamp Outreach Program—Monthly Agency Worker Activity Log.

Report prescreening activities performed during the month either face to face or over the telephone. For an activity to be considered a prescreening, an FSOP 1, Food Stamp Outreach Referral form must be completed. If a household prescreened over the telephone is later prescreened face to face, do not report the face to face prescreening.

Item 2, Telephone follow-up — Households found to be certified after telephone prescreening, is the count of those households prescreened over the telephone, that did not come to the Outreach Agency to pick up their completed FSOP 1, Food Stamp Outreach Referral form and that were found to be certified for food stamps during follow-up telephone calls from the Outreach Agency during the month.

Translation:

Translation data can be derived from the FSOP 2, Food Stamp Outreach Program—Monthly Agency Worker Activity Log.

For each of the languages listed on the form, enter the number of translations given during the month and the number of different households receiving those translations.

For Item 3f, Other languages, enter the number of translations given in all other languages not listed in Items 3a through 3e, and enter the number of different households receiving those translations. Each of the languages included in this item should be specified in the space provided at the bottom of the form. The number of translations given in each of the specified languages and the number of different households receiving those translations should be entered next to the language.

Transportation:

For Item 4, Total Households Transported, enter the total number of households provided with transportation services during the month. If two members of the same household were transported in one trip, it is to be counted as one household. However, one trip in which two different households are being transported is to be counted as two households. One household that was transported to two different locations or to the same location twice, would be counted twice.

For Item 5, Total Different Household Transported, enter the total number of different households that received transportation services to any of the destinations listed on the form. For example, a household that was transported to the certification site, the issuance site and to the grocery store during the month would be counted as one household. A household that was transported more than once to the same destination would also be counted as one household.

Authorized Representatives:

In this section, enter the total number of households that had authorized representatives acting for them during the month, the number for each reason, and the total number of persons acting as authorized representatives for those households.

In Item 6c, Other reasons, enter the number of households provided with authorized representatives during the month for all other reasons that are not listed in Items 6a and 6b. Each of the reasons included in this item should be specified in the space provided at the bottom of the form. The number of households provided with authorized representatives for each of these specified reasons should be entered next to the reason.

Information Distribution:

Report information distribution activities performed during the month and the estimated number of households reached by each type of activity.

To determine the estimated number of households reached by television or radio announcements (Items 11b and 12b), you may use the television or radio station's estimated audience for the particular time the announcement was shown or aired. If more than one television or radio announcement was shown or aired, simply add the station's first estimate to their second estimate and report the total estimated audience. For estimating the number of households reached by articles/advertisements (Item 13b), the circulation of the newspaper can be used. If two articles are used, then two times the circulation of the newspaper should be reported if the articles appeared in the same newspaper. If they appeared in different newspapers, add the circulation of one newspaper to the other and report the sum.

All information distribution methods used during the month that are not listed in Items 8 through 13 should be specified in the space provided at the bottom of the form. The estimated number of households reached by each of the additional information distribution methods specified should be entered next to the description.

G. OPTIONAL NARRATIVE

SIGNATURE OF PERSON COMPLETING REPORT

TELEPHONE NUMBER

DATE

()

SIGNATURE OF AGENCY COORDINATOR

DATE

B. TRANSLATION

Were there any households requesting language translations for which no translators were available?

 YES NO

If YES, list the languages below, and the number of households requesting each language.

LANGUAGE	NUMBER OF HOUSEHOLDS REQUESTING

C. MEDIA CONTACTS

List the names and addresses of all news media contacts made during the month and briefly describe the impact of each contact. Continue on separate sheet, if needed.

1. Newspaper Contacts

NAME AND ADDRESS OF NEWSPAPER	ACTIONS/RESULTS

2. Radio Contacts

NAME AND ADDRESS OF STATION	ACTIONS/RESULTS

3. Television Contacts

NAME AND ADDRESS OF STATION	ACTIONS/RESULTS

D. NONCOOPERATIVE ORGANIZATIONS CONTACTED THIS MONTH

Were there any organizations contacted during the month that declined to participate in the Food Stamp Outreach effort?

YES NO

If YES, describe below (continue on separate sheet, if needed):

NAME AND ADDRESS OF ORGANIZATION	REASONS FOR DECLINING PARTICIPATION

E. REASONS FOR NONPARTICIPATION IN THE FOOD STAMP PROGRAM

Check all reasons given by potential Food Stamp recipients during the report month.

- Unfamiliar with Food Stamp Program
- No need to use Food Stamps
- Did not want to go to the certification site to apply
- The certification site is too far from home
- Lacked transportation to certification or issuance sites
- Needed translation services to participate
- Shared kitchen or food facilities with person(s) who did not want to apply
- Could not take time off from work to apply
- The wait is too long at the welfare office
- Received bad treatment at the county welfare department
- Applicant is an undocumented person
- Applicant feared residency request of self or family members would be jeopardized
- Applicant thought household was ineligible or was told previously that household was ineligible
- Did not have enough cash to buy Food Stamps
- Using Food Stamps would not save enough money
- Applicant would feel uncomfortable using Food Stamps (welfare stigma)
- Other reasons given (specify): _____

F. AGENCY STAFFING (FILLED POSITIONS)

Report the number of staff working on Food Stamp Outreach activities during the month.

1. Full-time (160 or more hours per month)
2. Part-time (less than 160 hours per month)

PAID	VOLUNTEER	TOTAL

3. Total hours worked by all part-time volunteers

**FOOD STAMP OUTREACH PROGRAM
FINANCIAL REPORT AND REQUEST
FOR REIMBURSEMENT**

COMPLETE TWO COPIES WITH ATTACHMENTS

FILE ONE COPY.

SEND ONE COPY TO:

FOOD STAMP OUTREACH UNIT
DEPARTMENT OF BENEFIT PAYMENTS
744 P STREET, MAIL STATION 15-53
SACRAMENTO, CALIFORNIA 95814

AGENCY'S FULL NAME _____

AGENCY'S ADDRESS _____

FOR THE MONTH OF _____, 19____ CONTRACT NUMBER _____

FINANCIAL STATEMENT

COST CATEGORY	Expenditures Claimed This Month	Summary of expenditures and funding remaining in fiscal year		
		Amount Budgeted for Fiscal Year	Expenditures - Fiscal Year Through Report Month	Balance Remaining in Fiscal Year
1. Wages (Attach FSOP 8 and show details for paid staff below)				
2. Employee Benefits				
3. Telephone (Attach receipt(s))				
4. Heat, Light and Power (Attach receipt(s))				
5. Rent (Attach receipt(s))				
6. Travel (Attach FSOP 3's and show details below)				
7. Office Supplies (Attach receipt(s))				
8. Other (Specify)				
TOTALS				

SUPPORT FOR STATEMENT

Employee's Name	Hours Claimed in Report Month	Rate	Wage Reimbursement Claimed
		\$ per	\$
		\$ per	\$
		\$ per	\$

TOTAL WAGES (#1, above) \$ _____

TOTAL MILEAGE IN REPORT MONTH	RATE PER MILE	TOTAL MILEAGE COSTS CLAIMED
		\$ _____
		PARKING AND TOLLS CLAIMED \$ _____
		BUS PASS COSTS CLAIMED \$ _____
		TOTAL TRAVEL (#6, above) \$ _____

CERTIFICATION

I certify that the amounts on this report are true and correct, and that they constitute allowable costs under the terms of the contract cited above.

SIGNATURE OF PERSON COMPLETING REPORT _____	TELEPHONE NUMBER () _____	DATE SIGNED _____
SIGNATURE OF AGENCY COORDINATOR _____		DATE SIGNED _____
DRP AUTHORIZATION (FOR DRP USE ONLY) _____		DATE SIGNED _____

VII. STATE OUTREACH PLAN OF OPERATIONS**A. Objectives**

1. Inform low income households who are potentially eligible for food stamps of the availability and benefits of the program by providing them with a better understanding through printed information which explains the program and its requirements. Printed materials shall be distributed to those persons who appear potentially eligible from association with welfare programs or from other factors which indicate low income status. Printed materials shall also be distributed to persons expressing interest through exposure to media campaigns (radio, T.V.) or other outreach projects.
2. Work with county welfare offices to assist them in providing reasonable and convenient access to the program through selected community agency services and the services of volunteer agencies.
3. Attempt, at all times, to insure good working relationships between low income groups and county welfare departments and good working relationships among all low income groups within each community.
4. Utilize, to the fullest extent possible, the resources of the communities to assist in information dissemination and measures to ensure participation.
5. Meet the requirements of FNS (FS) Instruction 732-6, Rev. 1.

B. Organization

The Outreach staff for the State of California shall consist of the State Coordinator, the Assistant Coordinator, analytical staff, clerical support, and a number of community agencies sufficient to ensure statewide outreach efforts. The Department of Benefit Payments (DBP) shall, through a competitive bidding process, select the agencies which will assume responsibility for implementation of a statewide outreach effort.

Counties will be required to maintain a person designated as the Outreach Coordinator.

C. Responsibilities**1. State Department of Benefit Payments**

DBP shall remain ultimately responsible for the Outreach program in the State of California. To this end, DBP shall be responsible for monitoring and evaluating all outreach activities throughout the state, selecting community agencies to perform outreach, providing guidelines and technical assistance for all outreach agencies, producing and distributing informational materials, performing outreach activities with statewide impact, and performing

other activities to insure that outreach is being carried out in the manner intended by the federal regulations and instructions.

2. Community Agencies

Community agencies will be responsible for the actual performance of outreach activities throughout the state in accordance with DBP guidelines to meet the objectives stated in Item A of this plan. This responsibility includes monthly reporting on activities and semiannual action plans to be submitted on a timely basis.

3. County Welfare Departments (CWD)

CWDs will be responsible for maintaining liaison with the agencies under contract to perform outreach, making concerted efforts to provide adequate access to the program and reporting monthly on those caseload-related statistics required by DBP.

D. Duties

1. DBP

- a. Develop, annually, specifications for requests for proposals or bids and action plans.
- b. Develop criteria for evaluating the proposals and select those agencies to be awarded the contracts.
- c. Develop and maintain guidelines to instruct community agency staff.
- d. Provide technical assistance to the agencies.
- e. Develop and provide training programs and materials to the agencies.
- f. Evaluate agencies through: bi-monthly on-site visits; analysis of agency monthly reports, analysis of county monthly reports and action plans.
- g. Develop and process to execution, all contracts with agencies to provide outreach. Such execution shall be done in a timely manner.
- h. Ensure that all selected agencies meet their contractual requirements and objectives, and enforce all provisions of all contracts with agencies where issues of noncompliance arise. Where noncompliance issues occur, DBP will determine a reasonable time for satisfactory resolution of the problem. If the problem is not solved within a reasonable time, DBP will exercise breach of contract rights.

- i. Provide liaison between agencies and counties where difficulties occur.
- j. Ensure that all CWDs collect available copies of prescreening forms from applicants and make such forms available to local grantees and DBP for program evaluation.
- k. Inform agencies and counties of all outreach activities performed at the state level to prevent duplication.
- l. Develop and distribute information brochures and literature.
- m. Perform outreach activities with statewide impact (e.g., radio, television spots, news releases, contacts with state agencies).
- n. Coordinate all statewide media releases concerning food stamp outreach.
- o. Develop all standard forms for agency use.
- p. In coordination with DBP's Program Information Bureau, compile and computerize data from the prescreening form.

2. Community Agency

- a. Establish immediate communication channels with the county welfare department(s) to ensure that both parties are aware of the other party's activities and plans.
- b. Ensure that every effort is made to keep good working relationships with county welfare departments and to meet with county staff at least monthly to discuss progress and problems.
- c. Establish communication with community resources within the agency's area of jurisdiction to solicit their support and encourage their active participation in outreach activities. Such resources should include, where possible:

(1) Government Offices

Federal, state, and local (listed by name or by the service they provide): public assistance, medical assistance and social service offices; employment services and unemployment insurance offices; vocational rehabilitation offices; health departments; school boards; commissions on aging; public employee retirement systems; adult probation and parole offices; child placement services; civil service commissions; Cooperative Extension services; concentrated employment programs; information and referral services; mental health and mental retardation boards; housing authorities; public libraries; recreation departments; senior

citizen centers; Veterans Administration offices; Small Business Administration; Social Security Administration.

(2) Public and Private Health and Medical Organizations

Waiting rooms, emergency rooms, outpatient clinics and other appropriate areas of offices of public and private hospitals, community and neighborhood health centers and mental health clinics; health maintenance organizations; doctor and dentist offices; visiting nurse associations; family planning centers; W.I.C. clinics; occupational therapy centers; Cancer Society; Heart Society; drug and alcohol rehabilitation centers.

(3) Church, Civic, Fraternal and Community Groups

Community action agencies; community information and referral services; Parent-Teacher Associations; American Red Cross; Salvation Army; Goodwill Industries; YMCA; YWCA; Urban League; NAACP; Afro American Centers; Boys Clubs; Girls Clubs; Big Brothers; Big Sisters; League of Women Voters; Rotary; Masons; Lions Club; Knights of Columbus; Elks, Chamber of Commerce; Junior Chamber of Commerce; senior citizens organizations; all churches and church-affiliated social service agencies; all organizations funded by SEOU; Welfare Rights Organizations; Tenant Groups; Neighborhood Youth Corps; Legal Aid and Legal Service Offices; all day care centers; all headstart centers and parent councils; all Title I advisory committees; schools and colleges; student financial aid offices.

- d. Provide, through their own efforts or the efforts of other groups or agencies, where possible:**
- (1) Persons to conduct information and prescreening workshops for potentially eligible households;**
 - (2) Persons to act as language interpreters;**
 - (3) Persons to distribute informational materials on the program;**
 - (4) Persons to provide transportation to certification and issuance centers; and**
 - (5) Persons to act as authorized representatives for households unable to visit certification offices, issuance centers or grocery stores.**
- e. Designate a person to be the Food Stamp Outreach Coordinator, to act as primary liaison with DBP and the counties.**

- e. Designate a person to be the Food Stamp Outreach Coordinator, to act as primary liaison with DBP and the counties.
- f. Recruit an adequate number of volunteers or persons paid from other sources to assist the Coordinator in performing outreach activities.
- g. Maintain adequate records regarding the persons served and information about funding and expenditures.
- h. Submit to DBP semiannual action plans to cover the periods January through June and July through December. Such plans must be submitted on November 1 for the January through June period and as part of the bid or proposal for the July through December period. The plan must include:
 - (1) A detailed listing of the activities the agency intends to undertake. This listing will include the specific activities the agency proposes to have accomplished by other groups as well as their own activities.
 - (2) The method of contact (in person, by letter, etc.) and the anticipated function of other groups.
 - (3) A timetable by which the agency intends to accomplish the activities outlined in the action plan. The timetable shall be on a month-to-month activity basis.
- i. Submit monthly reports to DBP outlining the actual activities which have been accomplished. These reports are due by the 10th of the month following the report month.
- j. Cooperate fully with DBP staff persons requesting information.
- k. Utilize a prescreening form to be provided to each potential recipient who is assisted in being prescreened.
- l. Encourage local media to utilize DBP released Public Service Announcements and news releases.

4. County Welfare Department

- a. Designate a person to be the Outreach Coordinator for the county whose responsibilities shall be to maintain ongoing contact with the community agency responsible for outreach in the county and to coordinate all county efforts to improve program accessibility.
- b. Provide input and comments regarding proposed outreach activities within the county.
- c. Be responsive to bona fide problems which are brought to their attention by the community agencies.

- d. Prepare and submit to DBP monthly reports regarding caseload statistics. Such reports are due on the 20th of the month following the report month.

E. Reporting

Community agencies will be required to report to DBP, on a monthly basis, statistics regarding the number of contacts with potentially eligible by type of contact (brochures, etc.), any contacts with news media and the results of such contacts, the organizations cooperating in the outreach effort and what such organizations are doing, reasons the potentially eligible will not participate, and any other statistics which relate to their efforts.

County welfare departments will be required to report to DBP, on a monthly basis, statistics regarding applications denied, by reason, the number of mail issuance households, the number of eligibility workers, the number of PA recipients participating in nonassistance households, the number of certification offices including mobile units, reasons for significant caseload changes, reasons for nonparticipation of certified households, and the population and potential eligibles for the program (quarterly).

Information on contacts and referrals of potentially eligibles will be obtained through the use of the prescreening form. The form will be filled out by agency staff as applicants are prescreened. One copy will be kept by the agency for follow-up. The other copies will be turned into the CWD, which will record the approval/denial status and forward to DBP monthly.

F. Monitoring and Evaluation

DBP shall monitor the agencies to ensure that outreach is being carried out in accordance with state and federal guidelines. Such monitoring shall consist of a review of monthly reports to measure each agency's progress in relation to their Action Plan, on-site visits to the agencies, and review of county comments regarding the effectiveness of the agencies. DBP may also monitor the agencies through its Efficiency and Effectiveness evaluations.

Evaluation of each agency's program shall be accomplished by a DBP review of statistics regarding the number of referrals taken by the county and the number approved and denied participation in the program. These statistics will be weighed against the number of contacts reported by the agencies. If the percentage of people contacted in relation to the number of people actually applying appears to be low, or the percentage of people approved for participation in relation to the number of people actually applying to be low, DBP will meet with the agency to determine possible causes and corrective actions.

STATE AGENT
 DEPT. OF GEN. S
 CONTROLLER

CMS

THIS AGREEMENT, made and entered into this _____ day of _____, 19____, in the State of California, by and between State of California, through its duly elected or appointed, qualified and acting

TITLE OF OFFICER ACTING FOR STATE Director	AGENCY State Department of Benefit Payments	NUMBER
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hereinafter called the State, and

hereinafter called the Contractor.

WITNESSETH: That the Contractor for and in consideration of the covenants, conditions, agreements, and stipulations of the State hereinabove expressed, does hereby agree to furnish to the State services and materials, as follows:
 (Set forth service to be rendered by Contractor, amount to be paid Contractor, time for performance or completion, and attach plans and specifications, if any.)

- In order to conform to 7 CFR 271.1(k), as promulgated by the United States Government, this contract is entered into by and between the California State Department of Benefit Payments, hereinafter referred to as DBP, and the Contractor to provide food stamp outreach in the counties of
 Activities conducted under this contract are legally mandated by the United States Department of Agriculture and are supported by federal funds.
- The amount of this contract shall not exceed _____ in accordance with Attachment B incorporated by reference and made a part hereto.
- Attachment A is made part of this Agreement by this reference.

The provisions on the reverse side hereof constitute a part of this agreement.

WITNESS WHEREOF, this agreement has been executed by the parties hereto, upon the date first above written.

STATE OF CALIFORNIA	CONTRACTOR
AGENCY Department of Benefit Payments (AUTHORIZED SIGNATURE)	CONTRACTOR (IF OTHER THAN AN INDIVIDUAL, STATE WHETHER A CORPORATION PARTNERSHIP, ETC.) BY (AUTHORIZED SIGNATURE)
TITLE Director	TITLE
	ADDRESS
CONTINUED ON _____ SHEETS, EACH BEARING NAME OF CONTRACTOR)	

<i>Department of General Services Use ONLY</i>	AMOUNT ENCUMBERED	APPROPRIATION		FUND			
	\$	UNENCUMBERED BALANCE	ITEM	CHAPTER	STATUTES	FISCAL YEAR	
	\$	ADJ. INCREASING ENCUMBRANCE	FUNCTION				
	\$	ADJ. DECREASING ENCUMBRANCE	LINE ITEM ALLOTMENT				
	\$	I hereby certify upon my own personal knowledge that budgeted funds are available for the period and purpose of the expenditure stated above.				T.B.A. NO.	B.R. NO.
	\$	SIGNATURE OF ACCOUNTING OFFICER				DATE	
I hereby certify that all conditions for exemption set forth in State Administrative Manual Section 1209 have been complied with and this document is exempt from review by the Department of Finance.							
SIGNATURE OF OFFICER SIGNING ON BEHALF OF THE AGENCY					DATE		

Attachment A

1. The Contractor agrees to indemnify, defend and save harmless the State, its officers, agents and employees from any and all claims and losses accruing or resulting to any and all contractors, subcontractors, materialmen, laborers and any other person, firm or corporation furnishing or supplying work, services, materials or supplies in connection with the performance of this contract, and from any and all claims and losses accruing or resulting to any person, firm or corporation who may be injured or damaged by the Contractor in the performance of this contract.

2. The Contractor, and the agents and employees of Contractor, in the performance of this agreement, shall act in an independent capacity and not as officers or employees or agents of State of California.

3. The State may terminate this agreement and be relieved of the payment of any consideration to Contractor should Contractor fail to perform the covenants herein contained at the time and in the manner herein provided. In the event of such termination the State may proceed with the work in any manner deemed proper by the State. The cost to the State shall be deducted from any sum due the Contractor under this agreement, and the balance, if any, shall be paid the Contractor upon demand.

4. Without the written consent of the State, this agreement is not assignable by Contractor either in whole or in part.

5. Time is the essence of this agreement.

6. No alteration or variation of the terms of this contract shall be valid unless made in writing and signed by the parties hereto, and no oral understanding or agreement not incorporated herein, shall be binding on any of the parties hereto.

7. The consideration to be paid Contractor, as provided herein, shall be in compensation for all of Contractor's expenses incurred in the performance hereof, including travel and per diem, unless otherwise expressly so provided.

1. Responsibilities

A. Contractor Responsibilities

Contractor agrees to:

1. Establish immediate communication channels with the county welfare department(s) to ensure that both parties are aware of the other party's activities and plans.
2. Establish communication with community resources within the Contractor's area of jurisdiction to solicit their assistance and cooperation in the outreach activities included in Section 1.A.4. Such resources should include, where appropriate:

a. Government Offices

Federal, state, and local (listed by name or by the service they provide): public assistance, medical assistance and social service offices; employment services and unemployment insurance offices; vocational rehabilitation offices; health departments; school boards; commissions on aging; public employee retirement systems; adult probation and parole offices; child placement services; civil service commissions; Cooperative Extension services; concentrated employment programs; information and referral services; mental health and mental retardation boards; housing authorities; public libraries; recreation departments; senior citizen centers; Veterans Administration offices; Small Business Administration; Social Security Administration.

b. Public and Private Health and Medical Organizations

Waiting rooms, emergency rooms, outpatient clinics and other appropriate areas or offices of public and private hospitals, community and neighborhood health centers and mental health clinics; health maintenance organizations; doctor and dentist offices; visiting nurse associations; family planning centers; W.I.C. clinics; occupational therapy centers; Cancer Society; Heart Society; drug and alcohol rehabilitation centers.

c. Church, Civic, Fraternal and Community Groups

Community action agencies; community information and referral services; Parent-Teacher Associations; American Red Cross; Salvation Army; Goodwill Industries; YMCA; YWCA; Urban League; NAACP; Afro American Centers; Boys Clubs; Girls Clubs; Big Brothers; Big Sisters; League of Women Voters; Rotary; Masons; Lions Clubs; Knights of Columbus; Elks; Chamber of Commerce; Junior Chamber of Commerce; senior citizens organizations; all churches and church affiliated social service agencies; all organizations funded by CSA; Welfare Rights Organizations; Tenant Groups; Neighborhood Youth Corps; Legal Aid and Legal Service Offices; all day care centers; all Head Start centers and parent councils; all Title I advisory committees; schools and colleges; student financial aid offices.

3. Designate a person who will work on Food Stamp Outreach to act as primary liaison with DBP and the counties.
4. Perform the following activities, through their own efforts or the efforts of other groups or agencies:
 - a. Conduct information and prescreening workshops for potentially eligible households;
 - b. Prescreen households for eligibility;
 - c. Act as language interpreters;
 - d. Distribute informational materials on the program;
 - e. Provide transportation to certification and issuance centers; and
 - f. Act as authorized representatives for households as needed.
5. Submit to DBP for approval, semiannual action plans to cover the periods January through June and July through December. Such plans must be submitted on November 1 for the January through June period and as part of the bid or proposal for the August through December period. Such action plan shall be adhered to unless modification plan is mutually agreed upon. The plan must include:
 - a. A detailed listing of the activities the Contractor intends to undertake. This listing should include the specific activities the Contractor proposes to have accomplished by other groups as well as their own activities. It is understood that these groups named in Item 2 cannot all be contacted in one action plan period, but a reasonable portion of the list should be scheduled to be contacted.
 - b. The method of contact (in person, by letter, etc.) and the anticipated function of other groups.
 - c. A timetable by which the Contractor intends to accomplish the activities outlined in the action plan. The timetable must be on a month-to-month basis. More detail may be used if desired.
6. Submit monthly reports in the format developed by DBP with input from FSOP workers to DBP outlining the actual activities which have been accomplished. These reports are due by the 10th of the month following the report month.
7. Contractor agrees to recruit and train volunteers to assist in the performance of outreach activities.

8. Provide a Food Stamp Outreach Referral Form (FSOP 1) to each potential recipient who is being referred to the county welfare department.
9. Cooperate with Department of Benefit Payments staff persons requesting information.
10. Maintain adequate records regarding the persons served and information about funding and expenditures.
11. Ensure that every effort is made to keep good working relationships with county welfare departments and to contact county staff as needed to discuss progress and problems. It is expected that the Contractor will meet with county staff to discuss any potential problems which may be indicated through analysis of prescreening efforts.
12. Obtain clearance prior to release of public service announcements, press releases, and letters to the editor with DBP Office of Public Information.

B. DBP Responsibilities

DBP agrees to:

1. Provide training and technical assistance to FSOP staff and volunteers.
2. Designate a staff person to be primary liaison with Contractor to deal with day to day operations.
3. Provide Contractor with DFA 285 and prescreening forms and training in their use as needed.
4. DBP shall, with input from FSOP Contractors, develop a system for monitoring and evaluating Contractor efforts to perform Food Stamp Outreach. DBP shall perform onsite monitoring and evaluation and provide corrective action planning in coordination with FSOP Contractors for any problems which are pointed out through such evaluation and monitoring.
5. Inform Contractor of DBP plans for news releases and media public services announcements, and provide for Contractor feedback regarding such plans.
6. Approve the semiannual action plans submitted by the Contractor.
7. Provide all FSOP groups with lists of all relevant materials on Food Stamps, volunteer use, etc., and will make these materials available to groups who need them.
8. DBP shall ensure that county welfare department cooperate with Food Stamp Outreach Contractors.

II. Payment

Although Contractor will essentially operate with Volunteers and donations, reimbursement will be provided up to the maximum amount of this contract pursuant to Attachment A. Contractor shall submit itemized invoices monthly to DBP for payment for services rendered.

Payment under this Agreement is contingent upon funds being made available in the Budget Act of 1977.

III. General Provisions

- A. The period of this contract shall be from July 1, 1977, through June 30, 1978.
- B. This Agreement may be amended at any time by written mutual consent.
- C. Either party may terminate this Agreement upon thirty days written notice to the other party.
- D. Any reimbursement for necessary traveling expenses and per diem shall be at rates not to exceed those applicable to regular State employees under State Board of Control rules. No travel outside the State of California shall be reimbursed.
- E. The Contractor agrees to maintain books, records, documents, and other evidence pertaining to the costs and expenses of this contract (hereinafter collectively called the "records") to the extent and in such detail as will reflect all costs, direct and indirect, of labor, materials, equipment, supplies and services and other costs and expenses of whatever nature for which reimbursement is claimed under the provisions of this contract.
- F. The Contractor agrees to make available at the office of the Contractor at all reasonable times during the period set forth in subparagraph (G) below any of the records for inspection, audit or reproduction by an authorized representative of the State.
- G. The Contractor shall preserve and make available his records (i) for a period of four years from the date of final payment under this contract, and (ii) for such longer period, if any, as is required by applicable statute, by any other clause of this contract, or by subparagraphs 1 or 2 below.
 1. If this contract is completely or partially terminated, the records relating to the work terminated shall be preserved and made available for a period of four years from the date of any resulting final settlement.
 2. Records which relate to (i) litigation or the settlement of claims arising out of the performance of this contract, or (ii) costs and expenses of this contract as to which exception has been taken by the State or any of its duly authorized representatives or by the Federal Government, shall be retained by the Contractor until disposition of such appeals, litigation, claims, or exceptions.

- H. A final invoice and a final report shall be submitted by the Contractor within 45 days after the termination date hereof except as may be otherwise specified herein. A final report is required by this contract and final payment hereon shall be withheld until receipt by the State of an acceptable report.
- I. The State, through its authorized representatives, has the right at all reasonable times to inspect or otherwise evaluate the work performed hereunder and the premises in which it is being performed.
- J. The Contractor will not discriminate in the provision of services because of race, color, creed, national origin, sex, age, or physical or mental handicap in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. Section 2000d, rules and regulations promulgated pursuant thereto, or as otherwise provided by state and federal law. For the purpose of this contract, distinctions on the grounds of race, color, creed, or national origin include but are not limited to the following: denying a participant any service or benefit to a participant which is different, or is provided in a different manner or at a different time from that provided to other participants under this contract; subjecting a participant to segregation or separate treatment in any matter related to his receipt of any service; restricting a participant in any way in the enjoyment of any advantage or privilege enjoyed by others receiving any service or benefit; treating a participant differently from others in determining whether he satisfies any admission, enrollment quota, eligibility, membership, or other requirement or condition which individuals must meet in order to be provided any service or benefit; the assignment of times or places for the provision of services on the basis of the race, color, creed, or national origin of the participants to be served. The Contractor will take affirmative action to ensure that intended beneficiaries are provided services without regard to race, color, creed, national origin, sex, age, or physical or mental handicap.
- K. This contract is subject to approval by the State Department of Finance and the State Department of General Services; and this contract is not in effect until such approval is provided.
- L. The Contractor agrees to comply with all the provisions of Sections 10850 and 18909 of the Welfare and Institutions Code of the State of California regarding confidentiality of data. The Contractor understands that violation of any of these provisions is a misdemeanor.