

**CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
CALFRESH BRANCH**

CALFRESH OPERATIONS AND ACCESS REPORT

July 1, 2010 – June 30, 2011

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Data Systems and Survey Design Bureau
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September 2012

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

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CALFRESH SURVEY OF OPERATIONS AND ACCESS

ANNUAL REPORT

FISCAL YEAR 2010-11

SUMMARY

BACKGROUND

The County Welfare Departments (CWDs) are required by state regulations to provide an annual report of their operations and activities associated with the administration of CalFresh benefits, including a review of their hours of operation. In accordance with these regulations, the CalFresh Branch of the California Department of Social Services (CDSS) requests that all counties complete an annual CalFresh Survey of Operations and Access; the most recent request was sent via ACIN I-12-12, dated February 23, 2012. The information requested in the survey is helpful to CDSS in meeting statewide program needs, responding to a variety of information requests, and evaluating legislative proposals and regulatory changes regarding the administration of CalFresh in California.

This report provides survey results of CalFresh information collected in two primary areas— Access and Awareness activities conducted in Fiscal Year (FY) 2010-11, and Certification activities based on county operations as of June 30, 2011. It also contains information regarding on-line applications and extended office hours. Any initiative implemented in FY 2011-12 would not be reflected in this report, but may be included in the next survey.

ACCESS AND AWARENESS

Application Access

- Other than the CWD offices and certification sites, the top five methods and sites that continue to be the most frequently used for distributing general CalFresh information and application forms since FY 2007-08 were as follows: community events, direct mail/internet and telephone/facsimile requests, community-based organizations, one stop centers/family resource centers, and hospitals/clinics, see charts on pages 6 and 7. *(Item 1)*
- Fifty-seven counties provided application assistance outside the CWD. The most frequently used method of assistance since FY 2006-07 was eligibility worker/support staff assistance filling out applications/answering questions (55 counties). *(Item 2)*

Fiscal Year 2010-11

- All 58 counties screened CalFresh applications for determination of Expedited Services (ES). This includes applications filed on-line in 55 counties (65.9 percent of statewide CalFresh households*). (*Items 3, 3a*)
- Fifty-one counties screened for ES when the application was initially submitted. The Eligibility Worker conducted the ES screening in 39 counties. The processing for ES screening is not different for on-line applications and multi-program applications in 54 counties. (*Items 3b, 3c, 3e*)
- Fifty-seven counties utilized CalFresh applications translated in languages other than English. Spanish translated applications were used in 57 counties. Vietnamese and Russian translated applications were the next most frequently used. (*Item 4*)
- Forty-six counties (94.7 percent of statewide CalFresh households*) provided outstationed eligibility workers at sites other than CWDs, see map on page 8. The top three most frequently utilized sites for outstationed eligibility workers were hospitals/clinics, community events, and one stop centers/family resource centers, see chart on page 9. (*Items 5, 5a*)
- County websites in 55 counties (99.7 percent of statewide CalFresh households*) provided the ability for clients to complete an on-line CalFresh application, see map on page 10. This is a 48.6 percent increase from 37 counties in last year's survey. The C4Yourself website was used by 36 of the 39 C-IV counties for on-line applications. San Diego County uses both Benefits CalWIN and One E-Application. For a list of features available on on-line application websites, see chart on page 11. (*Items 6, 6a, 6b*)
- Twenty-three counties (28.7 percent of statewide CalFresh households*) had kiosks or computer terminals available for applicants to apply on-line. Twenty-one of those counties (28.0 percent of statewide CalFresh households*) indicated that there is sufficient privacy so others cannot easily see the information being entered, see map on page 12. Forty-six of the 55 counties had on-line applications that can be viewed electronically by district office staff while 48 counties were able to modify on-line applications electronically during the eligibility interview. Of the 48 counties, 43 (52.8 percent of statewide CalFresh households*) provided the applicant with a copy of the changes made to their on-line applications during the interview. (*Items 6c, 6d, 6e, 6f*)
- Thirty-five counties used the next business day as the application date when the application was filed outside normal business hours. County use of outreach materials was the primary manner in which clients first became aware of the availability of on-line applications. In 41 of the 55 counties, county-based organizations assisted clients with on-line applications. (*Items 6g, 6h, 6j*)

*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2010 through June 2011.

Fiscal Year 2010-11

Face-to-Face Interview Waivers

- All 58 counties waived face-to-face interviews for clients who were eligible for such a waiver. For a breakdown of the percentage of applications that had face-to-face interviews waived per type of application, see chart on page 13. *(Items 7, 7c)*
- Fifteen counties used the Federal Statewide Waiver while 11 counties used Hardship to waive the face-to-face interview. A combination of both Hardship and Federal Statewide Waiver, utilized by 32 counties, was the most common type of waiver. *(Item 7a)*
- In lieu of face-to-face interviews, telephone interviews were the primary replacement method used by 24 counties at initial application and 39 counties at recertification. *(Item 7b)*
- Thirteen counties indicated that clients first become aware of the option to waive the face-to-face interview when the application was submitted. *(Item 7d)*

Program Access

- Thirty-eight counties (91.1 percent of statewide CalFresh households*) have implemented or were planning to implement Business Process Re-engineering efforts, see map on page 14. This is a 9.5 percent decrease from 42 counties in last year's survey. The 38 counties have implemented 67 changes and were planning to implement 44 changes in the business process. *(Items 8, 8a)*
- Fifty-six counties (99.9 percent of statewide CalFresh households*) use the Modified Categorical Eligibility waiver. The PUB 275 were provided in flyers, mailed or handed out, by 53 counties. *(Items 9, 9a)*
- The General County Main Number, Interactive Voice Response (IVR) System, County number "211", Change/Service Center, Call Center, Hotline, Contact Center, and Hotline number 1-877-847-FOOD were the various telephone methods used by all 58 counties to provide general CalFresh information and information about noncitizen eligibility. The General County Main Number was the most prevalent. Fifty-two counties had IVR systems, Call Centers, Change/Service Centers and/or Contact Centers, 24 of which received over 150 calls on average per day. *(Items 10, 10h)*
- Fifty-one counties (95.2 percent of statewide CalFresh households*) used contracted language services. Forty-seven of these counties have the eligibility worker access language line services when interpreter services are needed. *(Items 10b, 10c)*

*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2010 through June 2011.

Fiscal Year 2010-11

- Forty-two of the 58 counties (47.8 percent of statewide CalFresh households*) that utilized various telephone methods indicated the methods provided clients the ability to leave messages after hours of operation, see map on page 15. Of these counties, 40 have recorded messages that let the client leave a voicemail message. (*Items 10e, 10g*)
- Fifty-seven counties (99.5 percent of statewide CalFresh households*) employ the use of a document imaging system. In each of these counties imaged documents are accessible to eligibility workers during interviews. Of these counties, 29 have centralized and 28 have decentralized document imaging systems, see map on page 16. (*Items 11, 11a, 11b*)
- Fifteen counties (56.7 percent of statewide CalFresh households*) utilized local media public service announcements to provide general CalFresh information, see map on page 17. Five of these counties also included information about noncitizen eligibility. (*Item 12*)

Outreach Activities

- Extended office hours (upon request, before 8 a.m., lunch, after 5 p.m.), utilized by 57 counties, was the most common outreach effort. The *single most effective* outreach activity, utilized by 17 counties (28.8 percent of statewide CalFresh households*), was partnering with various agencies and organizations, see chart on page 18. (*Item 13*)
- Thirty counties (79.2 percent of statewide CalFresh households*) utilized County Administrative funds to conduct CalFresh outreach activities, see map on page 19. (*Item 14*)
- Nine counties (9.7 percent of statewide CalFresh households*) provided CalFresh educational materials and/or conducted presentations specifically for migrant workers. Community events were the most frequently utilized. (*Items 15, 15a*)
- Twenty-nine counties (69.4 percent of statewide CalFresh households*) provided information about public charge in regard to sponsored noncitizens, see map on page 20. This is a 20.8 percent increase from 24 counties in last year's survey. (*Item 16*)
- Nineteen counties (58.3 percent of statewide CalFresh households*) provided CalFresh educational materials and/or presentations specifically for noncitizens. Community-based organizations and community events continue to be the most frequently utilized methods. (*Items 17, 17a*)
- To improve CalFresh outreach efforts, 48 counties (98.0 percent of statewide CalFresh households*) partnered with other health and human services agencies, schools, and community-based organizations, see map on page 21. (*Item 18*)

*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2010 through June 2011.

Fiscal Year 2010-11

- Twenty-nine counties (78.2 percent of statewide CalFresh households*) implemented new CalFresh outreach activities during FY 2010-11, see map on page 22. The majority of the activities (79.4 percent) were ongoing, rather than one-time only. *(Items 19, 19a)*
- Thirty counties (72.3 percent of statewide CalFresh households*) indicated plans to implement new CalFresh outreach activities during FY 2011-12, see map on page 23. The majority of the anticipated activities (92.5 percent) are ongoing, rather than one-time only. *(Items 20, 20a)*

CERTIFICATION

Certification Sites

- Of the 378 certification sites reported during last year's (FY 2009-10) survey, 10 counties (23.4 percent of statewide CalFresh households*) reported closing 21 (5.6 percent) sites as of June 30, 2011. *(Items 21, 21a)*
- Eleven counties (26.6 percent of statewide CalFresh households*) reported opening 14 new sites during FY 2010-11. *(Items 22, 22a)*
- There were 379 CalFresh certification sites statewide, a minimal increase of 0.3 percent from last year, see map on page 24. *(Item 23)*
- Extended office hours (upon request, before 8 a.m., lunch, after 5 p.m.) were offered by 57 counties (96.7 percent of statewide CalFresh households*). Of the 379 sites, 306 (80.7 percent) offered extended office hours, see chart on page 25. Lunch was most frequently utilized method and Upon Request Only was occasionally used. *(Items 23a, 24a)*

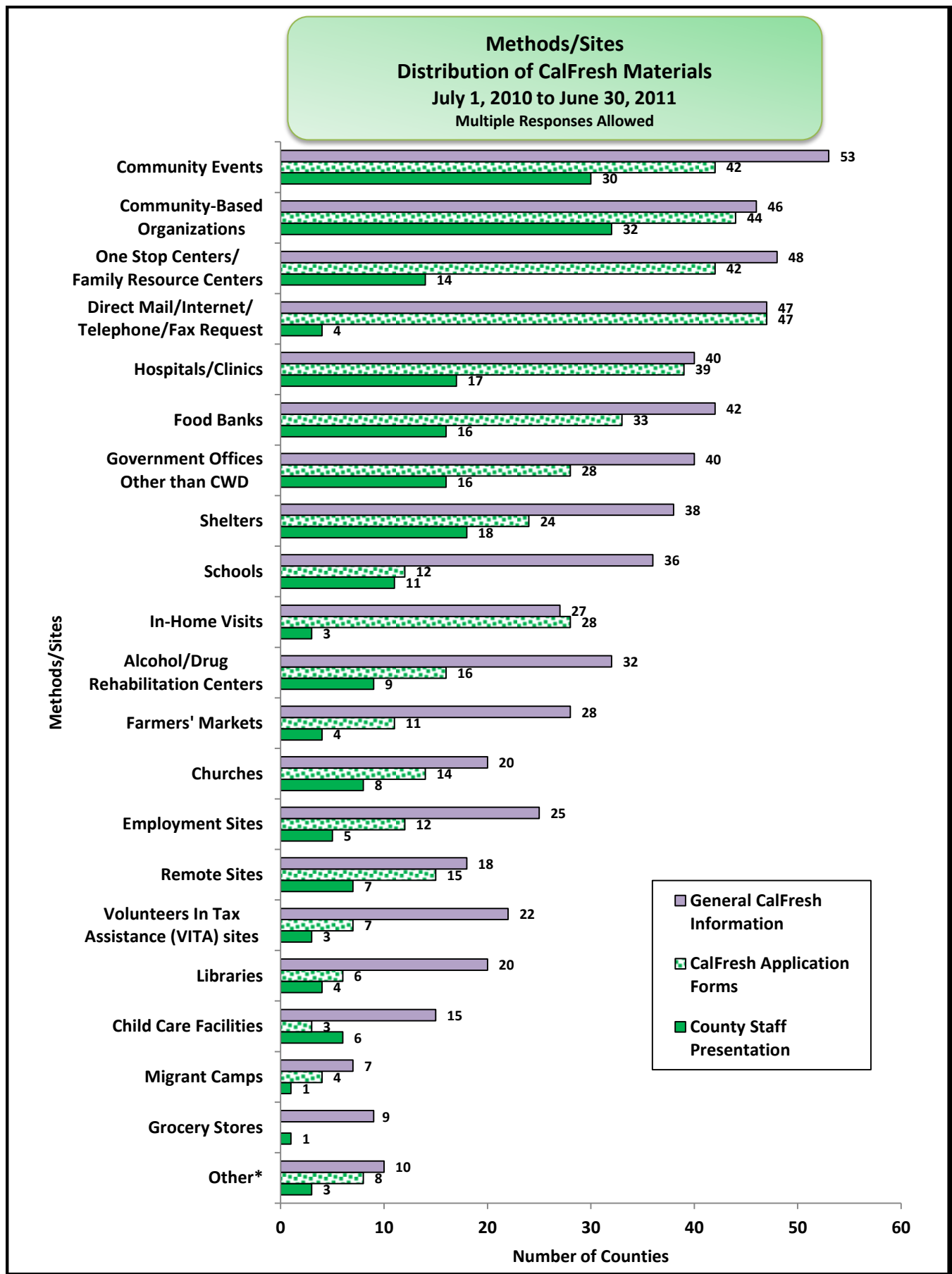
Determination of Operational and Extended Hours

- Client request was the primary (45 out of 58 counties) method used to determine operational and extended hours of service to meet the needs of working clients. *(Item 25)*
- Other than extended office hours, the top three access methods most frequently utilized by working clients were on-line applications, telephone interviews conducted Monday through Friday during regular hours of operation, and mailing required documents to CWD. *(Item 26)*

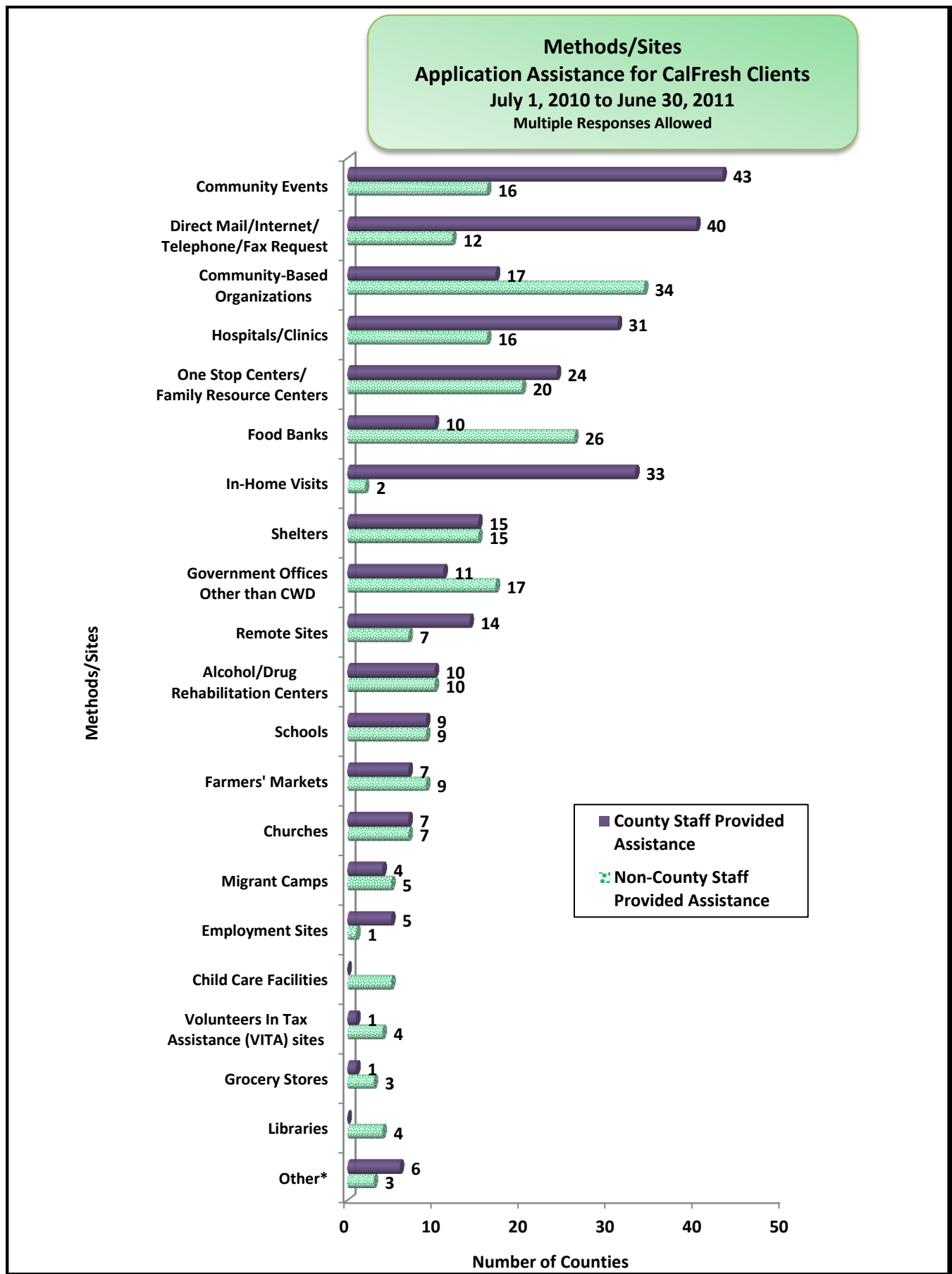
*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2010 through June 2011.

CHARTS and MAPS

Application Access



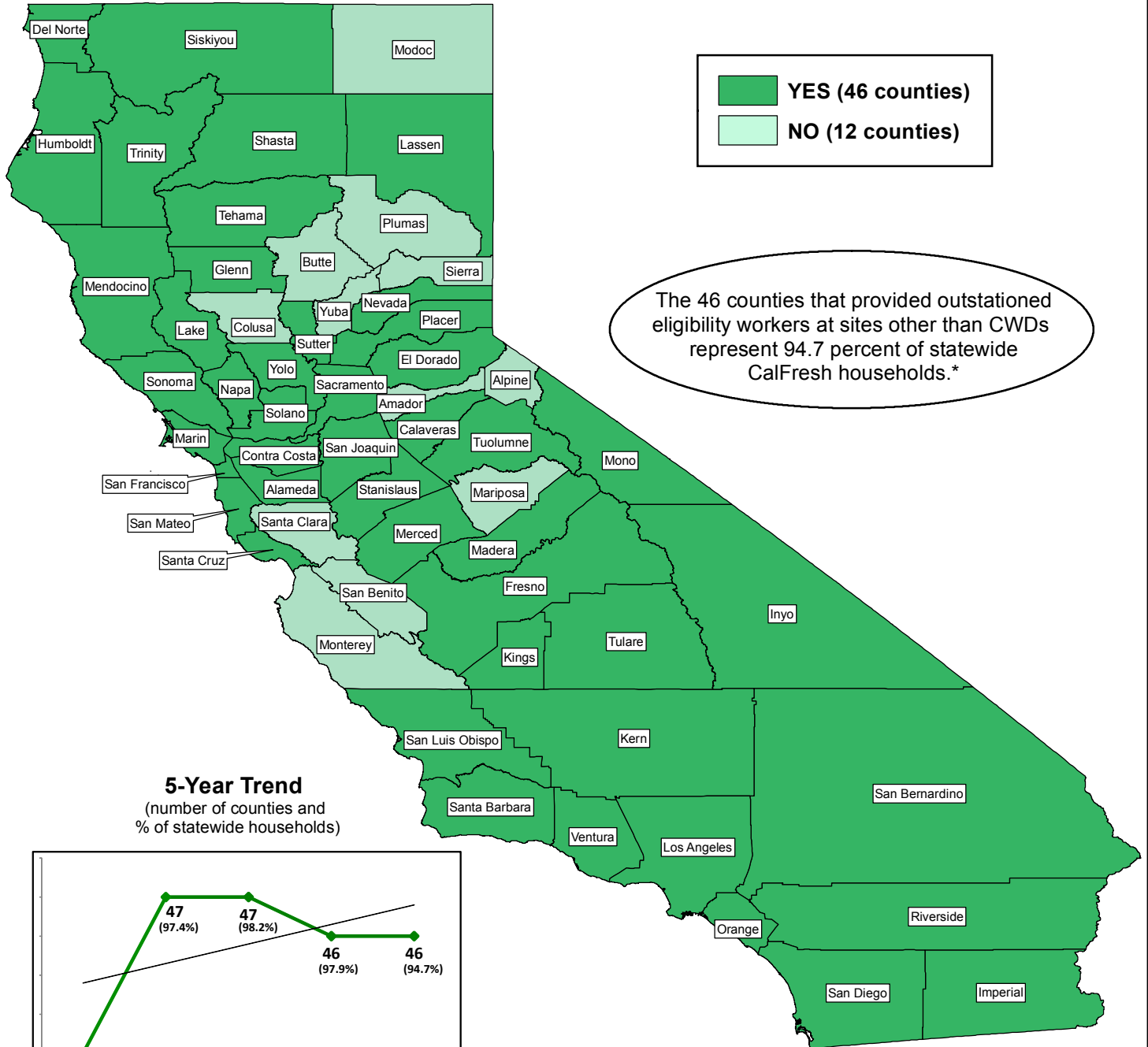
*For "Other" methods/sites, see Appendix A, page 26, Item 1 (A,B,E).



*For "Other" methods/sites, see Appendix A, page 26, Item 1 (C,D).

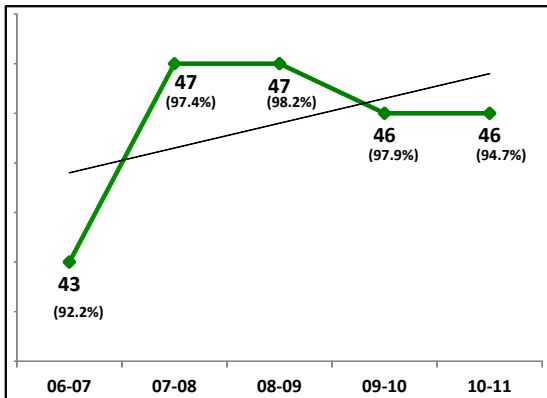
Outstationed Eligibility Workers at Sites Other Than County Welfare Departments (CWDs)

July 1, 2010 to June 30, 2011

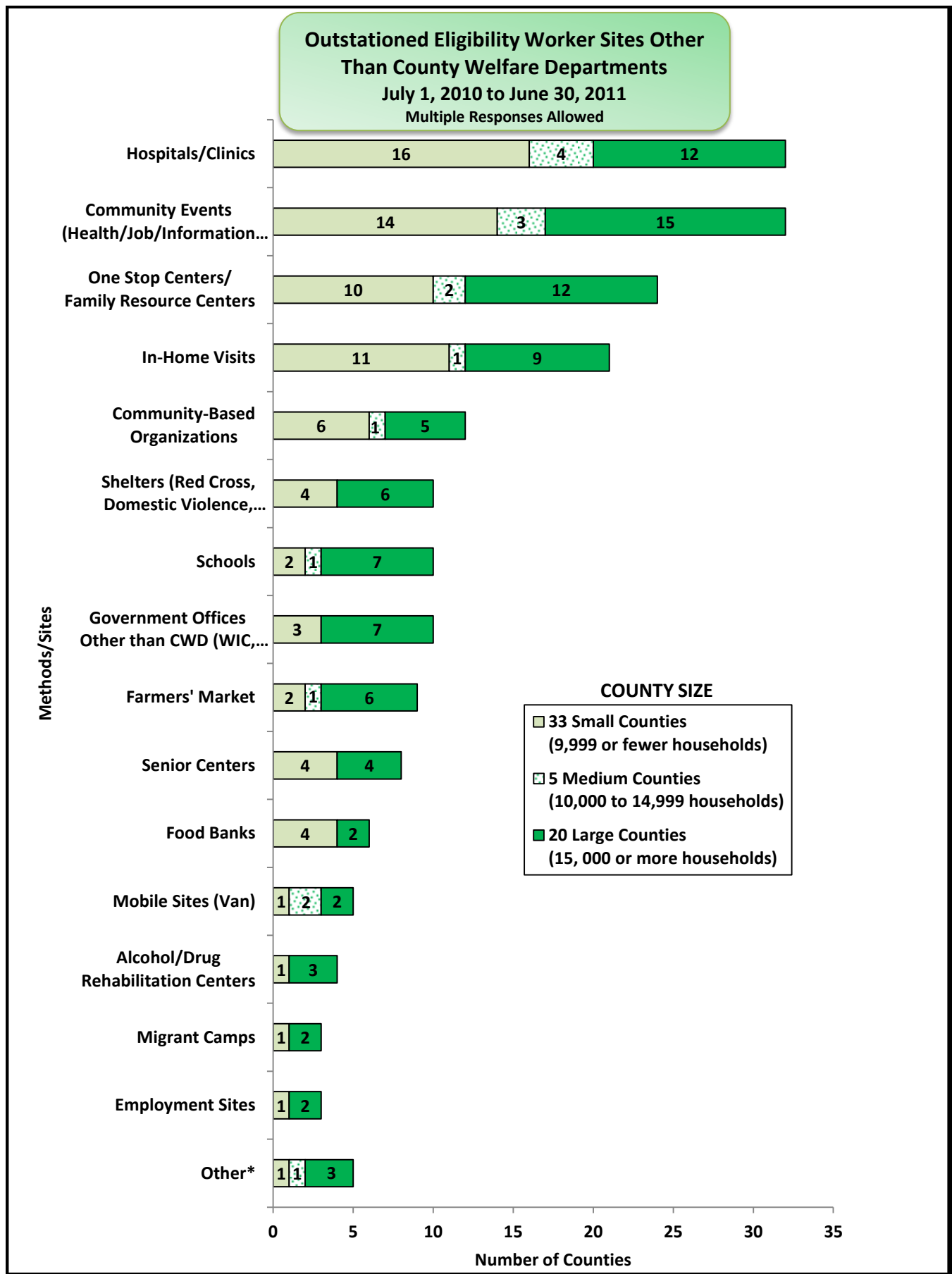


The 46 counties that provided outstationed eligibility workers at sites other than CWDs represent 94.7 percent of statewide CalFresh households.*

5-Year Trend
 (number of counties and % of statewide households)



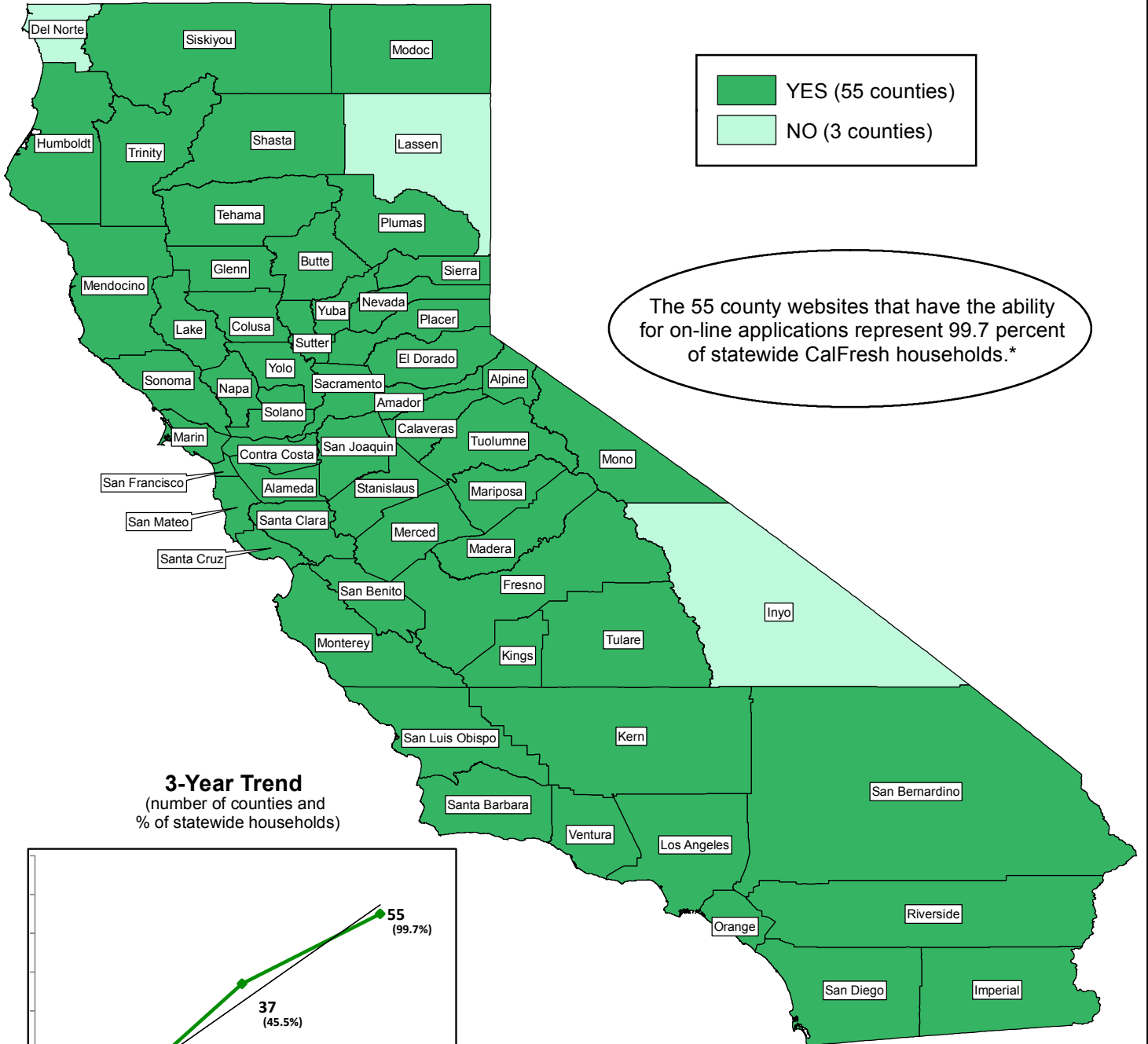
* Source: Food Stamp Program Participation and Coupon Issuance report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2010 through June 2011.



*For "Other" methods/sites, see Appendix A, page 27, Item 5a.

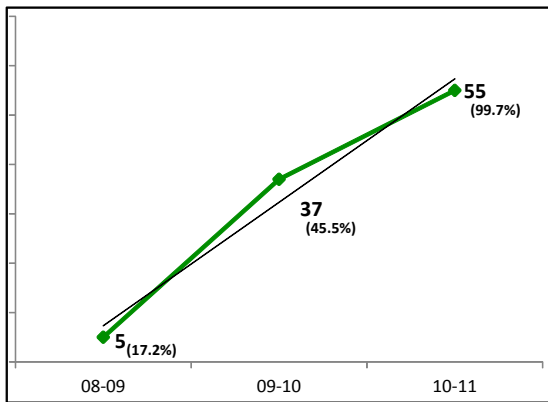
County Websites That Provide the Ability for Clients to Complete an On-Line Application

July 1, 2010 to June 30, 2011



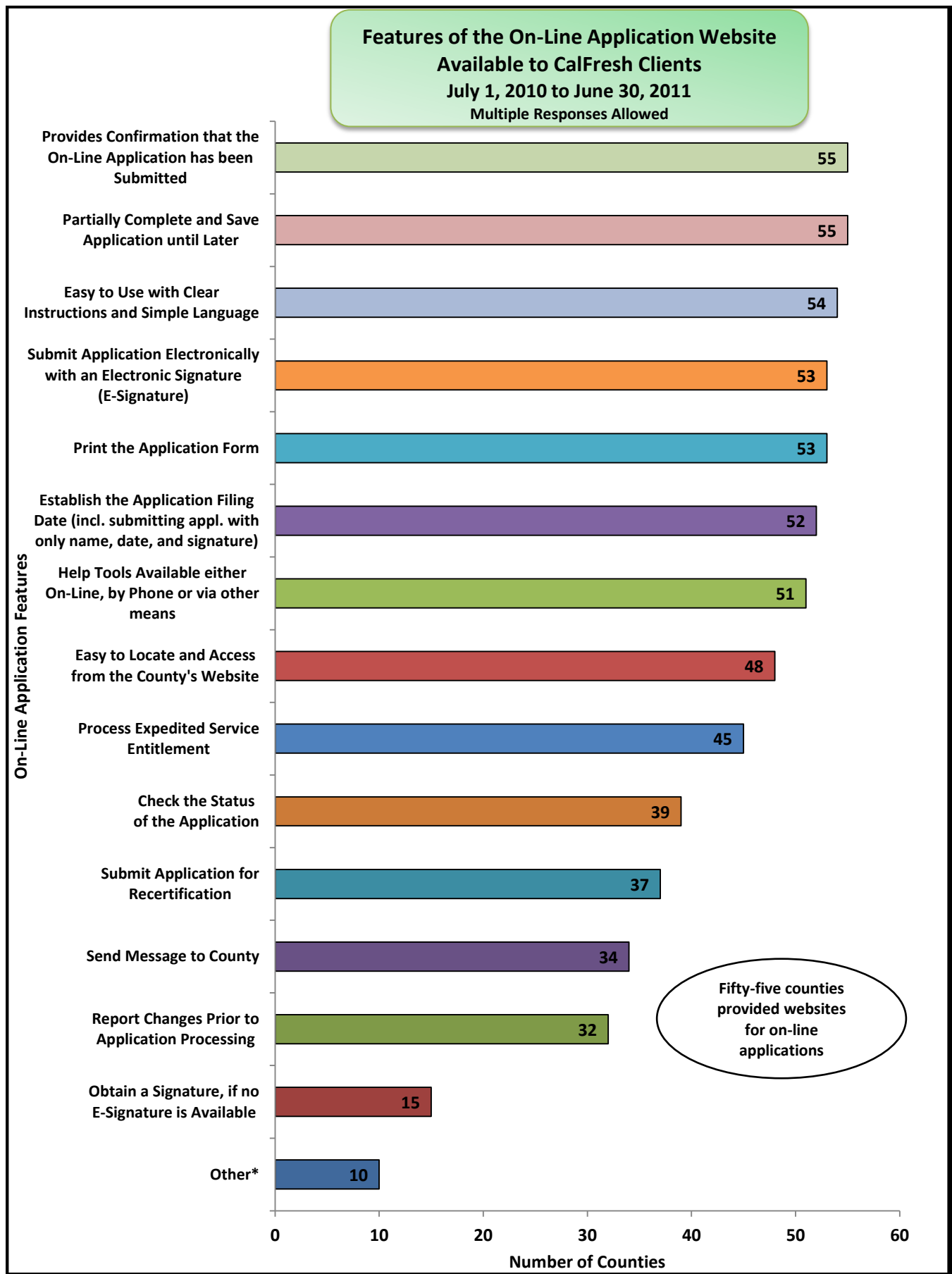
The 55 county websites that have the ability for on-line applications represent 99.7 percent of statewide CalFresh households.*

3-Year Trend
 (number of counties and % of statewide households)



Fiscal Year

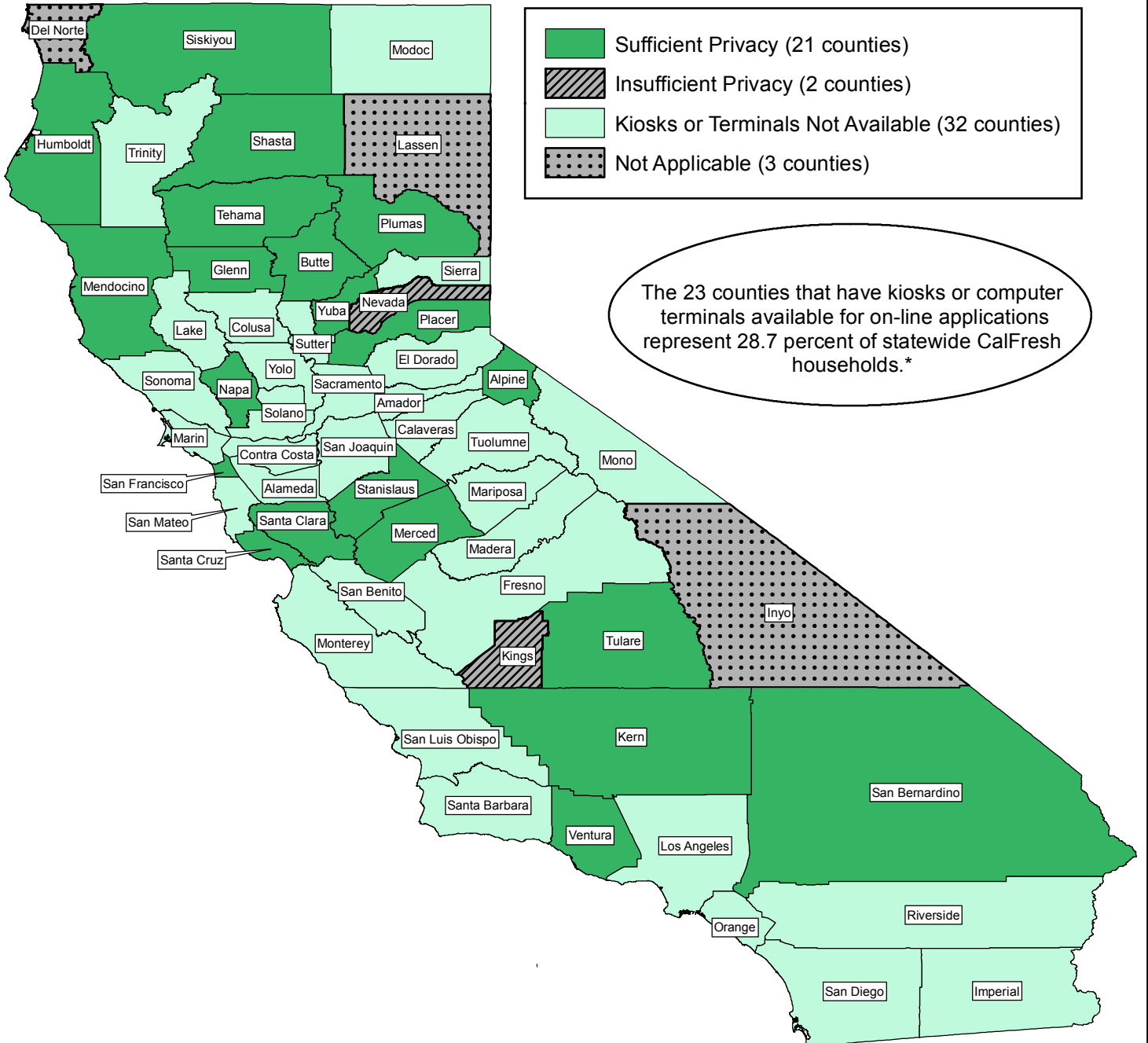
* Source: Food Stamp Program Participation and Coupon Issuance report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2010 through June 2011.



*For "Other" features, see Appendix A, page 28, Item 6b.

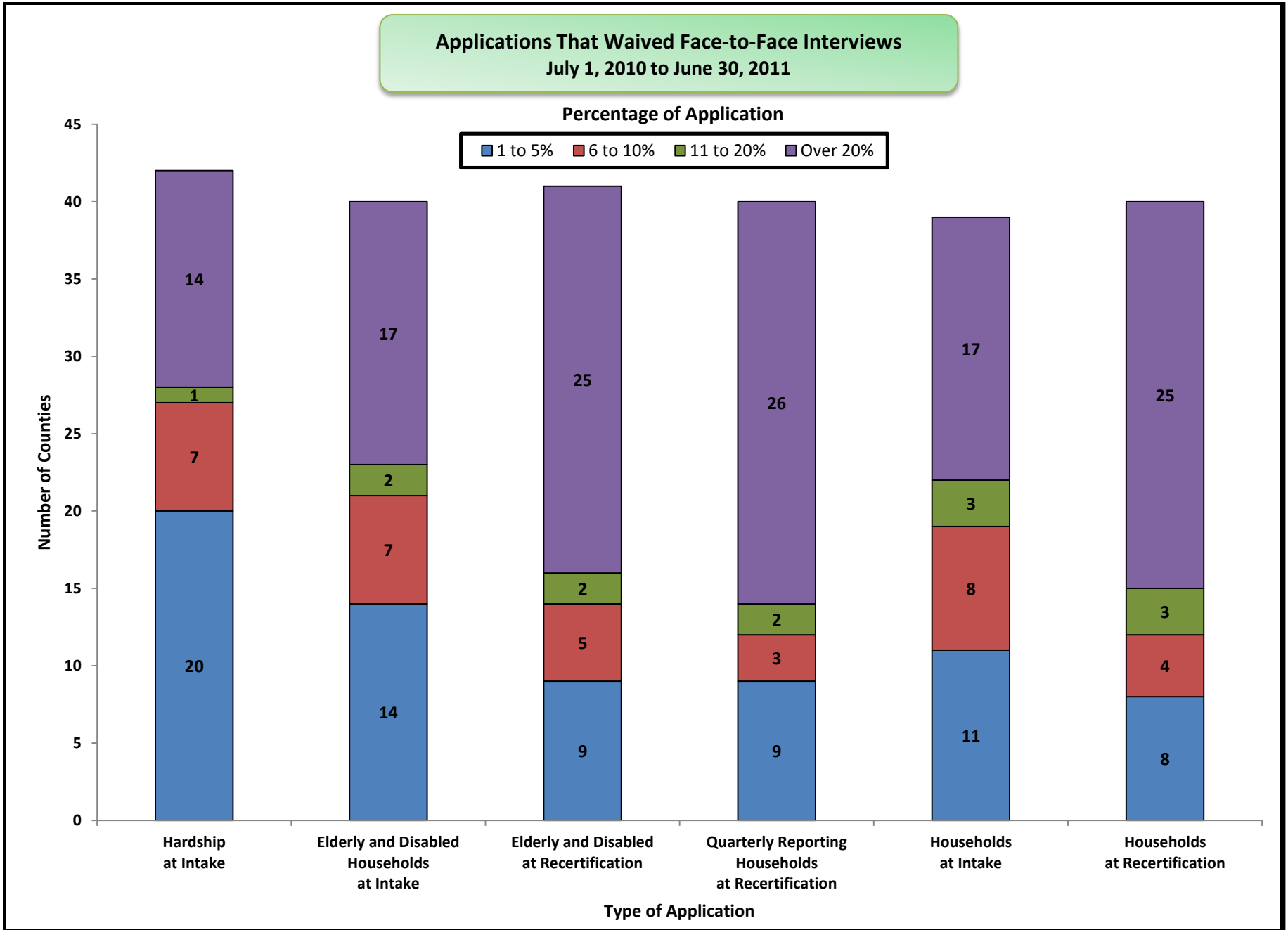
Kiosks or Computer Terminals Available for On-Line Applications

July 1, 2010 to June 30, 2011



* Source: Food Stamp Program Participation and Coupon Issuance report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2010 through June 2011.

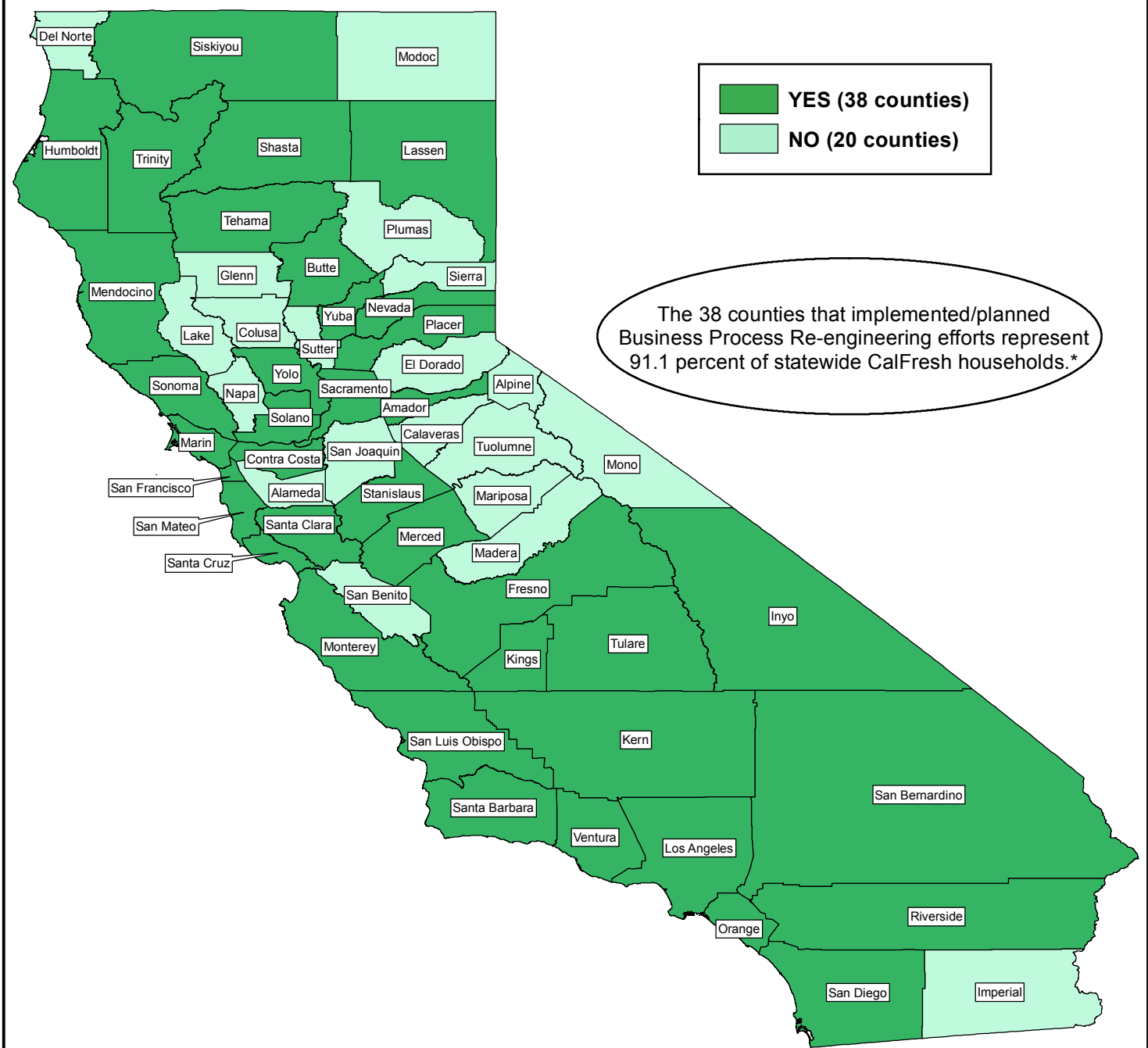
Face-to-Face Interview Waivers



Program Access

Business Process Re-engineering Efforts

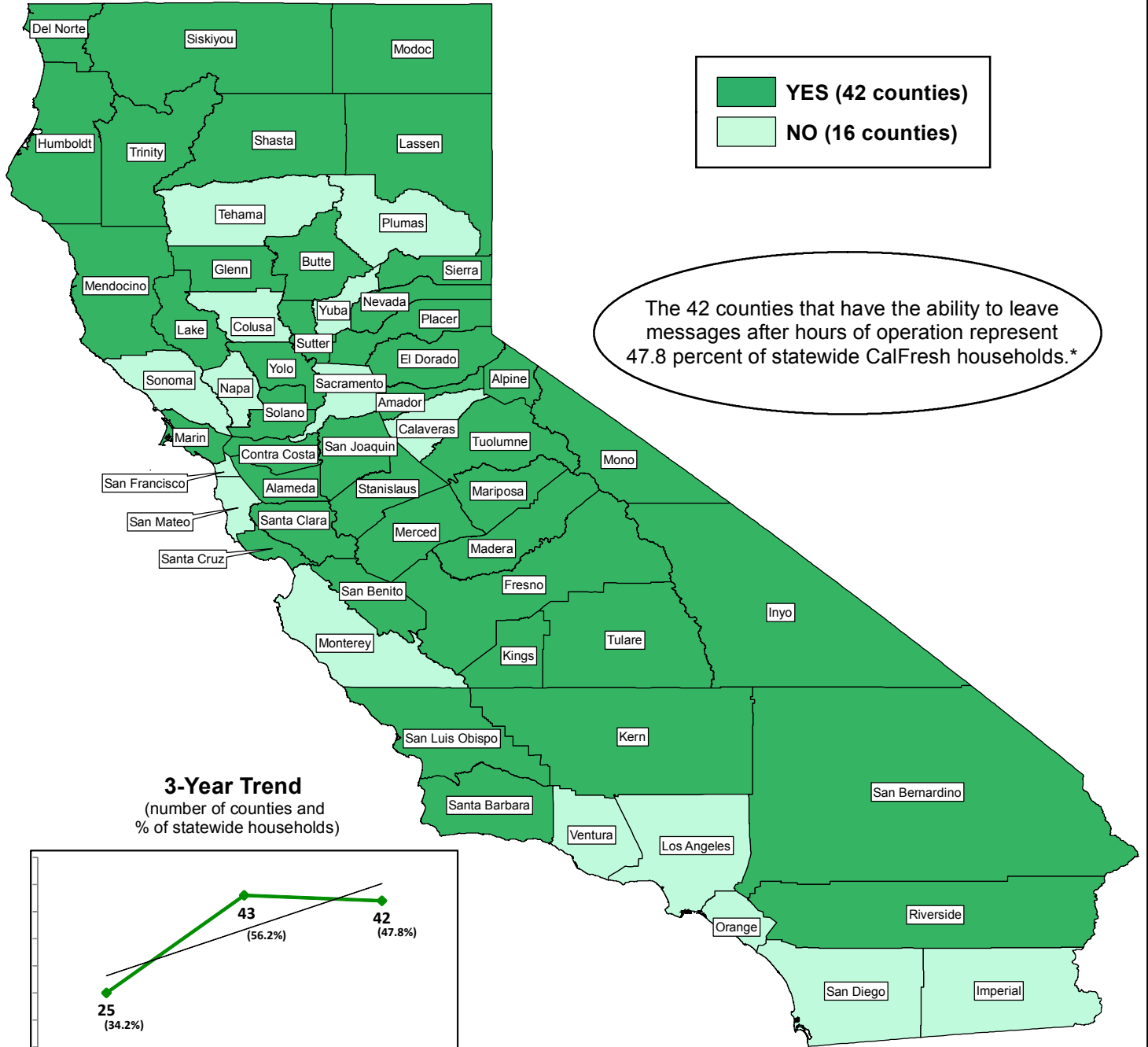
July 1, 2010 to June 30, 2011



* Source: Food Stamp Program Participation and Coupon Issuance report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2010 through June 2011.

Telephone Systems That Have the Ability to Leave Messages After Hours of Operation

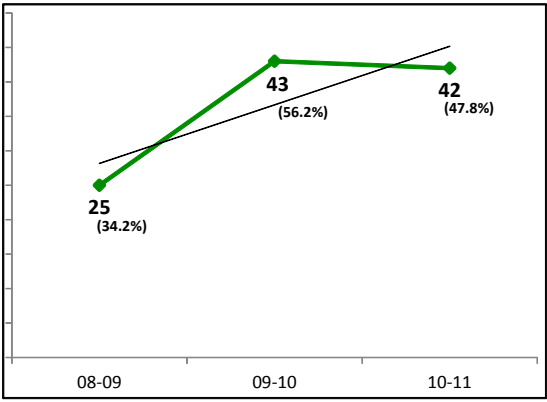
July 1, 2010 to June 30, 2011



YES (42 counties)
NO (16 counties)

The 42 counties that have the ability to leave messages after hours of operation represent 47.8 percent of statewide CalFresh households.*

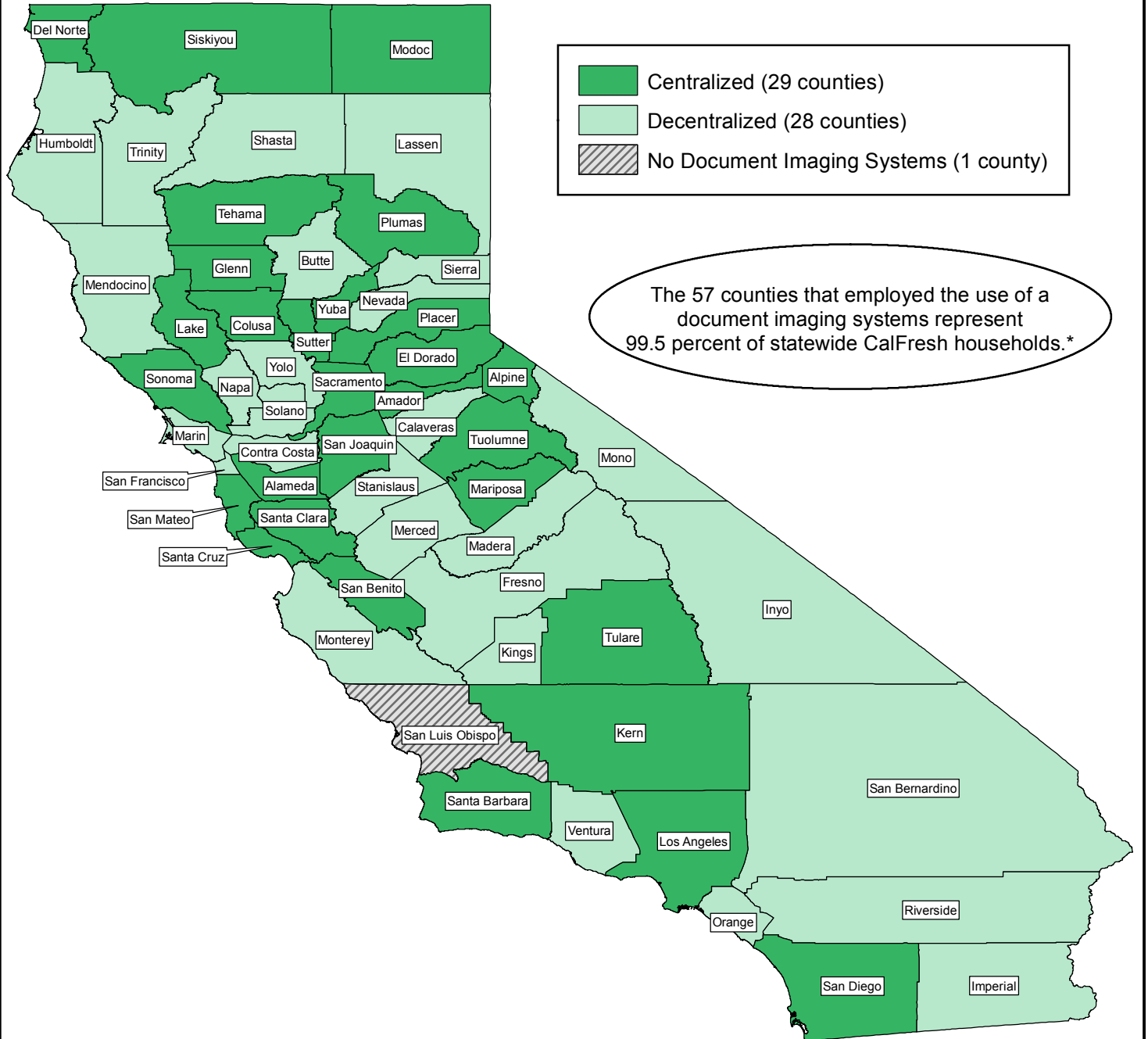
3-Year Trend
(number of counties and % of statewide households)



* Source: Food Stamp Program Participation and Coupon Issuance report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2010 through June 2011.

Document Imaging Systems

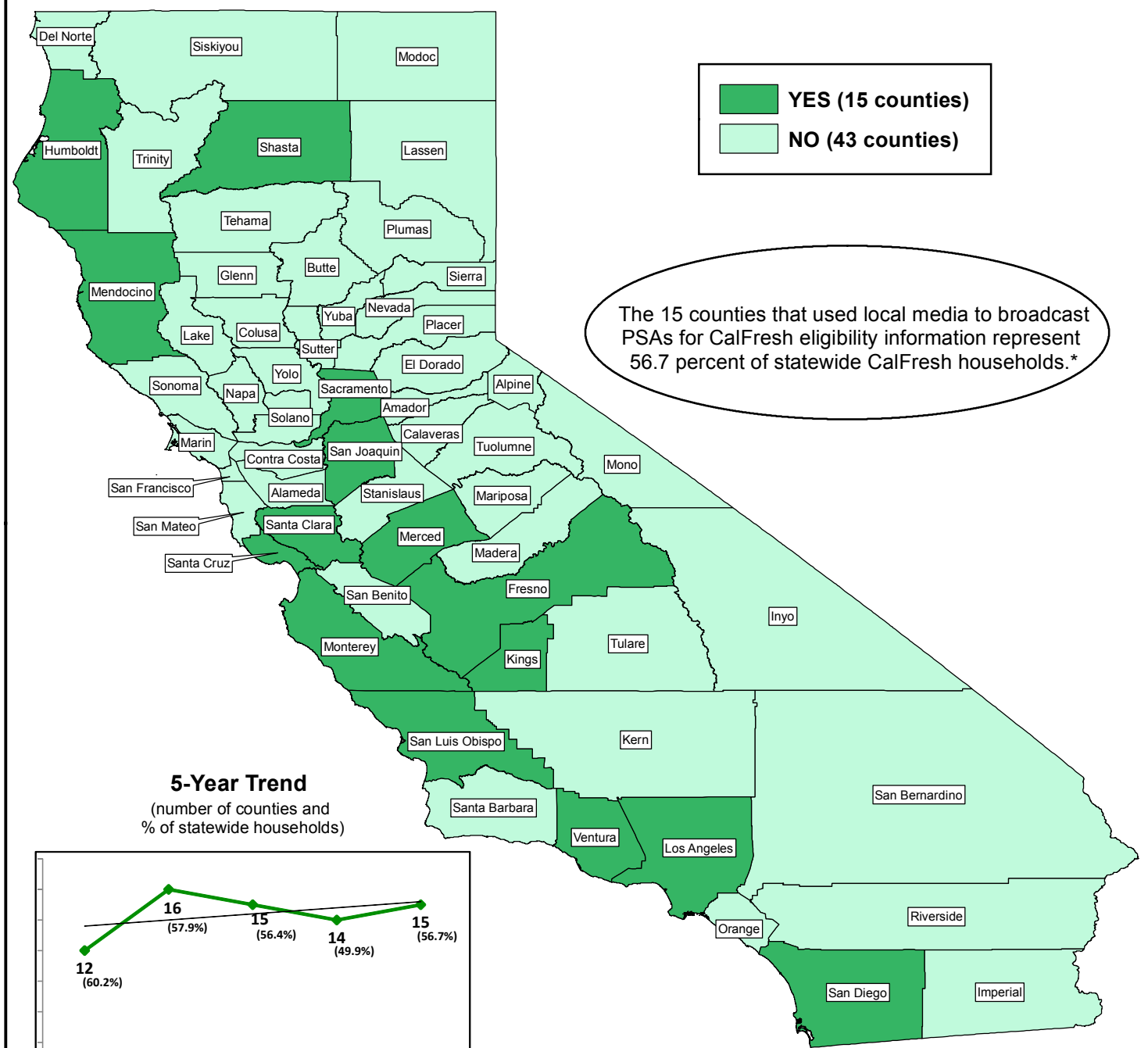
July 1, 2010 to June 30, 2011



* Source: Food Stamp Program Participation and Coupon Issuance report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2010 through June 2011.

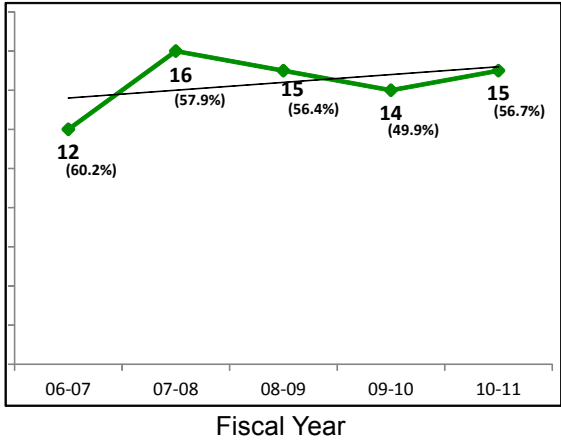
CalFresh Eligibility Public Service Announcements (PSAs)

July 1, 2010 to June 30, 2011



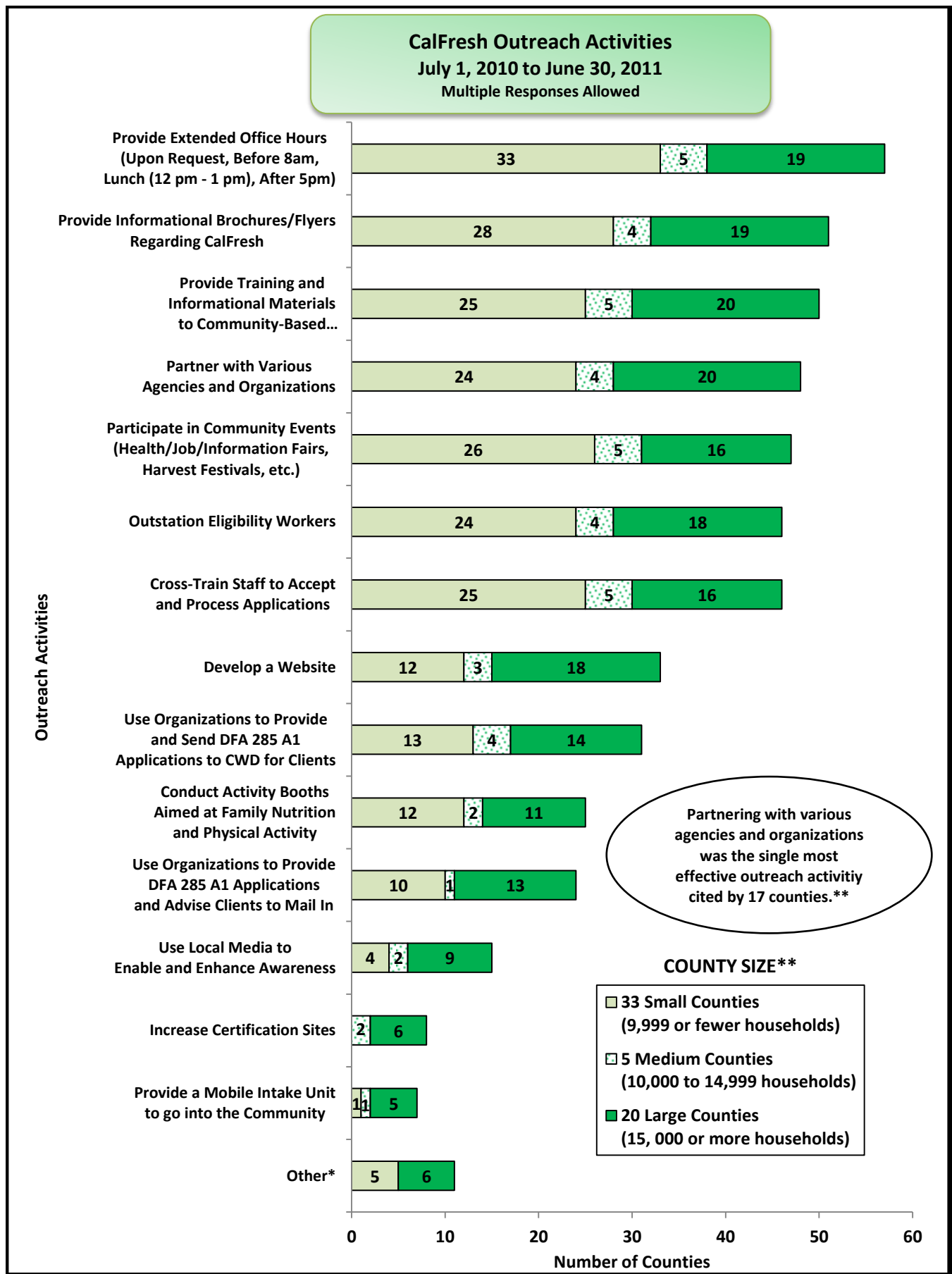
The 15 counties that used local media to broadcast PSAs for CalFresh eligibility information represent 56.7 percent of statewide CalFresh households.*

5-Year Trend
(number of counties and % of statewide households)



* Source: Food Stamp Program Participation and Coupon Issuance report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2010 through June 2011.

Outreach Activities

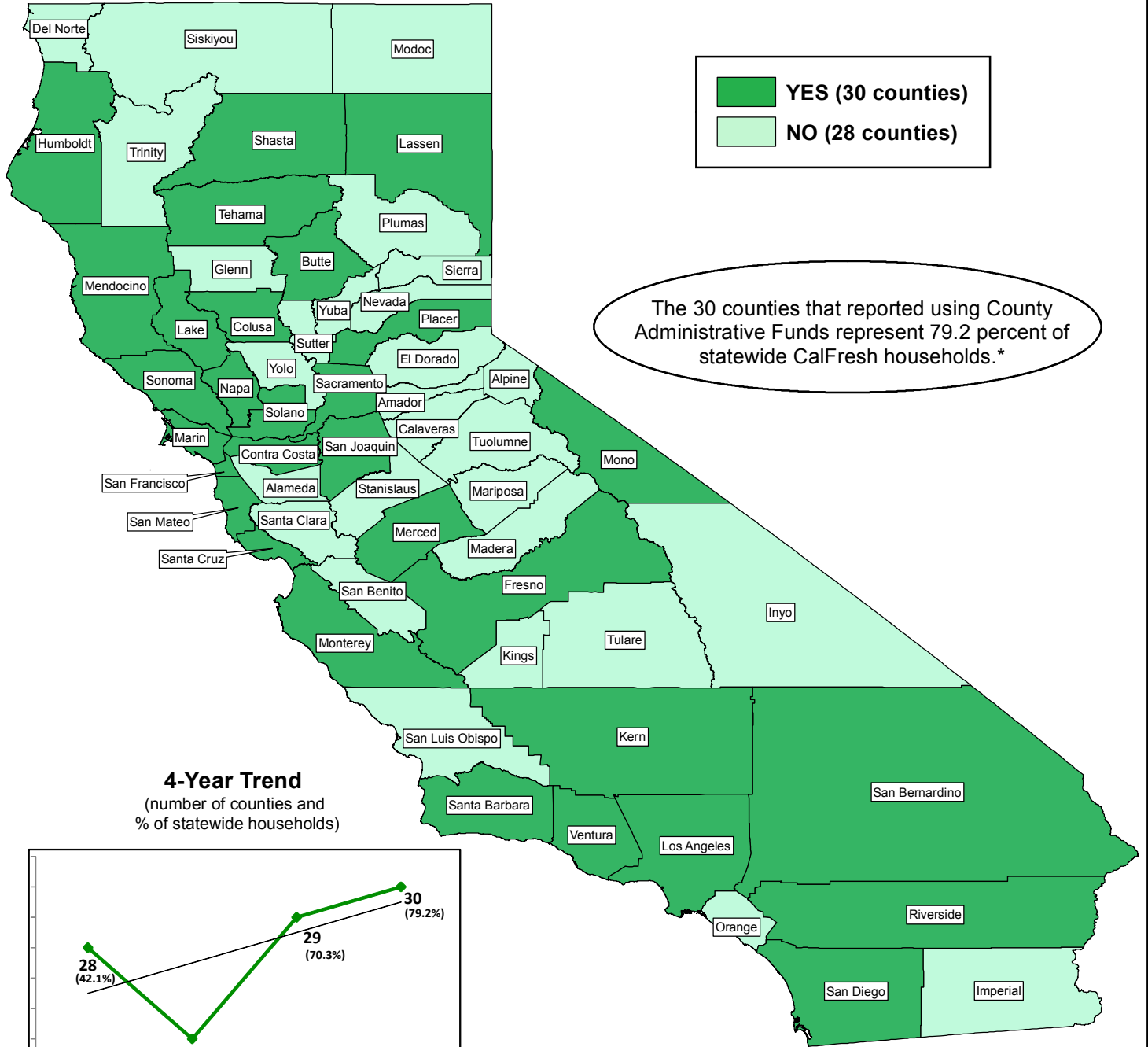


Partnering with various agencies and organizations was the single most effective outreach activity cited by 17 counties.**

*For "Other" outreach activities, see Appendix A, page 32, Item 13.

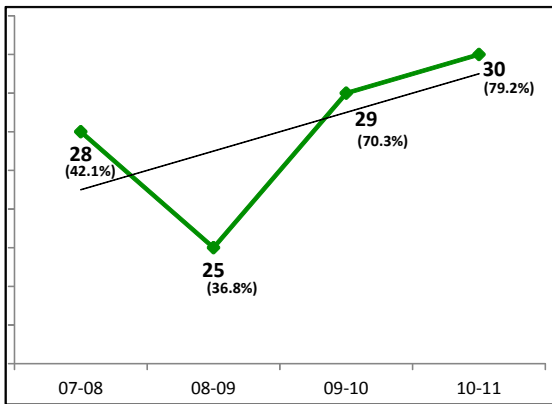
Outreach Activities Using County Administrative Funds

July 1, 2010 to June 30, 2011



The 30 counties that reported using County Administrative Funds represent 79.2 percent of statewide CalFresh households.*

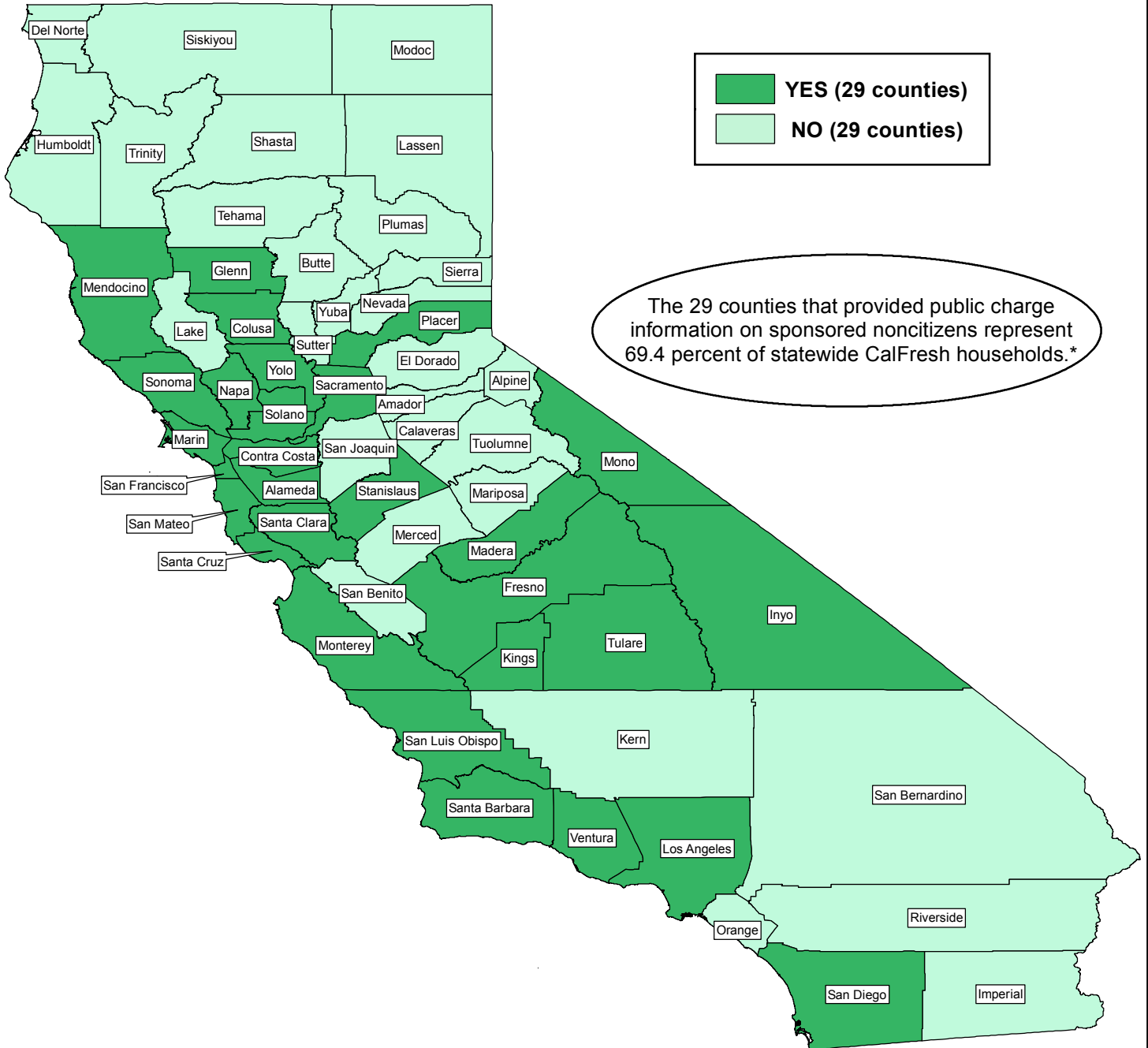
4-Year Trend
(number of counties and % of statewide households)



* Source: Food Stamp Program Participation and Coupon Issuance report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2010 through June 2011.

Public Charge Information Regarding Sponsored Noncitizens

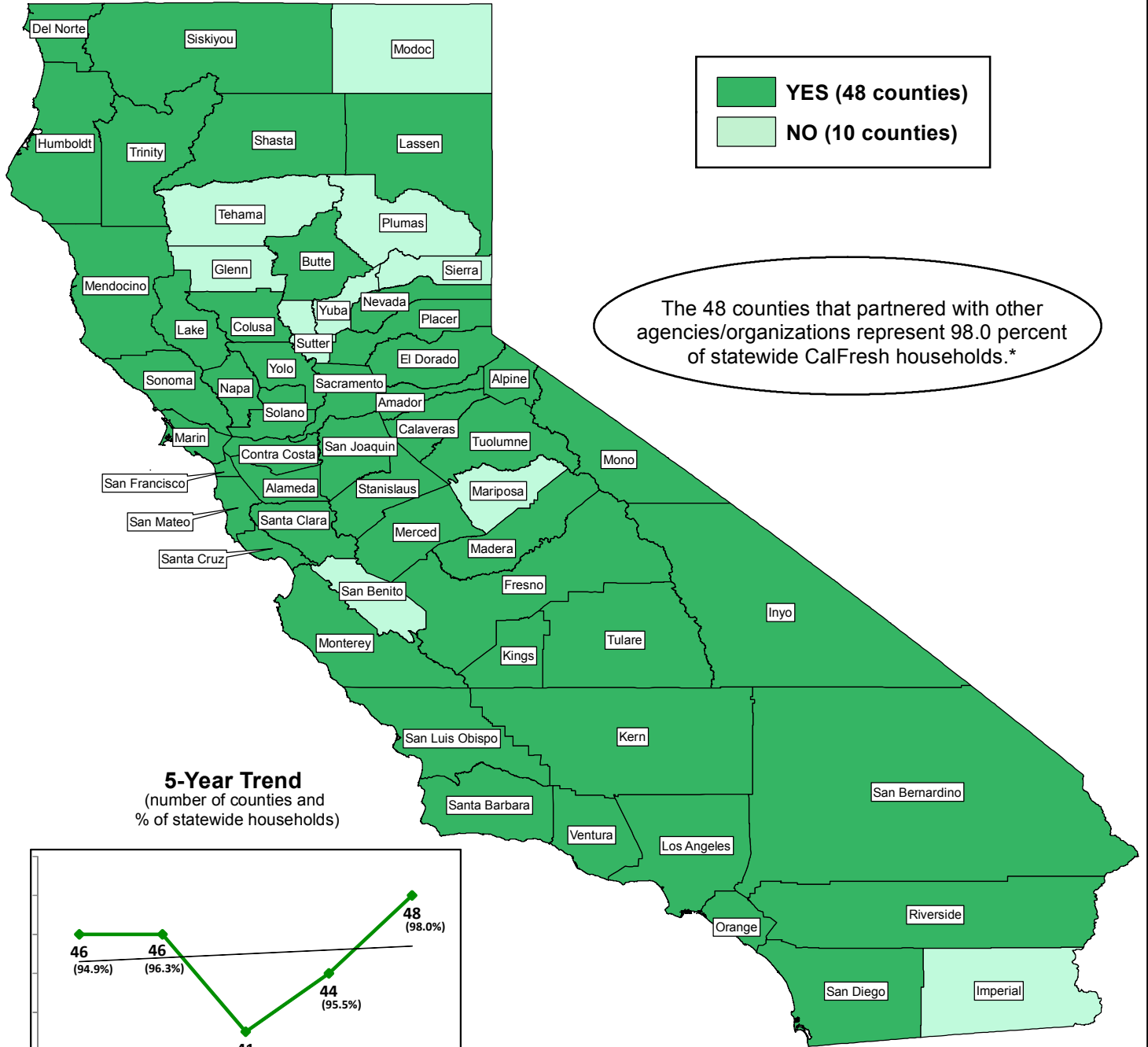
July 1, 2010 to June 30, 2011



* Source: Food Stamp Program Participation and Coupon Issuance report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2010 through June 2011.

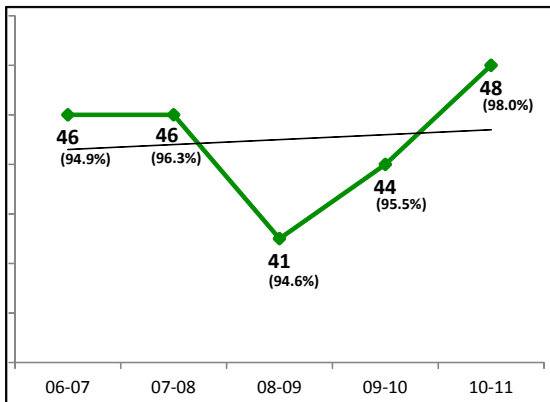
Partnered with Other Health and Human Services Agencies, Schools, and Community-Based Organizations to Improve Outreach Efforts

July 1, 2010 to June 30, 2011



The 48 counties that partnered with other agencies/organizations represent 98.0 percent of statewide CalFresh households.*

5-Year Trend
 (number of counties and % of statewide households)

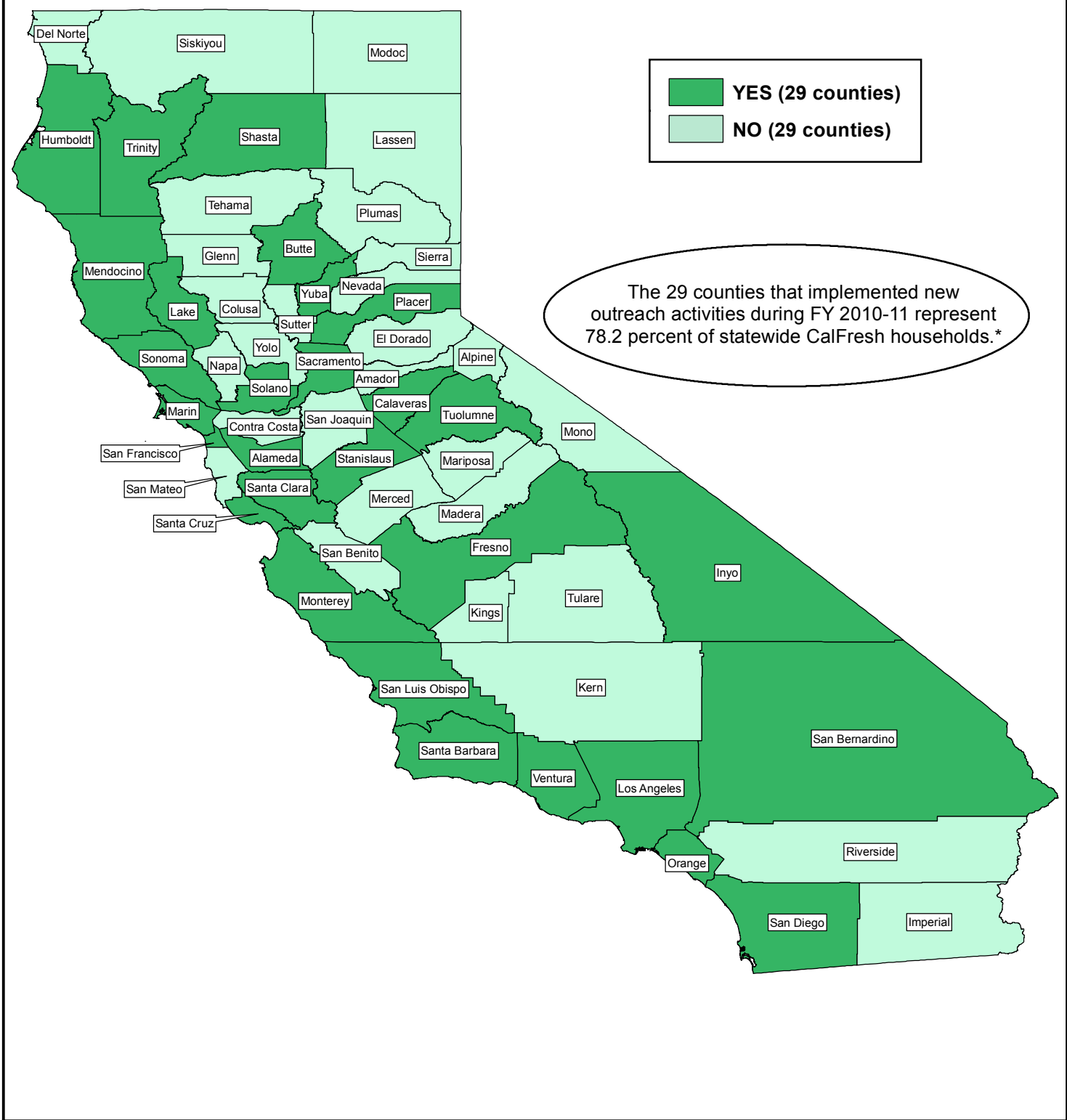


Fiscal Year

* Source: Food Stamp Program Participation and Coupon Issuance report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2010 through June 2011.

Implemented New CalFresh Outreach Activities During Fiscal Year (FY) 2010-11

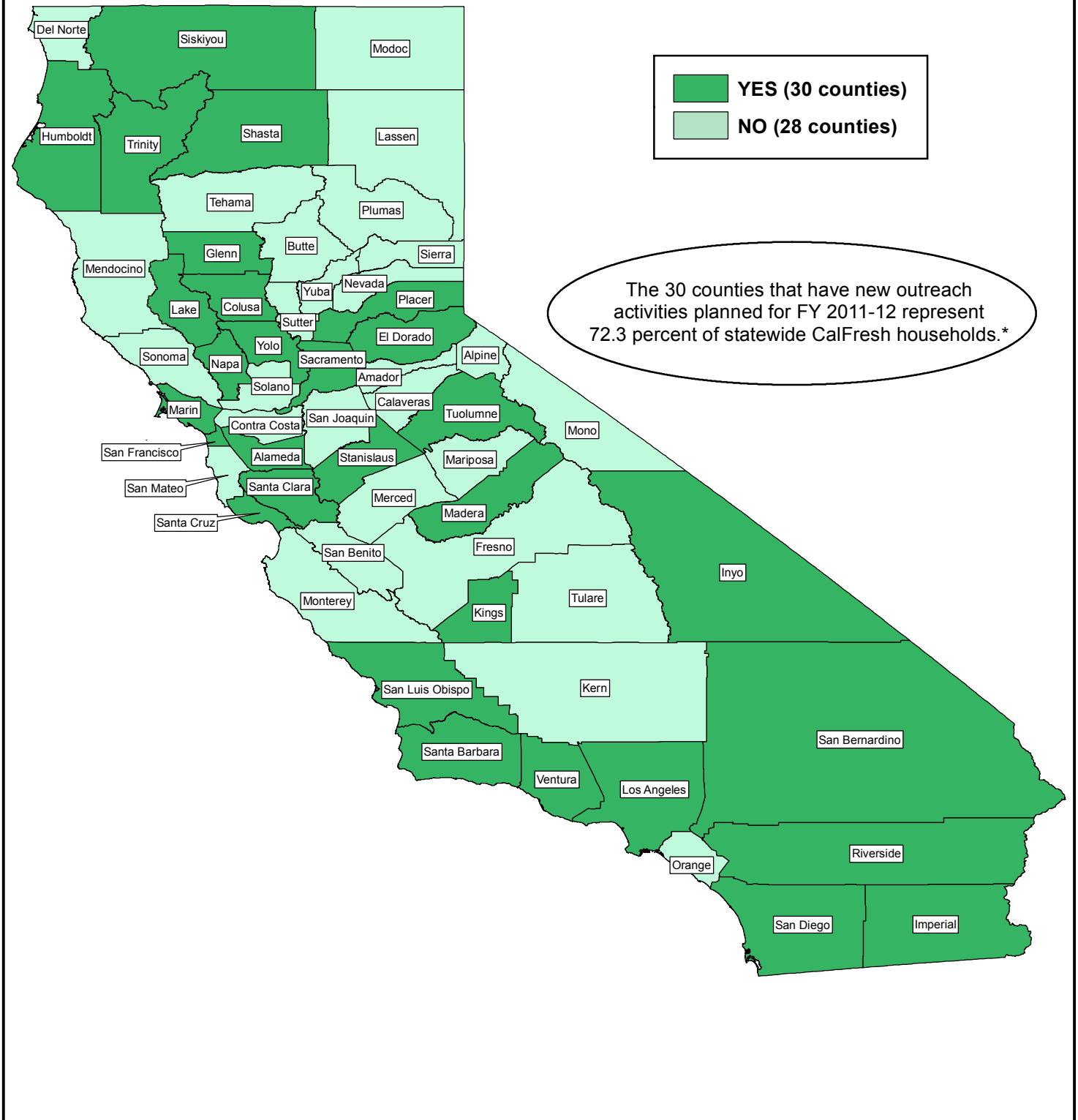
July 1, 2010 to June 30, 2011



* Source: Food Stamp Program Participation and Coupon Issuance report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2010 through June 2011.

New CalFresh Outreach Activities Planned for Implementation in Fiscal Year (FY) 2011-12

July 1, 2010 to June 30, 2011

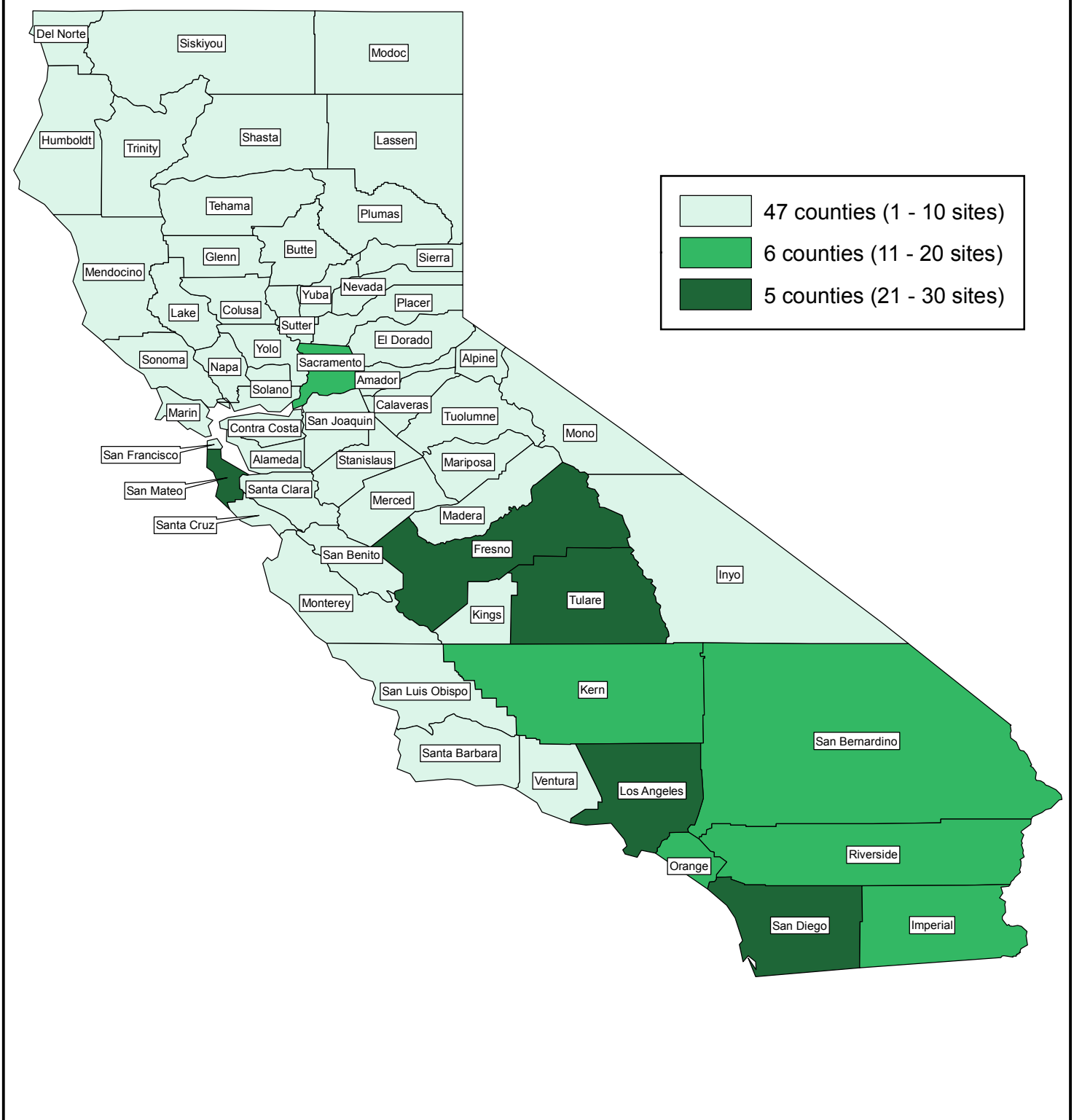


* Source: Food Stamp Program Participation and Coupon Issuance report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2010 through June 2011.

**Certification
Sites/Hours of
Operation**

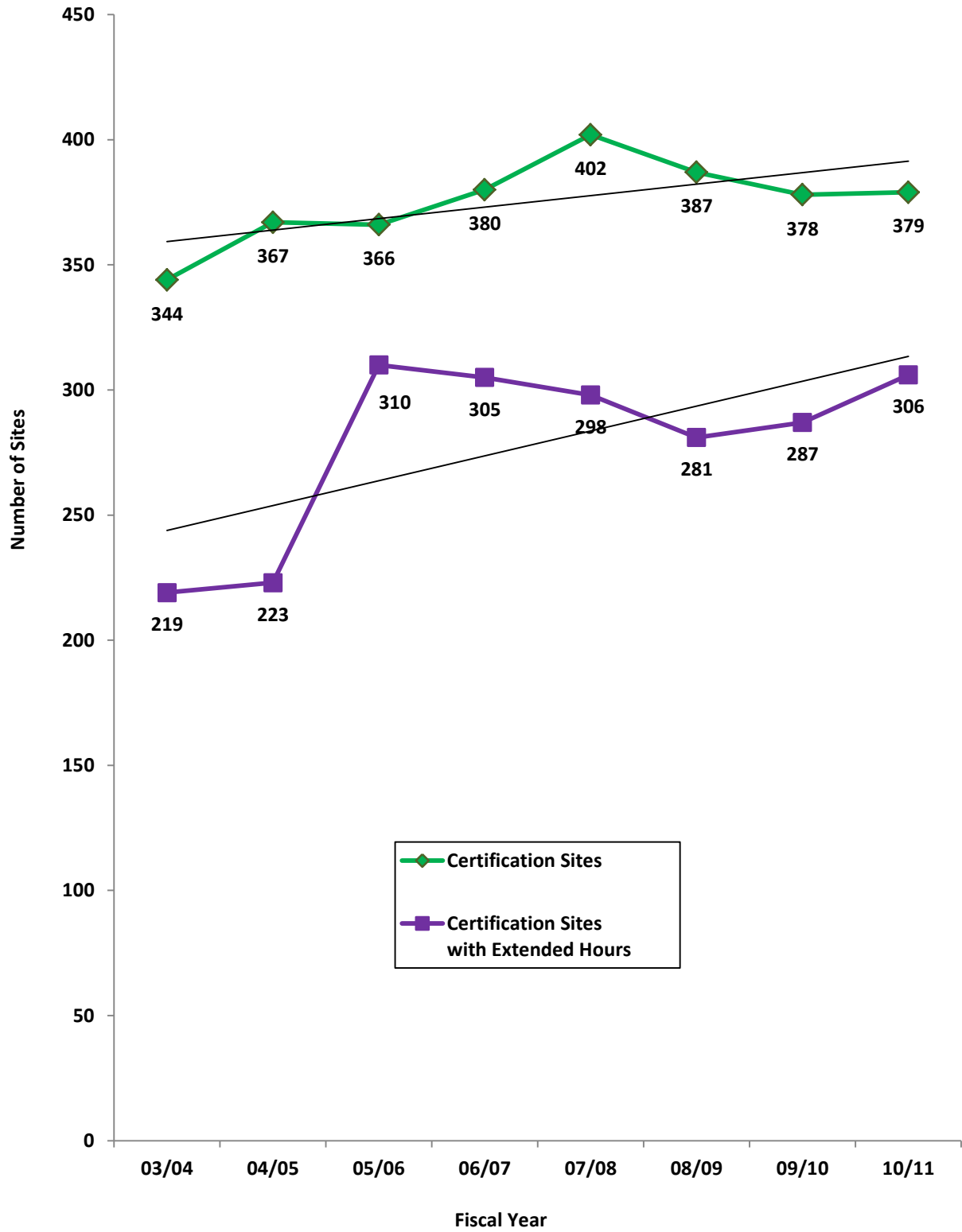
Number of Certification Sites*

July 1, 2010 to June 30, 2011



* For a list of certification sites per county, please see Appendix J on page 68.

**CalFresh Certification Sites
Statewide Annual Comparisons
Fiscal Years 2003-04 to 2010-11**



APPENDICES

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Appendix B	Description of Business Process Re-engineering Efforts
Appendix C	Telephone Methods: Hotline, 1-877-847-FOOD, IVR System, Call Center, Change/Service Center, Contact Center, 211, and General County Main Number
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Appendix H	Certification Sites Opened during Fiscal Year 2010-11
Appendix I	County Size Based on Number of CalFresh Households (includes number of certification sites and extended office hours)
Appendix J	Statewide Certification Sites
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APPENDIX A "Other" Responses

ITEM 1: Other than County Welfare Department (CWD) Offices/Certification Sites, indicate the sites used in the county for certification of benefits.

- A. Column A, General CalFresh information sites.
- B. Column B, CalFresh application sites.
- C. Column C, Sites where county staff provide application assistance.
- D. Column D, Sites where non-county staff provide application assistance.
- E. Column E, Sites where county staff give presentations to promote CalFresh participation.

COUNTY	"OTHER" METHODS/SITES USED FOR DISTRIBUTION OF CALFRESH MATERIALS
ALPINE	C4Yourself website (Columns A, B, C)
KERN	Community Collaboration Meetings (Columns A, E)
	Kern County Network for Children (Columns A, D)
	Public Health Department (Columns A, E)
LOS ANGELES	Jails (Columns A, B, C)
MERCED	Planada Pharmacy (Columns A, B, D)
SAN BERNARDINO	Mexican Consulate (Columns A, E)
	Senior Centers (Columns A, B, E)
SAN DIEGO	North County Health Services - Video Interviews (Columns A, B, C, D, E)
	Community Resources Center - Video Interviews (Columns A, B, C, D, E)
	Homeless Outreach Team (HOT) (Columns A, B, C)
SAN JOAQUIN	County Community Centers (Columns A, B, C)
SANTA BARBARA	Health Care Services - visiting nurses (Columns A, B, C)
SANTA CRUZ	saw2 on HSD website (Columns A, B)
	Benefits CalWIN (Columns A, B, C, D)
SUTTER	Sutter County Children & Families Commission (Columns A, B, C)
	Parole Action and Community Team (PACT) (Columns A, B, C)

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

COUNTY	"OTHER" METHODS OF APPLICATION ASSISTANCE AVAILABLE TO CALFRESH CLIENTS
LOS ANGELES	Jails - Provided Eligibility Workers/Support Staff to Assist Clients with Filling Out Application and Answering Questions
MADERA	telephone interviews with application
MERCED	Eligibility Workers provided telephone support for applicants using community kiosks
	Provided face-to-face waiver telephone application services
	Eligibility Workers going to Homeless Shelters and Camps
PLUMAS	Used personnel at Resource Centers to submit applications by Fax
SAN DIEGO	Interactive WebCam Video Interviewing
SAN FRANCISCO	Provided Eligibility Workers to Assist Clients with Filling Out Application on-line
SANTA CRUZ	Benefits CalWIN
TRINITY	Local hospital aids customer's in completing SAWS1 primarily for Medi-Cal; however, the customer has the option to request food stamps as well.

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

APPENDIX A "Other" Responses

ITEM 3c: Primarily, indicate who does the screening for ES. Choose *ONLY ONE* answer.

COUNTY	"OTHER" STAFF WHO DOES SCREENING
CONTRA COSTA	ES screening is completed by different individuals. The BCW applications are screened by the screening unit. If client walks in the screening is completed by reception and in some offices an assigned EW.

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

COUNTY	"OTHER" NON-ENGLISH LANGUAGES*
SAN BERNARDINO	All languages available as needed
SAN DIEGO	Syriac
	Somali
	Amharic
SANTA BARBARA	Samoan

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

ITEM 5: Did your county provide outstationed CalFresh eligibility workers at sites other than CWDs?

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

COUNTY	"OTHER" OUTSTATIONED ELIGIBILITY WORKER SITES
DEL NORTE	Tsunami Relief - Crescent City Harbor
LOS ANGELES	Jails
SAN DIEGO	California State University San Marcos
	Project Homeless Connect, Community Resource Center, Holiday Baskets Outreach
	Fresh Start Surgical Gifts City of Oceanside, Homeless Outreach Team
SAN JOAQUIN	County Community Centers
SANTA BARBARA	Health Care Services - visiting nurse

ITEM 6a: Indicate the type of on-line application available to clients in your county. Choose *ONLY ONE* answer.

COUNTY	"OTHER" TYPES OF ON-LINE APPLICATIONS
SAN DIEGO	Benefits CalWIN
	One E-application

APPENDIX A "Other" Responses

ITEM 6b: Indicate all features that apply to the type of on-line application selected in item 6a.

COUNTY	"OTHER" FEATURES OF THE ON-LINE APPLICATION WEBSITE	ON-LINE APPL
CONTRA COSTA	applicants can make comments on the application or send a message on the contact us page	Benefits CalWIN
KERN	Submit verification on-line, provides PUB 275 information, link for customer to register to vote.	C4Yourself
KINGS	Customer is able to scan and upload documents/verification for case English and Spanish customers can register to vote	C4Yourself
MERCED	Submit QR7, MSRs,	C4Yourself
ORANGE	One E-Application-Outreach	Benefits CalWIN
SAN DIEGO	Attached documents with applications	Benefits CalWIN One E-application
	Submitted QR7, Recertification and applications with associated documents.	Benefits CalWIN
SANTA BARBARA	Submit documents, verifications etc.	Benefits CalWIN
	Submit recertification application	
SANTA CRUZ	Status check is available using Automated Voice System ACCESS CalWIN	Benefits CalWIN
TULARE	Can attach verifications with application	Benefits CalWIN
VENTURA	Provides ability to submit QR7 report	Benefits CalWIN

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

COUNTY	"OTHER" DATES USED FOR ON-LINE APPLICATIONS
BUTTE	Same day if before 7:30 am next day if after 6:00 pm.
NEVADA	Application filed before 8am is Same Day
	Application filed after 5pm is Next Business Day

ITEM 6h: Primarily, how are clients made aware of the option to apply on-line? Check *ONLY ONE* answer.

COUNTY	"OTHER" WAYS CLIENTS ARE MADE AWARE OF THE OPTION TO APPLY ON-LINE
KINGS	Through outreach, telephone hotline messages, customer calls CWD
MERCED	Outreach materials, agency phone greeting, signs in agency reception & lobby staff
SAN BERNARDINO	All the above except for the last one
SAN JOAQUIN	During interviews
SHASTA	Outreach, telephone, Public Advertising
TUOLUMNE	Attached to all intake and recertification packets

APPENDIX A "Other" Responses

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

COUNTY	"OTHER" LANGUAGES AVAILABLE ONLINE
ALAMEDA	Chinese/Mandarin, Farsi, Vietnamese and Cambodian
PLACER	Japanese
SAN DIEGO	Chinese
SAN FRANCISCO	Chinese
SANTA CLARA	Chinese Vietnamese
SANTA CRUZ	Other Languages that are accessed via the language line are not tracked. We also have a staff member that provides American Sign Language.
SOLANO	Chinese
TULARE	Chinese
VENTURA	Chinese
YOLO	Chinese

ITEM 7d: Primarily, how are clients made aware of the option to have a face-to-face interview waived?
Choose **ONLY ONE** answer.

COUNTY	"OTHER" WAYS CLIENTS BECAME AWARE OF THE FACE TO FACE WAIVER
COLUSA	When the client discloses a need/hardship
KINGS	IS THIS FOR INITIAL? If so when customer calls or EW sees need. If for recertification we mail out notices to customers informing them they will receive a call for their recertification.
MERCED	When client receives an application and at recertification.
SANTA CRUZ	All of the above
SISKIYOU	They are informed of this on their appointment notices and have an option to request a telephone interview.

ITEM 9: Does your county use the Modified Categorical Eligibility (MCE) waiver?

ITEM 9a: If you answered "YES" in item 9, indicate how your county provides the PUB 275.

COUNTY	"OTHER" TELEPHONE METHODS USED TO PROVIDE INFO REGARDING CALFRESH
ALPINE	Included with all applications
CALAVERAS	In all Cal Fresh intake and redetermination packets
COLUSA	It is included in every packet of CalFresh applications
KERN	On-Line Application Site - provides link to PUB 275.
RIVERSIDE	Included in the application packet.
SACRAMENTO	Given at Intake and RRR
SAN JOAQUIN	Included in all application and recertification packets
SANTA BARBARA	Included in Intake & Recertification Packets
TULARE	Included with every CalFresh application.
TUOLUMNE	Attached to all CalFresh Intake/Recertification Information packets

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

APPENDIX A "Other" Responses

ITEM 10: Based on the descriptions of different telephone methods above, what telephone method(s) did your county use to provide information regarding CalFresh?

COUNTY	"OTHER" TELEPHONE METHODS USED TO PROVIDE INFO REGARDING CALFRESH	TYPE OF INFO
COLUSA	Individual Eligibility Worker Telephone Number	FS in General & Noncitizens
HUMBOLDT	Community Switchboard	FS in General & Noncitizens
MENDOCINO	Local hotline (46-BREAD) answered live by a trained bilingual advocate (County staff)	FS in General & Noncitizens
MERCED	Los Banos Outstation Main Number	FS in General
	Livingston Outstation Main Number	FS in General
ORANGE	CBO's phone numbers- Community Action Partners, Second Harvest, Catholic Charities	FS in General & Noncitizens
	Health Care Agency, WIC, Headstart	FS in General & Noncitizens
PLACER	Direct line for eligibility staff	FS in General
SAN LUIS OBISPO	A person calling a DSS office may talk to a staff member and get CalFresh and/or Non-Citizen eligibility information	FS in General & Noncitizens
SANTA CRUZ	Food Hotline operated by Community Based Organization Second Harvest Food Bank	FS in General & Noncitizens
VENTURA	Distributed Model Call Center	FS in General & Noncitizens

ITEM 10a: Indicate the telephone Hotline, IVR System, Call Center, and/or Change/Service Center languages (other than English) that were used in your county.

COUNTY	"OTHER" NON-ENGLISH LANGUAGES
CONTRA COSTA	Cantonese
SAN BERNARDINO	All other languages available upon request
SAN DIEGO	Somali
	Cantonese
	Tigrinya, Thai, Hindi
SANTA BARBARA	Cantonese
SOLANO	211 offers all languages

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

APPENDIX A "Other" Responses

ITEM 10b: Does your county use contracted language services?

ITEM 10c: If you answered "YES" to item 10b, indicate who accesses language line services when interpreter services are needed. Check ALL that apply.

COUNTY	"OTHER" WAYS TO ACCESS LANGUAGE SERVICES
ALAMEDA	social workers and CF employment staff
KINGS	Our Civil Rights Coordinator after being notified by the Supervisor of the need
MADERA	Program Manager Secretary
MARIN	Triage
SAN LUIS OBISPO	Both Eligibility Worker and Supervisor
TEHAMA	Fair Hearings Officer

ITEM 10e: Did the telephone method (s) maintained by your county, as identified in item 10, provide clients the ability to leave messages after hours of operation?

ITEM 10f: If you answered "YES" to item 10e, indicate the telephone method(s) in which messages were allowed after hours of operation.

COUNTY	"OTHER" TELEPHONE METHODS
ALAMEDA	Web e-mailing system
AMADOR	If the client has an open/pending case, the client are given the worker's direct line. There is the ability to leave a message for their worker after hours.
DEL NORTE	Individual Worker voice mail
MENDOCINO	Local Hot Line (46-BREAD)
PLACER	Clients can call eligibility staff directly to leave a message

ITEM 10g: If you answered "YES" to item 10e, indicate what options clients have when connected to a recorded message.

COUNTY	"OTHER" OPTIONS WHEN CONNECTED TO RECORDED MESSAGE
CONTRA COSTA	email (with ACCESS CalWIN when a caller selects the "leave message for worker" option a system generated e-mail will be sent by the IVR system. The IVR provides the client with a menu of options to choose from. The IVR allows the caller to select a reason for their call from a list of prerecorded message reasons. The system then asks the caller to enter their 10 digit telephone number, which will be included in the message to the worker. One the appropriate reason is selected and the phone # entered, the system will subsequently send an email message to the unit email in box.
PLACER	Clients can request a call back
SAN LUIS OBISPO	Option that sends an email to the Eligibility Worker
SOLANO	Send an e-mail message
TUOLUMNE	If a client calls the main number they are able to speak to an on-call worker of the day or supervisor If requested by client, IVR transfers call to assigned EW voice mail.

APPENDIX A "Other" Responses

ITEM 13: Tell us about your county's CalFresh outreach activities:

A. In Column A, indicate *ALL* CalFresh program outreach activities your county conducted.

B. In Column B, select the *SINGLE MOST EFFECTIVE* activity.

COUNTY	"OTHER" OUTREACH ACTIVITIES
ALPINE	Work with local elementary school lunch program participation
KERN	Provided and Installed computers in Homeless Shelters and Food Banks to be able to have their customers apply for CalFresh and submit their applications on-line.
LOS ANGELES	CBO/FBO Application Assistance Project - partners are paid \$40 for each application approved
MERCED	Homeless Connect Outreach
ORANGE	Organizations to provide DFA 285-A1 applications, assist applicants and coordinate on site client interviews with County staff to take and process the applications.
SAN DIEGO	Escondido Education Compact: Presentation to 8th grade students, Outreach to Non-citizens through the holiday basket program (CalFresh flyers in Spanish and English). Train all Agency staff about CalFresh program to increase opportunities for outreach and nutrition education. Insert CalFresh outreach flyers into intake and renewal packets for Medi-Cal and Housing intake packets. Insert CalFresh outreach language into Agency contracts.
SIERRA	High level communication with other agencies
SUTTER	Outreach Through the Children and Families Commission PACT (Parole and Community Action Team) Outreach at Local Health Department
TRINITY	CBO's assist customer's to complete CalFresh application online
TULARE	Mail application to all TFS households in their final month of eligibility.
YUBA	Veteran's Stand Down Community Connections for Recent Parolees

ITEM 15: Did your county provide any *MIGRANT-SPECIFIC* educational materials and/or presentations to sites/organizations for **MIGRANT WORKERS**?

ITEM 15a: If you answered "YES" to Item 15, indicate the sites/organizations.

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

ITEM 24a: If extended office hours were indicated in items 13 and 23a, identify the frequency (in general) that clients *USED* those extended hours.

COUNTY	"OTHER" EXTENDED OFFICE HOURS OFFERED	FREQUENCY
GLENN	By appointment with caseworker	Occasionally
MERCED	Saturday Intake and Recertification Appointments	Occasionally
SAN JOAQUIN	One weekend a month	Frequently

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

APPENDIX A "Other" Responses

ITEM 25: What methods did your county use when determining its hours of operation to ensure that the needs of working clients (applicants and recipients) were met pursuant to Manual of Policies and Procedures (MPP) Section 63-205.1 (i.e., how did your county conduct a needs assessment)?

COUNTY	"OTHER" METHODS USED TO DETERMINE HOURS OF OPERATION
LOS ANGELES	Collaborative efforts of the Department and other stakeholders to meet the needs of the public.
SANTA CRUZ	Customer Service Survey (includes questions on our office hours)

ITEM 26: Other than extended office hours, what were the TOP THREE access methods working clients used?

COUNTY	"OTHER" ACCESS METHODS USED OTHER THAN EXTENDED OFFICE HOURS
ALAMEDA	CBOs act as Authorized Representatives to fax info our Certification sites.
ALPINE	Email - client email verifications and forms to ICW

APPENDIX B

Description of Business Process Re-engineering Efforts

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

ITEM 8a: If you answered "YES" to item 8, describe all your county's Business Process Re-engineering efforts. Indicate whether your county has implemented or is planning to implement in the future and provide an implementation date.

COUNTY	DESCRIPTION OF BUSINESS PROCESS RE-ENGINEERING EFFORTS	TYPE OF ACTION	IMPLEMENTATION DATE
AMADOR	Clients who come in an apply for CF are now interviewed by and intake EW the same day	Implement	9/2011
BUTTE	face to face waiver	Implement	8/2010
	Document imaging	Implement	7-2010
	Processing unit	Implement	7/2011
CONTRA COSTA	Face to Face Waiver for Intake	Plan to Implement	Summer 2012
	Office of the Future (Intake)	Implement	Pilot scheduled Summer 2012
FRESNO	Client Kiosks	Plan to Implement	TBD
	Telephones in Lobbies for Interviews	Plan to Implement	TBD
	Client Scanning capabilities for QR7s, verification documents	Plan to Implement	TBD
HUMBOLDT	Call Center	Implement	10/2012
INYO	Face to face waiver for application and recertifications	Plan to Implement	7/1/12
	change office processes to include intake and continueing workers, banked caseload and a floating worker that can cover when other staff are out unexpectedly.	Plan to Implement	6/1/12
KERN	Full Service Call Center for CalFresh and Medi-Cal Cases	Plan to Implement	Jan/12
	Full Service Call Center to include CalWORKs Cases	Plan to Implement	Jan/13
	Centralized Imaging Support	Plan to Implement	Jan/12
	Universal Application Appointment Scheduler	Plan to Implement	Oct/11
KINGS	Looking at call centers	Plan to Implement	Year 2012-2014
	Looking at task based work for ongoing staff	Plan to Implement	Year 2012-2014
	Face to face waivers for recertifications	Implement	November 2010
	Document scanning for the customer to attach and send documents for their online application.	Implement	September 2011
	workload equalization so staff will have a balanced amount of QR7s to clear on a monthly basis thus eliminating the constant unpredictable high and low months. We still maintain caseloads but work is shifted so it is balanced.	Implement	April 2011
LASSEN	On line application C4 Yourself	Implement	1/11
LOS ANGELES	2 Call-Centers (Public Information)	Plan to Implement	4/12
	Document Imaging System	Implement	9/10
	Online Application Process	Implement	2/11

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APPENDIX B

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ITEM 8a: If you answered "YES" to item 8, describe all your county's Business Process Re-engineering efforts. Indicate whether your county has implemented or is planning to implement in the future and provide an implementation date.

COUNTY	DESCRIPTION OF BUSINESS PROCESS RE-ENGINEERING EFFORTS	TYPE OF ACTION	IMPLEMENTATION DATE
MARIN	Clerical redesign which included new Call Center	Plan to Implement	01/2012
MENDOCINO	Moved to a task based caseload management system in place of individual caseloads.	Implement	March 2011
	Located Eligibility Workers at front reception to act as Navigators for our clients questions/needs.	Implement	March 2011
	Made an interview booth available with C4Yourself computer in our lobby so that customers can apply on line in our office.	Implement	June 2011
MERCED	Face-to-Face Waiver	Implement	10/1/2010
	Same Day Interviews	Implement	10/1/2011
MONTEREY	Document imaging fully implemented	Implement	12/2010
	Face to face waiver fully implemented	Implement	7/2010
	Contact center	Plan to Implement	8/2013
NEVADA	Laptops for applications in lobby.	Plan to Implement	9/2011
	Face to Face Waivers	Implement	06/2011
ORANGE	Call Centers- Provides information and assistance to clients with active cases.	Implement	FY2010/11
	Service Centers	Implement	FY2010/11
	On-Line Applications One-E-App: Certified Applications Assistants at different CBO's will assist applicants to complete an electronic application.	Implement	FY2010/11
	Access CalWIN/IVR: Interactive Voice Response System to provide phone based, self-service information on specific cases.	Implement	FY2010/11
	Centralizing Mail and Imaging Center	Plan to Implement	FY2011/12
	Dual Workers: Medi-Cal continuing workers trained to work CalFresh continuing cases.	Plan to Implement	FY2012/13
PLACER	Centralized Mail	Implement	08/2011
	Document Imaging	Implement	06/2011
	Call Center - Service Center	Implement	08/2011
	Universal Eligibility Staff	Plan to Implement	09/2013
	On-line Applications	Implement	06/2011
RIVERSIDE	Opened Customer Care Center	Implement	08/2010
	Implemented several waivers to streamline the application process.	Implement	08/2010
	Standardization among offices for uniform customer experience	Plan to Implement	09/2011
SACRAMENTO	Expansion of CalFresh only portion of Service Center, primarily for RRR functions	Plan to Implement	6/2012
	Expansion of Medi-Cal Service center to include CalFresh, creating an MACF service center for intake and continuing.	Plan to Implement	10/2012
SAN BERNARDINO	Call Center - provides general information and answers to basic questions through a live operator.	Implement	August 1, 2011
	Face-to-Face Waiver	Implement	August 1, 2011
	Process Approach to Case Excellence (PACE) - Task-based System	Implement	August 5, 2011

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APPENDIX B

Description of Business Process Re-engineering Efforts

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ITEM 8a: If you answered "YES" to item 8, describe all your county's Business Process Re-engineering efforts. Indicate whether your county has implemented or is planning to implement in the future and provide an implementation date.

COUNTY	DESCRIPTION OF BUSINESS PROCESS RE-ENGINEERING EFFORTS	TYPE OF ACTION	IMPLEMENTATION DATE
SAN DIEGO	To respond to increased demand for service, San Diego converted to a task based model for eligibility determination in Family Resource Centers by: Restructuring eligibility and clerical training in line with new business process. Improving the performance and productivity of eligibility intake processes. Establishing multi-program workers with fewer specialized assignments. Supporting flexible distribution of work through case imaging. Increasing access and accountability by implementing a Customer Service center. Documenting and implementing consistent core processes.	Implement	October 2010
	All CalFresh and Medi-Cal applications received electronically via Benefits CalWIN are received by the External Referral Applications (ERA) unit and ACCESS. They are decentralized to the Family Resource Centers (FRCs) for processing. The ERA unit completes the clearing, application registration in CalWIN, imaging of the documents, and assignment of the applications to the FRCs.	Implement	November 2010
	The Mail Imaging Center (MIC) supports the increased volume of client correspondence coming via the US Mail, standardizes the process, and expedites imaging and timely action of documents. The expectation is that action will be taken by the FRC with in 5 business days from date of receipts of documens at the MIC. The MIC allows document to be viewed and action taken at ACCESS or any FRC.	Implement	September 2011
	San Diego County continues to look at means to make improvements to our eligibiltiy system.	Plan to Implement	September 2012
SAN FRANCISCO	CalWIN Modernization - Moves CalWIN application to a web platform with enhanced navigation.	Plan to Implement	July 2012
	Telecommuting - Eligibly Workers working from home 3 days a week	Implement	March 2012
	My Benefits Portal - Enhanced web based system and link to CalWIN information	Plan to Implement	September 2012
SAN LUIS OBISPO	Document Imaging	Plan to Implement	Will be phased in over a couple of years.
SAN MATEO	Benefits CalWIN	Implement	December 2010
	Access CalWIN	Implement	August 2010
	Compass Imaging	Implement	February 2011
	CalFresh Centralized Mail-in	Implement	January 2011
SANTA BARBARA	Electronic Inter-county transfer	Implement	4/1/11
	ACCESS CalWIN, benefit & case information 24/7	Implement	10/2010
	Benefits CalWIN on-line application 24/7	Implement	2/7/11
SANTA CLARA	Access CalWIN/Interactive Voice Response System: It enables clients to obtain case information, such as monthly benefit amounts, recertification, and periodic report status (QR 7) as well as general information on services provided by our county.	Implement	06/2010
	Cental Client Service: It changed the old case-management model to a process/task management model. The expected outcome is to increase access to CalFresh, Medi-Cal, and CalWORKs benefits by delivering prompt and quality services to clients.	Implement	04/2011
	Task Management Tood (TMT) is used by Application Support to assign tasks to Eligibility Workers (EWs). This tool creates tickets that alert EWs of the assignments in their workload, as well as when clients are waiting to be seen in the lobby. TMT also allows management and supervisory staff to track assignments for Call Center and Client Service Business models.	Implement	04/2011

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APPENDIX B

Description of Business Process Re-engineering Efforts

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ITEM 8a: If you answered "YES" to item 8, describe all your county's Business Process Re-engineering efforts. Indicate whether your county has implemented or is planning to implement in the future and provide an implementation date.

COUNTY	DESCRIPTION OF BUSINESS PROCESS RE-ENGINEERING EFFORTS	TYPE OF ACTION	IMPLEMENTATION DATE
SANTA CRUZ	ACCESS CalWIN IVR implemented	Implement	7/10
	Benefits CalWIN implemented	Implement	7/10
	Community Based Organization utilization of Benefits CalWIN	Implement	9/10
SHASTA	Establishment of Customer Call Center	Plan to Implement	10/2012
	Conversion to Task-Based	Plan to Implement	10/2012
	Interactive Voice Imaging (IVR)	Implement	2/2011
	C4Yourself	Plan to Implement	9/2011
	Document Imaging	Plan to Implement	12/2011
SISKIYOU	Same day intake appointments for CF program	Plan to Implement	06/01/2012 est
SOLANO	Document Imaging	Implement	06/11
	On-Line Application	Implement	11/10
	IVR	Implement	12/10
SONOMA	Face-to-face waiver	Implement	November, 2010
	On-line applications	Implement	January, 2011
	Kiosks in Lobby	Plan to Implement	Late 2012
STANISLAUS	Same Day Application Process	Plan to Implement	By June 2012
	Electronic Communication with customers	Plan to Implement	August 2011
	Lobby Redesign	Plan to Implement	By January 2013
	Partner with Community Based Organizations for outreach and assisting customers with applications	Implement	January 2011
	Contact and Service Center	Plan to Implement	By May 2012
TEHAMA	IVR Interactive Voice Response system	Plan to Implement	09/2011
	Electronic submission of Applications through C4Yourself	Implement	06/2010
	Imaging Cases both intake and continuing	Implement	9/2010
TRINITY	Our CWD has partnered with our PH to provide SNAP-ED. CalFresh staff will accompany PH to presentations and accept applications on site at food banks.	Plan to Implement	5/2012
TULARE	Intake Service Center	Implement	January 2012
VENTURA	ACCESS CALWIN INTERACTIVE VOICE RESPONSE (IVR)	Implement	04/11
	ELECTRONIC CASE MANAGEMENT (ECM)	Implement	10/11
	TASK BASED CASE MANAGEMENT	Implement	04/11

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APPENDIX B

Description of Business Process Re-engineering Efforts

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ITEM 8a: If you answered "YES" to item 8, describe all your county's Business Process Re-engineering efforts. Indicate whether your county has implemented or is planning to implement in the future and provide an implementation date.

COUNTY	DESCRIPTION OF BUSINESS PROCESS RE-ENGINEERING EFFORTS	TYPE OF ACTION	IMPLEMENTATION DATE
YOLO	Call Center	Plan to Implement	10/12
	Benefits CalWIN Online application for CalWORKs, CalFresh and Medi-Cal	Implement	11/10
	Access IVR System	Implement	01/11
	Encryption Software	Plan to Implement	10/11
	CalWIN Web Enablement	Plan to Implement	7/12
YUBA	On-Line Applications	Implement	July 2010
	IVR	Implement	September 2010
	Expanded MCE	Implement	February 2011
	Call-in Lines	Plan to Implement	December 2011
	Restoration of Aid Waiver	Implement	November 2010

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

APPENDIX C

Telephone Methods: Hotline, 1-877-847-FOOD, IVR System, Call Center, Change/Service Center, Contact Center, 211, and General County Main Number

ITEM 10: Based on descriptions of different telephone methods, what telephone method(s) did your county use to provide information regarding CalFresh?

ITEM 10d: Based on the telephone method(s) selected in item 10, provide the telephone number(s), type (recording/operator), specific type of information/services available and, days *and* hours of operation.

COUNTY	TELEPHONE NUMBER	TYPE	TYPE OF INFORMATION AVAILABLE	DAYS/HOURS OF OPERATION	Hotline and/or IVR System incl. 1-877-847-FOOD	Call Center, Change/Service Center, Contact Center and/or General County Main Number incl. 211
ALAMEDA	(877) 999-4772	Both	general information and case specific information	24 hours a day/7 days a week.	X	
	(877) 847-3663	Both	General information and case specific information.	24 hours a day/7 days a week.	X	
	(877) 999-4772	Both	General information and case specific information.	Monday-Friday, 8:30am-5pm		X
	211	Live Only		24/7		X
ALPINE	(877) 410-8801	Recording Only	Case information, Office hours of operation		X	
	530-694-2235	Both	Eligibility and case info	M-F 8 - 5		X
AMADOR	(877)410-8802	Recording Only	QR7 status, benefit amt, reimbursements, office hours and location, case status, Share of cost		X	
	(209) 223-6550	Both	Hours of operation, location, programs available	M-Th 8-5		X
BUTTE	(877) 410-8803	Recording Only	Office hours, Case informatlon for clients,		X	
	(530) 879-3845	Both	Hours of operation, location, clients can leave a message	M-F 7:30 - 5:00		X
	(530) 879-3479	Both	Hours of operation, location, clients can leave a message	M-F 7:30 - 5:00		X
	(530) 538-7711	Both	Hours of operation, location, clients can leave a message	M-F 7:30 - 5:00		X
	(800) 499-9189	Both	Hours of operation, location, clients can leave a message	M-F 7:30 - 5:00		X
CALAVERAS	(877) 410-8804	Recording Only	Case and benefit status. Worker name and number.		X	
	(209) 754-6440	Live Only		Monday to Friday 8:00 am to 5:00 pm		X
COLUSA	(877) 410-8805	Recording Only	Basic information of case status and benefit amounts for CalWORKS, CalFresh, and other programs		X	
	(530) 458-0250	Live Only		Mon, Tues, Wed, Th, Fri, 8:00am-4:30pm		X
CONTRA COSTA	(877) 505-4630	Both	Case info including amount of benefits, status of QR 7, benefit verif	24/ 7	X	
	(866) 663-3225	Both	After business hours the recording provides basic program info and options	M- F 8:00 - 5:00		X

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APPENDIX C

Telephone Methods: Hotline, 1-877-847-FOOD, IVR System, Call Center, Change/Service Center, Contact Center, 211, and General County Main Number

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COUNTY	TELEPHONE NUMBER	TYPE	TYPE OF INFORMATION AVAILABLE	DAYS/HOURS OF OPERATION	Hotline and/or IVR System incl. 1-877-847-FOOD	Call Center, Change/Service Center, Contact Center and/or General County Main Number incl. 211
DEL NORTE	(877) 410-8806	Recording Only	CalFresh benefit amount		X	
	(707)464-3191	Both	Talk to Worker, leave a message in County General Mailbox or in the Individual Worker Mailbox.	Mon-Fri. 8AM-5PM except holidays or furlough days		X
EL DORADO	(877) 410-8807	Recording Only	Office hours, case worker's name and phone number, case status, CalFresh benefit information including amounts.		X	
	(530) 642-7300	Both	Office hours	Mon-Fri 8:00am to 5:00pm		X
	(530) 573-3200	Both	Office hours	Mon-Fri 8:00am to 5:00pm		X
FRESNO	(559) 600-1377	Both	Where to apply, case status	M-F 7:30am-5:00pm	X	
	(877) 600-1377	Both	Where to apply, case status	M-F 7:30am-5:00pm	X	
	(559) 600-1377	Both	Where to apply, case status, case information, minor changes	M-F 7:30am-5:00pm		X
	(877) 600-1377	Both	Where to apply, case status, case information, minor changes	M-F 7:30am-5:00pm		X
	211	Live Only		24 hours/7 days		X
GLENN	(877) 410-8808	Recording Only	QR 7 status; Request income reports; benefit amounts; office hours & location; Medi-Cal Share of Cost; worker/eligibility team contact information		X	
	(530) 934-6514	Both	CalFresh General Information	M-F, 8am-5pm		X
HUMBOLDT	(877) 410-8809	Recording Only	Office hours, Case Worker's name and phone #, Case status, Cash Aid & CalFresh benefits.		X	
	(707) 269-3590	Both	Recording provides office hours and allows voice mail to be left.	Mon-Thur 8:30-12, 1-5 Fri 10-12, 1-5		X
	(707) 268-3471	Recording Only	Recording prompts callers to leave contact info for application requests.			X
	(800) 891-8551	Both	Recording provides office hours and allows voice mail to be left.	Mon-Thur 8:30-12, 1-5 Fri 10-12, 1-5		X
IMPERIAL	(877) 410-8810	Recording Only	Application status, Benefit Information, Office Hours, Call Transfer, Forms Request.		X	
	(760) 337-6800	Both	Office hours	M-F 8:00-5:00		X

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INYO	(760) 872-1394	Live Only		Monday- Friday 8:00am to 5:00pm		X
	(760) 876-5545	Both	Days and hours of operation	Monday - Friday 8 AM to 5 PM		X
	(760) 852-4264	Both	Days and hours of operation	Monday - Friday 8 AM to 3:30 PM		X
	(866) 862-4246	Live Only		Monday - Friday 8 AM to 5 PM		X
KERN	(877) 847-3663	Recording Only	general CalFresh info		X	
	(877) 410-8812	Both	Eligibility program and office and worker contact information.	M-F 8am - 5pm		X
	211	Live Only		24/7		X
	(661) 663-6000	Live Only		M - F 8am - 5pm		X
KINGS	(800) 247-5816	Both	Office hrs, holidays, EW name & phone number, case status, benefit amount, QR7 info, OP/OI info, Medi-Cal SOC, upcoming appointments, WtW activities, WtW reimbursement	IVR itself functions 24/7 but to reach a body Mon-Fri 8:30am-4pm except for holidays.	X	
	(559) 582-3241	Both	Directory of employees, speech activated directory, specific extension, directory of depts.	Mon-Fri 8:30am-4pm except for county holidays		X
	211	Both	Typical 211 services	24 / 7		X
LAKE	(877) 410-8814	Recording Only	Access personal case data, local office hours and phone numbers, transfer to worker, request forms, update PIN, appointment reminders, missing document reminders.		X	
LASSEN	(530) 251-8152	Live Only		M-F 8am to 5pm		X
	(530) 251-8200	Live Only		M-F 8am to 5pm		X
LOS ANGELES	(877) 597-4777	Both	General, basic eligibility, how to apply for benefits, office location, and hours of operation	M-F 8am-5pm	X	
	(866) 613-3777	Recording Only	General, basic eligibility, how to apply for benefits, office location, and hours of operation		X	
	(877) 847-3663	Both	General, basic eligibility, how to apply for benefits, office location, and hours of operation	M-F 8am-5pm	X	
	(877) 481-1044	Both	Days and hours of operation	M-F 8am - 5pm		X
	(866) 613-3777	Both	Days and hours of operation, case specific questions, office location and general information	M-F 8am-5pm		X
	211	Live Only		24/7		X

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MADERA	(877) 410-8816	Recording Only	IVR Benefit Information		X	
	(559) 675-2300	Live Only		M-F 8a-5p		X
MARIN	(877) 410-8817	Both	Information regarding benefit amounts, program status, requesting forms, worker contact information, Office hours and locations.	24 hours a day, 7 days a week	X	
	415-473-3400	Both	Office hours,address, and directions. Information on our county shuttle. Information on accessing the IVR. General information about Public Assistance programs. Information on how to apply for benefits by mail and phone. Information on how to apply on-line via C4yourself. Ability to be routed to office assistant to apply or to answer questions regarding benefits.	Monday-Friday 7:30am-4:30pm		X
	211	Live Only		M-F 8:30 - 5:30		X
MARIPOSA	(877) 410-8818	Recording Only	QR 7 status, benefit amounts, request forms, office hours and locations, case status and connect client to worker.		X	
	209-966-2000	Both	Client can enter their worker name and be connected to leave a message after hours	8-5 Mon-Fri		X
MENDOCINO	(707) 462-7323	Both	Bilingual staff is available to answer questions about CF and help customers complete forms.	M-Thurs 8-12 & 1-5	X	
	(707) 463-7700	Both	Briefly states what CF is about.	M-Thurs 8-12 & 1-5		X
	(707) 463-2437	Both	Briefly states what CF is about.	M-Thurs 8-12 & 1-5		X
	(877) 327-1677	Live Only		M - Thurs. 8-12 & 1 - 5		X
	(707) 962-1000	Live Only		M - Thurs. 8-12 & 1 - 5		X

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MERCED	(209) 385-3000	Both	Location, Hours of Operation, C4Yourself website address	Monday - Friday 8:00 a.m. - 5:00 p.m.	X	X
	(209) 826-1821	Both	Location, Hours of Operation, C4Yourself website address	Monday - Friday 8:00 a.m. - 5:00 p.m.	X	
	(209) 394-1680	Both	Location, Hours of Operation, C4Yourself website address	Monday - Friday 8:00 a.m. - 5:00 p.m.	X	
	(877) 847-3663	Recording Only	Agency Main Phone Number for Merced County		X	
MODOC	(800) 874-9426	Live Only		24/7	X	
	(530) 233-6501	Both	General Information and Emergency Contact #'s, Info on submitting applications after office hours or going on-line	Monday-Friday exc Holidays :15am - 4:15pm		X
MONO	(760) 924-1770	Live Only		Mon-Fri 8am-5pm		X
	(760) 932-5600	Live Only		Mon-Fri 8am-5pm		X
	(530) 495-1262	Live Only		Mon-Fri 8am-5pm		X
	(800) 593-7551	Live Only		Mon-Fri 8am-5pm		X
MONTEREY	(866) 323-1953	Both	County phone system is utilized to provide option for recording or operator assistance	M-F 8-5pm	X	X
	211	Live Only		24/7		
NAPA	(707) 253-4511	Live Only		M-F 8-5		X
	211	Live Only		24/7		X
NEVADA	(877) 410-8825	Recording Only	Benefits information, change PIN, order forms and leave messages		X	
	(530) 265-1340	Live Only		M-F 8am-5pm		X
	(530) 582-7802	Live Only		M-F 8am-12pm, 1pm-5pm		X
	211	Both	Where to apply for benefits	24 hours a day/7 days a week		X
ORANGE	(714) 541-4895	Both	Office hours, locations, program information, access case information, report abuse and fraud.	Monday -Friday 7am-5pm	X	
	(949) 389-8456	Both	Office hours, locations, program information, access case information, report abuse and fraud.	Monday -Friday 7am-5pm	X	
	(800) 281-9799	Both	Call Center/IVR- program information, access case information	Monday-Friday 7am- 5pm		X
	211	Live Only		24 hours a day, 7 days a week		X

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PLACER	(888) 385-5160	Both	Office locations/business hours, programs offered. How to apply case status benefits	24 hours & days per week	X	
	888-385-5160	Both	Office locations/business hours, programs offered. How to apply case status benefits	8:00AM to 5:00PM Monday - Friday		X
PLUMAS	(877) 410-8826	Recording Only	Request forms, PIN request and reset, retrieve benefits information, retrieve worker contact information, Office hours.		X	
	(530) 283-6350	Live Only		Monday thru Friday 8am - 5 pm		X
RIVERSIDE	(800) 816-7260	Both	Office hours, holiday hours, specific case information, worker contact and overissuance info.	24 hours a day. 7 days a week.	X	
	(877) 847-3663	Live Only		24 hours a day. 7 days a week.	X	
	(951) 358-3000	Both	information regarding programs, office locations.	M - Thu 7-6		X
	(877) 905-3777	Both	Service options	Mon. - Thurs. 8 - 4:30		X
	211	Live Only		24 hours a day. 7 days a week.		X
SACRAMENTO	(916) 874-3100	Recording Only	All programs regarding benefits, applications.		X	
	(916) 874-2072	Both	Questions about CalWorks, General Assistance, CMISP, Medi-Cal and Calfresh can be answered	Monday- Friday 8 am to 5 pm		X
	916-874-3100	Recording Only	Questions about Medi-Cal and CalFresh			X
SAN BENITO	(877) 410-8828	Recording Only	Request new pin, change pin, hear benefits information and request forms		X	
	(831) 636-4180	Both	General information, office hours and address	M-F (8-5)		X
SAN BERNARDINO	(877) 410-8829	Both	Benefits information, allotment amount, worker information, request QR 7 and other forms	M-F 7:30 - 5:30	X	X
	(877) 847-3663	Both	Program information, County information	24 hours	X	
	211	Both	Program information, County information	24 hours		X

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SAN DIEGO	(866) 262-9981	Both	General program information such as: hours/locations, case status, benefit level, QR7/MSR status, renewal due date, update phone number, request EBT card, request BIC, request forms.	Self service options are available 24/7 as long as CalWIN is available. Operator is available Monday through Friday from 8:00 am to 5:00 pm.	X	
	(866) 262-9981	Both	The recording services provide general program information such as: hours/locations, case status, benefits level, QR7/MSR. Customer has the options of either punching in the case number or talking to the operator to find out about their benefits level and case status.	Monday to Friday from 8:00 am to 5:00 pm, an operator provides services such as but not limited to adding newborn to a case, rescheduling an appointment, changing case address, providing information regarding notices, checking and verifying benefits levels.		X
	211	Live Only		An operator is available 24 hours a day and 7 days a week		X
SAN FRANCISCO	(877) 558-9009	Both	General Information, Benefits information, FQA's	Full Eligibility Services M-F, 8-5	X	
	(877) 366-3076	Both	Office locations, hours, benefits information, Q&As	Full Eligibility Services M-F, 8-5	X	
	1-877-847-FOOD	Both	Office locations, hours, benefits information, Q&As	Full Eligibility Services M-F, 8-5	X	
	(415) 558-1001	Both	FAQ's 24/7	Full eligibility services M-F 8-5		X
	(415) 558-1000	Live Only		M-F 8-5		X
	211	Live Only		24/7		X
SAN JOAQUIN	(209) 468-1000	Both	General Information, automatic telephone transfer	8am to 5pm	X	X

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SAN LUIS OBISPO	(805) 788-2555	Both	General Information; Request a Medi-Cal Replacement BIC; Access case information; contact information for services	M-F; 8:00-5:00	X	
	(805) 834-4636	Both	General Information; Request a Medi-Cal Replacement BIC; Access case information; contact information for services	M-F; 8:00-5:00	X	
	211	Live Only		24/7		X
	(805) 474-2000	Live Only		M-F 8:00-5:00		X
	(805) 461-6000	Live Only		M-F 8:00-5:00		X
	(805) 931-1800	Live Only		M-F 8:00-5:00		X
	(805) 781-1600	Live Only		M-F 8:00-5:00		X
	(805) 237-3110	Live Only		M-F 8:00-5:00		X
SAN MATEO	(800) 984-3663	Both	Provides referrals for food programs for families and seniors. Recording available after hours.	Operator: Mon- Fri. from 8:30 - 4pm. Recording available after hours and weekends.	X	
	(800) 223-8383	Both	24 hr. access to case status, EBT card request, EBT balance office locations, options to apply	Automated system available 24hrs.; Operator M-F 8-5 p.m.		X
	211	Both	24 hr. access for food or other referral services	24/7		X
	(650) 363-4000	Both	provides general info of county services	24/7		X
SANTA BARBARA	(866) 404-4007	Both	*General information on program/services provided by our agency *Locate our offices & business hours *Access up to 6 months of case info, such as monthly benefit amounts and share of cost, as well as renewal date, reporting form etc. *Request benefit verifications *Request replacement Medi-cal (BIC) card *Contact information for services, such as Electronic Benefit Transfer (EBT), elderly/child abuse hotlines, health care services, and more *Connect to a live county employee for additional assistance during office hours	M-F 8-4 live operator - after hours 24/7	X	
	(877) 847-3663	Recording Only	general information on CalFresh program.		X	

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SANTA BARBARA	866-404-4007	Both	*General information on program/services provided by our agency *Locate our offices & business hours *Access up to 6 months of case info, such as monthly benefit amounts and share of cost, as well as renewal date, reporting form etc. *Request benefit verifications *Request replacement Medi-cal (BIC) card *Contact information for services, such as Electronic Benefit Transfer (EBT), elderly/child abuse hotlines, health care services, and more *Connect to a live county employee for additional assistance during office hours	M-F 8-4 live operator - after hours IVR system available 24/7		X
	211	Both	General information of county wide services	24/7		X
SANTA CLARA	(877) 962-3633	Both	General information on programs/services; Access up to 6 months of case information.	Monday- Friday 8-5	X	
	(800) 753-0024	Both	Eligibility workers promptly assist callers.	8 to 5		X
	211	Both	Provides access to help human services such as food, shelter, counseling, drug and alcohol intervention, and more.	24/7		X
SANTA CRUZ	(888) 421-8080	Both	Case status, benefits, QR7 status	M-F 8-5	X	X
	(831) 454-4165	Live Only		M-F 8-5		X
	(831) 763-8500	Live Only		M-F 8-5		X
	211	Live Only		24/7		X
SHASTA	(530) 225-5767	Both	Information on all eligibility and employment programs	M-F 7:30 - 5:00	X	
	(877) 652-0731	Recording Only	Automated IVR for benefit information		X	
	(877) 847 3663	Recording Only	Referral to Hotline		X	
	(530) 224-4879	Recording Only	Leave messages for Spanish Callback		X	
	(530)224-4877	Recording Only	Leave messages for Mien Callback		X	
	(530) 229-8400	Recording Only	Information and referral for all Health and Human Services Agency services			X
	211	Live Only		24/7		X

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SIERRA	(530) 993-6700	Live Only		M-F, 8-5		X
SISKIYOU	(800) 662-7031	Both	Hotline - toll free for customers. General information message.	M-F, 8 am to 5pm	X	
	(877) 652-0733	Both	C-IV IVR available services.	24/7	X	
	(877) 328-9677	Both	Information on EBT benefits and card balances, replace card, or request new PIN.	24/7	X	
	(530) 841-4395	Both	General information regarding days and times phones are manned.	M - F, 3 to 5 pm.		X
	(530) 841-2700	Both	General information regarding days and times phones are manned.	M - F, 8 am to 5 pm.		X
SOLANO	(707) 784-3900	Both	General CF information, case questions, order forms, EBT replacement cards,benefit amt,QR7 status	M-F 8-5	X	
	(707) 784-8050	Both	General CF information, case questions, order forms, EBT replacement cards,benefit amt,QR7 status	M-F 8-5	X	
	(707) 553-5681	Both	General CF information, case questions, order forms, EBT replacement cards,benefit amt,QR7 status	M-F 8-5	X	
	707-460-4500	Both	General CF information, case questions, order forms, EBT replacement cards,benefit amt,QR7 status	M-F 8-5	X	
	(877) 847-3663	Both	General CF information	M-F 8-5	X	
	707-784-8050	Live Only		M-F 8-5		X
	707-553-5681	Live Only		M-F 8-5		X
	707-460-4500	Live Only		M-F 8-5		X
	211	Live Only		Sun-Sat 24 hours		X
SONOMA	877-699-6868	Live Only		Mon-Fri 8am to 5pm		X
	(800) 331-2278	Live Only		Mon-Fri 8am to 5pm		X
	(707) 565-2715	Both	Information only regarding hours of operation and location and hours	Mon-Sun after hours of operation		X
	211	Live Only		Mon-Fri 8am to 5pm		X

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STANISLAUS	(209) 558-2777	Both	Hours of Operation-all locations. Referrals to specific resources based on needs including phone number	8:30-12 and 1-4:30	X	
	(800) 962-4468	Live Only		8:30-12 and 1-4:30	X	
	(877) 652-0734	Both	Customer case and benefit information	24/7	X	
	(877) 847-3663	Recording Only	General application information with phone number		X	
	(209) 558-1550 211	Live Only Both		8:30-4:30 Mon-Fri 24/7		X X
SUTTER	(530) 822-7230	Both	All CF Information and Assistance	M-F 8-5	X	
TEHAMA	(877) 652-0736	Recording Only	Interactive Call; the client can obtain office hours, case worker information, case status, benefit amounts, SOC, request missing forms, be transferred to their case worker.		X	
	(530) 527-1911	Live Only		8-5 M-F		X
TRINITY	(877) 652-0737	Recording Only	Outgoing/Incoming IVR system. Provides specific case info, appointment reminders, form reminders, etc.		X	
	(530) 623-1265	Both	Lists office hours and directs caller to specific departments	Mon-Fri 8am - 5pm		X
	(530) 628-5622	Both	Lists office hours and directs caller to specific departments	Mon-Fri 8am - 5pm		X
TULARE	(800) 540-6880	Both	Case information, General program information	M-F 8:00 to 5:00	X	X
	(559) 595-7103	Live Only		M-F 8:00 to 5:00	X	
	(559) 562-7400	Live Only		M-F 8:00 to 5:00	X	
	(559) 793-3600	Live Only		M-F 8:00 to 5:00	X	
	(559) 685-2500 (559) 624-8100	Live Only Live Only		M-F 8:00 to 5:00 M-F 8:00 to 5:00	X X	
TUOLUMNE	(877) 652-0738	Recording Only	Benefit amount, case status, ability to request forms, office hours, assigned worker information		X	
	(209) 533-5711	Both	The ability to speak to an on-call worker of the day or a supervisor	M-F 8-4		X

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APPENDIX C

Telephone Methods: Hotline, 1-877-847-FOOD, IVR System, Call Center, Change/Service Center, Contact Center, 211, and General County Main Number

ITEM 10: Based on descriptions of different telephone methods, what telephone method(s) did your county use to provide information regarding CalFresh?

ITEM 10d: Based on the telephone method(s) selected in item 10, provide the telephone number(s), type (recording/operator), specific type of information/services available and, days *and* hours of operation.

COUNTY	TELEPHONE NUMBER	TYPE	TYPE OF INFORMATION AVAILABLE	DAYS/HOURS OF OPERATION	Hotline and/or IVR System incl. 1-877-847-FOOD	Call Center, Change/Service Center, Contact Center and/or General County Main Number incl. 211
VENTURA	(866) 904-9362	Live Only		M-F 7:30 to 5:00	X	
	(888) 472-4463	Both	Gives information on pending applications, QR7 status, current benefit amount, benefit payment dates, office locations and hours, helpful phone numbers and caller can choose to speak with a case worker during business hours which are M-F 8-5.	M-F 8:00 to 5:00	X	
	(805) 477-5100	Live Only		M-F 8:00 to 5:00		X
	211	Live Only		24/7		X
YOLO	(855) 301-8524	Both	Access information about their CalWORKs, CalFresh, Medi-Cal and GA programs. The can call in and get updates on their grants and SOC information	24 hrs 7 days a week	X	
	(866)226-5415	Both	Respond or transfer calls to our actual workers	8-4 pm		X
	(530)661-2750	Both	Respond or transfer calls to our actual workers	8-4pm		X
	(916) 375-6200	Both	Respond or transfer calls to our actual workers	8-4 pm		X
YUBA	(877) 652-0739	Recording Only	Account benefit information		X	
	(530) 749-6311	Live Only		Monday thru Friday 8:00 am to 5:00 pm		X

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APPENDIX D

Partner Organization Names, Frequency of Meetings and Activities

ITEM 18: Did your county partner with other Health and Human Services Agencies, schools, community-based organizations, etc., to improve CalFresh outreach efforts?

ITEM 18a: If you answered "YES" to Item 18, indicate the partner organization names, frequency of meetings, and activities.

COUNTY	COMMITTEE/TASK FORCE NAME	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS	ACTIVITIES
ALAMEDA	Alameda County Food Bank	Monthly		Training, FS applications, and all related outreach activities.
	Eden I&R - 211	Monthly		Training, FS applications, and all related outreach activities.
	County Nutrition Action Partners (CNAP)	Monthly		Training, FS applications, and all related outreach activities.
ALPINE	Diamond Valley Elementary School	Other	Annually	Communication with school staff regarding children receiving lunch program being eligible to CalFresh.
AMADOR	The Resource Connection, WIC	Other	as needed	The Resource Connection has a staff member that assists clients in completing the CF application. She attends several monthly events in the county.
	Food Security Group	Bi-Monthly		Binders handed out with information on the services we provide.
BUTTE	CSU Chico	Other	As needed	CSUChico received grant money to perform outreach. We provide training and outreach materials to them and their contractors.
	Veterans service office	Quarterly		Provided training and outreach materials
	The Fathers house, CBO	Quarterly		Provided training and outreach materials
	Public Health Department	Quarterly		Provided training and outreach materials
	Butte College	Quarterly		provided training and outreach materials
CALAVERAS	The Resource Connection - Food Bank	Monthly		The "Central Sierra Collaborative for Benefis Outreach and Enrollment Project. See attached Project summary.
	Amador-Tuolumne Community Acton Agency (ATCAA)	Monthly		The "Central Sierra Collaborative for Benefis Outreach and Enrollment Project.
	First 5 Calaveras	Monthly		The "Central Sierra Collaborative for Benefis Outreach and Enrollment Project.
COLUSA	Colusa, Glenn, & Trinity Community Action Partnership	Quarterly		Implementation and design of poverty programs
CONTRA COSTA	Food and Nutrition Policy Consortium	Bi-Monthly		Conduct quarterly nutrition awareness activities in the community; train CBO volunteers in nutrition and basic CF elig.
	CalFresh Outreach Partners Meeting	Quarterly		Conduct quarterly meetings with food bank partners in order to provide more in depth program info and to discuss outreach efforts by all partners.
	CalFresh Facts and Myths Training	Quarterly		Conduct quarterly trainings with food bank
DEL NORTE	Health & Family Fair	Other	Each event was scheduled separately	County Fair & Community Health Fair
	Del Norte Community Health Center	Other	Annual Event	Bi-National Health Week Activities
	Veteran Stand Down Humboldt County	Other	Annual Event	Annual Veteran Stand Down Activity in Humboldt County
	Tsunami Relief	Other	2 month period	Provided CalFresh information, assist people with application process for all Public Assistance programs.
EL DORADO	WIC, First 5 El Dorado, Health and Human Services Agency	Monthly		Health checkups, childrens activities, informational materials and instructions regarding health and nutrition, applications and information for Public Assistance benefits and assistance with completion of the applications.

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FRESNO	Catholic Charities	Other	As Needed	Trained staff, quality control on applications, recommended sites
	Centro La Familia	Other	As Needed	Trained staff, answered questions, quality control on applications, attend events
	Community Food Bank	Other	As Needed	Trained staff, quality control on applications, recommended sites
	Sanger NRC	Other	As Needed	Trained staff, answered questions, quality control on applications, attend events
	West Fresno Healthcare Coalition	Other	As Needed	Trained staff, answered questions, quality control on applications, attend events
	Clinica Sierra Vista	Other	As Needed	Trained staff, answered questions, quality control on applications, attend events
HUMBOLDT	CalFresh Task Force w/Food Bank and several community agencies both public and private.	Bi-Monthly		Collaboration w/community agencies to increase accessibility to CalFresh. Focus is on training CBO to assist w/CalFresh applications.
	Humboldt County Nutrition Action partners w/Public Health and several community agencies both public and private.	Bi-Monthly		Developed & implemented plans to share information and resources to increase fruit and vegetable consumption in Humboldt County. Rethink your drink campaign, and food demonstrations for clients at the main office.
	Food Policy Council	Bi-Monthly		Address food insecurities within the county.
INYO	Senior Centers	Monthly		Presenation, application assistance, flyers and handouts
	Wild Iris	Other	Annually	Presenation, application assistance, flyers and handouts
	Child Support	Other	Annually	Presentation, flyers and handouts
KERN	California Department of Social Services	Monthly		Participated in conference call meetings with CDSS and CWDA discussed Outreach opportunities and grant funding.
	Public Health Department	Other	As Needed	Meetings held discussed customers in common in ways to provide nutrition education and CalFresh information.
	Clinica Sierra Vista	Monthly		Meetings on CalFresh applications and C4Y on-line applications.
KINGS	Family Resource Centers	Other	As requested	Program information and application assistance.
	Health Department	Other	As requested	Program information and application assistance.
	Kings County Community Action	Other	As requested	Program information and application assistance.
	Cornerstone Transitional Housing	Monthly		Program information and application assistance.
	Hannah's House	Monthly		Program information and application assistance.
	Parole and Correction Team	Monthly		Program information and application assistance.
LAKE	Hunger Task Force	Monthly		Access counties citizen hunger needs and other resources av ailable to meet these needs. Community Garden, Make A Difference Day, Canning Project, materials at Farmer's Market.
	UCCE-University of California Cooperative Extension	Bi-Monthly		Food Stamp Nutrition Education Program
LASSEN	Lassen Family Services	Quarterly		Cross training of staff, Presentations, Provide materials
	Cross Roads Homeless Shelter	Quarterly		Presentations,Materials, Cross referrals of clients
	3 Family Resource Centers/One Stops	Monthly		Application Assistance, Cross training of staff and provide materials

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APPENDIX D

Partner Organization Names, Frequency of Meetings and Activities

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LOS ANGELES	California Food Policy Advocates, L.A. Coalition to End Hunger and Homelessness, L.A. Regional Food Bank	Quarterly		Meetings to discuss and recommend resolutions to barriers to CalFresh participation, as well as providing updates on the expansion of outreach efforts.
	Daughters of Charity, WIC and Harbor Interfaith	Quarterly		Provide households the ability to apply for CF at non-traditional sites. Meetings are held to discuss CF participation and provide update on our efforts.
	Department of Community and Senior Services	Quarterly		Meetings to discuss opportunity for individual and families to apply for CF at non-traditional sites, such as WorkSource Centers.
	Los Angeles County Probation Department	Quarterly		Meetings to discuss opportunity for released inmates to apply for CF and other services at mandatory orientations scheduled by the Probation Department.
	Los Angeles Unified School District & City of LA Family Resource Center	Quarterly		Meetings to discuss partnership via One E-App System available at various kiosks located on school premises and Family Resource Centers.
	Department of Public Health	Quarterly		Meetings to discuss health and nutrition.
MADERA	First 5	Bi-Monthly		Coordination of Services/Community Activities
	Public Health Dept	Bi-Monthly		Coordination of Services/Community Activities
	Law Enforcement	Bi-Monthly		Coordination of Services/Community Activities
	WIC	Bi-Monthly		Coordination of Services/Community Activities
	Food Bank	Bi-Monthly		Coordination of Services/Community Activities
	Faith Based Orgs	Bi-Monthly		Coordination of Services/Community Activities
MARIN	WIC	Bi-Monthly	annually	Training and support of application assistors
	Event with Community partners at Wellness Campus	Other		Training and support of application assistors
MENDOCINO	Family Resource Center Network of Mendocino County	Quarterly		Provide technical assistance to Food Stamp Advocate staff; support sites in their ability to answer questions about CalFresh and assist clients with mail-in apps.
	FIRST5 Mendocino	Monthly		FIRST5 provides a half-time Americorps VISTA member who works with County staff to promote CalFresh and healthy eating
	Farmer's Market Association	Bi-Monthly		Worked with Farmer's Markets to secure outside grant funding (United Way, local Cmty Foundation) for a CalFresh Double Match Program at markets
	Round Valley Food Pantry	Monthly		Staff travels to Round Valley (extremely isolated Native American community) on a monthly basis to provide CalFresh application assistance on same day as food distribution for food pantry.
MERCED	Head Start	Monthly		Monthly meetings for information sharing, and questions and answers.
	Golden Valley & Castle Clinic	Bi-Monthly		Bi-monthly meetings for information sharing and questions and answers.
	WIC	Monthly		Monthly meetings for information sharing, and questions and answers.
	Food Banks	Monthly		Monthly meetings for information sharing, and questions and answers.
	Central Valley health and Nutrition collaborative	Quarterly		Quarterly meetings for information sharing, and questions and answers.
	Champion for Change	Quarterly		Monthly meetings for information sharing, and questions and answers.

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MONO	WIC	Bi-Monthly		Provide Applications
	Mammoth Mountain Ski Area	Other	Seasonally	Provide Applications
MONTEREY	United Farm Workers	Quarterly		MC Choice Coalition Meetings conducted quarterly, organizations meet to discuss and coordinate outreach activities and materials. Training provided to assist customer with CF applications.
	Catholic Charities	Quarterly		MC Choice Coalition Meetings conducted quarterly, organization discuss and coordinate outreach activities and materials. Training provided to assist customer with CF applications.
	Food Bank	Quarterly		MC Choice Coalition Meetings conducted quarterly, organizations meet to discuss and coordinate outreach activities and materials. Training provided to assist customer with CF applications.
	County Health Department	Quarterly		MC Choice Coalition Meetings conducted quarterly, organizations meet to discuss and coordinate outreach activities and materials. Training provided to assist customer with CF applications.
	Local WIC office	Monthly		MC Choice outreach staff provide on site assistance with CF applications.
	Pajaro Family Resource Center	Monthly		MC Choice outreach staff provide on site assistance with CF applications.
NAPA	Napa Children's Health Initiative	Monthly		CHI staff help families with CF applications and refer families to apply for CF.
	American Canyon Family Resource Center/SparkPoint @ ACERC	Other	varies	They help to refer clients to apply for benefits including allowing people to apply online from their offices or referring them to our satellite office.
	Various CBOs	Other	on request	We have been promoting CF and C4Y to CBOs and asking for their help to refer clients to apply for benefits.
	Safety Net Food Committee	Monthly		Attend meetings with CBOs about CF activities and regulation changes that could affect the people they serve as well as encourage CBOs to refer people to apply for CF, offer materials, identify food needs in the community.
NEVADA	Nevada City Farmers Market	Other	Seasonal	The use of EBT at Farmers Market
	Nevada Joint Union High School District - Transition Fair	Other	Annually	Provide information on the CalFresh program
ORANGE	Orange County Health Care and Nutrition Services	Quarterly		Collaboration with several local agencies to develop and implement the County Nutrition Action Plan (CNAP). Provide CalFresh outreach and nutrition education.
	Community Action Partnership of Orange County	Quarterly		Provides workshops at Family Resource Centers to assist individuals with completing CalFresh applications. Provides presentations to agencies, schools and CBO's about the CalFresh program, and disseminates CF information via their Food Bank and the local Mexican Consulate. Members of the CNAP workgroup.
	Second Harvest Food Bank	Quarterly		Provides workshops at Family Resource Centers to assist individuals with completing CalFresh applications and Quarterly Reports. Provides presentations to agencies, schools and CBO's about the CalFresh program, and disseminates CF information via their Food Bank. Member of the CNAP workgroup.
	Catholic Charities	Quarterly		Provides workshops at Family Resource Centers to assist individuals with completing CalFresh applications. Member of the CNAP workgroup.
	Children Health Initiative of Orange County	Monthly		Certified Application Assistants help applicants to complete an electronic application One-e-App (OEA)

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COUNTY	COMMITTEE/TASK FORCE NAME	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS	ACTIVITIES
PLACER	Local Food Closets	Other	6 classes/outreach	Provided cooking classes and taste samplings of seasonal fresh fruit/vegetables. Participants are given CalFresh information with an opportunity to apply for CalFresh
	Local Health Department	Other	have provided 5 classes	Provided cooking classes and taste samplings of seasonal fresh fruit/vegetables. Participants are given CalFresh information with an opportunity to apply for CalFresh
	Senior Centers	Other	9 classes/outreach scheduled	Provided cooking classes and taste samplings of seasonal fresh fruit/vegetables. Participants are given CalFresh information with an opportunity to apply for CalFresh
	Placer Food Closet Collaboration	Quarterly		Attend regular meetings
RIVERSIDE	Department of Public Health. CalFresh Nutrition Services	Monthly		Co- locate in booths at community events.
	UC CalFresh	Monthly		Provide access to CWD offices to promote CF Nutrition.
	Find Food Bank	Quarterly		Provide training and cordination to complete applications for CallFresh.
	Community Action Partnership	Quarterly		Provide CalFresh materials for various programs.
	CNAP	Quarterly		Collaborative meetings to discuss CalFresh program outreach and nutrition education.
	Roy's Desert Resource Center	Other	As needed	Collaborative meetings to discuss CalFresh program outreach and nutrition education.
SACRAMENTO	River City Foodbank	Other	as needed	provide applications and program information to Food Bank staff
SAN BERNARDINO	Dept of Aging and Adult Services	Other	As needed	Provide information on Calfresh eligibility and the use of the on-line application. Provided lap-tops to Social Workers to help potencial customers apply for benefits.
	Department of Veteran's Affairs (VA)	Other	As needed	Collaboration between the VA and the Transitional Assistance Department (TAD) - Increase CalFresh participation in the veteran community.
	Dept of Public Health	Quarterly		Collaboration between DPH and TAD to discuss program and food access in the county
	Catholic Charities	Monthly		Collaboration between Catholic Charities and TAD - Increase program and food access to the local community. Training on CalFresh regulations and C4Yourself.
SAN DIEGO	San Diego Hunger Coalition, Chula Vista Community College, San Diego Food bank, Feeding America, SAY San Diego	Quarterly		At a regional level - Educational meeting on CalFresh program. Review new program material, discuss customer services issues, provide any pertinent feedback. Exchange of information/material.
	San Diego Hunger Coalition, San Diego Food bank,	Monthly		At FRC level - Monthly meetings to coordinate outreach efforts, increase participation, share information, answer questions, review program updates, and provide information to client requesting CalFresh, provide applications. Family Resource Centers receive applications via secure mail.
	Local Community events such as Farmers Market	Other	Once per year and when needed.	Provide informational material.
	Various Community clinics such as North County Health Services in Oceanside and Encinitas. Vista Community Clinic, North County Lifeline	Monthly		Add CalFresh to programs that can be applied for using video interviewing process.

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SAN DIEGO (cont'd)	Community Resource Center (CRC), Escondido Education Compact (ECC) Food Justice Team (FJT)	Other	Yearly for CRC and EEC Monthly for FJT	For CRC and EEC: Discuss and work on Domestic Violence, homeless migrant outreach. For FJT: Discuss strategies to combat Food insecurity
	Participate in various Health Fairs O'Farrel School Jacob Center, People Produce Farmers Market	Other	Occasionally 2 to 3 times a year for various health fairs. Weekly for the School. Biweekly for Jacob Center and others	For various Health Fairs: Increase participation, share information on how to access benefits. Outstation worker provides CalFresh application and information weekly at O'Farrell School, Jacob center, People Produce, and Farmers Market.
SAN FRANCISCO	Aging and Disability Resource Centers	Monthly		Outreach and Enrollment
	Self Help for the Elderly	Monthly		Debrief and Learning Circle
	Wu Yee Children's Services	Bi-Monthly		Debrief and Learning Circle
	Project Homeless Connect	Bi-Monthly		Multi Service Center for the homeless and low income residents
	San Francisco Food Bank	Monthly		Outreach and Enrollment
SAN JOAQUIN	Catholic Charities	Quarterly		advocate driven meetings
	Emergency Food Bank	Quarterly		advocate driven meetings
	Unified School Districts	Other		Yearly
SAN LUIS OBISPO	Community Action Partnership of San Luis Obispo	Bi-Monthly		Provided informational materials, applications and support
	Food Bank Coalition	Bi-Monthly		Provided informational materials, applications and support. Food Bank staff held several outreach efforts during the year.
	Catholic Charities	Quarterly		Provided informational materials, applications and support. Catholic Charities staff held outreach activities during the year.
	California Valley Community Services District	Monthly		Provided informational materials, applications and support. Staff do outreach in that area once a month.
SAN MATEO	Second Harvest Food Bank	Quarterly		Provides assistance with CalFresh application
	Daly City Community Service Center	Quarterly		Provides assistance with CalFresh application
	Pacifica Resource Center	Quarterly		Provides assistance with CalFresh application
	Job Train	Quarterly		Provides assistance with CalFresh application
	Coastside Hope	Quarterly		Provides assistance with CalFresh application
	Legal Aid "Libre"	Quarterly		Provides assistance with CalFresh application

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SANTA BARBARA	Santa Barbara County School District	Other	Annually	provide the direct certification listing
	Center for Nutrition Policy	Monthly		provide information on Brown Bag lunches for elderly
	Health Care Services	Other	varies upon need	visting nurse takes CalFresh application on home visits
	Network for Healthy CA Gold Coast, San Luis Obispo, Santa Barbara, Ventura counties	Other	annually	working together with the nutritionist of the tri counties
	Santa Barbara County Public Health Dept. Network for a Healthy CA	Monthly		working together with the nutritionist of the health educator from Public Health
	The Food Bank of Santa Barbara County	Monthly		provides CalFresh applications on an ongoing basis, nutritional education
SANTA CLARA	Second Harvest Food Bank and many other COBs	Monthly		Share strategies to improve program access. Provide legislative updates and program impacts.
	Catholic Charities of Santa Clara County	Monthly		Share strategies to improve program access. Provide legislative updates and program impacts.
	Health Benefits Resource Center/Saint Louise Regional Hospital & O'Connor Hospital	Other	As needed	Share strategies to improve program access.
	Santa Clara Valley Health and Hospital System	Other	As needed	Share strategies to improve program access.
	Department of Public Health	Other	As needed	Share strategies to improve program access. Develop nutrition programs for CalFresh clients.
SANTA CRUZ	Second Harvest Food Bank of Santa Cruz and San Benito Counties	Quarterly		Contract to provide outreach and enrollment activities. Develop outreach materials including banners, flyers, post cards, pens
	County of Santa Cruz Health Services Agency	Other	as needed	Provide general CalFresh information, applications, staff assistance and initial application interview. Meetings scheduled as needed.
	Homeless Services Center	Quarterly		Provide CFET services to homeless CalFresh recipients. This program provides employment activities that enable participants to maintain CalFresh eligibility, while working towards paid employment.
	Health Care Outreach Coalition	Monthly		CAAs make referrals to the CalFresh program and provide general CalFresh information
SHASTA	Shasta County HHSA	Monthly		Joint outreach effort to reach underserved groups in the community
	Shasta Food Group	Monthly		Discussions about CalFresh and sharing information on matters of food insecurity
	Parole and Community Team	Quarterly		Discussions about CalFresh and sharing information on matters of food insecurity
	Homeless Continuum of Care	Quarterly		Discussions about CalFresh and sharing information on matters of food insecurity
	Community Corrections Partnership	Quarterly		Discussions about CalFresh and sharing information on matters of food insecurity
	Northern Valley Catholic Social Services	Other	When needed	Providing application assistance and technical help for CalFresh outreach

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SISKIYOU	Family/Community Resource Centers in Siskiyou County of which there are 10	Other	As needed.	Meet with Director staff and discuss challenges from customer and Agency perspective. Provide presentations on program details. Assist as needed.
	Public Health Department	Other	As needed.	Meet with various staff and provide ongoing presentations on CF program and other programs as needed.
	Siskiyou Domestic Violence and Crisis Center	Other	As needed.	Meet with various staff and provide ongoing presentations on CF program and other programs as needed.
	Local hospitals	Other	As needed.	Meet with various staff and provide ongoing presentations on CF program and other programs as needed.
	CBOs in Community	Other	As needed.	Meet with various staff and provide ongoing presentations on CF program and other programs as needed.
	Other community agencies as requests are rec'd.	Other	As needed.	Meet with various staff and provide ongoing presentations on CF program and other programs as needed.
SOLANO	Food Bank of Contra Costa & Solano County	Bi-Monthly		Presentations, Training Materials, Applications
	UC Cooperative Extension	Quarterly		Presentations, Training Materials, Applications
	California Tribal TANF	Other	As needed	Materials, Applications
	Local Housing Authorities	Quarterly		Materials, Applications
	WIC	Quarterly		Presentations, Training Materials, Applications
	Local School Districts	Quarterly		Presentations, Training Materials, Applications
SONOMA	Redwood Empire Food Bank	Quarterly		Presentations regarding CalFresh, changing regulation information, provide necessary paperwork
	Continuum of Care	Quarterly		Updated information on regulations, accessibility of program, eligibility requirements, etc.
	Health Department	Monthly		Currently participating in SNAP-Ed with Health Dept. Provide training to staff on CalFresh regulations, accessibility, how to apply, etc.
	Redwood Gospel Mission	Other	At events	Participate in events sponsored by Mission to promote CalFresh benefits, give out CalFresh information, etc.
	Community Action Partnership	Monthly		Partnered through a grant issued by the County to form a coalition for taking applications at outreach locations throughout the County. CAP has 8 partners taking applications currently.
STANISLAUS	Sierra Vista Children and Family Services	Quarterly		Provide outreach as well as assist with applications
	Catholic Charities of San Joaquin	Quarterly		Provide outreach as well as assist with applications
	Center for Human Services	Quarterly		Provide outreach as well as assist with applications

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TRINITY	Public Health & WIC	Monthly		We have partnered to provide SNAP-ED and conduct outreach efforts. Information is being distributed and discussed with customer's at these sites.
	Human Response Network	Other	1 time but on call for questions	We provided a training with staff at the CBO in addition to application screening tools. They assist customer's with the application process and call supervisor with any questions.
TULARE	CSET	Other	As needed	Provided food stamp application assistance.
	Food Link	Other	As needed	Provided food stamp application assistance.
	Catholic Charities	Other	As needed	Provided food stamp application assistance.
TUOLUMNE	A-TCAA Food Bank	Other	Rotation	Provide general information and accept applications
	Lake Don Pedro Baptist Church	Other	Rotation	Provide general information and accept applications
	Sonora Baptist Church	Other	Rotation	Provide general information and accept applications
	Groveland Evangelical Free Church	Other	Rotation	Provide general information and accept applications
	St Patrick's Catholic Church	Other	Rotation	Provide general information and accept applications
	Sonora Regional Medical Center	Other	Daily	Provide general information, accept applications, and conduct interviews
VENTURA	FOOD Share, Inc.	Other	as needed	Attends outreach activities, pre-screens and completes CalFresh applications on an ongoing basis.
	One Stop Center and Ventura County Medical Center	Other	weekly	This activity is geared for the homeless. Weekly activity in which we provide information, answer questions and take applications.
	Police and Corrections Team (PACT)	Bi-Monthly		This activity is geared for individuals being paroled into Ventura County. We attend orientations, provide information, answer questions and take applications twice per month.
	Ventura Networking Committee	Monthly		Attend monthly meeting to share CalFresh program information and networking with other agencies for awareness of CalFresh.
	Ventura County Behavioral Health	Monthly		This activity is geared for the mental health patients. Monthly activity in which we provide information, answer questions and take applications.
YOLO	County Nutrition Action Plan (CNAP)	Monthly		Meet on a monthly basis to increase coordination of resources, efforts and staffing. Distribute CalFresh information regarding the CF application process for USDA funded events.
	Yolo County Children's Alliance (YCCA)	Other	Outreach and co-location	While YCCA's goal is for every child in Yolo County to have access to quality health insurance they are also assisting them in filling out CF applications that are then forwarded to DESS to process
	Migrant Centers	Other	Seasonally	CalFresh Outreach, distributing applications and resources to Migrant individuals.

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

APPENDIX E

Description of New Outreach Activities Implemented During Fiscal Year (FY) 2010-11

ITEM 19: Did your county implement any *NEW* CalFresh program outreach activities during FY 2010-11?

ITEM 19a: If you answered "YES" to item 19, describe the *NEW* outreach activities implemented in FY 2010-11 and indicate whether they were one-time or ongoing activities.

COUNTY	DESCRIPTION OF NEW OUTREACH ACTIVITIES	TYPE OF ACTIVITY
ALAMEDA	Piloted a single application for USDA food programs (SNAP, WIC, School Meals, and Emergency Food)	Ongoing
BUTTE	Contracted with Department of Public health for outreach services	Ongoing
	Contracted with Veterans services office for outreach services	Ongoing
	Contracted with Butte College for outreach services	Ongoing
	Contracted with local CBO (The Fathers House) for outreach services	Ongoing
CALAVERAS	The "Central Sierra Collaborative for Benefis Outreach and Enrollment Project. See attached Project Summary.	Ongoing
FRESNO	Trained Social Workers to ask clients during home visits if they needed Calfresh. If so, they were able to start taking the application by doing the DFA285A1	Ongoing
	Opened new site at Cold Springs Rancheria	Ongoing
	Published a booklet call FAQs for Calfresh	Ongoing
	Mendota Community Center	Ongoing
HUMBOLDT	Updated county website to include link for electronic application.	One-Time
	Media outreach for the name change to CalFresh.	Ongoing
INYO	Provided presentation and informational flyers to child support staff	Ongoing
LAKE	Food giveaway	One-Time
LOS ANGELES	Partnership with Los Angeles Unified School District (LAUSD) that allows the public to complete and generate a CF application via One E-App System located at various LAUSD kiosks. The System also allows the user to fax the completed CF application at a DPSS District Office.	Ongoing
	Partnership with the Catholic Charities of Los Angeles. The Catholic Charities of Los Angeles assists potentially eligible CF households to complete CF applications, to include requisite supporting documentation, and ensure the applications are forwarded to DPSS.	Ongoing
	Implemented the Health & Nutrition Mobile Unit in Sept. 2010. The Mobile Unit delivers CF and Medi-Cal application services to targeted non-traditional sites, such as outreach events and community fairs.	Ongoing
	Partnership with the City of LA Family Resource Center that allows the public to complete and generate a CF application via One E-App System located at various kiosks. The System also allows the user to fax the completed CF application to a DPSS District Office.	Ongoing
	CalFresh Awareness Month Annual Campaign (May 2012)	Ongoing
MARIN	Training for WIC staff on how to complete applications	Ongoing
	Training for community partners at Wellness campus	One-Time
MENDOCINO	Farmers' Market Double Match Program - We secured outside grant funding for a CalFresh Double Match program at local farmer's markets. (Spend \$15 in EBT funds and you get \$30 in Farmer's Market tokens)	Ongoing
MONTEREY	Juvenile Offenders Community Health Services - Pilot through December 2012	One-Time
ORANGE	Benefits CalWIN: On-line applications (BCW)	Ongoing
	One-e-App: Certified Application Assistants located at CBO's, conduct interviews and submit electronic applications	Ongoing
PLACER	Provided CalFresh information and enrollment assistance at local Farmers Market.	Ongoing
SACRAMENTO	Hunger Coalition of Sacramento participation	Ongoing
SAN BERNARDINO	Congressman Joe Baca - Annual Baseball and Fitness Clinic - Provide CalFresh information including C4Yourself brochures	One-Time
	California State University San Bernardino - Community Health Fair	One-Time
	San Bernardino Inland Regional Center - Desert Sierra Health Network - CBO/FBO Conference	One-Time
	Department of Public Health - Family Fun Day Health Fair	One-Time
	Office of Homeless Services - Project Connect Event	One-Time
	Children's Network - St. Paul AME Church - Community Event	One-Time

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

APPENDIX E

Description of New Outreach Activities Implemented During Fiscal Year (FY) 2010-11

ITEM 19: Did your county implement any *NEW* CalFresh program outreach activities during FY 2010-11?

ITEM 19a: If you answered "YES" to item 19, describe the *NEW* outreach activities implemented in FY 2010-11 and indicate whether they were one-time or ongoing activities.

COUNTY	DESCRIPTION OF NEW OUTREACH ACTIVITIES	TYPE OF ACTIVITY
SAN DIEGO	South Region FRC began the Webcam interviews in 03/11 with the assistance from Chula Vista Community Collaboratives.	Ongoing
	Women's Health Fair - Linda Vista Recreation Center	One-Time
	Active participation in Hunger Coalition and various county Health Fairs	Ongoing
	Periodically provides information on how to apply for CalFresh and promotes CalFresh at an informational booth for Lemon Grove school district summer lunch program	Ongoing
	Expanded video interviewing with community clinic from 1 to 4 clinics	Ongoing
	Increased awareness of benefits to apply for CalFresh Program by distributing updated flyers and brochure to customers at Lincoln High School Community Fair.	One-Time
SAN FRANCISCO	Working with Aging and Disability Resource Centers (ARDC) at various senior centers to promote and enroll seniors.	Ongoing
SAN LUIS OBISPO	Food Bank hired a CalFresh Coordinator, and began doing frequent outreach events	Ongoing
SANTA BARBARA	12/09 Santa Barbara County partnered with the Food Bank, this year they partnered with many community based organizations which will increase outreach efforts	Ongoing
	Partnered with United Way they will provide CalFresh applications	Ongoing
SANTA CLARA	Expanded partnership with several community-based organizations and local hospitals to increase program access.	Ongoing
SANTA CRUZ	Benefits CalWIN flyer	Ongoing
	Senior Outreach flyer	Ongoing
	Automated Information System Guide (ACCESS CalWIN)	Ongoing
	Outreach consultant hired to develop CalFresh outreach campaign for students and seniors	Ongoing
	Conducted presentation to CBOs Access and Benefits CalWIN and registered them as outreach users with Benefits CalWIN	One-Time
	CalFresh stuffer in foods bags distributed at Second Harvest Food Bank	One-Time
SHASTA	IVR - Posters and Business Cards	Ongoing
	Farmer's Market -EBT and "Free Token" Promotion	Ongoing
SOLANO	Catholic Social Services	Ongoing
SONOMA	Outreach to Senior Population by having Social Workers promoting the CalFresh program during home visits for IHSS, MediCal, etc.	Ongoing
	Outreach to homeless youth by placing an outstation worker at VOICES (advocate agency for foster youth)	Ongoing
	Currently looking to add Restaurant Meals Program to CalFresh benefits.	Ongoing
STANISLAUS	Have a two year contract with the above CBOs. As stated, the CBOs provide outreach and application assistance.	Ongoing
TRINITY	Partnered with the Human Response Network as stated above. Their efforts distributing information and assisting applicants complete an application are ongoing.	Ongoing
	Partnered with Public Health and WIC in an effort to provide SNAP-ED. Both departments are providing general CalFresh information to their customer's.	Ongoing
TUOLUMNE	Provide general information and accept application at food pantries throughout the county.	Ongoing
VENTURA	Applications taken at school health fairs.	Ongoing
	Applications taken at local businesses, i.e. grocery stores, 99 Cent Store, thrift stores, etc.	Ongoing
	Applications taken at Las Clinicas Del Camino Real (Sites in Oxnard and Newbury Park)	Ongoing
	Applications taken at county libraries.	Ongoing
	Applications taken at adult/senior centers.	Ongoing
	Applications taken at other government offices (WIC, Mexican Consulate)	Ongoing
YUBA	On-line Applications (C4Yourself)	Ongoing
	Outreach in Oregon House	Ongoing

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

APPENDIX F

Description of New Outreach Activities Planned for Fiscal Year (FY) 2011-12

ITEM 20: Does your county have any *NEW* CalFresh program activities planned for implementation during the next fiscal year, July 1, 2011 through June 30, 2012 (FY 2011-12)?

ITEM 20a: If you answered "YES" to Item 20, describe the *NEW* outreach activities planned for FY 2011-12 and indicate whether they will be one-time or ongoing activities.

COUNTY	DESCRIPTION OF NEW OUTREACH ACTIVITIES	TYPE OF ACTIVITY
ALAMEDA	Senior Outreach Campaign	Ongoing
	Restaurant Meals Program	Ongoing
COLUSA	Innovative Project for Cal Fresh	Ongoing
EL DORADO	We plan to outstation an Eligibility Worker in another remote site to accept and process CalFresh and Medi-Cal/CMSP applications.	Ongoing
GLENN	Expand outreach and nutrition education efforts utilizing the Housing & Community Services Unit of the Glenn County Human Resource Agency to disseminate information to underserved groups, especially the elderly and disabled. This will be an ongoing activity.	Ongoing
HUMBOLDT	Partnering with many Community Based Organizations to target underserved populations with education and application assistance.	Ongoing
	Increasing media efforts to increase nutrition awareness.	Ongoing
	Partnering with Public Health for nutrition education.	Ongoing
	Partnering with the California Center for Rural Policy to develop a strategic community plan to address food insecurity.	Ongoing
IMPERIAL	Enhancing partnership with Food for People to increase access in underserved communities.	Ongoing
	CalFresh Nutrition Education Pilot which includes food preparation demonstrations, and distribution of nutritional and physical educational material and presentations.	Ongoing
INYO	Collaborate with the Food Bank to market and assist CalFresh applicants and recipients.	Ongoing
	Working with community based orgaizations, schools and child care centers providing presentations and handout materials.	Ongoing
KINGS	We will be able to take applications on-line via laptop at the health/resource fairs we attend, as opposed to taking paper applications. This will include ability to print from and image into the system.	Ongoing
	Meet with various community based organizations, doctor's offices, other county departments to inform and encourage the utilization of our online application process.	One-Time
LAKE	Snap-ED Grant---Nutritional education	One-Time
LOS ANGELES	Online Application Project - This will enable households to complete and submit CF application online.	Ongoing
	Conduct CF outreach at Consulado Sobre Ruedas sites. - This project is a partnership with the California Association of Food Bank and the Mexican Consulate of Los Angeles.	Ongoing
	Medi-Cal Solicitation Letter - Provide CF outreach material to Medi-Cal only applicants and recipients.	Ongoing
	IHSS Informational Flyer - Provide CF outreach material to IHSS applicants and recipients.	Ongoing
	Delores Huerta Public Service Announcement	Ongoing
MADERA	Train Community Based Organizations to asisst clients with online applications	Ongoing
MARIN	Presentation to Marin Jewish Senior Center	One-Time
	More training for application assistors throughout the community	Ongoing
	Training and support of CHI staff to assist in taking applications	Ongoing
	Expansion of WIC training	Ongoing
NAPA	Work with CBOs to use C4Yourself more actively. Will offer meeting with CBOs, will offer help creating CBO accounts. Will offer C4Y demos for CBOs.	Ongoing
	Will work to make self services options more known to customers. Plan to install computers in lobby.	Ongoing
PLACER	Provide health and nutrition education information, provide cooking classes, CalFresh application information and enrollment assistance to local Food Closets, at communtiy events, Senior Centers, nonprofit organizations, and Employers.	Ongoing
	CalFresh application packets are mailed to active Medi-Cal clients who are potentially eligible.	Ongoing
	Conduct home visits to immobile seniors to provide CalFresh information and assist with the application process.	Ongoing
	Market CalFresh as Nutrition Education program	Ongoing

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

APPENDIX F

Description of New Outreach Activities Planned for Fiscal Year (FY) 2011-12

ITEM 20: Does your county have any *NEW* CalFresh program activities planned for implementation during the next fiscal year, July 1, 2011 through June 30, 2012 (FY 2011-12)?

ITEM 20a: If you answered "YES" to Item 20, describe the *NEW* outreach activities planned for FY 2011-12 and indicate whether they will be one-time or ongoing activities.

COUNTY	DESCRIPTION OF NEW OUTREACH ACTIVITIES	TYPE OF ACTIVITY
RIVERSIDE	Training CBO 'assistors"	Ongoing
	Outreach to senior citizens serving organizations	Ongoing
	Outreach to homeless shelters	Ongoing
	Identifying geographically isolated communities with a high need for CalFresh	Ongoing
	Public awareness activities including press releases	Ongoing
	Developed separate Community Outreach Branch within Self-Sufficiency Division to be implemented in 2012	Ongoing
SACRAMENTO	New position- Outreach Coordinator in Office of Director	Ongoing
	Media guide with Sacramento News and Review	Ongoing
SAN BERNARDINO	Collaboration between Catholic Charities and TAD to provide CalFresh policy and C4Yourself e-application training to local CBOs and FBOs	Ongoing
	Community Outreach events including Festivals, Job Fairs, 5/10K runs, Senior citizen events and Health Fairs	Ongoing
SAN DIEGO	Promoted ("Live Well San Diego")by bringing access to nutrition at various Health Fair and Summit San Diego Mount Heli Earth Day Fair, Grandparents Raising Grandchildren (04/21/12), Inter-generation Summit (06/12/12).	One-Time
	South Region Family Resource Center expanded the webcam interviews in March 2012 to National City Community Collaborative (NCCC).	Ongoing
	Maximize opportunities at community events and increase participation through outreach activities at job fairs and health events.	One-Time
	Mail written communication to households that show potential eligibility to CalFresh as shown on information provided for evaluation of other public assistance programs (ex: Medi-Cal and LIHP).	Ongoing
	Continue participation in Hunger Coalition and East County Health Fair meetings with the goal of finding new activities for outreach. Lemon Grove School District Summer Lunch Program, Farmers Market. Continue to expand video interviewing to North Coutny Health services. Implemented CalFresh outreach at local Logan Height Famnily Health Center with LIHP off site interviews, to provide and accept application.	Ongoing
SAN FRANCISCO	Set up portals with the CBOs. Anticipating to launch in September 2012, the clients can apply, check benefits, and submit required documents on line via CBO offices.	Ongoing
	Increase outreach activities with the San Francisco Food Bank and other community partners	Ongoing
	Increase outreach activities with Project Homeless Connect to include Eligiblity Workers promoting CalFresh at CBO site.	Ongoing
SAN LUIS OBISPO	Going to more community venues - increasing the number of Farmer's Markets that we have booths at	Ongoing
	Doing outreach in San Miguel and Lake Nacimiento - two of our remote areas	Ongoing
	Increasing outreach efforts in the south part of our county	Ongoing
SANTA BARBARA	Food Bank of Santa Barbara County is extending their outreach efforts to additional community based organizations	Ongoing
SANTA CLARA	Upon receipt of directions from the State, establish outreach activities with local schools to taraget school lunch program recipients.	Ongoing
	Upon receipt of directions from the State, reach out to seniors who receive Social Security retirement benefits.	Ongoing
	Increase contracts with restaurants to serve Restaruant Meals Program.	Ongoing
SANTA CRUZ	Radio and TV PSAs	One-Time
	CalFresh outreach to Baby Gateway Newborn enrollment recipients	Ongoing
	Snap-Ed pilot project - See Part C	Ongoing
	Inhouse CalFresh outreach to Medi-Cal recipients.	Ongoing

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

APPENDIX F

Description of New Outreach Activities Planned for Fiscal Year (FY) 2011-12

ITEM 20: Does your county have any *NEW* CalFresh program activities planned for implementation during the next fiscal year, July 1, 2011 through June 30, 2012 (FY 2011-12)?

ITEM 20a: If you answered "YES" to Item 20, describe the *NEW* outreach activities planned for FY 2011-12 and indicate whether they will be one-time or ongoing activities.

COUNTY	DESCRIPTION OF NEW OUTREACH ACTIVITIES	TYPE OF ACTIVITY
SHASTA	Business outreach to lowest wage earners	Ongoing
	Nutrition education for CalFresh recipients	Ongoing
	C4Yourself QR 7 inserts, Radio, Television, and Bus Stop Ads	Ongoing
	CalFresh information - Press Releases, Radio, Television, and Bust Stop Ads	Ongoing
	211 - Press Releases and Bust Stop Ads	Ongoing
SISKIYOU	Radio Ads, public announcement messages.	Ongoing
	Provide presentations for CBOs who provide migrant services in community.	Ongoing
STANISLAUS	In addition to continuing our outreach agreement with CBOs, we will be partnering with Health Services Agencies to promote nutrition information in the community	Ongoing
TRINITY	Our CWD has partnered with our PH to provide SNAP-ED. CalFresh staff will accompany PH to presentations to all local food banks where they will provide general information, answer questions, and accept applications on site.	Ongoing
TUOLUMNE	Collaborate with Catholic Charities to provide support to increase participation for the elder and disabled population of the county	Ongoing
VENTURA	CalFresh community outreach events	Ongoing
	Make presentations to City Councils and CBOs	Ongoing
	Use of the media to market CalFresh	Ongoing
YOLO	Health Fairs	Ongoing
	Older Adult Community Activities	Ongoing
	Veterans Standdown	Ongoing
	WIC Collaboration	Ongoing
	Agricultural Activities	Ongoing
	School Outreach	Ongoing

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

APPENDIX G

Certification Sites Closed as of June 30, 2011

ITEM 21: Did any of the certification sites reported during last year's (FY 2009-10) survey close as of June 30, 2011?

ITEM 21a: Referring to your county's list of certification sites as reported in last year's (FY 2009-10) survey, please list the address(es) of sites that were closed.

County	Size	Address	Zip Code
KINGS	S	450 N. Greenfield Ave., Hanford	93230
		1025 N Douty, Hanford	93230
MARIPOSA	S	5037 Stroming Rd, Mariposa, CA	95338
		5186 HWY 49 N, Mariposa, CA	95338
NEVADA	S	HHS Mobile Van at 15301 Tyler Foote Rd, Nevada City	95959
RIVERSIDE	L	4260 Tequesquite Ave. Riverside, CA	92501
SACRAMENTO	L	Oak Park Bureau, 3415 Martin Luther King Jr Blvd, Sacramento CA	95833
		Noralto Elementary School, 477 Las Palmas, Sacramento	95833
		David Reese Elementary School, 7600 Lindale Dr, Sacramento	95826
		Earl Warren Elementary School, 5420 Lowell St, Sacramento	95822
		San Juan High School, 7551 Greenback Lane, Citrus Heights	95610
		Carmichael Elementary School, 6141 Sutter Ave, Sacramento	95608
		Sierra Nueva High School, 1400 Bell St, Sacramento	95825
		Whitney Elementary School, 4249 Whitney Ave, Sacramento	95821
		Consumnes River College, 8401 Center Parkway, Sacramento	95823
		Florin High School, 7956 Cottonwood Ln, Sacramento	95823
SAN BERNARDINO	L	1300 East Mountain View, Barstow, CA (Relocated to new address in Barstow, CA)	92311
SAN MATEO	S	Seton Medical Center, 1900 Sullivan St., Daly City	94015
TULARE	L	922 N. Cherry St., Tulare	93274
YOLO	S	178 West Beamer ST. Woodland CA.	95695
YUBA	S	1114 Yuba St. Marysville	95901
TOTAL COUNTIES 10		TOTAL SITES 21	

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

APPENDIX H

Certification Sites Opened during FY 2010-11

ITEM 22: Does your county have any certification sites that opened during FY 2010-11?

ITEM 22a: Please list the address(es) of sites that were opened during FY 2010-11.

County	Size	Address	Zip Code
FRESNO	S	1110 Tucker Ave Sanger, CA	93657
		32861 Sycamore Tollhouse, CA	93667
IMPERIAL	S	840 Main Street, Brawley	92227
KINGS	S	115 Mall Drive, Hanford	93230
MARIPOSA	L	Not a new site just moved from old site on HWY 49 N to: 5362 Lemee Lane, Mariposa CA	95338
NAPA	S	4381 Broadway ste 101 American Canyon CA	94503
RIVERSIDE	L	2300 Market Street Riverside, CA	92501
SAN BERNARDINO	S	1900 E. Main St., Barstow, CA	92311
		860 E. Brier Drive, San Bernardino, CA (See General Comments)	92415
SAN JOAQUIN	S	607 Bird Ave, Stockton, CA	95215
		11157 W. Larch Rd., Tracy CA	95376
STANISLAUS	L	West Side Service Center, 66 N. El Circulo, Patterson	95363
TUOLUMNE	S	1000 Greenley Rd Sonora	95370
VENTURA	S	80 E. Hillcrest Drive Suite 200, Thousand Oaks	91360
TOTAL COUNTIES 11		TOTAL SITES 14	

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

APPENDIX J Statewide Certification Sites

ITEM 24: As of June 30, 2011, indicate the following for each individual certification site reported in Item 23:

- Site address
- Days and hours of operation (actual days and hours the site is open for business)
- Extended office hours (hours the site is open for business before 8 am, lunch 12 - 1pm, and after 5 pm)
- Services offered: (AP = Applications Provided, AA = Applications Accepted, ESS = Expedited Services Screening, IC = Interview Conducted, ALL = all services)

Code	County	Size	Address/City	Zip Code	Hours Open to Public	Extended Office Hours	Hours Provided	Service Codes
1	ALAMEDA	L	2000 San Pablo Ave, Oakland CA	94612	8:30am - 12pm and 1pm - 5pm	N/A	0	All
			6955 Foothill Blvd., Oakland CA	94605	8:30am - 12pm and 1pm - 5pm	N/A	0	All
			8477 Enterprise Way, Oakland CA	94621	8:30am - 12pm and 1pm - 5pm	N/A	0	All
			24100 Amador St., Hayward CA	94544	8:30am - 12pm and 1pm - 5pm	N/A	0	All
			39155 Liberty St, Suite C330, Fremont CA	94536	8:30am - 12pm and 1pm - 5pm	N/A	0	All
			3311 Pacific Ave., Livermore CA	94550	8:30am - 12pm and 1pm - 5pm	N/A	0	All
			75A Diamond Valley Road, Markleeville	96120	8am - 5pm	By Request Only	7-8am,12-1pm,5-6pm	ALL
3	AMADOR	S	10877 Conductor Blvd Ste 200 Sutter Creek	95685	8am - 5pm	By Request Only	7-8, 12-1, 5-5:30	ALL
4	BUTTE	M	2445 Carmicheal, Chico	95926	7:30 - 5:00	By Request Only	7:30-8, 12-1pm 5-6	all
			78 Table Mt Blvd. Oroville	95965	7:30 - 5:00	By Request Only	7:30-8,	all
5	CALAVERAS	S	1168 Booster Way, Angels Camp	95222	8 am - 12 pm	By Request Only	12-1pm	ALL
			2182 Hwy 4, Arnold	95223	9am - 5:30 pm	By Request Only	12-1 pm, 5-5:30 pm	All
			7869 Whiskey Slide Rd, Mt Ranch	95246	8 am - 12 pm	By Request Only	12-1pm	All
			135 Laurel St., Valley Springs	95252	9:30 am - 4:40 pm	By Request Only	12-1pm	All
			291 Main St., West Point	95255	7 am - 4pm 9 am to 6 pm	By Request Only	7-8 am, 12-1 pm, 5-6 pm	All
			3505 Spangler Ln, Copperopolis	95228	8 am - 5 pm	By Request Only	12-1pm	All
			509 E St Charles, San Andreas	95249	8 am to 5 pm	By Request Only	7-8am,12-1pm,5-6pm	All
6	COLUSA	S	251 E. Webster Street, Colusa	95932	8am-4:30pm	0	12-1pm	ALL
7	CONTRA COSTA	L	4545 Delta Fair Blvd, Antioch	94509	8am - 5pm. Other hours available upon request	By Request Only	7-8, 12-1, 5-6	ALL
			1305 Macdonald Ave, Richmond	94801	same as above	By Request Only	same as above	ALL
			151 Linus Pauling, Hercules	94547	same as above	By Request Only	same as above	ALL
			400 Ellinwood Way, Pleasant Hill	94523	same as above	By Request Only	same as above	ALL
			3105 Willow Pass Rd, Bay Point	94565	same as above	By Request Only	same as above	ALL
			151 Sand Creek, Ste D, Brentwood	94513	same as above	By Request Only	same as above	ALL
			1535 Third St, ste D, Richmond	94801	same as above	By Request Only	same as above	ALL
			1275 Hall Ave, Richmond Medi-Cal Service Center - west	94801	8:00 - 5:00 phone calls and staff meet clients at the district office	By Request Only	5-8, T,W,TH	ALL
			1650 Cavallo Rd, Antioch Medi-Cal Service Center	94509	8:00 - 5:00 phone calls and staff meet clients at the district office	By Request Only	5-8, T,W, Th	ALL

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

APPENDIX J Statewide Certification Sites

ITEM 24: As of June 30, 2011, indicate the following for each individual certification site reported in Item 23:

- Site address
- Days and hours of operation (actual days and hours the site is open for business)
- Extended office hours (hours the site is open for business before 8 am, lunch 12 - 1pm, and after 5 pm)
- Services offered: (AP = Applications Provided, AA = Applications Accepted, ESS = Expedited Services Screening, IC = Interview Conducted, ALL = all services)

Code	County	Size	Address/City	Zip Code	Hours Open to Public	Extended Office Hours	Hours Provided	Service Codes
8	DEL NORTE	S	880 Northcrest Drive, Crescent City	95531	8am - 5pm	By Request Only	Lunch 12-1pm	ALL
			286 M Street, Crescent City	95531	8am - 5pm	By Request Only	Lunch 12-1pm	AP/AA
9	EL DORADO	S	2170 South Ave., So. Lake Tahoe	96150	8am - 5pm	By Request Only	7-8am,12-1pm,5-6pm	ALL
			100 Marshall Way, Placerville	95667	8am - 5pm	By Request Only	7-8am,12-1pm,5-6pm	ALL
			3057 Briw Rd., Placerville	95667	8am - 5pm	By Request Only	7-8am,12-1pm,5-6pm	ALL
			3368 Lake Tahoe Blvd., Suite 100, So. Lake Tahoe	96150	8am - 5pm	By Request Only	7-8am,12-1pm,5-6pm	ALL
10	FRESNO	L	37387 AUBERRY MISSION ROAD, AUBERRY, CA 93602	93602	9:30AM-2:30PM	N/A	0	ALL
			1534 13TH STREET, FIREBAUGH, CA	93622	9:00AM-3:00PM	N/A	0	ALL
			927 O STREET, FIREBAUGH, CA 93622	93622	9:00AM-3:00PM	N/A	0	ALL
			2790 S. ELM AVE., FRESNO, CA	93706	9:00AM-3:30PM	N/A	0	ALL
			1122 S. STREET, FRESNO, CA	93721	9:00AM-3:00PM	N/A	0	ALL
			4670 E. BUTLER AVE, FRESNO, CA	93702	8:30AM-4:00PM	N/A	0	ALL
			36658 B S. LASSEN, HURON, CA	93234	9:00AM-4:15PM	N/A	0	ALL
			517 S. MADERA AVE. KERMAN, CA	93630	9:00AM-3:00PM	N/A	0	ALL
			449 S. MADERA AVE. KERMAN, CA	93630	9:00AM-3:00PM	N/A	0	ALL
			121 BARBOZA STREET MENDOTA, CA	93640	9:00AM-3:00PM	N/A	0	ALL
			195 SMOOT MENDOTA, CA	93640	9:00AM-3:00PM	N/A	0	ALL
			445 11TH STREET ORANGE COVE, CA	93646	9:00AM-3:00PM	N/A	0	ALL
			650 ZEDIKER AVE. PARLIER, CA	93648	9:00AM-3:00PM	N/A	0	ALL
			3567 W. MT. WHITNEY AVE RIVERDALE, CA	93656	9:00AM-3:00PM	N/A	0	ALL
			21890 COLORADO AVE, SAN JOAQUIN, CA	93660	9:00AM-3:00PM	N/A	0	ALL
			2502 E. JENSEN SANGER, CA	93657	9:00AM-3:00PM	N/A	0	ALL
			32861 SYCAMORE RD. #100 TOLLHOUSE, CA	93667	9:00AM-2:30PM	N/A	0	ALL
3151 N. MILLBROOK FRESNO, CA	93703	7:30AM-4:00PM	0	7:30AM-8:00AM/LUNCH 12-1	ALL			

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APPENDIX J Statewide Certification Sites

ITEM 24: As of June 30, 2011, indicate the following for each individual certification site reported in Item 23:

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Code	County	Size	Address/City	Zip Code	Hours Open to Public	Extended Office Hours	Hours Provided	Service Codes
10	FRESNO (cont'd)	L	4468 E. KINGS CANYON RD FRESNO, CA	93702	7:30AM-4:00PM	0	7:30AM-8:00AM/LUNCH 12-1	ALL
			4499 E. KINGS CANYON RD FRESNO, CA	93702	7:30AM-4:00PM	N/A	0	AP, AA
			1209 E STREET	93706	7:30AM-4:00PM	0	7:30AM-8:00AM/LUNCH 12-1	ALL
			142 E. CALIFORNIA AVE FRESNO, CA	93706	7:30AM-4:00PM	0	7:30AM-8:00AM/LUNCH 12-1	ALL
			4449 E. KINGS CANYON RD. FRESNO, CA	93702	7:30AM-4:00PM	0	7:30AM-8:00AM/LUNCH 12-1	ALL
			5693 E. KINGS CANYON FRESNO, CA	93727	7:30AM-4:00PM	0	7:30AM-8:00AM/LUNCH 12-1	ALL
			311 COALINGA PLAZA, COALINGA, CA	93210	7:30AM-4:00PM	0	7:30AM-8:00AM/LUNCH 12-1	ALL
			1680 E. MANNING AVE REEDLY, CA	93654	7:30AM-4:00PM	0	7:30AM-8:00AM/LUNCH 12-1	ALL
			3800 MCCALL SELMA, CA	93662	7:30AM-4:00PM	0	7:30AM-8:00AM/LUNCH 12-1	ALL
			1110 Tucker Ave Sanger, CA	93657	8:00AM-5:00PM	N/A	0	AP,AA
11	GLENN	S	420 E. Laurel Street, Willows	95988	8am - 5pm	By Request Only	7am-8am; lunch 12p-1p; 5p-7p	ALL
			604 E. Walker Street, Orland	95963	8am - 5pm	By Request Only	7am-8am; lunch 12p-1p; 5p-7p	ALL
12	HUMBOLDT	M	Main Office - 929 Koster Street Eureka, CA	95501	8:30 am - 12 noon and 1-5 pm	By Request Only	12-1 pm 5-7 pm	ALL
					10 am - 12 noon and 1 - 5 pm	By Request Only	12 - 1 pm 5 - 7 pm	ALL
			Garberville Outstation - 727 Cedar Garberville, CA	95542	9 am - 12 noon and 1 - 5 pm	N/A	0	ALL
			Hoopa Outstation - 1200 Airport Rd. Hoopa, CA	95546	9 am - 12 noon and 1 - 4:30 pm	By Request Only	12-1 pm 4:30-5 pm	ALL
13	IMPERIAL	M	2895 S 4th St., El Centro	92243	8am - 5pm	0	Lunch 12-1pm	ALL
			1014 Brighton, El Centro	92243	8am-5pm	N/A	0	ALL
			1177 N. 8th St., El Centro	92243	8am-5pm	N/A	0	ALL
			480 N. Imperial, Rm 95, Brawley	92227	8am-5pm	N/A	0	ALL
			840 Main St., Brawley	92227	7am-5pm	0	7am-8am, Lunch 12-1pm	ALL

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Code	County	Size	Address/City	Zip Code	Hours Open to Public	Extended Office Hours	Hours Provided	Service Codes
13	IMPERIAL (cont'd)	M	604 W. Birch, Calexico	92231	7am-5pm	By Request Only	7-8am, 12-1pm	ALL
			8027 Hwy 111, Niland	92257	8am-5pm	N/A	0	0
			Rt.1 676 Baseline Rd., Winterhaven	92283	8am-5pm	N/A	0	ALL
			1812 W. Rio Vista, Seeley	92273	8:30am-4:30pm	N/A	0	ALL
			1161 N. Imperial Hwy, Ocotillo	92259	9:00am-4:00pm	N/A	0	ALL
			1289 S Marina Ste. A, Salton Sea	92257	9am-3pm	N/A	0	ALL
			112 Hwy 78, Palo Verde	92266	9:30am-4pm	N/A	0	ALL
14	INYO	S	902 N. Main St. Bishop	93514	8am - 5pm	By Request Only	12-1pm, 7-8am, 5-6pm	All
			380 N Mt. Whitney, Lone Pine	93545	8am - 5pm	By Request Only	12-1pm, 7-8am, 5-6pm	All
15	KERN	L	100 E California Ave, Bakersfield	93307	8am - 5pm	By Request Only	12-1pm	ALL
			1816 Cecil Ave, Delano	93215	8am - 5pm	By Request Only	12-1pm	ALL
			7050 Lake Isabella, Lake Isabella	93240	8am - 5pm	By Request Only	12-1pm	ALL
			3041 Wilson Rd, Bakersfield	93304	8am - 5pm	By Request Only	12-1pm	ALL
			8300 Segrue Rd, Lamont	93241	8am - 5pm	By Request Only	12-1pm	ALL
			2340 Hwy 58, Mojave	93501	8am - 5pm	By Request Only	12-1pm	ALL
			145 E. Ridgecrest Blvd. Ridgecrest	93555	8am - 5pm	By Request Only	12-1pm	ALL
			115 Central Vally Hwy, Shafter	93263	8am - 5pm	By Request Only	12-1pm	ALL
			119 North 10th St, Taft	93268	8am - 5pm	By Request Only	12-1pm	ALL
			301 Brundage Ln, Bakersfield	93307	8am - 5pm	N/A	0	ALL
			815 Dr. Martin Luther King Blvd. Bakersfield	93307	8am - 5pm	N/A	0	ALL
			3550 Q Street 304, Bakersfield	93301	8am - 5pm	N/A	0	ALL
			8787 Hall Road, Lamont	93241	8am - 5pm	N/A	0	ALL
			1508 Garces Hwy, Delano	93215	8am - 5pm	N/A	0	ALL
			1305 Bear Mt. Blvd. Arvin	93203	8am - 5pm	N/A	0	ALL
217 Kern Ave, Bakersfield	93250	8am - 5pm	N/A	0	ALL			
1830 Flower St., Bakersfield	93305	8am - 5pm	N/A	0	ALL			
16	KINGS	S	1400 W. Lacey Blvd., Bldg. #8, Hanford	93230	8:30 am - 4:00 pm	By Request Only	7-8:30am, 4:00-6pm, 12-1pm	ALL
			951 Chittenden, Corcoran	93212	8:30 am - 4:00 pm	By Request Only	7-8:30am, 4:00-6pm, 12-1pm	ALL
			Avenal Human Services Office, Avenal	93204	8:30 am - 4:00 pm	By Request Only	12-1pm	AP, AA
			1393 Bailey St., Hanford	93230	As scheduled	By Request Only	7-8:30am, 12-1pm	ALL
			115 Mall Drive, Hanford	93230	8:30 am - 4:00 pm	By Request Only	12-1pm	ALL

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17	LAKE	S	15975 Anderson Ranch Parkway, Lower Lake, California	95457	8am - 5pm	0	Lunch 12-1pm	All
18	LASSEN	S	720 Richmond Rd., Susanville	96130	8am - 5pm	By Request Only	7-8am,12-1pm, 5-6pm	ALL
			1616 Chestnut Rd., Susanville	96130	8am - 5pm	By Request Only	7-8am,12-1pm, 5-6pm	ALL
19	LOS ANGELES	L	4680 San Fernando Road, Glendale	91204	8am - 5pm	0	Lunch 12-1pm	ALL
			955 N. Lake Ave., Padadena	91104	8am - 5pm	0	Lunch 12-1pm	ALL
			2415 W. 6th Street, Los Angeles	90057	8am - 5pm	0	Lunch 12-1pm	ALL
			14545 Lanark Street, Panorama City	91402	8am - 5pm	0	Lunch 12-1pm	ALL
			12847 Arroyo Street, Sylmar	91342	8am - 5pm	0	Lunch 12-1pm	ALL
			349-B East Avenue K-6, Lancaster	93535	8am - 5pm	0	Lunch 12-1pm	ALL
			2601 Wilshire Blvd., Los Angeles	90057	8am - 5pm	0	Lunch 12-1pm	ALL
			4077 N. Mission Road, Los Angeles	90032	8am - 5pm	0	Lunch 12-1pm	ALL
			21415 Plummer Street, Chatsworth	91311	8am - 5pm	0	Lunch 12-1pm	ALL
			2040 W. Holt Avenue, Pomona	91768	8am - 5pm	0	Lunch 12-1pm	ALL
			5445 Whittier Blvd., Los Angeles	90022	8am - 5pm	0	Lunch 12-1pm	ALL
			8130 S. Atlantic Avenue, Cudahy	90201	8am - 5pm	0	Lunch 12-1pm	ALL
			3833 S. Vermont Avenue, Los Angeles	90037	8am - 5pm	0	Lunch 12-1pm	ALL
			2615 S. Grand Avenue, Los Angeles	90007	8am - 5pm	0	Lunch 12-1pm	ALL
			813 E. Fourth Place, Los Angeles	90013	8am - 5pm	0	Lunch 12-1pm	ALL
			2855 E. Olympic Blvd., Los Angeles	90023	8am - 5pm	0	Lunch 12-1pm	ALL
			12727 Norwalk Blvd., Norwalk	90650	8am - 5pm	0	Lunch 12-1pm	ALL
			11110 W. Pico Blvd., Los Angeles	90064	8am - 5pm	0	Lunch 12-1pm	ALL
			11390 W. Olympic Blvd., Los Angeles	90064	8am - 5pm	0	Lunch 12-1pm	ALL
			2707 S. Grand Avenue, Los Angeles	90007	8am - 5pm	0	Lunch 12-1pm	ALL
1819 W. 120st Street, Los Angeles	90047	8am - 5pm	0	Lunch 12-1pm	ALL			
1740 E. Gage Avenue, Los Angeles	90001	8am - 5pm	0	Lunch 12-1pm	ALL			
211 E. Alondra Blvd., Compton	90220	8am - 5pm	0	Lunch 12-1pm	ALL			
10728 S. Central Avenue, Los Angeles	90059	8am - 5pm	0	Lunch 12-1pm	ALL			
17600 "A" Santa Fe Avenue, Rancho Dominguez	90221	8am - 5pm	0	Lunch 12-1pm	ALL			

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19	LOS ANGELES (cont'd)	L	2691 E. Victoria Street, Rancho Dominguez	90221	8am - 5pm	0	Lunch 12-1pm	ALL
			8300 S. Vermont Avenue, Los Angeles	90302	8am - 5pm	0	Lunch 12-1pm	ALL
			3350 Aerojet Avenue, El Monte	91731	8am - 5pm	0	Lunch 12-11pm	ALL
			3352 Aerojet Avenue, El Monte	91731	8am - 5pm	0	Lunch 12-11pm	ALL
			27233 Camp Plenty Road, Canyon Country	91351	8am - 5pm	0	Lunch 12-11pm	ALL
20	MADERA	S	720 E. Yosemite Ave, Madera	93638	8am - 5pm	By Request Only	7-8am,12- 1pm,5-6pm	ALL
			629 E. Yosemite Ave, Madera	93638	8am - 5pm	By Request Only	7-8am,12- 1pm,5-6pm	ALL
			41969 Hwy 41, Suite B Oakhurst	93644	8am - 5pm	By Request Only	7-8am,12- 1pm,5-6pm	ALL
			125 Second Street, Chowchilla	93610	8am - 5pm	By Request Only	7-8am,12- 1pm,5-6pm	ALL
			1250 E. Almond, Madera	93638	8am - 5pm	By Request Only	7-8am,12- 1pm,5-6pm	ALL
21	MARIN	S	120 N Redwood DR, San Rafael, Ca	94903	8:00am-4:30pm	By Request Only	12-1pm,4:30- 5pm	ALL
			100 6th St, Point Reyes, Ca	94956	8:30am-5:00pm	By Request Only	8-8:30am,12- 1pm	ALL
22	MARIPOSA	S	5362 Lemee Lane, Mariposa,CA	95338	8am - 5pm	By Request Only	7-8am, 12-1pm	all
23	MENDOCINO	S	737 N. State St. Ukiah, CA	95482	8am to 5pm	By Request Only	7am-8am, 5pm-6pm	All
			825 S. Franklin. Fort Bragg, CA	95437	8am to 5pm	By Request Only	7am-8am, 5pm-6pm	All
24	MERCED	L	2115 West Wardrobe Ave, Merced	95341	8am - 5pm	0	Some Saturdays and Lunch 12-1	ALL
					8am - 7pm	0	Lunch 12-1, 5-7 p.m.	ALL
			415 F Street, Los Banos	95365	8am - 5pm	0	Some Saturdays and Lunch 12-1	ALL
			1471 B Street, Suites F, G, & H, Livingston	95334	8am - 5pm	0	Some Saturdays and Lunch 12-1	ALL
25	MODOC	S	120 N. Main Street Alturas	96101	9:30am to 4:15pm	0	Lunch 12- 1pm	ALL
26	MONO	S	452 Old Mammoth Road, Mammoth Lakes	93546	8am-5pm	By Request Only	7-8am,12-1pm, 5-6pm	ALL
			85 Sierra Park Road, Mammoth Lakes	93546	8am-5pm	By Request Only	7-8am,12-1pm, 5-6pm	ALL
			85 School Street, Bridgeport	93517	8am-5pm	By Request Only	7-8am,12-1pm, 5-6pm	ALL
			107384 Highway 395, Walker	96107	8am-5pm	By Request Only	7-8am,12-1pm, 5-6pm	ALL
27	MONTEREY	L	1000 S. Main Street, Salinas	93901	8am - 5pm	By Request Only	7-8am,12-1pm, 5-6pm, some Sat	ALL
			1250 Broadway, Seaside	93955	8am - 5pm	By Request Only	7-8am, 12- 1pm, 5-6pm, some Sat	ALL

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Code	County	Size	Address/City	Zip Code	Hours Open to Public	Extended Office Hours	Hours Provided	Service Codes
27	MONTEREY (cont'd)	L	116 Broadway, King City	93930	8am - 5pm	By Request Only	7-8am, 12-1pm, 5-6pm, some Sat	ALL
28	NAPA	S	2261 Elm Street, Napa	94559	8am - 5pm	By Request Only	7-8, 12-1 5-5:30	ALL
			650 Imperial Way, Napa	94558	8am - 5pm	By Request Only	7-8, 12-1 5-5:30	ALL
			1141 Pear Tree Lane, Napa	94558	8am - 5pm	By Request Only	7-8, 12-1 5-5:30	ALL
			900 Coombs Street, Ste 257, Napa	94558	8am - 5pm	By Request Only	7-8, 12-1 5-5:30 1pm	ALL
			1000 Trancas Street, Napa	94558	10:30am - 5pm	By Request Only	7-10:30, 12-1, 5-5:30	ALL
			4381 Broadway ste 101 American Canyon CA	94503	8am - 5pm	By Request Only	7-8, 12-1 5-5:30 1pm	ALL
29	NEVADA	S	950 Maidu Ave, Nevada City	95959	8am-4pm	By Request Only	7-8am,12-1pm, 4-5pm	ALL
			715 Maltman Dr, Grass Valley	95945	8am-5pm	By Request Only	7-8am, 12-1pm, 5-6pm	ALL
			10075 Levone Ave, Suite 207, Truckee	96161	8am-12pm and 1pm-5pm	By Request Only	Lunch 12-1pm	ALL
			155 Glasson Way Grass Valley	95945	7:30am-12:30pm, and 1:30pm-6:30pm	N/A	0	ALL
			145 Bost Ave Nevada City	95959	1:00pm-3:30 pm	N/A	0	ALL
			230 S Church St Grass Valley	95945	4:30pm-5:30pm Seasonally (Oct thru Apr)	N/A	0	ALL
			440 Henderson St, Suite C Grass Valley	95945	2:30pm-3:30pm	N/A	0	ALL
			HHSa Mobile Van at 29190 Hwy 49, Nevada City	95959	Mar, Jun, Aug, Oct and Nov only 9am-12pm	N/A	0	ALL
			HHSa Mobile Van at 31626 Relief Hill Rd, Washington	95986	Mar, Jun, Aug, Oct and Nov only 9am-12pm	N/A	0	ALL
30	ORANGE	L	3320 E La Palma Ave. Anaheim	92806	7am - 5pm	0	7am-8am, 12-1pm	ALL
			2020 Walnut St. Santa Ana	92703	7am- 5pm	0	7am-8am 12-1pm	ALL
			740 N Eckhoff St. Orange	92868	7am- 5pm	0	7am-8am 12-1pm	ALL
			1928 S Grand Ave. Bldg. B Santa Ana	92705	7am - 5pm	0	7am-8am 12-1pm	ALL
			1928 S Grand Ave. Bldg. C Santa Ana	92705	7am- 5pm	0	7am-8am 12-1pm	ALL
			12912 S Brookhurst St. Garden Grove	92804	7am- 5pm	0	7am-8am 12-1pm	ALL
			6100 Chip Ave Cypress	90630	7am- 5pm	0	7am-8am 12-1pm	ALL
30	ORANGE	L	115 Columbia Aliso Viejo	92656	7am - 5pm	0	7am-8am 12-1pm	ALL
			23330/40 Moulton Pkwy Laguna Hills	92653	7am - 5pm	0	7am-8am 12-1pm	ALL
			1000 E. Santa Ana Blvd. #300 Santa Ana	92701	7am - 5pm	0	7am-8am 12-1pm	IC

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30	ORANGE (cont'd)	L	1240 S. State College Blvd Anaheim	92808	7am - 5pm	0	7am-8am 12-1pm	IC
			15460 Magnolia St Westminster	92683	7am - 5pm	0	7am-8am 12-1pm	ALL
31	PLACER	S	11552 B Ave., Auburn, CA	95603	8am-5pm	By Request Only	7-8am,12-1pm,5-6pm	ALL
			1000 Sunset Blvd., Suite 220 Rocklin C	95765	8am-5pm	By Request Only	7-8am,12-1pm,5-6pm	ALL
			5225 North Lake Blvd	96140	8am-5pm	N/A	0	ALL
			503 Guiseppe Ct. Ste 8, Roseville, CA	95678	8:30-3:30	N/A	0	ALL
32	PLUMAS	S	270 County Hospital Rd., Suite 207, Quincy	95971	8am - 5pm	By Request Only	Lunch 12-1pm	ALL
33	RIVERSIDE	L	Longfellow School District 3610 Eucalyptus Ave., Riverside	92570	7:00 AM - 6:00 PM	0	7-8am,12-1pm,5-6pm	ALL
			63 S. 4th Street, Banning	92220	7:00 AM - 6:00 PM	0	7-8am,12-1pm,5-6pm	ALL
			1225 W. Hobson Way, Blythe	92225	7:00 AM - 6:00 PM	0	7-8am,12-1pm,5-6pm	ALL
			66615 Perez Rd. Unit 9A, Cathedral City	92234	7:00 AM - 6:00 PM	0	7-8am,12-1pm,5-6pm	ALL
			541 N. San Jacinto St., Hemet	92543	7:00 AM - 6:00 PM	0	7-8am,12-1pm,5-6pm	ALL
			44-199 Monroe St. Ste D, Indio	92201	7:00 AM - 6:00 PM	0	7-8am,12-1pm,5-6pm	ALL
			5961 Mission Blvd. Suite 100, Riverside	92509	7:00 AM - 6:00 PM	0	7-8am,12-1pm,5-6pm	ALL
			1400Minthorn St., Lake Elsinore	92530	7:00 AM - 6:00 PM	0	7-8am,12-1pm,5-6pm	ALL
			11060 Magnolia Ave., Riverside	92505	7:00 AM - 6:00 PM	0	7-8am,12-1pm,5-6pm	ALL
			23119 Cottonwood Ave. Bldg. C, Moreno Valley	92553	7:00 AM - 6:00 PM	0	7-8am,12-1pm,5-6pm	ALL
			3178 Hamner Ave., Norco	92860	7:00 AM - 6:00 PM	0	7-8am,12-1pm,5-6pm	ALL
			2055 N. Perris Blvd. Ste B1, Perris	92571	7:00 AM - 6:00 PM	0	7-8am,12-1pm,5-6pm	ALL
			43264 Business Park Dr. B1, Temecula	92590	7:00 AM - 6:00 PM	0	7-8am,12-1pm,5-6pm	ALL
			2300 Market St., Riverside	92501	7:00 AM - 6:00 PM	0	7-8am,12-1pm,5-6pm	ALL
34	SACRAMENTO	L	Franklin One-Stop, 7000 Franklin Blvd, Sacramento	95823	8am - 4pm	0	lunch 12-1pm	ALL
			Gerber One-Stop, 8401 Gerber Rd, Sacramento	95823	8am - 4pm	0	lunch 12-1pm	ALL
			Fulton Ave. Bureau, 2700 Fulton Ave, Sacramento	95821	8am - 4pm	0	lunch 12-1pm	ALL
			Charles A. Jones Skill Center, 5451 Lemon Hill, Sacramento	95824	8am - 4pm	0	lunch 12-1pm	ALL
			Galt Bureau, 257 S. Lincoln Way, Galt	95623	8am - 4pm	0	lunch 12-1pm	ALL
			Hillsdale One-Stop, 5655 Hillsdale Blvd, Sacramento	95842	8am - 4pm	0	lunch 12-1pm	ALL

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34	SACRAMENTO (cont'd)	L	North Highlands Bureau, 5747 Watt Ave, North Highlands	95660	8am - 4pm	0	lunch 12-1pm	ALL
			Rancho Cordova Bureau, 10013 Folsom Blvd, Rancho Cordova	95670	8am - 4 pm	0	lunch 12-1pm	all
			Bowling Green Bureau, 4433 Florin Rd, Sacramento	95820	8am - 4 pm	0	lunch 12-1pm	all
			Pat Wright Bureau 1725 28th Street, Sacramento CA	95816	8am - 4 pm	0	lunch 12-1pm	all
			Research Bureau 3960 Research Drive, Sacramento CA	95610	8am - 4 pm	0	lunch 12-1pm	all
			AM Winn Elementary, 3351 Explorer Drive Sacramento CA	95827	8am - 4 pm	0	lunch 12-1pm	all
			Sacramento City College 3835 Freeport Blvd Sacramento Ca	95822	8am - 4 pm	0	lunch 12-1pm	all
			SusieGaines Mitchell Bureau, 2450 florin Rd Sacramento CA	95815	8am - 4 pm	0	lunch 12-1pm	all
			Prairie Elementary School, 5251 Valley Hi Dr, Sacramento	95823	8am - 4 pm	0	lunch 12-1pm	all
			Valley High School, 6300 Ehrhardt Ave, Sacramento	95823	8am - 4 pm	0	lunch 12-1pm	all
35	SAN BENITO	S	1111 San Felipe Road Suit 206 Hollister, CA	95023	8am - 5pm	0	Lunch 12- 1pm	ALL
36	SAN BERNARDINO	L	265 East 4th St. San Bernardino, CA	92415	8:30am - 4:30 pm	By Request Only	7-8:30, 12- 1pm, 4:30-6pm	ALL
			2050 North Massachusetts, San Bernardino, CA	92415	8:30am - 4:30 pm	By Request Only	7-8:30, 12- 1pm, 4:30-6pm	ALL
			1637 E. Holt Blvd., Ontario, CA	91761	8:30am - 4:30 pm	By Request Only	7-8:30, 12- 1pm, 4:30-6pm	ALL
			10825 Arrow Route, Rancho Cucamonga, CA	91730	8:30am - 4:30 pm	By Request Only	7-8:30, 12- 1pm, 4:30-6pm	ALL
			1627 E. Holt Blvd., Ontario, CA	91761	8:30am - 4:30 pm	By Request Only	7-8:30, 12- 1pm, 4:30-6pm	ALL
			1900 E. Main St., Barstow, CA	92311	8:30am - 4:30 pm	By Request Only	7-8:30, 12- 1pm, 4:30-6pm	ALL
			9655 9th Ave., Hesperia, CA	92345	8:30am - 4:30 pm	By Request Only	7-8:30, 12- 1pm, 4:30-6pm	ALL
			1300 Bailey St., Needles, CA	92363	8:30am - 4:30pm	By Request Only	7-8:30, 12- 1pm, 4:30-6pm	ALL
15010 Palmdale Rd., Victorville, CA	92392	8:30am - 4:30pm	By Request Only	7-8:30, 12- 1pm, 4:30-6pm	ALL			

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APPENDIX J Statewide Certification Sites

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Code	County	Size	Address/City	Zip Code	Hours Open to Public	Extended Office Hours	Hours Provided	Service Codes
36	SAN BERNARDINO (cont'd)	L	15980 Main St., Hesperia, CA	92345	8:30am - 4:30pm	By Request Only	7-8:30, 12-1pm, 4:30-6pm	ALL
			10875 Rancho Rd., Adelanto, CA	92301	8:30am - 4:30pm	By Request Only	7-8:30, 12-1pm, 4:30-6pm	ALL
			56357 Pima Trail, Yucca Valley, CA	92284	8:30am - 4:30pm	By Request Only	7-8:30, 12-1pm, 4:30-6pm	ALL
			881 West Redlands Blvd., Redlands, CA	92373	8:30am - 4:30pm	By Request Only	7-8:30, 12-1pm, 4:30-6pm	ALL
			1585 E. Highland Ave., San Bernardino, CA.	92415	8:30am - 4:30pm	By Request Only	7-8:30, 12-1pm, 4:30-6pm	ALL
			73629 Sun Valley Dr., Twentynine Palms, CA	92277	8:30am - 4:30pm	By Request Only	7-8:30, 12-1pm, 4:30-6pm	ALL
			7977 Sierra Ave., Fontana, CA	92336	8:30am - 4:30pm	By Request Only	7-8:30, 12-1pm, 4:30-6pm	ALL
			2040 W. Woodpine Ave., Colton, CA	92324	8:30am - 4:30pm	By Request Only	7-8:30, 12-1pm, 4:30-6pm	ALL
			860 E. Brier Dr., San Bernardino, CA	92415	8:30am - 4:30pm	By Request Only	7-8:30, 12-1pm, 4:30-6pm	ALL
37	SAN DIEGO	L	1255 Imperial Ave. San Diego	92101	7am - 5pm	0	7-8 & 12-1	ALL
			220 S First Street, El Cajon	92019	7am - 5pm	0	7-8 & 12-1	ALL
			620 E. Valley Parkway, Escondido	92025	7am - 5pm	0	7-8 & 12-1	ALL
			130 East Alvarado, Fallbrook	92028	7am - 5pm	0	7-8 & 12-1	ALL
			1521 Main Street, Ramona	92065	7am - 5pm	0	7-8 & 12-1	ALL
			5055 Ruffin Rd. San Diego	92123	7am - 5pm	0	7-8 & 12-1	ALL
			7065 Broadway, Lemon Grove	91945	7am - 5pm	0	7-8 & 12-1	ALL
			5001 73rd Street, San Diego	92115	7am - 5pm	0	7-8 & 12-1	AP,AA, ESS (7-8) ALL (12-1)
			4588 Market Street, San Diego	91945	7am - 5pm	0	7-8 & 12-1	ALL
			690 Oxford Street, Chula Vista	91911	7am - 5pm	0	7-8 & 12-1	ALL
			1130 10th Ave. San Diego	92102	7am - 5pm	0	7-8 & 12-1	ALL
			13154 Union Plaza Court, Oceanside	92054	7am - 5pm	0	7-8 & 12-1	ALL

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Code	County	Size	Address/City	Zip Code	Hours Open to Public	Extended Office Hours	Hours Provided	Service Codes
Below is the list of some of the Community Based Organizations/Outreach sites. CalFresh Applications were sent and accepted via secure email.								
37	SAN DIEGO (cont'd)	L	4305 University Ave. San Diego	92105	8am - 5pm	N/A	0	AP, AA
			9850 Distribution Ave. San Diego	92121	8am - 5pm	N/A	0	AP, AA
			9455 Waples St. #135 San Diego	91911	8am - 5pm	N/A	0	AP, AA
			511 G St. Chula Vista	91910	8am - 4pm	N/A	0	AP, AA
			915 Fourth Ave. Chula Vista	91911	8am - 4pm	N/A	0	AP, AA
			1450 Loma Lane, Chula Vista	91911	8am - 4pm	N/A	0	AP, AA
			1671 Albany Ave. Chula Vista	91911	8am - 5pm	N/A	0	AP, AA
			480 Palomar Street, Chula Vista	91911	8am - 5pm	N/A	0	AP, AA
			1335 Broadway Ave. San Diego	92101	7am - 9am	N/A	0	AP, AA
			2391 Island Avenue, San Diego	92102	1pm - 3pm	N/A	0	AP, AA
38	SAN FRANCISCO	L	1235 Mission Street, San Francisco	94102	8am - 5pm	By Request Only	7-8am, 12-1pm, 5-6pm	All
			170 Otis Street, San Francisco	94103	8am - 5pm	By Request Only	7-8am, 12-1pm, 5-6pm	All
			3120 Mission Street, San Francisco	94110	8am - 5pm	By Request Only	7-8am, 12-1pm, 5-6pm	All
			1440 Harrison Street, San Francisco	94103	8am - 5pm	By Request Only	7-8am, 12-1pm, 5-6pm	All
39	SAN JOAQUIN	L	333. E. Washington St, Stockton, CA	95201	8am - 5pm	By Request Only	7-8am, 12-1pm, 5-6pm	All
			2800 South D St., Stockton, CA	95206	8am to 4:30pm	N/A	0	All
			415 Sacramento St., Lodi, CA	95240	8am to 4:30pm	N/A	0	All
			607 Bird Ave, Stockton, CA	95215	8am to 4:30pm	N/A	0	ALL
			11157 W. Larch Rd., Tracy CA	95376	8am to 4:30pm	N/A	0	ALL
40	SAN LUIS OBISPO	S	3433 South Higuera Street, San Luis Obispo	93401	8am - 5pm	By Request Only	7am-8am, 12pm-1pm, 5pm-6pm	ALL
			1068 Grand Ave, Arroyo Grande	93420	8am - 5pm	By Request Only	7am-8am, 12pm-1pm, 5pm-6pm	ALL
			681 W. Tefft, Suite 1, Nipomo	93444	8am - 5pm	By Request Only	7am-8am, 12pm-1pm, 5pm-6pm	ALL
			9415 El Camino Real, Atascadero	93422	8am - 5pm	By Request Only	7am-8am, 12pm-1pm, 5pm-6pm	ALL
			530 12 Street, Paso Robles	93446	8am - 5pm	By Request Only	7am-8am, 12pm-1pm, 5pm-6pm	ALL
			829 10th Street, Paso Robles	93446	8am - 5pm	By Request Only	7am-8am, 12pm-1pm, 5pm-6pm	ALL

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Code	County	Size	Address/City	Zip Code	Hours Open to Public	Extended Office Hours	Hours Provided	Service Codes
41	SAN MATEO	S	Human Services Agency - 271 92nd St., Daly City	94015	8 a.m. - 5p.m.	0	12-1 p.m.	All
			Human Services Agency - 1487 Huntington Ave., South San Francisco	94080	8 a.m. - 5p.m.	0	12-1 p.m.	All
			Human Services Agency - 550 Quarry Road, San Carlos	94070	8 a.m. - 5p.m.	0	12-1 p.m.	All
			Human Services Agency - 2500 Middlefield Road, Redwood City	94063	8 a.m. - 5p.m.	0	12-1 p.m.	All
			Human Services Agency - 2415 University Ave., East Palo Alto	94303	8 a.m. - 5p.m.	0	12-1 p.m.	All
			Human Services Agency - 450 Harbor Blvd., Belmont	94002	8 a.m. - 5p.m.	0	12-1 p.m.	All
			Daly City Youth Clinic - 2780 Junipero Serra Blvd., Daly City	94015	1p.m. - 5 p.m.	N/A	0	All
			Mike Nevin Health Clinic - 380 90th St., Daly City	94015	8 a.m. - 5 p.m.	0	12-1 p.m.	All
			SMC General Hospital - 222 39th St. San Mateo	94403	8 a.m. - 5 p.m.	0	12-1 p.m.	All
			Samaritan House - 401 N. Humboldt St. San Mateo	94401	8 a.m. - 5 p.m.	0	12-1 p.m.	All
			Coastside Family Medical Clinic - 225 S. Cabrillo Hwy, Half Moon	94019	8 a.m. - 5 p.m.	0	12-1 p.m.	All
			Hoover Family Resource Center, 701 Charter St, RWC	94063	8 a.m. - 5 p.m.	0	12-1 p.m.	All
			Fair Oaks Family Resource Center -2950 Fair Oaks Ave. RWC	94063	8 a.m. - 5 p.m.	0	12-1 p.m.	All
			Fair Oaks Health Center - 2710 Middlefield Rd. RWC	94063	8 a.m. - 5 p.m.	0	12-1 p.m.	All
			Kennedy Resource Center - 2521 Goodwin Ave., RWC	94061	8 a.m. - 5 p.m.	0	12-1 p.m.	All
			Sequoia Teen Resource Center - 1201 Brewster St., RWC	94063	8 a.m. - 5 p.m.	0	12-1 p.m.	All
			Taft Family Resource Center - 903 10th Ave., RWC	94063	8 a.m. - 5 p.m.	0	12-1 p.m.	All
			Ravenswood Family Health Center - 2450 Ralmar St., EPA	94303	8 a.m. - 5 p.m.	0	12-1 p.m.	All
			Bellehaven Family Resource Center - 415 Ivy Dr., Menlo Park	94025	8 a.m. - 5 p.m.	0	12-1 p.m.	All
			Job Train - 1200 O'Brien Dr., Menlo Park	94025	8 a.m. - 5 p.m.	0	12-1 p.m.	All
Sullivan's - 8865 La Honda Rd, La Honda	94020	1 p.m. - 5 p.m.	N/A	0	All			

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41	SAN MATEO (cont'd)	S	Behaviorial Health and Recovery Services - 1950 Alameda de las Pulgas, RWC	94403	8 a.m. - 5 p.m.	0	12-1 p.m.	All
			Our Second Home, 725 Price St., Daly City	94014	8 a.m. - 12 p.m.	N/A	0	All
			Bayshore, 155 Oriente St., Daly City	94014	8 a.m. - 5 p.m.	0	12-1 p.m.	All
			Jefferson , 6996 Mission St., Daly City	94014	8 a.m. - 5 p.m.	0	12-1 p.m.	All
			Ben Franklin - 700 Stewart St., Colma	94014	8 a.m - 5 p.m.	0	12-1 p.m.	All
			Puente de la Costa Sur - 620 North St., Pescadero	94060	8 a.m. - 12 p.m.	N/A	0	All
42	SANTA BARBARA	M	234 Camino Del Remedio Santa Barbara	93110	8am - 4pm	By Request Only	7-8am,12-1pm	ALL
			2125 S. Centerpointe Parkway Santa Maria, CA	93455	8 am - 4pm	By Request Only	7-8am, 12-1pm	All
			1444 S. Broadway Santa Maria CA	93455	8 am - 4 pm	By Request Only	7-8am, 12-1pm	All
			1100 W. Laurel Ave. Lompoc CA	93436	8 am - 4pm	By Request Only	7-8am, 12-1pm	All
43	SANTA CLARA	L	373 W. Julian Street	95110	8am - 5pm	0	12-1pm	All
			1867 Senter Road, San Jose	95112	8am - 5pm	0	12-1pm	All
			100 Moffett blv. Mountain View	94043	8am - 5pm	0	12-1pm	All
			379 Tomkins Court, Gilroy	95020	8am - 5pm	0	12-1pm	All
			1877 Senter Road, San Jose	95112	8am - 5pm	0	12-1pm	All
44	SANTA CRUZ	S	1020 Emeline Avenue Santa Cruz	95065	8am - 5pm	By Request Only	7-8 am, 12-1pm, 5-6pm	ALL
			119 W. Beach Street Watsonville	95076	8am - 5pm	By Request Only	7-8am, 12-1pm, 5-6pm	ALL
			Benefits Call Center	95076	8am-5pm	N/A	0	AP, IC
45	SHASTA	M	2560 Breslauer Way, Redding	96001	7:30am - 5pm	0	7:30-8am,12-1pm 1pm	ALL
			2664 Breslauer Way, Redding	96001	7:30am - 5pm	0	7:30-8am,12-1pm 1pm	ALL
			1400 Californai Street, Redding	96001	8am - 5pm	0	Lunch 12-1pm	ALL
			2889 East Center Street, Anderson	96007	8am - 5pm	0	Lunch 12-1pm	ALL
			36911 Main Street (Highway 299E), Burney	96013	8am - 5pm	0	Lunch 12-1pm	ALL
46	SIERRA	S	202 Front St, Loyalton, CA	96118	8am - 5pm	By Request Only	7-8am,12-1pm,5-6pm	ALL
			22 Maiden Ln, Downieville, CA	95936	8am - 5pm	By Request Only	7-8am,12-1pm,5-6pm	ALL
47	SISKIYOU	S	818 South Main Street, Yreka	96097	8am - 5pm	By Request Only	7-8am, 5- 5:30 pm, 12 - 1pm	ALL

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48	SOLANO	L	365 Tuolumne St, Vallejo	94590	8am-5pm	By Request Only	7:30-8am,12-1pm,5-6pm	ALL
			275 Beck Ave, Fairfield	94533	8am-5pm	By Request Only	7:30-8am,12-1pm,5-6pm	ALL
			354 Parker St, Vacaville	95688	8am-5pm	0	12-1pm	ALL
49	SONOMA	L	2550 Paulin Drive, Santa Rosa, CA	95403	8am - 5pm	By Request Only	7-8am,12-1pm,5-7pm	ALL
			520 Mendocino Avenue, Santa Rosa, CA	95401	8am - 5pm	By Request Only	7-8am,12-1pm,5-7pm	ALL
			2225 Challenger Way, Santa Rosa, CA	95407	8am - 5pm	By Request Only	7-8am,12-1pm,5-7pm	ALL
50	STANISLAUS	L	251 E. Hackett Rd, Modesto	95358	8am - 5pm	By Request Only	7-8am,12-1pm,5-6pm	All
			401 Paradise Rd, Modesto	95351	8am - 5pm	By Request Only	7-8am,12-1pm,5-6pm	All
			1014-A Scenic Ave, Modesto	95354	8am - 5pm	By Request Only	7-8am,12-1pm,5-6pm	All
			2413 3rd St, Hughson	95326	8am - 5pm	By Request Only	7-8am,12-1pm,5-6pm	All
			275 3rd St, Turlock	95380	8am - 5pm	By Request Only	7-8am,12-1pm,5-6pm	All
			101 Lander Ave, Turlock	95380	8am - 5pm	By Request Only	7-8am,12-1pm,5-6pm	All
			1404 W. F Street, Oakdale	95361	8am - 5pm	By Request Only	7-8am,12-1pm,5-6pm	All
			66 N. El Circulo, Patterson	95363	8am-5pm	By Request Only	7-8am,12-1pm,5-6pm	All
51	SUTTER	S	190 Garden Hwy Yuba City, CA 95991	95991	8am - 5pm	By Request Only	7-8am, 5-6pm, 12-1pm	ALL
			539 Garden Hwy Yuba City, CA 95991	95991	8am - 5pm	By Request Only	7-8am, 5-5:30pm, 12-1pm	ALL
			1965 Live Oak Blvd Yuba City, CA 95991	95991	8am - 5pm	By Request Only	7-8am, 5-6pm, 12-1pm	ALL
			1445 Veterans Memorial Circle Drive Yuba City, CA 95993	95993	8am - 5pm	N/A	0	ALL
52	TEHAMA	S	310 S. Main Street, Red Bluff,	96080	7:30AM - 5:00PM	0	7:30-8 AM 12-1pm	ALL
			275 Solano Street, Corning	96021	7:30AM - 5:00PM	0	7:30-8am 12-1pm	ALL
53	TRINITY	S	51 Industrial Park Way, Weaverville	96093	8am-5pm	0	Lunch 12-1pm	ALL
			154 Tule Creek Road, Hayfork	96041	8am - 4pm	N/A	0	ALL
54	TULARE	L	400 W. Mineral King, Visalia	93291	8am - 5pm	By Request Only	12-1pm	ALL
			3300 S. Fairway, Visalia	93291	8am - 5pm	By Request Only	12-1pm	ALL
			2611 N. Dinuba Blvd., Visalia	93291	8am - 5pm	By Request Only	12-1pm	ALL
			501 N. Bridge, Visalia	93291	8am - 5pm	By Request Only	12-1pm	ALL
			12586 Avenue 408, Cutler	93647	8am - 5pm	By Request Only	12-1pm	ALL
			33025 Road 159, Ivanhoe	93235	8am - 5pm	By Request Only	12-1pm	ALL
			101 N. Palm, Woodlake	93286	8am - 5pm	By Request Only	12-1pm	ALL
			1201 N. Cherry St., Tulare	93274	8am - 5pm	By Request Only	12-1pm	ALL

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54	TULARE (cont'd)	L	30979 Road 68, Goshen	93291	8am - 5pm	By Request Only	12-1pm	ALL
			1107 W. Poplar, Porterville	93258	8am - 5pm	By Request Only	12-1pm	ALL
			303 E. Olivia Ave, Porterville	93257	8am - 5pm	By Request Only	12-1pm	ALL
			465 W. Putnam, Porterville	93257	8am - 5pm	By Request Only	12-1pm	ALL
			845 N. Sequoia, Lindsay	93247	8am - 5pm	By Request Only	12-1pm	ALL
			660 E. Visalia Rd., Farmersville	93223	1pm-4pm	By Request Only	12-1pm	ALL
			175 E. Front, Farmersville	93223	8am - 5pm	By Request Only	12-1pm	ALL
			458 E. O'Neal, Tulare	93274	8am - 5pm	By Request Only	7-8am,12-1pm,5-6pm	ALL
			1055 W. Henderson, Porterville	93258	8am - 5pm	By Request Only	7-8am,12-1pm,5-6pm	ALL
			1066 N. Alta, Dinuba	93618	8am - 5pm	By Request Only	7-8am,12-1pm,5-6pm	ALL
			900 N. Sequoia, Lindsay	93247	8am - 5pm	By Request Only	7-8am,12-1pm,5-6pm	ALL
			26644 S. Mooney Blvd., Visalia	93277	8am - 5pm	By Request Only	7-8am,12-1pm,5-6pm	ALL
			1845 N. Dinuba Blvd., Visalia	93291	8am - 5pm	By Request Only	7-8am,12-1pm,5-6pm	ALL
55	TUOLUMNE	S	20075 Cedar Rd North, Sonora	95370	8am - 4pm	By Request Only	12-1pm	All
			1000 Greenley Rd, Sonora	95370	9am-4pm	N/A	0	All
56	VENTURA	L	1400 Vanguard Drive, Oxnard	93033	8:00 AM - 5:00 PM	By Request Only	7:30-8AM 12-1PM 5-5:30PM	ALL
			980 Enchanted Way, Simi Valley	93065	8:00 AM - 5:00 PM	By Request Only	7:30-8AM 12-1PM 5-5:30PM	ALL
			2003 Royal Ave, Simi Valley	93065	8:00 AM - 5:00 PM	By Request Only	7:30-8AM 12-1PM 5-5:30PM	ALL
			4651 Telephone Rd. Suite 100, Ventura	93003	8:00 AM - 5:00 PM	By Request Only	7:30-8AM 12-1PM 5-5:30PM	ALL
			4651 Telephone Rd. Suite 200, Ventura	93003	8:00 AM - 5:00 PM	By Request Only	7:30-8AM 12-1PM 5-5:30PM	ALL
			725 E. Main Street Suite 301, Santa Paula	93060	8:00 AM - 5:00 PM	By Request Only	7:30-8AM 12-1PM 5-5:30PM	ALL
			635 South Ventura Rd., Oxnard	93030	8:00 AM - 5:00 PM	By Request Only	7:30-8AM 12-1PM 5-5:30PM	ALL
			4000 S. Rose Ave, Oxnard	93033	8:00 AM - 5:00 PM	By Request Only	7:30-8AM 12-1PM 5-5:30PM	ALL
			828 Ventura St. Suite 210, Fillmore	93015	8:00 AM - 5:00 PM	By Request Only	7:30-8AM 12-1PM 5-5:30PM	ALL
80 E. Hillcrest Drive Suite 200, Thousand Oaks	91360	8:00 AM - 5:00 PM	By Request Only	7:30-8AM 12-1PM 5-5:30PM	ALL			

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- Site address
- Days and hours of operation (actual days and hours the site is open for business)
- Extended office hours (hours the site is open for business before 8 am, lunch 12 - 1pm, and after 5 pm)
- Services offered: (AP = Applications Provided, AA = Applications Accepted, ESS = Expedited Services Screening, IC = Interview Conducted, ALL = all services)

Code	County	Size	Address/City	Zip Code	Hours Open to Public	Extended Office Hours	Hours Provided	Service Codes
57	YOLO	S	25 N. Cottonwood Street, Woodland CA.	95695	8am-4pm	By Request Only	Lunch 12- 1pm	All
			500 West Jefferson Blvd. Ste. A West Sacramento CA.	95605	8am-4pm	By Request Only	Lunch 12- 1pm	All
58	YUBA	S	5730 Packard Ave Suite 100 Marysville	95901	8am - 5pm	By Request Only	7:30am- 8:00am; noon - 1:00pm; 5:00pm- 6:00pm	All

TOTAL SITES	379
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APPENDIX K Data Summary

PART A - ACCESS AND AWARENESS

Application Access

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

Check ALL that apply	Column A # of cos.	Column B # of cos.	Column C # of cos.	Column D # of cos.	Column E # of cos.
Application Sites	General CF Info	CF Application Forms	County Staff Provided Assistance	Non-County Staff Provided Assistance	County Staff Presentation
Alcohol/Drug Rehabilitation Centers	32	16	10	10	9
Child Care Facilities	15	3	0	5	6
Churches	20	14	7	7	8
Community-Based Organizations	46	44	17	34	32
Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	53	42	43	16	30
Direct Mail/Internet/ Telephone/Fax Request	47	47	40	12	4
Employment Sites	25	12	5	1	5
Farmers' Markets	28	11	7	9	4
Food Banks	42	33	10	26	16
Government Offices Other than CWD (WIC, SSA, EDD, etc.)	40	28	11	17	16
Grocery Stores	9	0	1	3	1
Volunteers In Tax Assistance (VITA) sites for income-tax preparation	22	7	1	4	3
Hospitals/Clinics	40	39	31	16	17
In-Home Visits	27	28	33	2	3
Libraries	20	6	0	4	4
Migrant Camps	7	4	4	5	1
One Stop Centers/ Family Resource Centers	48	42	24	20	14
Remote Sites	18	15	14	7	7
Schools	36	12	9	9	11
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	38	24	15	15	18
Other*	10	8	6	3	3

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

APPENDIX K Data Summary

2. If application assistance was selected in Item 1, column C or D, indicate how your county used staff to assist clients in completing CalFresh application forms and answering questions.	Check <i>ALL</i> that apply	
Application Assistance Process	#	% of 58 cos.
Provided Eligibility Workers/Support Staff to Assist Clients with Filling Out Applications and Answering Questions	55	94.8%
Provided Eligibility Workers who Complete Applications Jointly (Interactive Interview) with Clients	50	86.2%
Provided Bilingual Assistance	49	84.5%
Provided Outreach Staff	45	77.6%
Used Community-Based Organizations to Provide Application Assistance	43	74.1%
Conducted In-Home Visits	34	58.6%
Provided Eligibility Screening through a Streamlined Application Process	31	53.4%
Conducted Hospital Visits	28	48.3%
Other*	8	13.8%

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

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

3a. Does this include applications filed on-line?	#	% of 58 cos.
Yes	55	94.8%
No	3	5.2%
Totals	58	100.0%

3b. Primarily, indicate when screening for ES is done. Choose <i>ONLY ONE</i> answer.	#	% of 58 cos.
When application is submitted	51	87.9%
When application is requested	3	5.2%
During the interview	2	3.4%
When ES questions are completed.	2	3.4%
Other	0	0.0%
Totals	58	100.0%

3c. Primarily, indicate who does the screening for ES. Choose <i>ONLY ONE</i> answer.	#	% of 58 cos.
Eligibility Worker	39	67.2%
Clerical/Receptionist	11	19.0%
Application Screening Unit	6	10.3%
Supervisor	1	1.7%
Other*	1	1.7%
Totals	58	100.0%

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

APPENDIX K Data Summary

3d. If you answered "Clerical/Receptionist" in item 3c, did the clerical staff use a screening form?	#	% of 11 cos.
Yes	8	72.7%
No	3	27.3%
Totals	11	100.0%

3e. Is the processing for ES screening different for on-line applications and multi-program applications?	#	% of 58 cos.
Yes	4	6.9%
No	54	93.1%
Totals	58	100.0%

4. Indicate the translated languages (other than English) in which CalFresh applications were USED in your county.	Check ALL that apply	
Non-English Languages*	#	% of 58 cos.
Spanish	57	98.3%
Vietnamese	15	25.9%
Russian	13	22.4%
Hmong	10	17.2%
Mandarin/Chinese	10	17.2%
Tagalog	10	17.2%
Cambodian	9	15.5%
Farsi	9	15.5%
Arabic	8	13.8%
Laotian	7	12.1%
Korean	6	10.3%
Armenian	5	8.6%
Japanese	3	5.2%
Portuguese	2	3.4%
Punjabi	1	1.7%
Ukrainian	1	1.7%
Mien	0	0.0%
None	1	1.7%
Other**	3	5.2%

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

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

APPENDIX K Data Summary

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

5a. If you answered "YES" to Item 5, indicate the sites where eligibility workers were outstationed.	Check <i>ALL</i> that apply	
Outstationed Eligibility Worker Sites	#	% of 46 cos.
Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	32	69.6%
Hospitals/Clinics	32	69.6%
One Stop Centers/Family Resource Centers	24	52.2%
In-Home Visits	21	45.7%
Community-Based Organizations	12	26.1%
Government Offices Other than CWD (WIC, SSA, EDD, etc.)	10	21.7%
Schools	10	21.7%
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	10	21.7%
Farmers' Market	9	19.6%
Senior Centers	8	17.4%
Food Banks	6	13.0%
Mobile Sites (Van)	5	10.9%
Alcohol/Drug Rehabilitation Centers	4	8.7%
Employment Sites	3	6.5%
Migrant Camps	3	6.5%
Other*	5	10.9%

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

6. Does your county website provide the ability for clients to submit an on-line application?	#	% of 58 cos.
Yes	55	94.8%
No	3	5.2%
Totals	58	100.0%

6a. Indicate the type of on-line application available to clients in your county. Choose <i>ONLY ONE</i> answer.	#	% of 55 cos.
C4Yourself	36	65.5%
Benefits CalWIN	18	32.7%
One E-Application	1	1.8%
YourBenefitsNow	1	1.8%
SF Benefits	0	0.0%
Other	0	0.0%

APPENDIX K Data Summary

6b. Indicate all features that apply to the type of on-line application selected in item 6a.	Number of Counties				
	On-Line Application Features	C4Yourself	Benefits CalWIN	BenefitsSF	Your Benefits Now
Partially Complete and Save Application until Later	36	18	0	1	0
Provides Confirmation that the On-Line Application has been Submitted	35	18	0	1	1
Easy to Use with Clear Instructions and Simple Language	34	18	0	1	1
Print the Application Form	34	17	0	1	1
Submit Application Electronically with an Electronic Signature (E-Signature)	34	17	0	1	1
Establish the Application Filing Date (including submitting application with only the name, date, and signature)	34	17	0	1	0
Help Tools Available either On-Line, by Phone or via other means	32	17	0	1	1
Easy to Locate and Access from the County's Website	30	16	0	1	1
Process Expedited Service Entitlement	32	13	0	0	0
Check the Status of the Application	32	7	0	0	0
Submit Application for Recertification	27	10	0	0	0
Send Message to County	27	6	0	0	1
Report Changes Prior to Application Processing	22	9	0	0	1
Obtain a Signature, if no E-Signature is Available	11	3	0	0	1
Other*	3	7	0	0	1

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

6c. Are there kiosks or computer terminals available for applicants to apply on-line?	#	% of 55 cos.
Yes	23	41.8%
No	32	58.2%
Totals	55	100.0%

6d. If you answered "YES" to item 6c, is there sufficient privacy so others cannot easily see the information being entered?	#	% of 23 cos.
Yes	21	91.3%
No	2	8.7%
Totals	23	100.0%

6e. Indicate when on-line applications are viewed and modified electronically by district office staff.	Number of Counties	
	Interview Process	Viewed
Before the eligibility interview	46	3
During the eligibility interview	7	48
After the eligibility interview	2	2
Not Applicable	0	2
Totals	55	55

APPENDIX K Data Summary

6f. If "modified during the eligibility interview" is selected in item 6e, is the applicant provided a copy of the changes made to their electronic application at the interview?	#	% of 48 cos.
Yes	43	89.6%
No	5	10.4%
Totals	48	100.0%

6g. What date is used when an on-line application is filed outside of normal business hours (8am - 5pm)?	#	% of 55 cos.
Next Business Day	35	63.6%
Same Day	18	32.7%
Other*	2	3.6%
Totals	55	100.0%

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

6h. Primarily, how are clients made aware of the option to apply on-line? Check <i>ONLY ONE</i> answer.	#	% of 55 cos.
Through Outreach Materials	33	60.0%
When a Client Calls the CWD	14	25.5%
By Telephone Hotline Messages	1	1.8%
Not Currently Promoting	1	1.8%
Through Mass Mailing Notices	0	0.0%
Through Public Advertisement	0	0.0%
Other*	6	10.9%
Totals	55	100.0%

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

6i. Indicate the languages which were available for on-line applications.	Check <i>ALL</i> that apply	
Languages	#	% of 55 cos.
English	55	100.0%
Spanish	55	100.0%
Other*	10	18.2%

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

6j. Indicate how the community-based organizations (CBOs) assist clients with on-line applications. Check <i>ALL</i> that apply.	#	% of 55 cos.
CBOs have unique identifiers	29	52.7%
County can track the outcomes of the applications submitted by the CBOs.	25	45.5%
CBOs have the ability to check the status of the application.	14	25.5%

APPENDIX K Data Summary

Face-to-Face Interview Waivers

7. Did your county waive any face-to-face interview?	#	% of 58 cos.
Yes	58	100.0%
No	0	0.0%
Totals	58	100.0%

7a. Indicate the type of interview waived by your county.	#	% of 58 cos.
Type of Interview Waived		
Both Hardship and Federal Statewide Waiver	32	55.2%
Federal Statewide Waiver (county optional)	15	25.9%
Hardship	11	19.0%
Totals	58	100.0%

7b. Indicate the primary interview method that was used for initial application and recertification.	Number of Counties	
Methods	Initial	Recertification
Telephone Interviews	24	39
In Person	19	4
Webcam	0	0
Totals	43	43

7c. <i>ESTIMATE</i> the percentage of applications that had face-to-face interviews waived.	Number of Counties				
Types of Application	1 to 5%	6 to 10%	11 to 20%	Over 20%	N/A
Hardship at Intake	20	7	1	14	16
Elderly and Disabled Households at Intake	14	7	2	17	18
Elderly and Disabled at Recertification	9	5	2	25	17
Quarterly Reporting Households at Recertification	9	3	2	26	18
Households at Intake	11	8	3	17	19
Households at Recertification	8	4	3	25	18

7d. Primarily, how are clients made aware of the option to have a face-to-face interview waived? Choose <i>ONLY ONE</i> answer.	#	% of 43 cos.
When the Application is Submitted	13	30.2%
When the Client Receives an Application	10	23.3%
When the Eligibility Worker Sees a Potential Need	6	14.0%
When a Client Calls the CWD	5	11.6%
Through Outreach Materials	4	9.3%
By Telephone Hotline Messages	0	0.0%
Other*	5	11.6%
Totals	43	100.0%

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

APPENDIX K Data Summary

Program Access

8. Has your county implemented or planning to implement a Business Process Re-engineering effort?	#	% of 58 cos.
Yes	38	65.5%
No	20	34.5%
Totals	58	100.0%

8a. If you answered "YES" to Item 8, describe all your county's Business Process Re-engineering efforts. Indicate whether your county has implemented or is planning to implement in the future and provide an implementation date.	#	% of Total
Implemented	67	60.4%
Planning to Implement	44	39.6%
Totals	111	100.0%

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

9. Does your county use the Modified Categorical Eligibility (MCE) waiver?	#	% of 58 cos.
Yes	56	96.6%
No	2	3.4%
Totals	58	100.0%

9a. If you answered "YES" in item 9, indicate how your county provides the PUB 275.	#	% of 56 cos.
Flyer (mailed or handed out)	53	94.6%
Link	9	16.1%
Poster	8	14.3%
Other*	10	17.9%

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

10. Based on the descriptions above, what telephone method(s) did your county use to provide information regarding CalFresh?	Number of Counties	
	CalFresh Programs in General	Information Aimed at Noncitizens
Hotline	19	10
Hotline number 1-877-847-FOOD (3663)	14	6
Interactive Voice Response (IVR) System	48	18
Call Center	19	12
Change/Service Center	19	14
Contact Center	12	8
General County Main Number	52	33
County number "211"	26	14
Other*	9	7

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

APPENDIX K Data Summary

10a. Indicate the telephone Hotline, IVR System, Call Center, and/or Change/Service Center languages (other than English) that were used in your county.	Check ALL that apply
Non-English Languages	#
Spanish	56
Vietnamese	13
Farsi	9
Russian	9
Mandarin/Chinese	8
Hmong	5
Laotian	5
Tagalog	5
Cambodian	4
Arabic	3
Japanese	3
Korean	3
Armenian	1
Mien	1
Portuguese	1
Punjabi	1
Ukrainian	1
None	2
Other*	5

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

10b. Does your county use contracted language services?	#	% of 58 cos.
Yes	51	87.9%
No	7	12.1%
Totals	58	100.0%

10c. If you answered "YES" to item 10b, indicate who accesses language line services when interpreter services are needed. Check ALL that apply.	#	% of 51 cos.
Eligibility Worker	47	92.2%
Supervisor	34	66.7%
Clerical/Receptionist	31	60.8%
Application Screening Unit	19	37.3%
Other*	6	11.8%

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

APPENDIX K Data Summary

10d. Based on the telephone method(s) selected in item 10, provide the telephone number(s), type (recording/operator), specific type of information/services available and, days <i>and</i> hours of operation.	Number of Counties			
	Telephone Methods	Recording Only	Operator Only	Both Recording and Operator
	For Hotline and/or IVR System (including 1-877-847-FOOD)	30	9	46
	For Call Center, Change/Service Center Contact Center, and/or General County Main Number (including "211")	3	53	62

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

10e. Did the telephone method (s) maintained by your county, as identified in item 10, provide clients the ability to leave messages after hours of operation?	#	% of 58 cos.
	Yes	72.4%
	No	27.6%
	Totals	100.0%

10f. If you answered "YES" to Item 10e, indicate the telephone method(s) in which messages were allowed after hours of operation.	Check ALL that apply	
	Telephone Methods	#
General County Main Number	26	61.9%
Interactive Voice Response (IVR)	22	52.4%
Call Center	8	19.0%
Change/Service Center	5	11.9%
Hotline	5	11.9%
Contact Center	3	7.1%
County number "211"	2	4.8%
Hotline number 1-877-847-FOOD (3663)	1	2.4%
Other*	5	11.9%

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

10g. If you answered "YES" to item 10e, indicate what options clients have when connected to a recorded message.	Check ALL that apply	
	Client Options	#
Leave a voicemail message	40	95.2%
Call another number	18	42.9%
Speak to a Supervisor	6	14.3%
Other*	5	11.9%

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

APPENDIX K Data Summary

10h.	If you selected IVR, Call Center, Change/Service Center and/or Contact Center in item 10, indicate how many calls were received on average per day.	#	% of 52 cos.
	1 to 50 calls	23	44.2%
	51 to 100 calls	3	5.8%
	101 to 150 calls	2	3.8%
	Over 150 calls	24	46.2%
	Totals	52	100.0%
11.	Does your county employ the use of a document imaging system?	#	% of 58 cos.
	Yes	57	98.3%
	No	1	1.7%
	Totals	58	100.0%
11a.	Are document imaging activities centralized or decentralized?	#	% of 57 cos.
	Centralized	29	50.9%
	Decentralized	28	49.1%
	Totals	57	100.0%
11b.	Are imaged documents accessible to Eligibility Workers during interviews?	#	% of 57 cos.
	Yes	57	100.0%
	No	0	0.0%
	Totals	57	100.0%
12.	Did your county use local media for broadcasting public service announcements that included information regarding CalFresh programs and noncitizens' potential eligibility for these programs?	Number of Counties	
	Type of Information	CalFresh Programs in General	Noncitizens' Eligibility
	Yes	15	5
	No	43	53
	Totals	58	58

APPENDIX K Data Summary

Outreach Activities			
13. Tell us about your county's CalFresh outreach activities: A. In Column A, indicate <i>ALL</i> CalFresh program outreach activities your county conducted. B. In Column B, select the <i>SINGLE MOST EFFECTIVE</i> activity.	Column A Check <i>ALL</i> Outreach Activities that Apply	Column B Select the <i>SINGLE MOST EFFECTIVE</i> activity	
Outreach Activities	# of Counties	% of 58 cos.	
Provide Extended Office Hours (Upon Request, Before 8am, Lunch (12 pm - 1 pm), After 5pm)	57	4	6.9%
Provide Informational Brochures/Flyers Regarding CalFresh	51	3	5.2%
Provide Training and Informational Materials to Community-Based Organizations	50	8	13.8%
Partner with Various Agencies and Organizations	48	17	29.3%
Participate in Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	47	2	3.4%
Outstation Eligibility Workers	46	12	20.7%
Cross-Train Staff to Accept and Process Applications	46	9	15.5%
Develop a Website	33	2	3.4%
Use Organizations to Provide and Send DFA 285 A1 Applications to CWD for Clients	31	0	0.0%
Conduct Activity Booths Aimed at Family Nutrition and Physical Activity	25	0	0.0%
Use Organizations to Provide DFA 285 A1 Applications and Advise Clients to Mail In	24	0	0.0%
Use Local Media to Enable and Enhance Awareness	15	0	0.0%
Increase Certification Sites	8	0	0.0%
Provide a Mobile Intake Unit to go into the Community	7	0	0.0%
Other*	11	1	1.7%
Totals		58	100.0%

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

14. Is your county spending County Administrative funds to conduct CalFresh outreach activities?	#	% of 58 cos.
Yes	30	51.7%
No	28	48.3%
Totals	58	100.0%

APPENDIX K Data Summary

15. Did your county provide any <i>MIGRANT-SPECIFIC</i> educational materials and/or presentations to sites/organizations for <i>MIGRANT WORKERS</i> ?	#	% of 58 cos.
Yes	9	15.5%
No	49	84.5%
Totals	58	100.0%

15a. If you answered "YES" to Item 15, indicate sites/organizations. Check <i>ALL</i> that apply.	Number of Counties	
Sites/Organizations	Materials Only	Pres. w/ Matls.
Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	3	3
Community-Based Organizations	2	3
Migrant Camps	3	2
Child Care Facilities	1	2
CWD/Certification Sites	1	2
Farmers' Markets	2	1
Migrant Education Sites	3	0
Volunteers In Tax Assistance (VITA) sites for income tax preparation	1	2
Food Banks	0	2
Hospitals/Clinics	0	1
Libraries	1	0
Career Service Centers	0	0
Other*	1	0

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

16. Did your county provide information about public charge in regard to sponsored noncitizens?	#	% of 58 cos.
Yes	29	50.0%
No	29	50.0%
Totals	58	100.0%

17. Did your county provide any <i>NONCITIZEN-SPECIFIC</i> educational materials and/or presentations to sites/organizations for <i>NONCITIZENS</i> ?	#	% of 58 cos.
Yes	19	32.8%
No	39	67.2%
Totals	58	100.0%

APPENDIX K Data Summary

17a. If you answered "YES" to Item 17, indicate sites/organizations. Check ALL that apply.	Number of Counties	
	Sites/Organizations	Materials Only
Community-Based Organizations	7	9
Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	6	7
CWD/Certification Sites	2	7
Food Banks	5	4
Hospitals/Clinics	5	4
One Stop Centers/Family Resource Centers	6	3
Senior Centers	3	6
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	4	4
Farmers' Markets	2	4
Government Offices Other than CWD (WIC, SSA, EDD, etc.)	3	3
In-Home Visits	3	3
Churches	3	2
Schools	1	4
Volunteers In Tax Assistance (VITA) sites for income tax preparation	3	2
Alcohol/Drug Rehabilitation Centers	2	2
Migrant Camps	3	1
Libraries	3	0
Remote Sites	2	1
Child Care Facilities	0	2
Grocery Stores	1	0
Other	0	0

18. Did your county partner with other Health and Human Services Agencies, schools, community-based organizations, etc., to improve CalFresh outreach efforts?	#	% of 58 cos.
Yes	48	82.8%
No	10	17.2%
Totals	58	100.0%

18a. If you answered "YES" to Item 18, indicate the partner organization names, frequency of meetings, and activities.
For a list of Partner Organization Names, Frequency of Meetings & Activities, see APPENDIX D.

19. Did your county implement any NEW CalFresh outreach activities during FY 2010-11?	#	% of 58 cos.
Yes	29	50.0%
No	29	50.0%
Totals	58	100.0%

APPENDIX K Data Summary

19a.	If you answered "YES" to Item 19, describe the <i>NEW</i> outreach activities implemented in FY 2010-11 and indicate whether they were one-time or ongoing activities.	# of Activities	% of Total
	One-Time Activity	14	20.6%
	Ongoing Activity	54	79.4%
	Totals	68	100.0%

For a Description of NEW Outreach Activities Implemented in FY 2010-11, see APPENDIX E.

20.	Does your county have any <i>NEW</i> CalFresh outreach activities planned for implementation during the next fiscal year, July 1, 2011 through June 30, 2012 (FY 2011-12)?	#	% of 58 cos.
	Yes	30	51.7%
	No	28	48.3%
	Totals	58	100.0%

20a.	If you answered "YES" to Item 20, describe the <i>NEW</i> outreach activities planned for FY 2011-12 and indicate whether they will be one-time or ongoing activities.	# of Activities	% of Total
	One-Time Activity	6	7.5%
	Ongoing Activity	74	92.5%
	Totals	80	100.0%

For a Description of NEW Outreach Activities Planned for FY 2011-12, see APPENDIX F.

PART B - CERTIFICATION

Certification Sites

21.	Did any of the certification sites reported during last year's (FY 2009-10) survey close as of June 30, 2011?	#	% of 58 cos.
	Yes	10	17.2%
	No	48	82.8%
	Totals	58	100.0%

21a.	Referring to your county's list of certification sites as reported in last year's (FY 2009-10) survey, please list the address(es) of sites that were closed.	21
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For a list of closed Certification Sites, see APPENDIX G.

22.	Does your county have any certification sites that opened during FY 2010-11?	#	% of 58 cos.
	Yes	11	19.0%
	No	47	81.0%
	Totals	58	100.0%

22a.	Please list the address(es) of sites that were opened during FY 2010-11.	14
------	--	----

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

APPENDIX K Data Summary

23. As of June 30, 2011, how many certification sites were there in your county?	379
--	-----

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

23a. Did any of the certification sites indicated in Item 23 have extended office hours?	#	% of 58 cos.
Yes	57	98.3%
No	1	1.7%
Totals	58	100.0%

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

24. As of June 30, 2011, indicate the following for each certification site reported in Item 23:
<ul style="list-style-type: none"> • Site address • Days and hours of operation (actual days and hours the site is open for business) • Extended office hours (hours the site is open for business before 8 am, lunch 12 - 1pm, and after 5 pm) • Services offered: (AP = Applications Provided, AA = Applications Accepted, ESS = Expedited Services Screening, IC = Interview Conducted, ALL = all services)

For a list of counties, certification site addresses, days and hours of operation, extended hours, and service codes, see APPENDIX J.

24a. If extended office hours were indicated in items 13 and 23a, identify the frequency (in general) that clients <i>USED</i> those extended hours. If a category does <i>NOT</i> apply, leave " <i>NOT APPLICABLE</i> " selected.	Number of Counties	
	Occasionally Used	Frequently Used
Lunch (12 pm - 1 pm)	15	40
Upon Request Only	34	8
Before 8 am	28	12
After 5 pm	27	7
Other*	2	1

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

APPENDIX K Data Summary

Determination of Operational and Extended Hours

25. What methods did your county use when determining its hours of operation to ensure that the needs of working clients (applicants and recipients) were met pursuant to Manual of Policies and Procedures (MPP) Section 63-205.1 (i.e., how did your county conduct a needs assessment)?	Check <i>ALL</i> that apply	
Methods Used to Determine Hours of Operation	#	% of 58 cos.
Clients Requested As Needed	45	77.6%
Historical Data on Hours Meeting Working Clients' Needs were Available in the County	28	48.3%
Working Clients were Polled at CWD Offices or Certification Sites	4	6.9%
Surveys or Questionnaires were Mailed to Working Recipients	3	5.2%
Other County Agencies were Polled	1	1.7%
Other*	2	3.4%

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

26. Other than extended office hours, what were the <i>TOP THREE</i> access methods working clients used?	Check the <i>TOP THREE ONLY</i>	
Access Methods Working Clients Used Other Than Extended Office Hours	#	% of 58 cos.
On-Line Application	43	74.1%
Telephone Interviews were Conducted: Monday through Friday, During Hours of Operation	39	67.2%
Clients Mail Required Documents to the CWD	38	65.5%
Drop Boxes in Which Documents May Be Deposited After Normal Hours Were Used	24	41.4%
Call Center/IVR	17	29.3%
Telephone Interviews were Conducted: During Extended Office Hours (Upon Request, Before 8am, Lunch Hour, After 5pm)	11	19.0%
Authorized Representatives were Appointed to Come in During Hours of Operation	2	3.4%
In-Home Visits	0	0.0%
Other*	2	3.4%

*For "Other" access methods used, see APPENDIX A.

PART C - GENERAL COMMENTS (OPTIONAL)

General Comments will be given to Program under separate cover.

APPENDIX L

CALFRESH COORDINATOR/PRIMARY CONTACT LIST

County	Name	Title	E-mail Address	Phone Number	Extension	FAX Number
ALAMEDA	Antionette Burns	CalFresh Program Specialist	aburns@acgov.org	(510) 259-3849	0	(510) 259-3780
ALPINE	Lucie Morotti	ICW II	lmorotti@alpinecountyca.gov	(530) 694-2235	231	(530) 694-2252
AMADOR	Judy Brown	Staff Services Analyst	jbrown@amadorgov.org	(209) 223-6611	0	(209) 257-0242
BUTTE	Ken MacKell	Program Manager	kmackell@buttecounty.net	(530) 879-3528	0	(530) 879-3468
CALAVERAS	Sydney Prest	Supervisor	sprest@co.calaveras.ca.us	(209) 754-6459	0	(209) 754-4536
COLUSA	Alexandra Elguez	Eligibility Supervisor	aelguez@countyofcolusa.org	(530) 458-0262	0	(530) 458-0492
CONTRA COSTA	Kathi Kelly	CalFresh Program Analyst	kkelly@ehsd.cccounty.us	(925) 313-1641	0	(925) 313-1758
DEL NORTE	Carmen Fong-Chavez	Program Manager	cchavez@co.del-norte.ca.us	(707) 464-3191	299	(707) 465-1783
EL DORADO	Machelle Rae	Eligibility Supervisor	machelle.rae@edcgov.us	(530) 642-7246	0	(530) 295-2791
FRESNO	Judy Lemos	Deputy Director	jlemos@co.fresno.ca.us	(559) 600-4157	0	-
GLENN	Becky Hansen	Eligibility Program Manager	bhansen@hra.co.glenn.ca.us	(530) 865-6104	0	(530) 934-6521
HUMBOLDT	Debbie Swarts	Program Manager	dswarts@co.humboldt.ca.us	(707) 476-4704	0	(707) 441-2096
IMPERIAL	Javier De Anda	Program Manager	javierdeanda@co.imperial.ca.us	(760) 337-7422	0	(760) 336-3182
INYO	Sheri Snyder	Human Services Sup	ssnyder@inyocounty.us	(760) 872-1394	0	(760) 872-4950
KERN	Martha Esparza	Assistant Program Director	esparzm@co.kern.ca.us	(661) 633-7337	0	(661) 631-6898
KINGS	Art Taft	Program Specialist	art.taft@co.kings.ca.us	(559) 852-4247	0	(559) 584-2749
LAKE	Kathy Harrison	Program Manager	kharrison@dss.co.lake.ca.us	(707) 995-4290	0	(707) 995-4204
LASSEN	Bill Jost	Program Manager	bjost@co.lassen.ca.us	(530) 251-8346	0	(530) 257-9002
LOS ANGELES	Lino Rios	Program Director	linorios@dpss.lacounty.gov	(562) 908-6345	0	(562) 695-0423
MADERA	Cindy Chandler	Program Manager	cindy.chandler@ca.madera.ca.us	(559) 675-2336	0	-
MARIN	Ronna Buccelli	Eligibility Program Manager	rbuccelli@marincounty.org	(415) 473-3503	0	(415) 473-3554
MARIPOSA	Nancy Bell	Deputy Director	nbell@mariposahsc.org	(209) 966-2000	919	(209) 966-8251
MENDOCINO	Rosemary Martin del Campo	Program Manager	martinr@co.mendocino.ca.us	(707) 463-7875	0	(707) 463-7879
MERCED	Khamla Emanivong	Staff Services Analyst II	kemanivong@hsa.co.merced.ca.us	(209) 385-3000	5340	(209) 354-2505
MODOC	Pat Nwobodo	Eligibility Specialist	patnwobodo@co.modoc.ca.us	(530) 233-6505	0	-
MONO	Mary Stanley	Program Manager	mstanley@mono.ca.gov	(760) 924-1780	0	(760) 924-5431
MONTEREY	Christine Alvarez	MA II	alvarezlc@co.monterey.ca.us	(831) 796-1544	0	(831) 755-8408
NAPA	Alli Muller	Analyst	alli.muller@countyofnapa.org	(707) 253-6180	0	(707) 299-4431
NEVADA	Kevin Olson	Program Manager	Kevin.Olson@co.nevada.ca.us	(530) 265-7101	0	(530) 265-9860

APPENDIX L

CALFRESH COORDINATOR/PRIMARY CONTACT LIST

County	Name	Title	E-mail Address	Phone Number	Extension	FAX Number
ORANGE	Conxita Girvent	Program Manager	Conxita.Girvent@ssa.ocgov.com	(714) 541-7442	0	(714) 245-6188
PLACER	Linda Zelhart	Acting CalFresh Program Manager	lzelhart@placer.ca.gov	(530) 889-7626	0	(530) 889-7608
PLUMAS	Neal Caiazzo	Program Manager	nealcaiazzo@countyofplumas.com	(530) 283-6276	0	(530) 283-6368
RIVERSIDE	Jennifer Hahner	Program Specialist	jhahner@riversidedpss.org	(951) 358-3970	0	(951) 358-3990
SACRAMENTO	Rhonda Noller	Human Services Program Planner B	nollerr@saccounty.net	(916) 875-3525	0	(916) 875-3591
SAN BENITO	Alma Villasana	Eligibility Supervisor	avillasana@cosb.us	(831) 636-4180	0	(831) 637-9754
SAN BERNARDINO	Maria Contreras	Program Specialist 1	contrerasm@hss.sbcounty.gov	(909) 383-9704	0	(909) 383-9714
SAN DIEGO	Adrienne Yancey	Senior Program Manager CalWORKs, CalFresh and Child Care Unit	adrienne.yancey@sdcounty.ca.gov	(619) 338-2963	0	(619) 338-2973
SAN FRANCISCO	Leo O'Farrell	Program Director	Leo.O'farrell@sfgov.org	(415) 558-1157	0	(415) 558-1184
SAN JOAQUIN	Alisa Rosas	Staff Analyst II	arosas@sjgov.org	(209) 468-2043	0	(209) 932-2615
SAN LUIS OBISPO	Joyce Fields	Program Manager	jfields@co.slo.ca.us	(805) 781-1895	0	(805) 781-1944
SAN MATEO	Nancy Rodriguez	CalFresh Program Specialist	nrodriguez@smchsa.org	(650) 802-7562	0	(650) 631-5806
SANTA BARBARA	Lourdes Kraft	Dept. Business Specialist	L.Kraft@sbcsocialserv.org	(805) 346-8213	0	(805) 346-8366
SANTA CLARA	Michelle Greenwood	CalFresh Program Coordinator	michelle.greenwood@ssa.sccgov.org	(408) 755-7540	0	(408) 975-4530
SANTA CRUZ	Lainie Gray	Associate Human Services Analyst	lainie.gray@hsd.co.santa-cruz.ca.us	(831) 763-8764	0	(831) 763-8530
SHASTA	Jean Keyes	Staff Services Analyst II	jkeyes@co.shasta.ca.us	(530) 225-5022	0	(530) 225-5288
SIERRA	Lori McGee	ICW Supervisor	lmcgee@sierracounty.ws	(530) 993-6725	0	(530) 993-6767
SISKIYOU	Patricia Barbieri	Program Manager	tbarbieri@co.siskiyou.ca.us	(530) 841-2754	0	(530) 841-4399
SOLANO	Juanita Fleming	Program Specialist	jmmccord-fleming@solanocounty.com	(707) 784-3807	0	(707) 863-8903
SONOMA	Joelle Brignoli	Planner Analyst	jbrignoli@schsd.org	(707) 565-2524	0	(707) 565-2929
STANISLAUS	Maria DeAnda	Manager III	DeAndMa@stancounty.com	(209) 558-2671	0	(209) 558-2558
SUTTER	David Nagra	Program Manager	dsnagra@co.sutter.ca.us	(530) 822-7230	210	(530) 822-7563
TEHAMA	Laurie Nelson	SSA II	lnelson@tcdss.org	(530) 528-4116	0	(530) 527-5410
TRINITY	Morgan Talkington	Eligibility Supervisor	mtalkington@trinitycounty.org	(530) 623-8247	0	(530) 623-8258
TULARE	Vienna Barnes	Unit Manager	vbarnes@tularehhsa.org	(559) 623-0121	0	(559) 713-5180
TUOLUMNE	Laurie Darby	Eligibility Supervisor	ldarby@co.tuolumne.ca.us	(209) 533-5753	0	(209) 533-5714
VENTURA	Margarita Cabral	CalFresh Program Analyst	margarita.cabral@ventura.org	(805) 477-5363	0	(805) 477-5387
YOLO	Julia Scheuermann	Administrative Analyst	julia.scheuermann@yolocounty.org	(530) 661-2918	0	(530) 661-2781
YUBA	Carol Newsom	Program Manager	cnewsom@co.yuba.ca.us	(530) 749-6480	0	(530) 749-6797

APPENDIX M

CALFRESH SURVEY OF OPERATIONS AND ACCESS

FISCAL YEAR [FY] 2010-11
 (July 1, 2010 through June 30, 2011)
 CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
 CALFRESH BRANCH

COUNTY:	
---------	--

COUNTY CODE:	
--------------	--

DATE SUBMITTED:	
-----------------	--

COUNTY CONTACT INFORMATION					
(Columns marked with an asterisk (*) are required to be completed)					
Name*	Title*	E-Mail*	Phone*	Ext	Fax
Person Completing Survey					
CalFresh Coordinator (Primary CalFresh Contact Person)					
Outreach Contact Person					

SURVEY STARTS HERE
<p>Please click on the "Instructions" button located on the top toolbar and read the background and instructional information prior to completing this survey. Technical information regarding the electronic submission of this survey is available by clicking on the "Automated E-mail Features" and "System Requirements" buttons.</p> <p style="color: red; text-align: center;">*****RETURN SURVEY BY APRIL 15, 2012*****</p>

APPENDIX M

PART A--ACCESS AND AWARENESS

Provide information based on activities that occurred at any time during FY 2010-11 unless another time frame is specified.

Application Access

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

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

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

APPENDIX M

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

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

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

YES NO

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

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

YES NO

3b. Primarily, indicate when screening for ES is done. Choose **ONLY ONE** answer.

When application is requested	<input type="radio"/>
When application is submitted	<input type="radio"/>
During the interview	<input type="radio"/>
When ES questions are completed	<input type="radio"/>
Other (Specify):	<input type="radio"/>

3c. Primarily, indicate who does the screening for ES. Choose **ONLY ONE** answer.

Clerical/Receptionist	<input type="radio"/>
Eligibility Worker	<input type="radio"/>
Supervisor	<input type="radio"/>
Application Screening Unit	<input type="radio"/>
Other (Specify):	<input type="radio"/>

APPENDIX M

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

YES NO

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

YES NO

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

Non-English Languages			
Check All That Apply			
None	<input type="checkbox"/>	Portuguese	<input type="checkbox"/>
Arabic	<input type="checkbox"/>	Punjabi	<input type="checkbox"/>
Armenian	<input type="checkbox"/>	Russian	<input type="checkbox"/>
Cambodian	<input type="checkbox"/>	Spanish	<input type="checkbox"/>
Farsi	<input type="checkbox"/>	Tagalog	<input type="checkbox"/>
Hmong	<input type="checkbox"/>	Ukrainian	<input type="checkbox"/>
Japanese	<input type="checkbox"/>	Vietnamese	<input type="checkbox"/>
Korean	<input type="checkbox"/>	Other (specify):	
Laotian	<input type="checkbox"/>		<input type="checkbox"/>
Mandarin/Chinese	<input type="checkbox"/>		<input type="checkbox"/>
Mien	<input type="checkbox"/>		<input type="checkbox"/>

5. Did your county provide outstationed CalFresh eligibility workers at sites other than CWDs?

YES NO

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

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

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

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

APPENDIX M

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

YES NO

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

6a. Indicate the type of on-line application available to clients in your county. Choose **ONLY ONE** answer.

C4Yourself	<input type="radio"/>
Benefits CalWIN	<input type="radio"/>
SF Benefits	<input type="radio"/>
YourBenefitsNow	<input type="radio"/>
One E-Application	<input type="radio"/>
Other (Specify):	<input type="radio"/>

6b. Indicate all features that apply to the type of on-line application selected in item 6a.

On-Line Application Features	C4Yourself	Benefits CalWIN	Benefits SF	Your Benefits Now	One E-Application
Partially complete and save application until later	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Submit application electronically with an electronic signature (e-signature)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Establish the application filing date (including submitting application with only the name, date, and signature)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Process Expedited Service entitlement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Submit application for recertification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Obtain a signature, if NO e-signature is available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Check the status of the application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Report changes prior to application processing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Print the application form	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Send message to county	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Easy to locate and access from the county's website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Easy to use with clear instructions and simple language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Help tools available either on-line, by phone, or via other means	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides confirmation that the on-line application has been submitted.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other On-Line Application Features (Specify):					
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

YES NO

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

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

YES NO

APPENDIX M

6e. Indicate when on-line applications are viewed and modified electronically by district office staff.

When On-Line Applications are Viewed or Modified	Viewed	Modified
Before the eligibility interview	<input type="radio"/>	<input type="radio"/>
During the eligibility interview	<input type="radio"/>	<input type="radio"/>
After the eligibility interview	<input type="radio"/>	<input type="radio"/>

6f. If "modified during the eligibility review" is selected in item 6e, is the applicant provided a copy of the changes made to their electronic application at the interview?

YES NO

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

Same Day	<input type="radio"/>
Next Business Day	<input type="radio"/>
Other (Specify):	<input type="radio"/>

6h. Primarily, how are clients made aware of the option to apply on-line? Check ONLY ONE answer.

Through Outreach Materials	<input type="radio"/>
By Telephone Hotline Messages	<input type="radio"/>
Through Mass Mailing Notices	<input type="radio"/>
When a Client Calls the CWD	<input type="radio"/>
Through Public Advertisement	<input type="radio"/>
Not Currently Promoting	<input type="radio"/>
Other (Specify):	<input type="radio"/>

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

Languages Available	Check All That Apply
English	<input type="checkbox"/>
Spanish	<input type="checkbox"/>
Other Languages (Specify):	<input type="checkbox"/>
	<input type="checkbox"/>

6j. Indicate how community-based organizations (CBOs) assist clients with on-line applications. Check ALL that apply.

CBOs have unique identifiers.	<input type="checkbox"/>
CBOs have the ability to check the status of the application.	<input type="checkbox"/>
County can track the outcomes of the applications submitted by the CBOs.	<input type="checkbox"/>

APPENDIX M

Face-to-Face Interview Waivers

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

YES
 NO

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

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

Type of Interview Waived	Select One
Hardship	<input type="radio"/>
Federal Statewide Waiver (county optional)	<input type="radio"/>
Both Hardship and Federal Statewide Waiver	<input type="radio"/>

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

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

Methods	Initial Application	Recertification
Telephone Interviews	<input type="radio"/>	<input type="radio"/>
In Person	<input type="radio"/>	<input type="radio"/>
Webcam	<input type="radio"/>	<input type="radio"/>

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

Types of Applications	1 to 5 percent were waived	6 to 10 percent were waived	11 to 20 percent were waived	Over 20 percent were waived	N/A
Hardship at Intake	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Elderly and Disabled Households at Intake	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Elderly and Disabled at Recertification	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Quarterly Reporting Households at Recertification	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Households at Intake	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Households at Recertification	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

7d. Primarily, how are clients made aware of the option to have a face-to-face interview waived? Choose **ONLY ONE** answer.

Through Outreach Materials	<input type="radio"/>
By Telephone Hotline Messages	<input type="radio"/>
When a Client Calls the CWD	<input type="radio"/>
When the Client Receives an Application	<input type="radio"/>
When the Application is Submitted	<input type="radio"/>
When the Eligibility Worker Sees a Potential Need	<input type="radio"/>
Other (Specify):	<input type="radio"/>

APPENDIX M

Program Access

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

YES NO

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

8a. If you answered "YES" to Item 8, describe all your county's Business Process Re-engineering efforts. Indicate whether your county has implemented or is planning to implement in the future and provide an implementation date. If more space is needed, please go to Part C, "General Comments."

Description of Business Process Re-engineering Efforts	Implemented or Planning to Implement	Implementation Date (Mo/Yr)
	<input type="radio"/> IMPLEMENTED <input type="radio"/> PLANNING TO IMPLEMENT	
	<input type="radio"/> IMPLEMENTED <input type="radio"/> PLANNING TO IMPLEMENT	
	<input type="radio"/> IMPLEMENTED <input type="radio"/> PLANNING TO IMPLEMENT	
	<input type="radio"/> IMPLEMENTED <input type="radio"/> PLANNING TO IMPLEMENT	
	<input type="radio"/> IMPLEMENTED <input type="radio"/> PLANNING TO IMPLEMENT	
	<input type="radio"/> IMPLEMENTED <input type="radio"/> PLANNING TO IMPLEMENT	

9. Does your county use the Modified Categorical Eligibility (MCE) waiver?

YES NO

•If you answered "YES," continue to Item 9a.
•If you answered "NO," go to Item 10.

9a. If you answered "YES" in item 9, indicate how your county provides the PUB 275.

Method	Check All That Apply
Flyer (mailed or handed out)	<input type="checkbox"/>
Link	<input type="checkbox"/>
Poster	<input type="checkbox"/>
Other (Specify):	<input type="checkbox"/>

APPENDIX M

DESCRIPTION OF DIFFERENT TELEPHONE METHODS:

Hotline - provides general information either through a recording and/or live operator.

Interactive Voice Response (IVR) - identifies customers and provides tailored information according to the customer's profile. It is a computerized system that answers incoming calls from clients that enter their case number, name, or other identifying information.

Call Centers (depending on functionality) - use phones as the primary means for how clients interface with their case workers. It provides general information and answers to basic questions through a live operator (depending on the size and functionalities, a call center can function as a contact center, interaction center, customer care center, customer support center, customer communications center, customer services center, sales and service center, technical support center, and help desk).

Change/Service Centers - provides general information and can make basic changes to an active case through a live operator.

Contact Center - utilizes multiple avenues for clients to interface with their case worker, including one or more of the following: phones, e-mails, instant messaging, chat, and text.

10. Based on the descriptions above, what telephone method(s) did your county use to provide information regarding CalFresh?

Telephone Methods	Check All That Apply	
	CalFresh in General	Noncitizens' Eligibility
Hotline	<input type="checkbox"/>	<input type="checkbox"/>
Hotline number 1-877-847-FOOD (3663)	<input type="checkbox"/>	<input type="checkbox"/>
Interactive Voice Response (IVR) System	<input type="checkbox"/>	<input type="checkbox"/>
Call Center	<input type="checkbox"/>	<input type="checkbox"/>
Change/Service Center	<input type="checkbox"/>	<input type="checkbox"/>
Contact Center	<input type="checkbox"/>	<input type="checkbox"/>
General County Main Number	<input type="checkbox"/>	<input type="checkbox"/>
County number "211"	<input type="checkbox"/>	<input type="checkbox"/>
Other Telephone Methods (Specify):		
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>

10a. Based on the telephone method(s) selected in item 10, indicate the languages (other than English) that were used in your county.

Non-English Languages			
Check All That Apply			
None	<input type="checkbox"/>	Portuguese	<input type="checkbox"/>
Arabic	<input type="checkbox"/>	Punjabi	<input type="checkbox"/>
Armenian	<input type="checkbox"/>	Russian	<input type="checkbox"/>
Cambodian	<input type="checkbox"/>	Spanish	<input type="checkbox"/>
Farsi	<input type="checkbox"/>	Tagalog	<input type="checkbox"/>
Hmong	<input type="checkbox"/>	Ukrainian	<input type="checkbox"/>
Japanese	<input type="checkbox"/>	Vietnamese	<input type="checkbox"/>
Korean	<input type="checkbox"/>	Other (specify):	
Laotian	<input type="checkbox"/>		<input type="checkbox"/>
Mandarin/Chinese	<input type="checkbox"/>		<input type="checkbox"/>
Mien	<input type="checkbox"/>		<input type="checkbox"/>

APPENDIX M

10b. Does your county use contracted language services?

YES NO

*If you answered "YES," continue to Item 10c.
*If you answered "NO," go to Item 10d.

10c. If you answered "YES" to Item 10b, indicate who accesses language line services when interpreter services are needed. Check ALL that apply.

Clerical/Receptionist	<input type="checkbox"/>
Eligibility Worker	<input type="checkbox"/>
Supervisor	<input type="checkbox"/>
Application Screening Unit	<input type="checkbox"/>
Other (Specify):	<input type="checkbox"/>

10d. Based on the telephone method(s) selected in Item 10, provide the telephone number(s), type (recording/operator), specific type of information/services available and, days and hours of operation.

Telephone Number(s)	For Hotline and/or IVR System Only (including 877-847-FOOD)			Column A	Column B
	Recording ONLY (Complete Column A)	Operator ONLY (Complete Column B)	Both (Complete Columns A and B)		
use this format (123) 456-7890				Indicate the Specific Type of INFORMATION Provided by the Recording	Indicate the Days AND Hours an Operator is Available
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		

Telephone Number(s)	For Call Center, Change/Service Center, Contact Center, and/or General County Main Number Only (including 211)			Column A	Column B
	Recording ONLY (Complete Column A)	Operator ONLY (Complete Column B)	Both (Complete Columns A and B)		
use this format (123) 456-7890				Indicate the Specific Type of SERVICES Provided by the Recording	Indicate the Days AND Hours an Operator is Available
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		

APPENDIX M

10e. Did the telephone method(s) maintained by your county, as identified in item 10, provide clients the ability to leave messages after hours of operation?

YES NO

•If you answered "YES," continue to Item 10f.
 •If you answered "NO," go to Item 10h.

10f. If you answered "YES" to Item 10e, indicate the telephone method(s) in which messages were allowed after hours of operation.

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

10g. If you answered "YES" to Item 10e, indicate what options clients have when connected to a recorded message.

Client Options to a Recorded message	Check All That Apply
Leave a voicemail message	<input type="checkbox"/>
Call another number	<input type="checkbox"/>
Speak to a Supervisor	<input type="checkbox"/>
Other Options (Specify):	
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

10h. If you selected IVR, Call Center, Change/Service Center and/or Contact Center in Item 10, indicate how many calls were received on average per day.

1 to 50 calls	<input type="radio"/>
51 to 100 calls	<input type="radio"/>
101 to 150 calls	<input type="radio"/>
over 150 calls	<input type="radio"/>

APPENDIX M

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

YES NO

*If you answered "YES," continue to Item 11a.
*If you answered "NO," go to Item 12.

11a. Are document imaging activities centralized or decentralized?

Centralized	<input type="radio"/>
Decentralized	<input type="radio"/>

11b. Are imaged documents accessible to Eligibility Workers during interviews?

YES NO

12. Did your county use local media for broadcasting public service announcements that included information regarding CalFresh and Noncitizens' potential eligibility for these programs?

Topics of Local Public Service Announcements	
CalFresh in General	<input type="radio"/> YES <input type="radio"/> NO
Noncitizens' Eligibility	<input type="radio"/> YES <input type="radio"/> NO

Outreach Activities

13. Tell us about your county's CalFresh outreach activities:

- A. In Column A, indicate ALL CalFresh outreach activities your county conducted.
- B. In Column B, select the SINGLE MOST EFFECTIVE activity.

Outreach Activities	Column A Check ALL Outreach Activities That Apply	Column B Select the SINGLE MOST EFFECTIVE activity
Conduct Activity Booths Aimed at Family Nutrition and Physical Activity	<input type="checkbox"/>	<input type="radio"/>
Cross-Train Staff to Accept and Process Applications	<input type="checkbox"/>	<input type="radio"/>
Develop a Website	<input type="checkbox"/>	<input type="radio"/>
Increase Certification Sites	<input type="checkbox"/>	<input type="radio"/>
Outstation Eligibility Workers <i>(must agree with response in Item 5)</i>	<input type="checkbox"/>	<input type="radio"/>
Participate in Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	<input type="checkbox"/>	<input type="radio"/>
Partner with Various Agencies and Organizations <i>(must agree with response in Item 18)</i>	<input type="checkbox"/>	<input type="radio"/>
Provide a Mobile Intake Unit to Go Into the Community	<input type="checkbox"/>	<input type="radio"/>
Provide Extended Office Hours (Upon request, Before 8 am, Lunch (12 pm - 1 pm), After 5 pm) <i>(must agree with responses in Items 23a and 24a)</i>	<input type="checkbox"/>	<input type="radio"/>
Provide Informational Brochures/Flyers Regarding CalFresh	<input type="checkbox"/>	<input type="radio"/>
Provide Training and Informational Materials to Community-Based Organizations	<input type="checkbox"/>	<input type="radio"/>
Use Local Media to Enable and Enhance Awareness <i>(must agree with response in Item 12)</i>	<input type="checkbox"/>	<input type="radio"/>
Use Organizations to Provide DFA 285 A1 Applications	<input type="checkbox"/>	<input type="radio"/>
•Organizations Advise Clients to Mail In OR •Organizations Send in to CWD for Clients	<input type="checkbox"/>	<input type="radio"/>
Other Outreach Activities (Specify):		
	<input type="checkbox"/>	<input type="radio"/>
	<input type="checkbox"/>	<input type="radio"/>
	<input type="checkbox"/>	<input type="radio"/>

APPENDIX M

14. Is your county spending County Administrative funds to conduct CalFresh outreach activities?

YES NO

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

YES NO

•If you answered "YES," continue to Item 15a.
•If you answered "NO," go to Item 16.

15a. If you answered "YES" to Item 15, indicate sites/organizations.

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

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

16. Did your county provide information about public charge in regard to sponsored Noncitizens?

YES NO

APPENDIX M

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

YES NO

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

17a. If you answered "YES" to Item 17, indicate sites/organizations.

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

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

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

APPENDIX M

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

YES NO

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

18a. If you answered "YES" to Item 18, indicate the partner organization names, frequency of meetings, and activities. If more space is needed, please go to Part C, "General Comments."

Partner Organization Names	Frequency of Meetings		Activities
	<input type="radio"/> Monthly <input type="radio"/> Bi-Monthly <input type="radio"/> Quarterly	<input type="radio"/> Other (Specify): 	
	<input type="radio"/> Monthly <input type="radio"/> Bi-Monthly <input type="radio"/> Quarterly	<input checked="" type="radio"/> Other (Specify): 	
	<input type="radio"/> Monthly <input type="radio"/> Bi-Monthly <input type="radio"/> Quarterly	<input type="radio"/> Other (Specify): 	
	<input type="radio"/> Monthly <input type="radio"/> Bi-Monthly <input type="radio"/> Quarterly	<input checked="" type="radio"/> Other (Specify): 	
	<input type="radio"/> Monthly <input type="radio"/> Bi-Monthly <input type="radio"/> Quarterly	<input type="radio"/> Other (Specify): 	
	<input type="radio"/> Monthly <input type="radio"/> Bi-Monthly <input type="radio"/> Quarterly	<input checked="" type="radio"/> Other (Specify): 	

APPENDIX M

19. Did your county implement any *NEW* CalFresh outreach activities during FY 2010-11?

YES NO

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

19a. If you answered "YES" to Item 19, describe the *NEW* outreach activities implemented in FY 2010-11 and indicate whether they were one-time or ongoing activities. If more space is needed, please go to Part C, "General Comments."

Description of <i>NEW</i> Outreach Activities Implemented in FY 2010-11	Type of Activity	
	One-Time Activity	Ongoing Activity
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>

APPENDIX M

20. Does your county have any *NEW* CalFresh outreach activities planned for implementation during the next fiscal year, July 1, 2011 through June 30, 2012 (FY 2011-12)?

YES NO

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

20a. If you answered "YES" to Item 20, describe the *NEW* outreach activities planned for FY 2011-12 and indicate whether they will be one-time or ongoing activities. If more space is needed, please go to Part C, "General Comments."

Description of <i>NEW</i> Outreach Activities Planned for FY 2011-12	Type of Activity	
	One-Time Activity	Ongoing Activity
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>

APPENDIX M

PART B--CERTIFICATION

For Items 21, 23, and 24, provide certification site information as of June 30, 2011. For Items 22, 24a, 25 and 26, provide information based on activities that occurred at any time during FY 2010-11.

Certification Sites

21. Did any of the certification sites reported during last year's (FY 2009-10) survey close as of June 30, 2011?

YES NO

•If you answered "YES," continue to Item 21a.
 •If you answered "NO," go to Item 22.

21a. Referring to your county's list of certification sites as reported in last year's (FY 2009-10) survey, please list the address(es) of sites that were closed. If more space is needed, please go to PART C, "General Comments."

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

22. Does your county have any certification sites that opened during FY 2010-11?

YES NO

•If you answered "YES," continue to Item 22a.
 •If you answered "NO," go to Item 23.

22a. Please list the address(es) of sites that were opened during FY 2010-11. If more space is needed, please go to PART C, "General Comments."

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

APPENDIX M

23. As of June 30, 2011, how many certification sites were there in your county?

23a. Did any of the certification sites indicated in Item 23 have extended office hours?

YES NO

24. As of June 30, 2011, indicate the following for each certification site reported in Item 23:

- Site address
- Days and hours of operation (actual days and hours the site is open for business)
- Extended office hours (hours the site is open for business before 8am, lunch 12 - 1pm, and after 5pm)
- Services offered: (use the codes below)

*AP = Applications Provided, AA = Applications Accepted,
ESS = Expedited Service Screening, IC = Interviews Conducted, ALL = All of the Above.*

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

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

APPENDIX M

Item 24 Continued (use only if necessary--please do not repeat information listed above)

Address/City	Zip Code	Days	Hours of Operation	Extended Office Hours			Service Codes
				N/A	By Request Only	Hours Currently Provided	
				<input type="radio"/>	<input type="radio"/>		
				<input type="radio"/>	<input type="radio"/>		
				<input type="radio"/>	<input type="radio"/>		
				<input type="radio"/>	<input type="radio"/>		
				<input type="radio"/>	<input type="radio"/>		
				<input type="radio"/>	<input type="radio"/>		
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				<input type="radio"/>	<input type="radio"/>		
				<input type="radio"/>	<input type="radio"/>		
				<input type="radio"/>	<input type="radio"/>		
				<input type="radio"/>	<input type="radio"/>		
				<input type="radio"/>	<input type="radio"/>		
You have entered	0	sites.	This matches the number provided in Item 23. Thank you.				

24a. If extended office hours were indicated in Items 13 and 23a, identify the frequency (in general) that clients USED those extended hours. If a category does NOT apply, leave "Not Applicable" selected.

Extended Office Hours Offered	Frequency of Use of Extended Hours		
	Not Applicable	Occasionally Used	Frequently Used
Upon Request Only	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Before 8 am	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lunch (12 pm - 1 pm)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
After 5 pm	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other Extended Office Hours (Specify):			
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

APPENDIX M

Determination of Operational and Extended Hours

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

Methods Used to Determine Hours of Operation	Check All That Apply
Clients Requested As Needed	<input type="checkbox"/>
Historical Data on Hours Meeting Working Clients' Needs were Available in the County	<input type="checkbox"/>
Other County Agencies were Polled	<input type="checkbox"/>
Surveys or Questionnaires were Mailed to Working Recipients	<input type="checkbox"/>
Working Clients were Polled at CWD Offices or Certification Sites	<input type="checkbox"/>
Other Methods (Specify):	
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

Please check at least ONE method

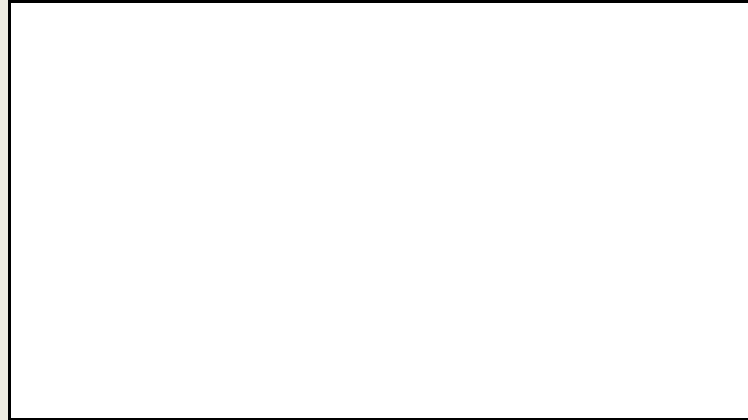
26. Other than extended office hours, what were the TOP THREE access methods working clients used?

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

Please check the top THREE

APPENDIX M

PART C--GENERAL COMMENTS (OPTIONAL) COUNTY



END OF SURVEY ITEMS

PROCEED TO PART D--SUBMISSION INSTRUCTIONS

PART D--SUBMISSION INSTRUCTIONS

*******RETURN SURVEY BY APRIL 15, 2012*******

E-mail Submission of Survey

- ▶ Click the "E-mail Survey" button located on the top toolbar of the survey page. This function will automatically open your default e-mail as a new e-mail message and attach the completed survey as an e-mail attachment. It will also automatically insert a designated e-mail address and your county's information on the "Subject" line. Click the "Send" button and the completed survey will be submitted to the California Department of Social Services.
- ▶ If you are unable to e-mail the survey, check for red circles which indicate that there are unanswered questions or invalid data. Please make any necessary corrections and try to e-mail the survey again.
- ▶ For additional troubleshooting and technical information, click the "Automated E-mail Features" and "System Requirements" buttons located on the top toolbar of the survey document. You may also e-mail us at admsurveyunit@dss.ca.gov or by clicking the "Questions or Problems?" button for further technical assistance.
- ▶ For all Nontechnical questions related to the completion of this survey, please contact Rosie Avena at (916) 654-1514.

Mailing Other Requested Information

- ▶ Please be sure you have answered all items and have the additional information requested in Items 15a and 17a (if applicable) ready for mailing. Send the information for Items 15a and 17a to the mailing address below.

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



CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
Will Lightbourne, Director