

**DEPARTMENT OF SOCIAL SERVICES**

744 P Street, Sacramento, California 95814



June 26, 2002

ALL COUNTY INFORMATION NOTICE I-45-02

TO: COUNTY WELFARE DIRECTORS  
FOOD STAMP COORDINATORS**REASON FOR THIS TRANSMITTAL**

- State Law Change
- Federal Law or Regulation Change
- Court Order
- Clarification Requested by One or More Counties
- Initiated by CDSS

SUBJECT: ANNUAL COUNTY FOOD STAMP PROGRAM QUESTIONNAIRE AND  
REVIEW OF HOURS OF OPERATION, ACCESS, AND AWARENESS  
ACTIVITIES

REFERENCE: Manual Sections 63-104.21(h) and 63-205.1, All County Letter 94-11

The purpose of this letter is to request that all County Welfare Departments (CWDs) complete the Annual County Food Stamp Program (FSP) Questionnaire and Review of Hours of Operation and Access and Awareness Survey. As you are aware, state regulations require that annually, all CWDs complete a survey and review of hours of operation of the FSP offices. This is to ensure that the needs of recipients are adequately met.

**BACKGROUND**

As with prior surveys conducted over the years, the information provided on the questionnaire will be useful to this department in meeting statewide program needs and in responding to information requests regarding the administration of the FSP by CWDs. This information also may be used in the evaluation of legislative proposals and regulatory changes. The information contained in the Access and Awareness Activities survey will help tailor the development of the Food Stamp Programs outreach campaign and the development of a targeted communications campaign to increase food stamp participation.

**SURVEY**

The combined questionnaire is divided into three parts: Certification, Issuance, and the Survey of Hours of Operation and Access and Awareness activities. Survey responses to the attached questionnaire should reflect county operations as of July 1, 2002. Please include any projected activities for the remainder of the year.

Page Two

**Please return the attached completed questionnaire no later than August 1, 2002 to:**

***California Department of Social Services  
Food Stamp Bureau  
744 P Street, MS 16-32  
Sacramento, CA 95814  
Attn: Robert Marlow***

You may mail your response to the above address or contact Robert Marlow for an electronic copy to be completed and return via e-mail at [robert.marlow@dss.ca.gov](mailto:robert.marlow@dss.ca.gov). The fax number to Robert Marlow is (916) 657-1806.

To assist you in updating your responses, attached is a summary of the responses to the July 1, 2001 survey. The attached summary has been divided into three sections: Certification (Attachment A), Issuance (Attachment B) and Access and Awareness Survey (Attachment C). If you have any questions or comments regarding this notice, please contact Robert Marlow, Food Stamp Program Bureau, Implementation Unit, at (916) 654-1898.

Sincerely,

**Original document signed by**

GARY SWANSON, Chief  
Food Stamp Branch

Attachments

**ANNUAL COUNTY FOOD STAMP PROGRAM SURVEY ON HOURS OF OPERATIONS AND ACCESS AND AWARENESS ACTIVITIES**

**(AS OF AUGUST 1, 2002)**

**COUNTY:** \_\_\_\_\_

**SURVEY COMPLETED BY:**

**A: CERTIFICATION**

**Name:** \_\_\_\_\_

**Title/Position:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**B: ISSUANCE**

**Name:** \_\_\_\_\_

**Title/Position:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**C: ACCESS AND AWARENESS ACTIVITES**

**Name:** \_\_\_\_\_

**Title/Position:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_



## B: ISSUANCE

### 1. Issuance Sites

NAME AND TYPE OF AGENT*	TYPES OF ISSUANCE**	% OF ISSUANCE TOTAL	TRANSACTION FEE***	# OF SITES	HOURS AND DAYS OF OPERATION

TOTAL NUMBER OF ISSUANCE SITES: \_\_\_\_\_

\*Name: CWD, other county office, other (specify)

Type: Indicate if agent operates a check cashing (CC) business

\*\*Direct Mail(DM), Authorization Document Mail(ADM), OnLine(FSOLIS/FAIR), Authorization Document Over-the-Counter(ADOTC), Household Issuance Record(HIR), Electronic Benefit Transfer(EBT), other (please specify).

\*\*\*Applies only to contracted issuance.

2. If direct mail issuance is used, over what period of time does your county stagger coupon mailing?

- 1<sup>st</sup> through 10<sup>th</sup>
- 1<sup>st</sup> through 15<sup>th</sup>
- Other (specify): \_\_\_\_\_
- N/A

3. If you use a food stamp on-line issuance system, do you plan any operational changes in the next 12 months?

NO

YES \_\_\_\_\_

(i.e. change in vendor, switch from/to service bureau to/from CWD)

N/A

4. If you plan to change type of issuance system or method of delivery (i.e. mail, OTC, etc) within the coming 12 months, please indicate.

Current type to be changed \_\_\_\_\_

Type to change to \_\_\_\_\_

Estimated date \_\_\_\_\_

5. Does your county have a waiver from doing either mail or OTC delivery method?

YES (please attach documentation)

NO

**C: ACCESS AND AWARENESS ACTIVITES**

Check applicable boxes

The County of \_\_\_\_\_ does the following:

- Makes applications accessible directly to clients.  
How: \_\_\_\_\_
  
- Makes multi-language applications available in  Spanish  Russian  
 Chinese  Vietnamese  Other \_\_\_\_\_  
\_\_\_\_\_
  
- Makes use of staff to provide assistance to food stamp clients in filling out application form or answering questions. Explain process:  
\_\_\_\_\_  
\_\_\_\_\_
  
- Makes use of established practices to streamline the application process.  
Explain process: \_\_\_\_\_  
\_\_\_\_\_
  
- Makes use of in-home visits to accommodate the elderly or disabled.
- Makes use of in-home visits to those lacking available transportation.  
Explain process \_\_\_\_\_  
\_\_\_\_\_ How many per month: \_\_\_\_\_
  
- Makes use of Food Stamp eligibility workers at non-traditional sites.  
Site locations: \_\_\_\_\_  
What type: \_\_\_\_\_
  
- Makes use of a food stamp benefit reevaluation process for recipients leaving CalWORKs.  
Explain process: \_\_\_\_\_  
\_\_\_\_\_

Provides food stamp educational materials at:

- County FS Office    Food Banks    Medi-Cal Office    Healthy Family sites    Community Centers    Adult Assistance Programs  
 Libraries    Grocery Stores    Faith Based Organizations    CBO's  
 Schools    Daycare centers    Healthcare Facilities  
 Other:

When returning this survey, we would appreciate you providing us with any county developed outreach and educational materials you use.

Participates in Community Events

Describe, how many, what type etc.: \_\_\_\_\_

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Partners with other Health and Human Service Program(s) in Food Stamp Outreach activities.

Program(s) what type, with who, etc.: \_\_\_\_\_

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Activities: \_\_\_\_\_

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- Partners with other organizations or school districts in Food Stamp Outreach Activities.

Organization/School: \_\_\_\_\_

Activities: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- Maintains a "Hotline" that included Food Stamp information.

Number \_\_\_\_\_ Live operator or voice mail system: \_\_\_\_\_

Hours the Hotline is in operation: \_\_\_\_ Hours live operator available: \_\_\_\_

- Uses local media for broadcasting public service announcements that included Food Stamp Program information.

- Conducts food stamp education presentations to local community groups.

Group(s): \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

- Provides educational materials or presentations to sites targeting migrant workers.

Sites: \_\_\_\_\_

Presentations: when, how many and where: \_\_\_\_\_

\_\_\_\_\_

- Makes use of a committee/task force for collaborative outreach efforts.

Describe: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_





## **ATTACHMENT A**

**CALIFORNIA DEPARTMENT OF SOCIAL SERVICES**

**FOOD STAMP BRANCH**

**2000/2001  
CERTIFICATION**

<b>COUNTIES</b>	<b>#OF SITES</b>	<b>HRS/DAYS</b>	<b>SERVICES 1/</b>	<b>EXTENDED</b>
ALAMEDA	6	8:30-5 M-F	All	Appt. 7-8:30, 12-1 & 5-6
ALPINE	1	8-5 M-F	All	Appt. & Home Visits
AMADOR	1	8-5 M-F	All	7-8 & 5-6
BUTTE	2	7:30-5 M-F	All	Appt.
CALAVERAS	1	9-4 M-F	All	Appt. 7-9,12-1 & 5-6
COLUSA	3	7:30-4 M-F 8-4 M-F	All	12-1
CONTRA COSTA	8	8-5 M-F	All	By Appt.
DEL NORTE	1	9-3 M-F	All	8-5 Mon-Fri
EL DORADO	2	8-5 M-F	All	Appt. 7-8 &5-6
FRESNO	16	*Various	All	After 5:00 & Saturdays appt.
GLENN	2	8-5 M-F	All	Appt. 7-8 &5-6
HUMBOLDT	3	8:30-12:00 M-F 1:00-5:00 M-F	All	Appt.
IMPERIAL	9	8-5 M-F 8-4 M-F	All	7-8, 12-1:00 7-8
INYO	2	9:30-4 M-F	All	By Appt. 7-9:30 & 4-6
<b>KERN</b>	<b>8</b>	<b>8-5 M-F</b>	<b>All</b>	<b>Appt.</b>

1/ AP = Applications Provided	* (2) opened 9 hours a day, M-F
AA = Applications Accepted	(2) opened 6 hours a day, M-F
ESS= Expedited Services Screening	(1) opened 6 hours a day, M, T, Th, F
IC = Interviews Conducted	(1) opened 7 hours a day, F
All = All of the above	(1) opened 3 hours a day, T, F
Appt =Special After Hours Appointment	(1) opened 3 hours a day, T, Th
Available After	(1) opened 7 hours M,T,Th,F
	(1) opened 2 hours 4 <sup>th</sup> Thurs of month
	(1) opened 2 hours 1 <sup>st</sup> Thurs of month
	(1) opened 2 hours 1 <sup>st</sup> Monday of the month

**2000/2001  
CERTIFICATION**

<b>COUNTIES</b>	<b>#OF SITES</b>	<b>HRS/DAYS</b>	<b>SERVICES 1/</b>	<b>EXTENDED HRS</b>
KINGS	1	8:30-4 M-F	All	12-1 & Appt
LAKE	1	8-4, M-F	All	Appt.
LASSEN	1	8-5 M-F	All	Appt.
LOS ANGELES	33	7-3 M-F	All	7-8 & Outlets
MADERA	3	8-5 M-F	All	Appt.
MARIN	3	(1) 7:15-4:45 M-F 8:30-5 M-F (1) 8-4 M-F	All	Appt. Main Office 12-1
MARIPOSA	2	(1) 9-4 M-F (1) 9-1 2 <sup>nd</sup> & 4 <sup>th</sup>	All	Appt. 8-9 & Weds 4-5**
MENDOCINO	2	7-5 M-F	All	7-8 a.m.
MERCED	2	8-5 M-F	All	12-1 & Appt.5-7
MODOC	1	10-12, 1-4 M-F	All	Appt.
MONO	2	8: 00-5 M-F	All	Appt.
MONTEREY	3	8-5 M-F	All	Appt.
NAPA	4	8-5 M-F 7-8 M-F	All	Appt. 8-7 Tues. By Appt.
NEVADA	6	8-5 M-F	All	Appt.
ORANGE	16	7-5 M-F 7-7 1 <sup>st</sup> TH	All	Cert. By Mail Phone Interview
PLACER	4	8-5 M-F	All	12-1 call completion only
PLUMAS	1	8-5 M-F	All	12-1
RIVERSIDE	12	7:00-6:00 M-F	All	Ext. Hrs open late Mon., lunch hour

**2000/2001  
CERTIFICATION**

<b>COUNTIES</b>	<b>#OF SITES</b>	<b>HRS/DAYS</b>	<b>SERVICES 1/</b>	<b>EXTENDED HRS</b>
SACRAMENTO	41	8-5 M-F	All	Appt. 7:30-8 & 5-9
SAN BENITO	3	8-5 M-F	All	12-1 Appt.
SAN BERNARDINO	13	9-4 M-F Closed alternate Fridays	All	Appt. 7-9 & 4-6
SAN DIEGO	13	6:45-5 M-F & 7-5 M-F 8-5 M-F	All IC	6:45-5 - Appt.
SAN FRANCISCO	4	8-5 M-F	All	Appt. prior to 8 & 12-1
SAN JOAQUIN	1	7-7M-F	All	7-7 Mon.
SAN LUIS OBISPO	5	8-5 M-F	All	Appt.
SAN MATEO	9	8-5 M-F	All	8PM Tues and Thurs.
SANTA BARBARA	6	8-4 M-F	All	Appt.
SANTA CLARA	11	8-5 M-F	All	7-8, 12-1 Appt. & 5-7
SANTA CRUZ	4	8-5 M-F	All	Appt. 12-1
SHASTA	3	8-5, 7:30-5:30M-F	All	12-1 & Appt.
SIERRA	2	8-5 M-F	All	As needed
SISKIYOU	2	7-6, 7-5:30 M-F	All	7-6 Appt
SOLANO	5	8-5:30 M-F	All	7-8, 5:30-6 & Appt.
SONOMA	2	8-5 M-F	All	7:00 -5:30 Appt.
STANISLAUS	16	8:30-4:30 M-F	All	**8:30-4:30

**2000/2001  
CERTIFICATION**

<b>COUNTIES</b>	<b>#OF SITES</b>	<b>HRS/DAYS</b>	<b>SERVICES 1\</b>	<b>EXTENDED HRS</b>
SUTTER	1	8-5 M-F	All	Appt., Home or Workplace Visit
TEHAMA	2	8-4:30 M-F	All	Appt. 7-8 & 4:30-5:30
TRINITY	3	(1) 8-4:45 M-F (1) 9:30-3:00 Weds. (1)10-3 1 <sup>st</sup> Tues of month	All All	Appt. 7-8, 12-1 & 5-6
TULARE	5	8-6 M-F	All	12-1 by Appt.
TUOLUMNE	1	8-4 M-TH (M-Th) AP, AA,ESS (F)	All	Appt. M-TH
VENTURA	12	8-7 M-F	All	5-6 or 7 & Outlets Sat. & Sun.
YOLO	2	8-5 M-F	All	12-1
YUBA	1	8-5 M-F	All	Appt 7-8, 12-1 & 5-6,Thurs 5-8

**\*\*County has conducted a survey to determine customer satisfaction and extended hours not warranted.**

Many counties conduct surveys annually to determine customer satisfaction. Counties with/without extended hours often provide extended services through other means such as phone interviews, applications by mail, outside drop boxes, home visits, etc. See individual county survey response.



## **ATTACHMENT B**

**CALIFORNIA DEPARTMENT OF SOCIAL SERVICES**

**FOOD STAMP BRANCH**

**2000/2001  
ISSUANCE SURVEY SUMMARY**

<b>COUNTIES</b>	<b>AGENT 1/ TYPE</b>	<b>ISSUANCE 2/ TYPE</b>	<b>% OF TOTAL</b>	<b># OF SITES</b>	<b>HOURS/ DAYS</b>	<b>COUPONS STAGGERED</b>
ALAMEDA	CC	DM OL	7 93	7	(4) 9-6 M-Sat (3)9-5:00 M-Sat	1st-10th
ALPINE	CWD	DM, ADOTC	100	1	8-5 M-F	1 <sup>st</sup> -10th
AMADOR	CWD	DM	100	1	8-5 M-F	1st-10th
BUTTE	OTHER	DM	100	1	N/A	1st-10th
CALAVERAS	CWD	DM/OTC	100	1	1:30-4 M-F	1st-6th Working Days
COLUSA	OTHER	DM	100	1	N/A	1st - 10th
CONTRA COSTA	CC	ADOTC DM, ADM	100	9	9:30-6 M-S 11-3 30Sun	1st-10th
DEL NORTE	CWD	DM ADOTC	15 85	1	10-3 M-F	1st 10 Working Days
EL DORADO	OTHER	DM	100	1	7:30-5 M-S	1st - 10th
FRESNO	CC	DM FAIR	27 73	1 9	N/A 8-5 M-S	1st - 10th
GLENN	OTHER	DM	100	1	8-5 M-F	1st - 10th
HUMBOLDT	CWD OTHER	ADOTC DM	87 13	3	8:30-5 M-F	1st - 15th

1/ CC = Check Cashing  
 CWD = County Welfare Department  
 OTHER = None of the Above

2/ ADM = Authorization Documentation Mail  
 ADOTC = Authorization Document Over-the-Counter  
 DM = Direct Mail  
 HIR = Household Issuance Record  
 OL = FS Online Issuance System

**2000/2001  
ISSUANCE SURVEY SUMMARY**

<u>COUNTIES</u>	<u>AGENT 1/ TYPE</u>	<u>ISSUANCE 2/ TYPE</u>	<u>% OF TOTAL</u>	<u># OF SITES</u>	<u>HOURS/ DAYS</u>	<u>COUPONS STAGGERED</u>
IMPERIAL	CWD	ADOTC DM	94 6	1	7-4 M-F	N/A
INYO	CWD	DM	100	1	9-5 M-F	N/A
KERN	CWD CC	ADM ADOTC DM	1 81 17	11	9-6 M-S 9-5 Sun	1st 10 working Days
KINGS	CC	ADOTC  DM	95  5	1	9-8 M-Th, Sat F 9-9 11-3 Sun	N/A
LAKE	CWD	OTC DM	77 23	1	9-4 M-F	1 <sup>st</sup> 15 Working Days
LASSEN	CWD	DM ADM	45 55	2	(1)8-5 M-F (1)9-4	N/A 1 <sup>st</sup> 15 Working Days
LOS ANGELES	CC	OL	100	98	Various	N/A
MADERA	CC	ADM		100	2 9:30-7 M-F 9:30-4 Sat	N/A
MARIN	OTHER	DM	100	1	8-5 M-S	3rd-8th
MARIPOSA	CWD	ADOTC	100	2	9-4 M-F 9-1 2nd W	N/A
MENDOCINO	CWD	DM FSOLIS	40 60	2	8-5 M-F	1st-15th
MERCED	CC	DM OL	100	3	9-6 M-Th 9-7 F, 9-5 S	System Gener- ated cycle date
MODOC	CWD	DM	100	1	10-4 M-F	1 <sup>st</sup> of the month
MONO	CWD	DM	100	1	8-5 M-F	1st-5th
MONTEREY	OTHER	DM ADOTC	92 8	2	8-5 M-F	1st-10th

2000/2001  
ISSUANCE SURVEY SUMMARY

<u>COUNTIES</u>	<u>AGENT 1/ TYPE</u>	<u>ISSUANCE 2/ TYPE</u>	<u>% OF TOTAL</u>	<u># OF SITES</u>	<u>HOURS/ DAYS</u>	<u>COUPONS STAGGERED</u>
NAPA	CWD	DM ADOTC	98 2	2	8-5 M-F	N/A
NEVADA	CWD	DM OTC	92 8	1	8-4 M-F	1st-10th
ORANGE	CC OTHER CWD	ADOTC DM Expedited	92 6 2	6 16	9-8 M-F 9-5 Sat 11-3 Sun	Last Working Day
PLACER	CWD	DM ADOTC	50 50	2	10-5 M-F	1st -10th
PLUMAS	CWD	DM ADOTC	98 2	1	8-4 M-F	1st 5 Working Days
RIVERSIDE	CC	DM FSOLIS	100	8	9-6 M-F 10-4 Sat	N/A
SACRAMENTO	OTHER	FAIR DM	77 23	6	9:30-6:30 M-S	1st-10th
SAN BENITO	CWD	DM	100	1	8-5 M-F	1st-10th
SAN BERNARDINO	CC	EBT	100	866	Various	N/A
SAN DIEGO	CWD	EBT	100	11	6:45-5 M-F	N/A
SAN FRANCISCO	CC	OL DM	99 1	4	9-5 M-S	N/A
SAN JOAQUIN	CC	DM ADM	14 86	7	8-8 M-F 9-5 Sat 10-4 Sun	1st-10th
SAN LUIS OBISPO	CWD	DM ADOTC	95 5	1	8-5 M-F	1st - 10th

**2000/2001  
ISSUANCE SURVEY SUMMARY**

<u>COUNTIES</u>	<u>AGENT 1/ TYPE</u>	<u>ISSUANCE 2/ TYPE</u>	<u>% OF TOTAL</u>	<u># OF SITES</u>	<u>HOURS/ DAYS</u>	<u>COUPONS STAGGERED</u>
SAN MATEO	CC	DM ADM ADOTC	1 87 12	2	M-F 9-7 Sat 9-6 Sun 10-4	1st-15th
SANTA BARBARA	OTHER	DM	100	1	N/A	1st-15th
SANTA CLARA	OTHER	DM FSLOS/FAIR	1.02 98.98	6	9-6 M-F 9:30-2:30 1st Sat	N/A
SANTA CRUZ	OTHER CWD	DM ADOTC	98.88 1.12	1	10-5 M-F	1st-10th
SHASTA	CWD	DM ADOTC	95 5	1	8-5 M-F	1st 9 Working Days
SIERRA	CWD	DM HIR	99 1	1	8-5 M-F	1st of the Month
SISKIYOU	CWD	DM ADOTC	90 10	1	1:30-4:30 M-F	1st-4th
SOLANO	OTHER	DM FAIR/OTC	11 89	3	7-6 M-F	1st-15th
SONOMA	CWD	DM ADOTC	70 30	1	8-5 M-F	4th-13th
STANISLAUS	CC	ADOTC	100	8	Various	N/A
SUTTER	CWD	DM OTC	70 30	1	8-3:45 M-F	1st-10th
TEHAMA	OTHER	DM	100	1	N/A	1st-10th
TRINITY	CWD	ADOTC DM	25 75	1	8-4:45 M-F	1st-10th
TULARE	CC	FAIR/DM	100	6	9:00-7 M-S	1st-10th
TUOLUMNE	CC	OTC DM	99.9 1	1	9-6 M-F 9-4 Sat	N/A

**2000/2001  
ISSUANCE SURVEY SUMMARY**

<b>COUNTIES</b>	<b>AGENT 1/ TYPE</b>	<b>ISSUANCE 2/ TYPE</b>	<b>% OF TOTAL</b>	<b># OF SITES</b>	<b>HOURS/ DAYS</b>	<b>COUPONS STAGGERED</b>
VENTURA	CC	OL	100	4	9-6:30 M-F 9-5:30 Sat 11-4:30 Sun	N/A
YOLO	CWD	FSOLIS	100	2	8:30-4:15 M-F	N/A
YUBA	CWD	DM OTC	80 20	1	2-4:30 M-F	Last Working Day –First 9 Working Days



## **ATTACHMENT C**

**CALIFORNIA DEPARTMENT OF SOCIAL SERVICES**

**FOOD STAMP BRANCH**

## **HIGHLIGHTS OF COUNTY ACCESS AND AWARENESS ACTIVITIES**

### **Outstationing Eligibility Workers**

Thirty-three counties reported that they have Eligibility Workers (EWs) outstationed beyond county offices (non-traditional locations). Many of these locations include health facilities and schools.

Sacramento County has EWs at 32 non-traditional locations throughout the county and services are available during normal business hours Monday through Friday. These non-traditional sites include schools, a career centers, an apartment building, a Girl and Boys Club, One-Stops, a child development center, Healthy Start location, community center, and a Homeless Transitional Housing & Service center.

Kern County has EWs outstationed at five different health facilities in Bakersfield and seven others health facilities throughout the county.

Mendocino County conducts media campaigns when they outstation EWs periodically at food banks, soup kitchens, farmer's markets, and senior centers.

Monterey County once a month outstations EWs at food bank distribution sites. They encourage potential food stamp eligible families and individuals to apply for food stamps. The initial portion of an application is taken and then transferred to an online staff person for processing.

Fresno County sends EW's out into the community on a daily basis. They will intake applications at urban and rural area churches, health clinics, schools, parent centers, food giveaways and carnivals.

### **Participating in Community Events**

Thirty-six counties responded that they participate in community events. Many of these events include health fairs, job fairs, county fairs, school events, and food commodity distribution events.

Contra Costa listed twenty-seven community events that they participate in throughout the year. The county has found participating in community events their most effective outreach activity.

Monterey County hired two part-time outreach workers. These individuals attend community meetings and functions to assist with the dissemination of information to the public and respond to questions. They work weekends and evenings at places that working families frequent such as day care centers, libraries, informational fairs, Monterey County Food Bank,

Stanislaus County is represented at almost every community event in the county. The largest event is the Stanislaus County Job Fair that attracts three to five thousand people. Other events include health fairs, senior flu clinics, school events, festivals, street fairs, and open houses.

## **Collaboration Efforts**

Thirty counties reported that food stamp outreach collaboration efforts exist between the FSP and public and/or private agencies.

Imperial County formed a partnership with Healthy Start. Healthy Start is located in high schools and elementary schools in six cities throughout the county. Eligibility workers are stationed at these locations. Applications are accepted at these locations and fingerprinting is done as well.

Kern County collaborates with the Medi-Cal program. Health clinic staff take both Medi-Cal and food stamp applications. Other collaboration efforts exist between the FSP and the California Food Policy Advocates, and Women, Infant, and Child of Clinica Sierra Vista.

Mendocino County partners with Healthy Families outreach program and the University of California Agriculture and Natural Resources. Public Health obtained a grant to place advocates in schools to assist parents to apply for Medi-Cal and Healthy Families. Because good nutrition is necessary for good health, the advocates will be trained to provide information and assist parents with the food stamp application process.

Orange County partners with WIC. WIC offices provide food stamp information and applications to applicants and recipients of WIC services.

San Diego County partners with the CalWORKs Program, Office of Aids Coordination (OAC), and Aging and Independence Services (AIS). When requested by a department or agency, program presentations are done jointly with CalWORKs. Coordinated efforts with OAC are done to implement food stamp referrals from HIV Food Service Centers. Currently, the FSP is working with AIS to join outreach efforts throughout the elderly community. Other organizations the FSP coordinates outreach efforts with are, San Diego Hunger Coalition, San Diego Food Bank, Share Program, WIC, University of California San Diego Cooperative Extension, Salvation Army, and senior nutrition programs.

Santa Barbara County has trained Medi-Cal workers on how to accept food stamp applications. Medi-Cal off site staff is located at local health clinics, Head Start, Healthy Start, Probation offices, youth centers, and alcohol rehab centers. The county also collaborates with Project LEAN. FSP sends nutritional information to food stamp clients and Project LEAN provides food stamp information to individuals.

Santa Clara County has formed partnerships with the Adult and Aging Program and Children's Health Initiative. The Adult and Aging bureau is chairing the Senior Needs subcommittee of the Safety Net Committee to ensure that the special food needs of seniors are met through the various food programs including the FSP. The Children's Health Initiative has combined outreach efforts with the FSP at various community fairs, school events, etc. The FSP staff are working on coordinating outreach activities with Children's

Health Initiative (Medical, Healthy Families, and Healthy Kids) to do extensive outreach in the community.

Santa Cruz formed a coalition of public and private agencies to expand health care coverage for uninsured residents of the county. The coalition provides outreach for various health programs as well as providing information on food assistance programs including food stamps. The county partners with La Familia Center, Food 4 Children, and Second Harvest Food Bank. Food stamp information and applications are provided to these organizations. Second Harvest maintains a telephone "hotline" that includes FSP information.

Nearly all counties reported some type of partnership with local schools. Activities range from providing FSP educational materials to the schools to the outstationing of EW's.

### **County Developed Food Stamp Educational Materials**

Contra Costa County developed a color brochure titled "Nutrition assistance". The brochure explains the FSP and gives addresses and telephone numbers where clients can apply.

Santa Clara County developed a color brochure titled "Food Resources for the Community of Santa Clara". This brochure features FSP, Food Stamps for the Homeless, Child Nutrition Programs, Immigrant Issues, Supplemental Food Programs, Senior Nutrition, and Hot Meal Sites. This brochure is available in a multi-language version as well.

Mendocino County has a color flyer that is titled "You and your household might be qualify for food stamps. Can you answer yes to these questions?" The flyer continues with a scenario of a family of four and their expenses. Then gives an approximate amount of food stamps that family could receive and what quantities of food they could buy in a month using their food stamps.

San Francisco County developed 18 flyers on various food stamp topics and in several languages.

Santa Barbara County developed three FSP educational documents. One is for recipients, and the other two are for eligibility workers and other Agencies.

Solano County has a county developed FSP brochure. It answers questions, gives gross and net income limits and food stamp allotment per household members. The brochure also lists locations and telephone numbers where the public can apply for benefits.

Stanislaus County has a brochure titled "Good Nutrition - Just One of the Many Reasons to Find Out if You Qualify for Food Stamps". Provides general food stamp eligibility requirements and lists locations to apply for benefits. Also is printed in a Spanish version.

## **SUMMARY OF COUNTY HOURS OF OPERATION**

### **Has added locations for certification:**

- ◆ Fresno County, (559) 453-4430, has added two sites for certification.
- ◆ Mono County, (760).934-3411, has added two new locations. One at the Mammoth Hospital Monday, Tuesday, Thursday and Friday 9:30 - 12:00 1:00- 4:00 and the Walker One Stop by appointment.
- ◆ San Benito County, (831) 636-4180, has added two new locations for certification
- ◆ San Francisco County, (415) 558-1222, has added one location for certification
- ◆ San Mateo County, (650).595-7562, has added another location in Menlo Park from 8-5 Monday-Friday.
- ◆ Santa Barbara County, (805).737-7044, has added location in Lompoc open Monday-Friday 8:00 to 4:00.
- ◆ Ventura County, (805) 652-7601, has added 5 sites for certification have changed their hours to 8 AM to 7 PM Monday – Friday.
- ◆ Yuba County, (530).749-6480, has added a location in Marysville that is open Monday, Tuesday, and Wednesday.

## **SUMMARY OF COUNTY HOURS OF OPERATION**

Out of California's 58 counties, 45 counties have extended their office hours beyond the traditional hours of 8:00 a.m. to 5:00 p.m., or they provide appointments. The counties listed below have this year increased hours of operation and or extended their hours.

### **Extended certification office hours:**

- ◆ Butte County, (530) 879-3445, allows clients may make appointments through 8:30 PM.
- ◆ Contra Costa-County, (925).313-1554, will see clients outside normal office hours by special arrangements. They are periodically open on Saturdays to take and process FS apps.
- ◆ Mono County, (760).934-3411, has added two new locations. One at the Mammoth Hospital Monday, Tuesday, Thursday and Friday 9:30 - 12:00 1:00- 4:00 and the Walker One Stop by appointment.
- ◆ Nevada County (530).265-7101, opens at 8:00 a.m. instead of 9:00 in two offices, Nevada City and one in Truckee. They now do certification at Sierra Nevada Memorial Hospital in Grass Valley 7:30 - 4:00 Monday-Friday and Sierra Family Medical Clinic in Nevada City on Thursday 9-11:30 and Lovett Recovery Center, Nevada City from 1-3:30 on Tuesday.
- ◆ San Joaquin County, (209) 468-1762, has extended services by 2 hours on Monday's, now open until 7:00 p.m.
- ◆ Sierra County, (530) 993-725, now offers after hour appointments on an as needed basis.
- ◆ Sutter County,. (530).822-7320 x 210, now offer appointments after hours at home, or workplace.
- ◆ Ventura County, (805) 652-7601, has added 5 sites for certification have changed their hours to 8 AM to 7 PM Monday – Friday.
- ◆ Tulare County, (559) 737-4660 x 2105, now open until 6:00 p.m.

## COUNTY ACCESS AND AWARENESS ACTIVITIES AT A GLANCE

COUNTIES	Ama	But	CC	DN	ED	Fre	Gle	Imp	Ker	Kin	Lak	Mad	Mrn
<b>Access Activities</b>													
Applications directly accessible					X	X							
Assistance available in completing applications	X	X	X	X	X	X	X	X	X	X	X	X	X
Streamline application process		X								X			
In-home visits elderly & disabled		X		X	X	X	X	X	X	X	X	X	X
In-home visits no available transportation		X			X	X			X	X		X	X
Outstationing eligibility workers				X	X	X		X	X	X	X	X	X
Re-evaluates FS benefits on cash-aid leavers	X	X	X	X	X	X	X	X	X	X	X	X	X
<b>Awareness Activities</b>													
Provides FSP educational materials	X	X	X	X	X	X	X	X	X	X	X	X	X
Participates in community events			X		X	X	X	X	X	X	X	X	X
Partners with other government agencies			X			X	X		X	X			
Partners with other organizations						X	X	X	X	X	X		X
Conducts FSP presentations to community			X		X				X	X			X
Maintains a food stamp "hotline"						X		X	X				X
Uses local media for public service announcements						X			X	X			
Targets migrant workers						X			X	X			
Uses committee/taskforce for collaborative outreach			X			X		X	X				X

Ama – Amador

But – Butte

CC – Contra Costa

DN – Del Norte

ED – El Dorado

Fre – Fresno

Gle – Glenn

Imp - Imperial

Ker – Kern

Kin - King

Lak – Lake

Mad - Madera

Mrn - Marin

## COUNTY ACCESS AND AWARENESS ACTIVITIES AT A GLANCE

COUNTIES	Mpa	Men	Mer	Mod	Mno	Mon	Nev	Ora	Pla	Plu	Riv	Sac
<b>Access Activities</b>												
Applications directly accessible												
Assistance available in completing applications	X	X	X	X	X	X	X	X	X	X	X	X
Streamline application process								X				
In-home visits elderly & disabled	X	X	X	X	X	X	X	X		X	X	X
In-home visits no available transportation						X	X	X			X	X
Outstationing eligibility workers		X	X		X	X	X	X	X		X	X
Re-evaluates FS benefits on cash-aid leavers	X	X	X	X	X	X	X	X	X	X	X	X
<b>Awareness Activities</b>												
Provides FSP educational materials	X	X	X	X	X	X	X	X	X	X	X	X
Participates in community events	X		X			X		X	X			X
Partners with other government agencies		X				X	X	X	x			x
Partners with other organizations		X				X	X	X				X
Conducts FSP presentations to community	X	X				X		X	X			X
Maintains a food stamp "hotline"		X	X									
Uses local media for public service announcements												x
Targets migrant workers		X				X						
Uses committee/taskforce for collaborative outreach		X				X			X			X

Mpa – Mariposa  
 Men – Mendocino  
 Mer – Merced  
 Mod – Modoc  
 Mno – Mono  
 Mon – Monterey

Nev - Nevada  
 Ora - Orange  
 Pla - Placer  
 Plu - Plumas  
 Riv - Riverside  
 Sac – Sacramento

## COUNTY ACCESS AND AWARENESS ACTIVITIES AT A GLANCE

COUNTIES	SBt	SD	SF	SJ	SLO	SM	SB	SCL	SCr	Sha	Sie	Sis	Sol
<b>Access Activities</b>													
Applications directly accessible			X										
Assistance available in completing applications	X	X	X	X	X	X	X	X	X	X	X	X	X
Streamline application process		X	X				X						
In-home visits elderly & disabled	X	X	X	X	X		X		X	X	X	X	X
In-home visits no available transportation				X	X	X	X		X		X	X	
Outstationing eligibility workers		X	X	X	X	X	X	X	X	X		X	X
Reevaluates FS benefits on cash-aid leavers	X	X	X	X	X	X	X	X	X	X	X	X	X
<b>Awareness Activities</b>													
Provides FSP educational materials	X	X	X	X	X	X	X	X	X	X	X	X	X
Participates in community events	X	X	X	X	X	X	X	X	X		X		X
Partners with other government agencies	X	X	X	X		X	X	X	X				X
Partners with other organizations	X	X	X		X	X	X	X	X				
Conducts FSP presentations to community		X	X			X	X	X	X				X
Maintains a food stamp "hotline"		X	X		X				X	X			X
Uses local media for public service announcements		X		X									
Targets migrant workers	X			X		X	X						X
Uses committee/taskforce for collaboration efforts	X	X	X	X	X	X	X	X	X				

SBt – San Benito

SD – San Diego

SF – San Francisco

SJ – San Joaquin

SLO – San Luis Obispo

SM – San Mateo

Sol – Solano

SB – Santa Barbara

SCI – Santa Clara

SCr – Santa Cruz

Sha - Shasta

Sie - Sierra

Sis – Siskiyou

## COUNTY ACCESS AND AWARENESS ACTIVITIES AT A GLANCE

COUNTIES	Son	Sta	Sut	Tul	Ven	Yub						
<b>Access Activities</b>												
Applications directly accessible		X	X		X							
Assistance available in completing applications	X	X	X	X	X	X						
Streamline applications process		X										
In-home visits elderly & disabled	X	X	X	X	X							
In-home visits no available transportation	X	X	X	X	X							
Outstationing eligibility workers	X	X		X		X						
Reevaluates FS benefits on cash-aid leavers	X	X	X	X	X	X						
<b>Awareness Activities</b>												
Provides FSP educational materials	X	X	X	X	X	X						
Participates in community events	X	X	X	X	X	X						
Partners with other government agencies	X	X		X	X							
Partners with other organizations	X	X		X	X							
Conducts FSP presentations to community	X	X	X	X								
Maintains a food stamp "hotline"		X		X								
Uses local media for public service announcements												
Targets migrant workers	X	X		X								
Uses committee/taskforce for collaborative outreach	X	X			X							

Son – Sonoma  
 Sta – Stanislaus  
 Sut – Sutter  
 Tul – Tulare  
 Ven – Ventura  
 Yub – Yuba