

**CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
CALFRESH BRANCH**

**CALFRESH OPERATIONS AND
ACCESS REPORT**

July 1, 2011 – June 30, 2012

Prepared by:
Data Systems and Survey Design Bureau
Administration Division
August 2013

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

TABLE OF CONTENTS

SUMMARY 1

CHARTS AND MAPS:

Application Access

Methods/Sites - Distribution of CalFresh Materials - Chart..... 6

Methods/Sites - Application Assistance for CalFresh Clients - Chart 7

**Outstationed Eligibility Workers at Sites Other Than
County Welfare Departments (CWDs) - Map..... 8**

**Outstationed Eligibility Worker Sites Other Than County Welfare
Departments - Chart..... 9**

**County Websites That Provide the Ability for Clients to
Complete an On-Line Application - Map 10**

**Features of the On-Line Application Website Available to
CalFresh Clients - Chart..... 11**

Kiosks or Computer Terminals Available for On-Line Applications - Map 12

Face-to-Face Interview Waivers

Applications That Waived Face-to-Face Interviews - Chart 13

Program Access

Business Process Re-engineering Efforts - Map14

Business Process Re-engineering Efforts - Chart15

**Telephone Systems That Have the Ability to Leave Messages
After Hours of Operation - Map16**

Document Imaging Systems - Map.....17

CalFresh Eligibility Public Service Announcements (PSAs) - Map.....18

Outreach Activities

CalFresh Outreach Activities - Chart.....19

Outreach Activities Using County Administrative Funds - Map20

Public Charge Information Regarding Sponsored Noncitizens - Map.....21

**Educational Materials and/or Presentations for Noncitizens and Migrant
Workers - Map22**

**Partnered with Other Health and Human Services Agencies, Schools, and
Community-Based Organizations to Improve Outreach Efforts -Map.....23**

**Implemented *New* CalFresh Outreach Activities During
Fiscal Year 2011-12 - Map.....24**

***New* CalFresh Outreach Activities Planned for Implementation in
Fiscal Year 2012-13 - Map.....25**

Certification Sites/Hours of Operation

Number of Certification Sites - Map.....26

**CalFresh Certification Sites - Statewide Annual Comparisons
Fiscal Years 2003-04 to 2011-12 - Chart.....27**

APPENDICES

Appendix A “Other” Responses28

Appendix B Description of Business Process Re-engineering Efforts 37

**Appendix C Telephone Methods: Hotline, 1-877-847-FOOD, IVR System, 211,
Call Center, Change/Service Center, Contact Center, Eligibility
Worker direct line and General County Main Number46**

**Appendix D Partner Organization Names, Frequency of
Meetings and Activities64**

**Appendix E Description of *New* Outreach Activities Implemented
During Fiscal Year 2011-12..... 78**

**Appendix F Description of *New* Outreach Activities Planned
For Fiscal Year 2012-1385**

Appendix G Certification Sites Closed as of June 30, 201292

Appendix H Certification Sites Opened during Fiscal Year 2011-1293

Appendix I County Size Based on Number of CalFresh Households..... 94

Appendix J Statewide Certification Sites95

Appendix K Data Summary.....111

Appendix L CalFresh Coordinator/Primary Contact List.....129

Appendix L Survey Form (sample not in web format)131

CALFRESH SURVEY OF OPERATIONS AND ACCESS

ANNUAL REPORT

FISCAL YEAR 2011-12

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-58-12, dated November 19, 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) 2011-12, and Certification activities based on county operations as of June 30, 2012. It also contains information regarding on-line applications and extended office hours. Any initiative implemented in FY 2012-13 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, four of the top five methods and sites continue to be the most frequently used for distributing general CalFresh information and application forms since FY 2007-08 and were as follows: Community Events, Community-Based Organizations (CBO), One Stop Centers/Family Resource Centers, and Hospitals/Clinics. Food Banks now comprise the top five methods/sites (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 (51 counties). (*Item 2*)

- All the counties screened CalFresh applications for determination of Expedited Services (ES) and included applications filed on-line. ES screening is not different for on-line applications and multi-program applications in 53 counties. *(Items 3-5)*
- Forty-nine counties screened for ES when the application was initially submitted. The Eligibility Worker conducted the ES screening in 38 counties while nine of the 11 counties that used Clerical/Receptionist used a screening form. *(Items 6-8)*
- Fifty-six counties utilized CalFresh applications translated in languages other than English. Spanish translated applications were used in 56 counties. Vietnamese and Mandarin/Chinese translated applications were the next most frequently used. *(Items 9, 10)*
- Forty-two counties (93.9 percent of statewide CalFresh households*) provided outstationed eligibility workers at sites other than CWDs (see map on page 8). The top three sites that continue to be the most frequently utilized for outstationed eligibility workers were Hospitals/Clinics, Community Events, and One Stop Centers/Family Resource Centers (see chart on page 9). *(Items 11, 12)*
- County websites in 53 counties (99.5 percent of statewide CalFresh households*) provided the ability for clients to complete an on-line CalFresh application (see map on page 10). The C4Yourself website was used by 34 of the 39 C-IV counties for on-line applications. For a list of features available on on-line application websites (see chart on page 11). *(Items 13-15)*
- Twenty counties (29.0 percent of statewide CalFresh households*) had kiosks or computer terminals available for applicants to apply on-line. Eighteen of these counties (28.3 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). Fifty of the 53 counties had on-line applications that were viewed electronically by district office staff before the eligibility interview and modified during the interview in 44 counties. Thirty counties (51.2 percent of statewide CalFresh households*) provided the applicant with a copy of the changes made to their on-line applications. *(Items 16-20)*
- When on-line applications were filed after office closed, 33 counties used the next business day as the application date. County use of outreach materials was the primary manner in which clients first became aware of the availability of on-line applications. All 53 counties used CBOs to assist clients with on-line applications. Twenty nine of these counties have unique identifiers for CBOs and 27 counties can track the outcomes of applications submitted by CBOs. *(Items 21, 22, 24)*

*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2011 through June 2012.

Face-to-Face Interview Waivers

- All the 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 25, 28)*
- Eighteen counties used the Federal Statewide Waiver while 7 counties used Hardship to waive the face-to-face interview. A combination of both Hardship and Federal Statewide Waiver, utilized by 33 counties, was the most common type of waiver. *(Item 26)*
- In lieu of face-to-face interviews, telephone interviews were the primary replacement method used by 21 counties at initial application and 34 counties at recertification. *(Item 27)*
- Eighteen counties indicated that clients first become aware of the option to waive the face-to-face interview when the application was submitted. *(Item 29)*

Program Access

- Forty-four counties (87.4 percent of statewide CalFresh households*) implemented or were planning to implement Business Process Re-engineering efforts (see map on page 14). Electronic Inter-County Transfer was the most implemented with 24 counties while Task-Based Case Management was the most planned for implementation with 20 counties (see chart on page 15). *(Items 30, 31)*
- All the counties used the Modified Categorical Eligibility waiver. The PUB 275 was provided by mailing or handing out flyers in 52 counties. *(Item 32)*
- The General County Main Number, Interactive Voice Response (IVR) System, County number "211", Change/Service Center, Call Center, Hotline, Contact Center, Hotline number 1-877-847-FOOD, and Eligibility Worker direct line were the various telephone methods used by all 58 counties to provide general CalFresh information and information about noncitizen eligibility. The IVR system was the most prevalent. Fifty-five counties had IVR systems, Call Centers, Change/Service Centers and/or Contact Centers, 26 of which received over 150 calls on average per day. *(Items 33, 35)*
- The 52 counties (62.2 percent of statewide CalFresh households*) that utilized various telephone methods indicated the methods provided clients the ability to leave messages after hours of operation (see map on page 16). This is a 23.8 percent increase from 42 counties in last year's survey. *(Items 33, 34)*

*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 2011 through June 2012.

- In 52 counties, Spanish, Vietnamese, and Farsi were the top three languages (other than English) used in the telephone systems. *(Items 38, 39)*
- Fifty-five counties (99.8 percent of statewide CalFresh households*) used contracted language services. Fifty-one of these counties have the eligibility worker access language line services when interpreter services were needed. *(Items 40, 41)*
- Fifty-seven counties (99.5 percent of statewide CalFresh households*) used document imaging systems. In each of these counties imaged documents were accessible to eligibility workers during interviews. Of these counties, 30 have centralized and 27 have decentralized document imaging systems (see map on page 17). *(Items 42-44)*
- Eighteen counties (64.4 percent of statewide CalFresh households*) utilized local media for public service announcements to provide general CalFresh information (see map on page 18). Seven of these counties also included information about noncitizen eligibility. *(Item 45)*

Outreach Activities

- Participating in Community Events and Providing Training and Informational Materials to CBOs, utilized by 51 counties, were the most common outreach efforts. The *single most effective* outreach activity, utilized by 18 counties (35.5 percent of statewide CalFresh households*), was Partnering with Various Agencies and Organizations (see chart on page 19). *(Items 46, 47)*
- Thirty-one counties (79.1 percent of statewide CalFresh households*) utilized County Administrative Funds to conduct CalFresh outreach activities (see map on page 20). *(Item 48)*
- Ten counties (4.6 percent of statewide CalFresh households*) provided CalFresh educational materials and/or conducted presentations specifically for migrant workers. Community Events were again the most frequently utilized. *(Items 49, 50)*
- Thirty-one counties (82.1 percent of statewide CalFresh households*) provided information about public charge in regard to sponsored noncitizens (see map on page 21). *(Item 51)*
- Twenty-six counties (64.5 percent of statewide CalFresh households*) provided CalFresh educational materials and/or presentations specifically for noncitizens (see map on page 22). Community Events continue to be the most frequently utilized methods. *(Items 52, 53)*
- To improve CalFresh outreach efforts, 54 counties (99.3 percent of statewide CalFresh households*) partnered with other health and human services agencies, schools, and community-based organizations (see map on page 23). *(Item 54)*

*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 2011 through June 2012.

- Thirty-four counties (83.9 percent of statewide CalFresh households*) implemented new CalFresh outreach activities during FY 2011-12 (see map on page 24). The majority of the activities (84.0 percent) were ongoing, rather than one-time only. *(Items 56, 57)*
- Forty counties (79.8 percent of statewide CalFresh households*) indicated plans to implement new CalFresh outreach activities during FY 2012-13 (see map on page 25). The majority of the anticipated activities (87.0 percent) are ongoing, rather than one-time only. *(Items 58, 59)*

CERTIFICATION

Certification Sites

- Of the 379 certification sites reported during last year's (FY 2010-11) survey, 6 counties (6.5 percent of statewide CalFresh households*) reported closing 18 (4.7 percent) sites as of June 30, 2012. *(Items 60, 61)*
- Five counties (4.5 percent of statewide CalFresh households*) reported opening 7 new sites during FY 2011-12. *(Items 62, 63)*
- There were 357 CalFresh certification sites statewide, a decrease of 5.8 percent from 379 sites during last year's survey (see map on page 26, chart on page 27, and Appendix I on page 94). *(Item 64)*
- Extended Office Hours (Upon Request, Before 8 a.m., Lunch, After 5 p.m.) were offered by 51 counties (67.5 percent of statewide CalFresh households*). Of the 357 sites, 298 (83.5 percent) offered extended office hours (see chart on page 27). Lunch was most frequently utilized method and Upon Request Only was occasionally used. *(Items 65, 66)*

Determination of Operational and Extended Hours

- Client request continue to be the primary method, used in 44 counties, to determine operational and extended hours of service to meet the needs of working clients. *(Item 67)*
- 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 68)*

*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 2011 through June 2012.

CHARTS

CHARTS

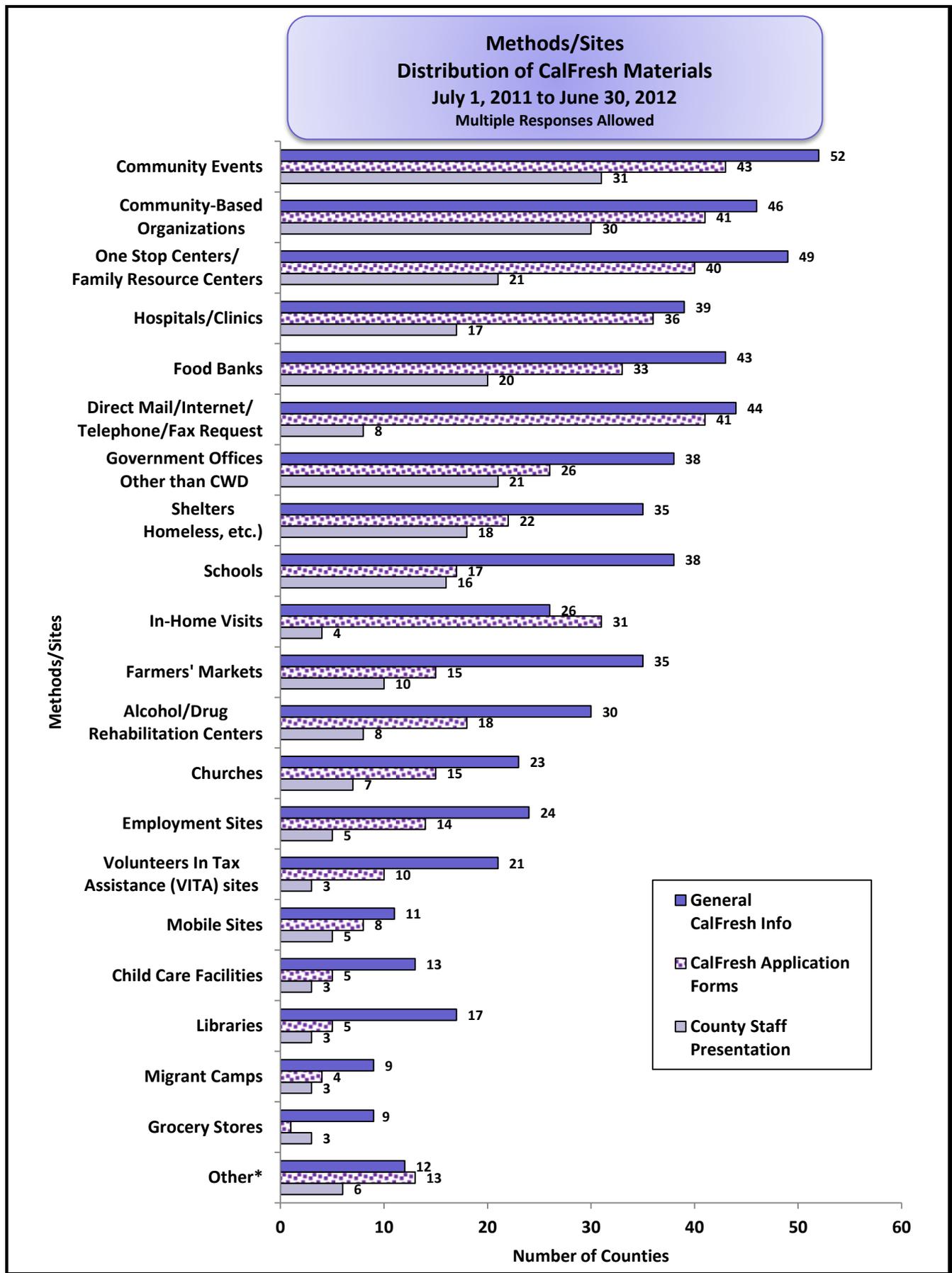
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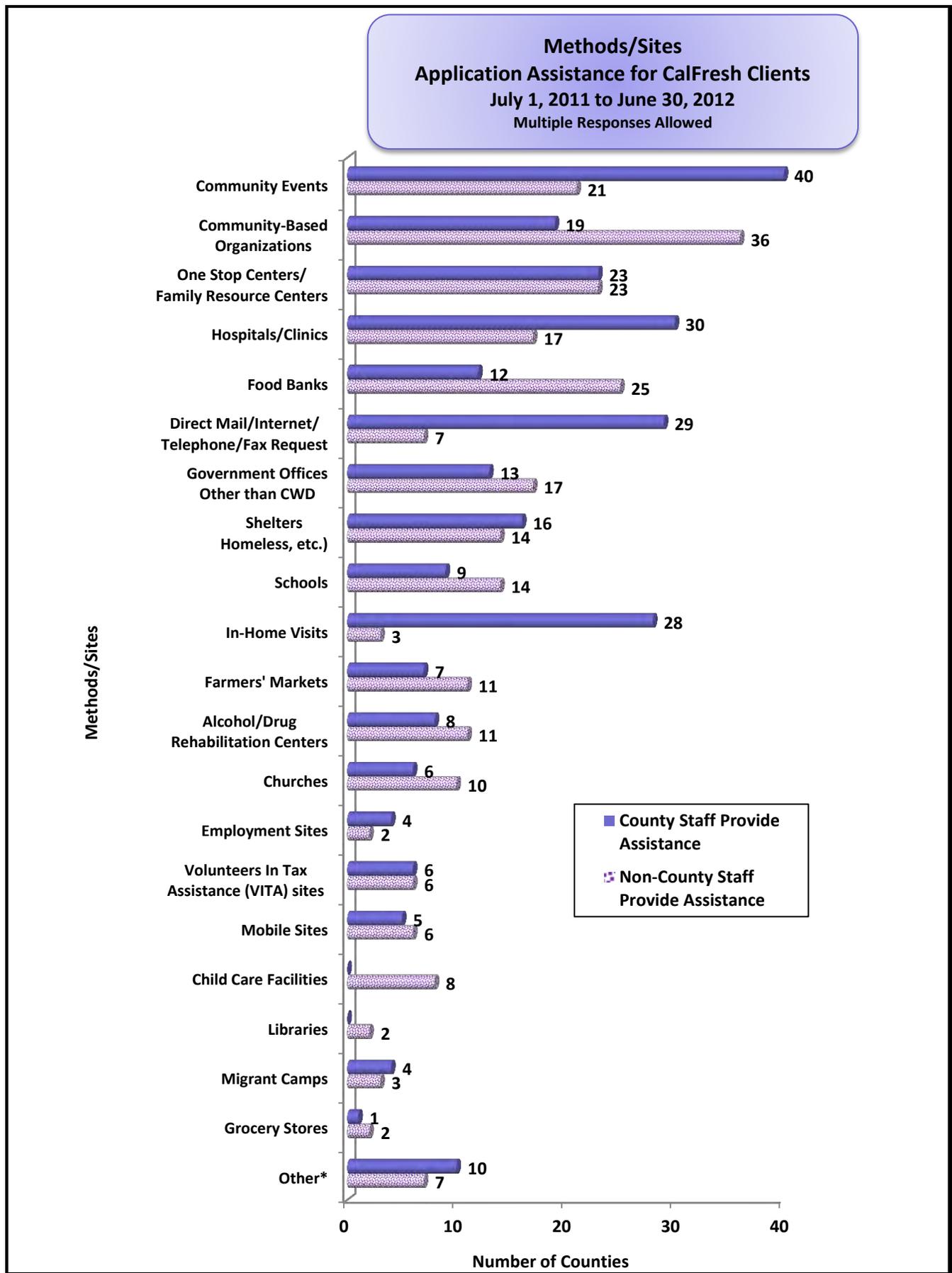
MAPS

MAPS

APPLICATION ACCESS



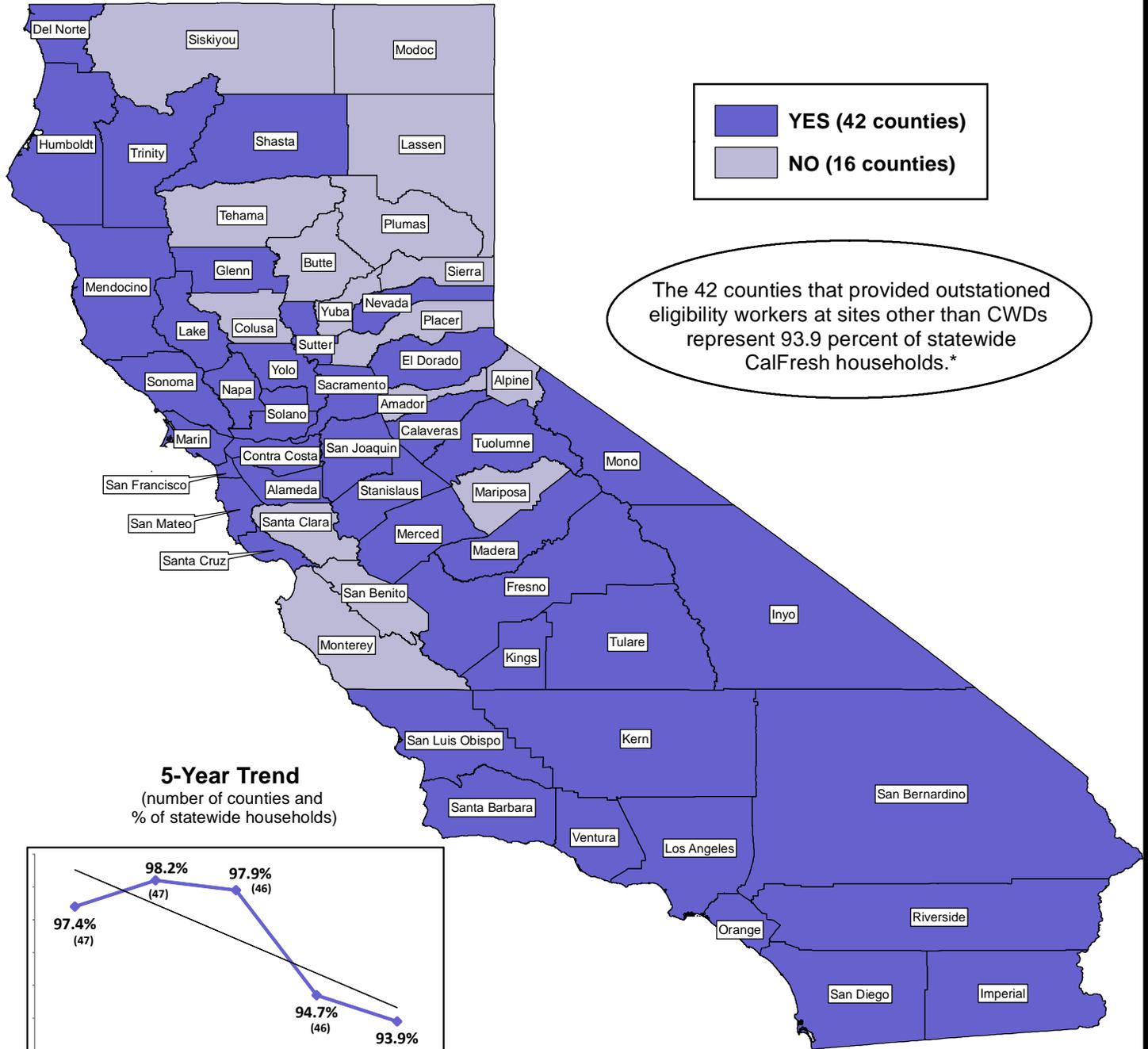
*For "Other" methods/sites, see Appendix A, page 28, Item 1.



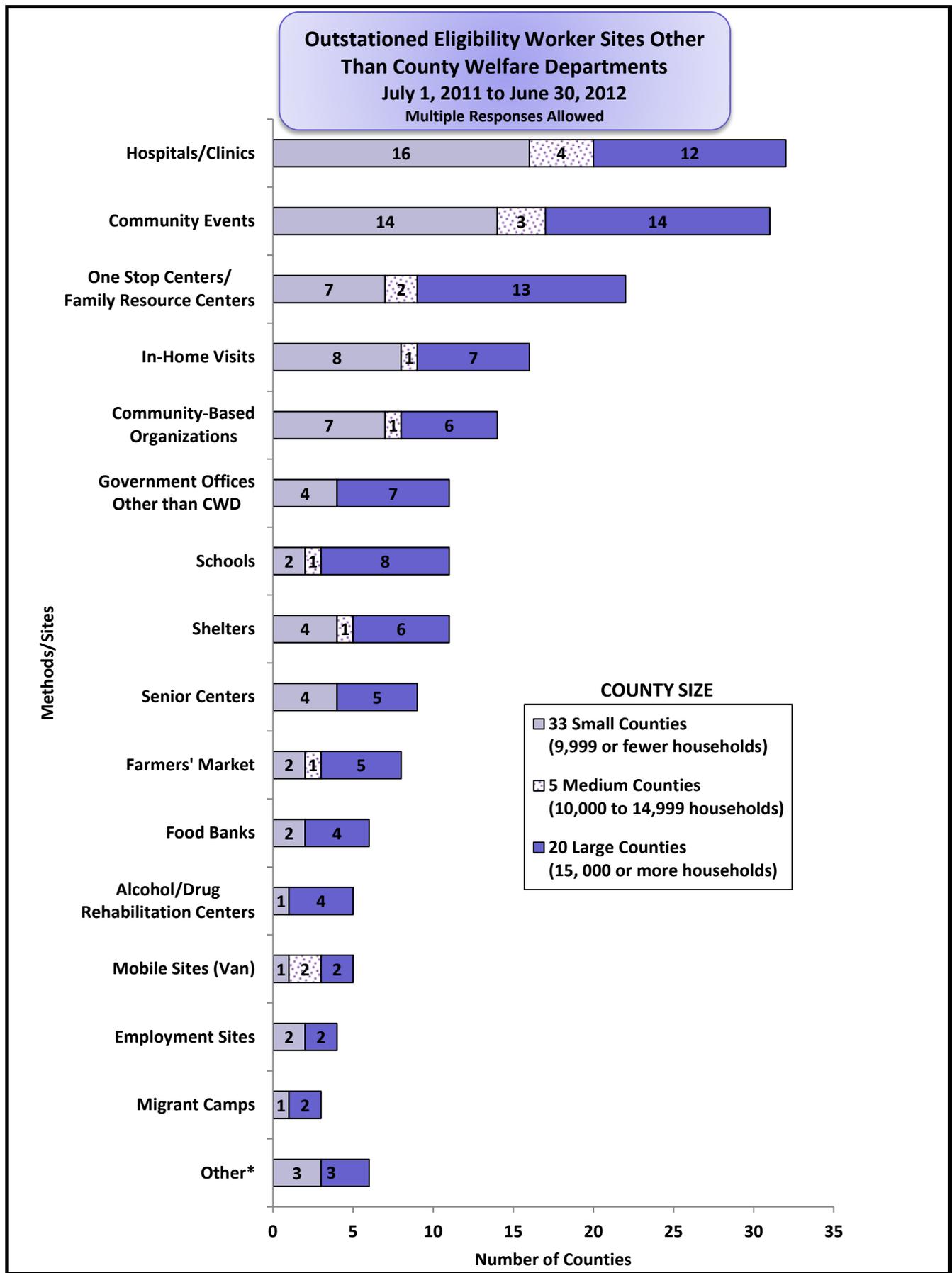
*For "Other" methods/sites, see Appendix A, page 28, Item 1.

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

July 1, 2011 to June 30, 2012



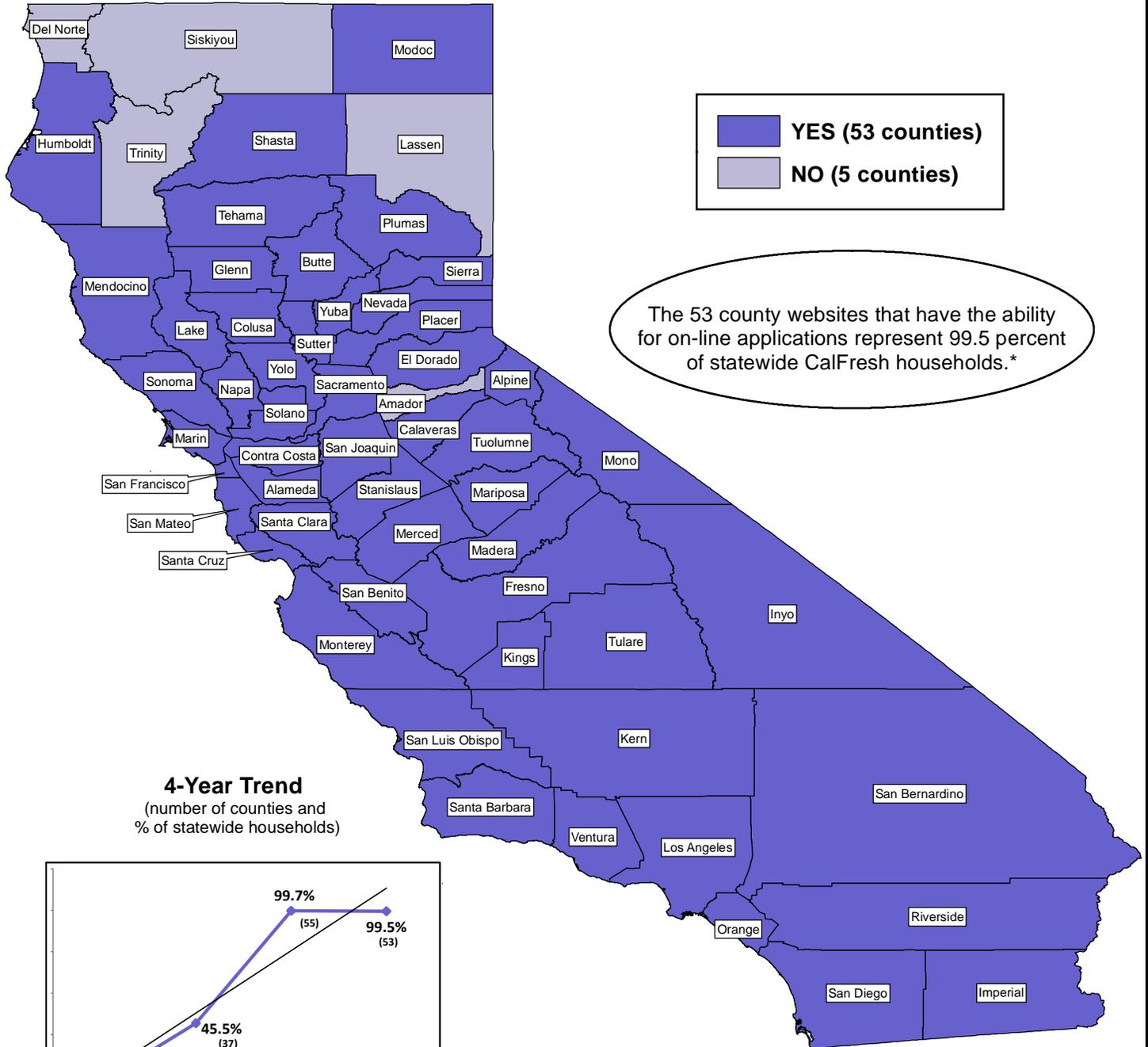
*Source: CalFresh Program Participation and Coupon Issuance report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2011 through June 2012.



*For "Other" methods/sites, see Appendix A, page 29, Item 12.

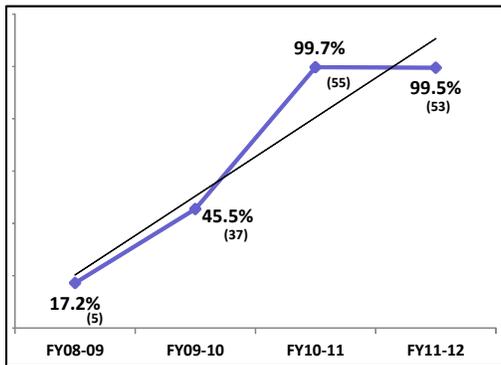
County Websites That Provide the Ability for Clients to Complete an On-Line Application

July 1, 2011 to June 30, 2012



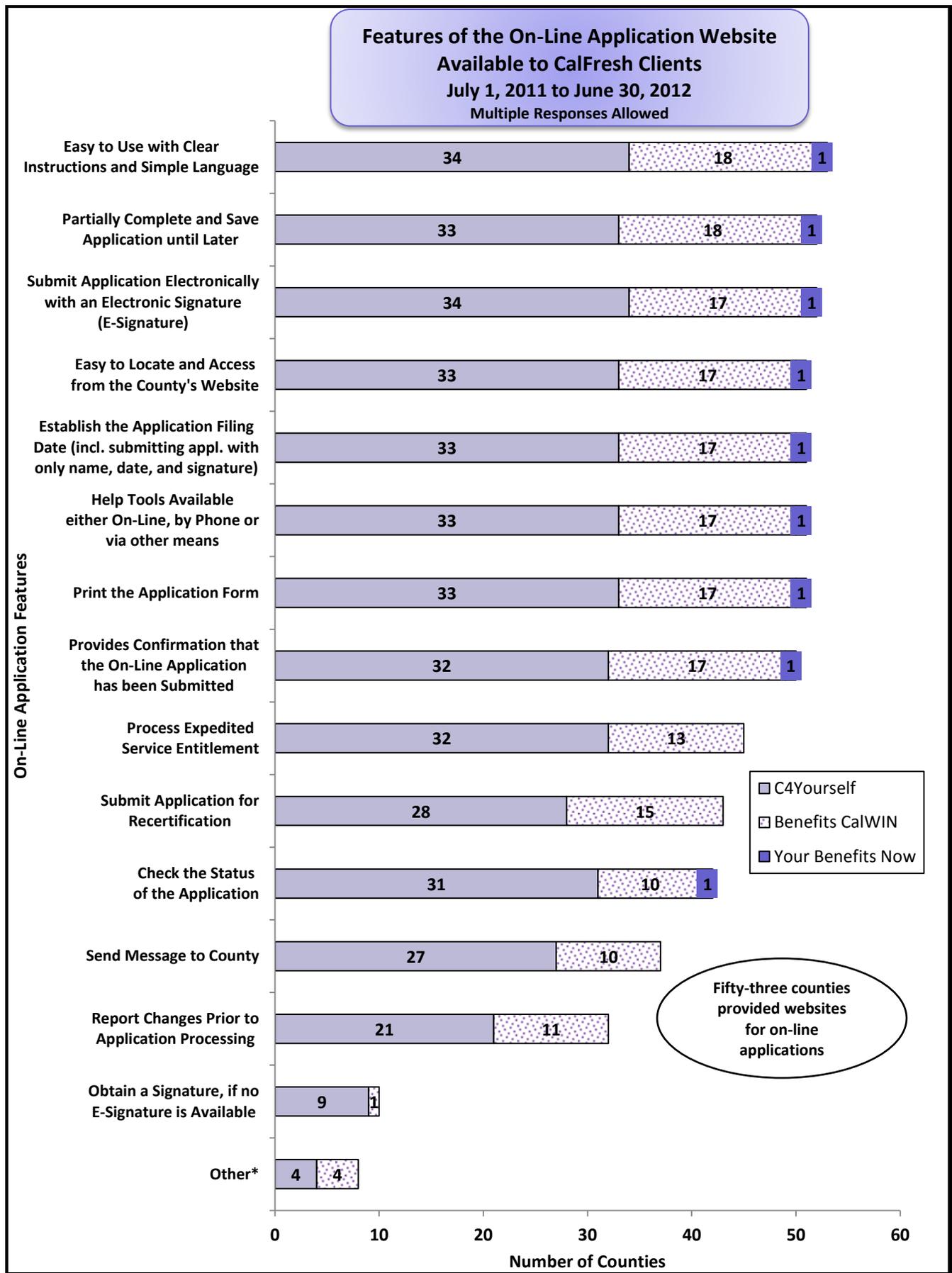
The 53 county websites that have the ability for on-line applications represent 99.5 percent of statewide CalFresh households.*

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



Fiscal Year

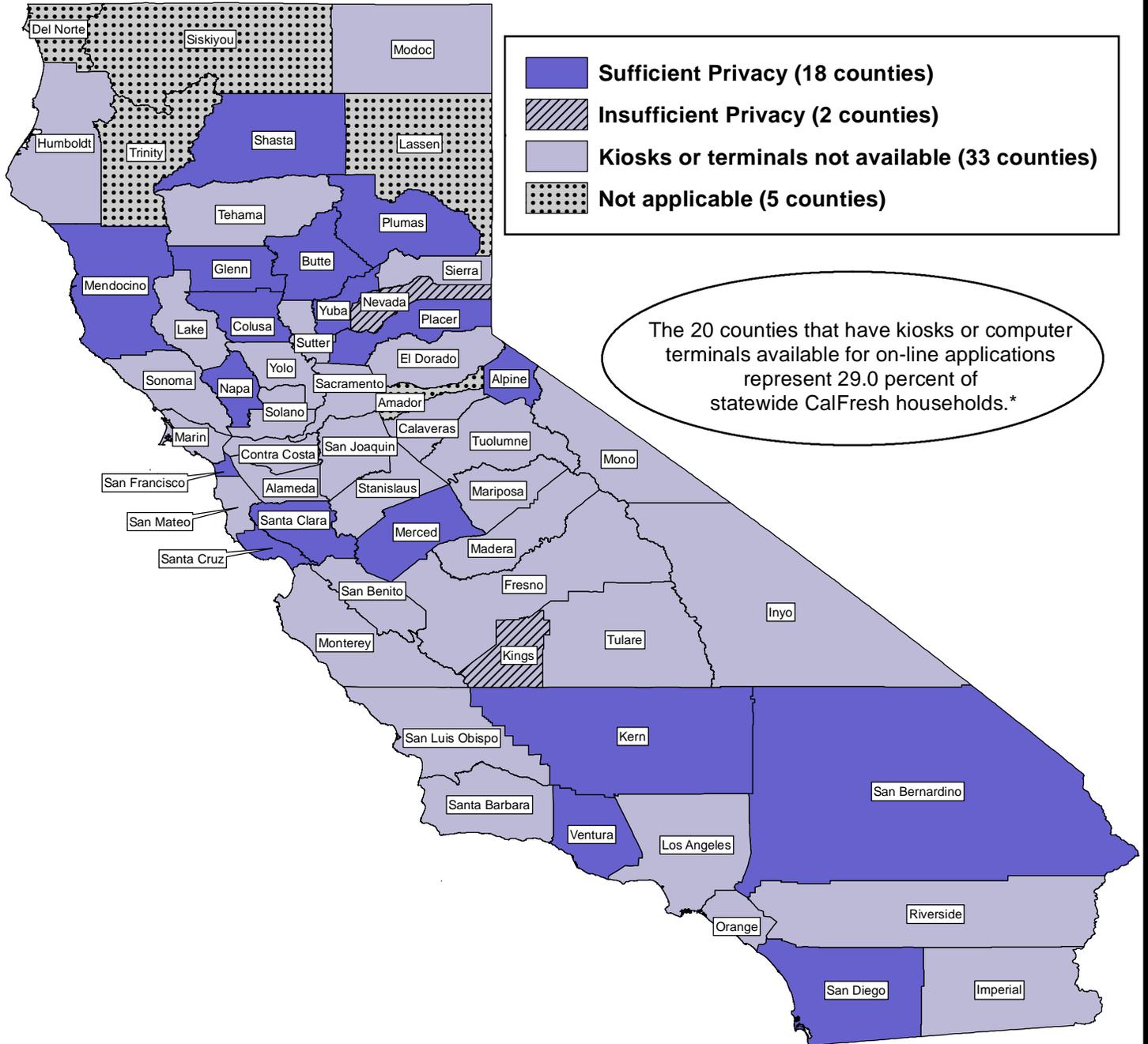
*Source: CalFresh Program Participation and Coupon Issuance report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2011 through June 2012.



*For "Other" features, see Appendix A, page 30, Item 15.

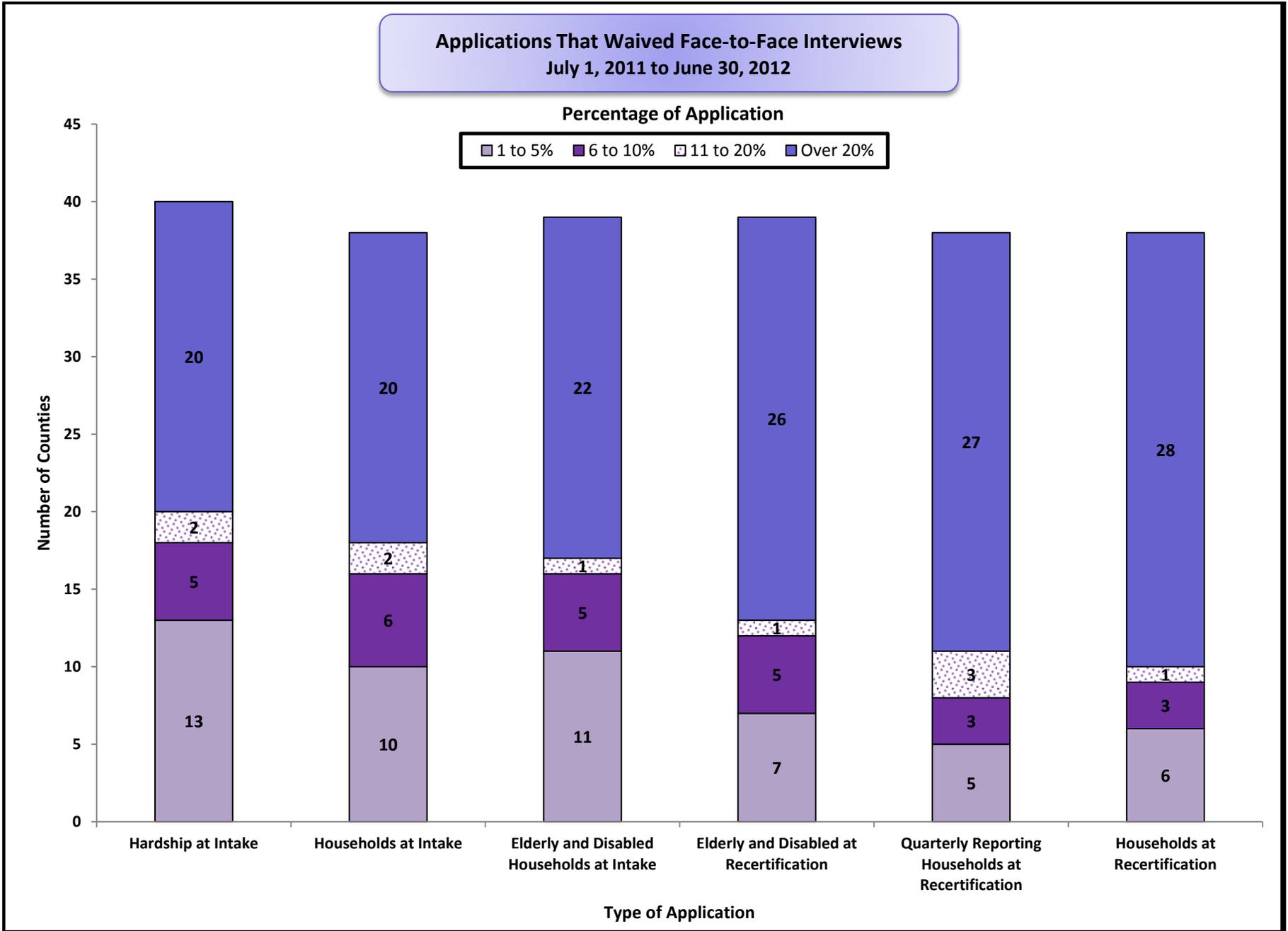
Kiosks or Computer Terminals Available for On-Line Applications

July 1, 2011 to June 30, 2012



*Source: CalFresh Program Participation and Coupon Issuance report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2011 through June 2012.

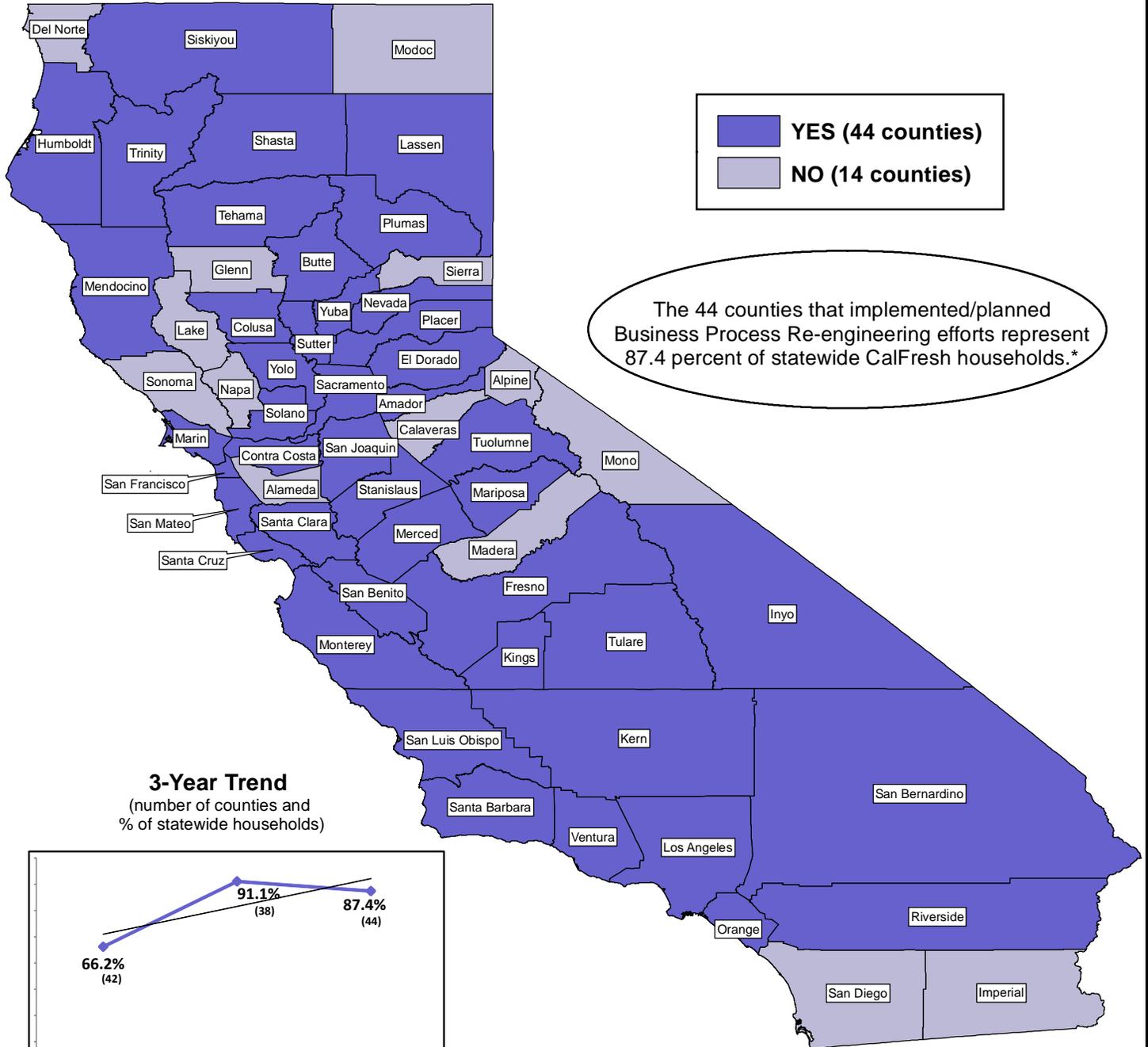
**FACE-TO-FACE
INTERVIEW WAIVERS**



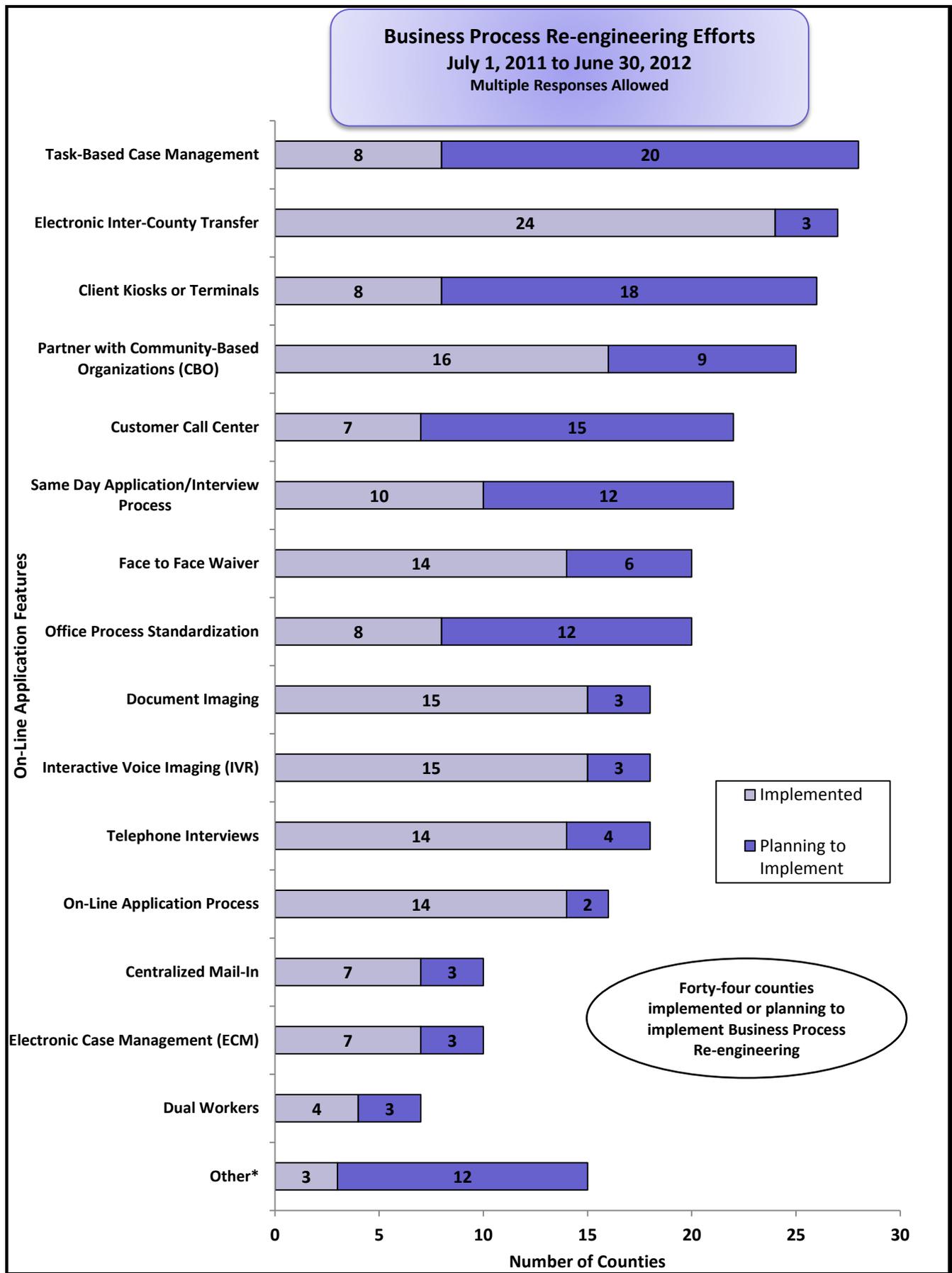
PROGRAM ACCESS

Business Process Re-engineering Efforts

July 1, 2011 to June 30, 2012



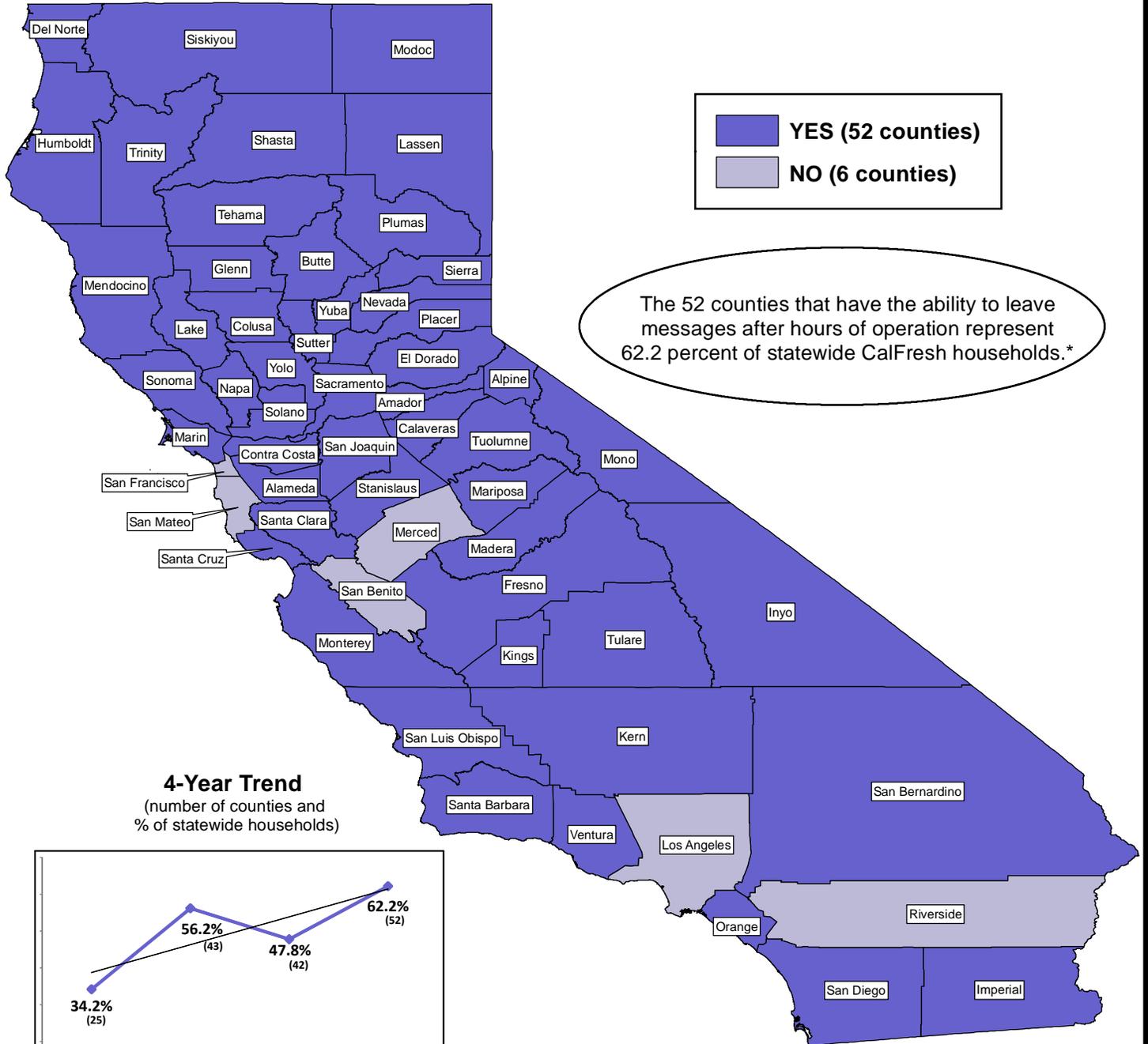
*Source: CalFresh Program Participation and Coupon Issuance report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2011 through June 2012.



*For "Other" features, see Appendix A, page 32, Item 31.

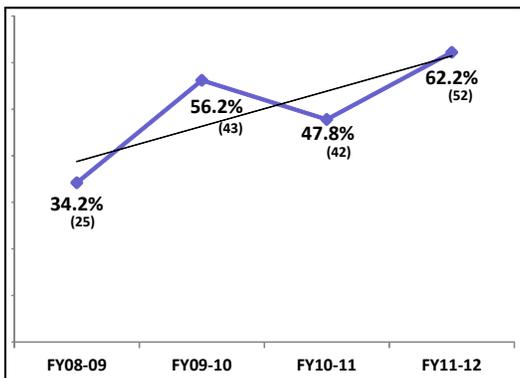
Telephone Systems That Have the Ability to Leave Messages After Hours of Operation

July 1, 2011 to June 30, 2012



The 52 counties that have the ability to leave messages after hours of operation represent 62.2 percent of statewide CalFresh households.*

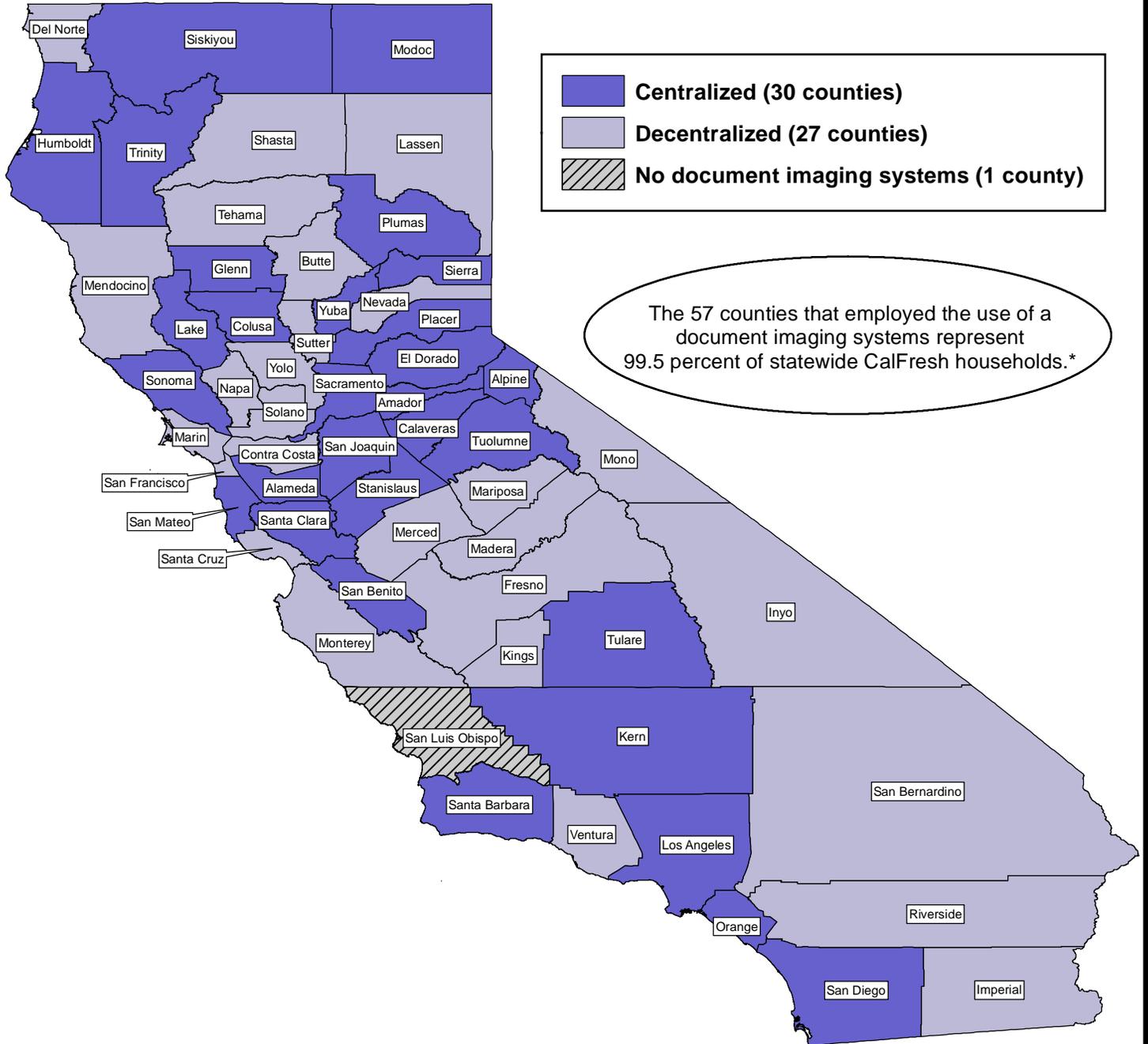
4-Year Trend
 (number of counties and % of statewide households)



*Source: CalFresh Program Participation and Coupon Issuance report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2011 through June 2012.

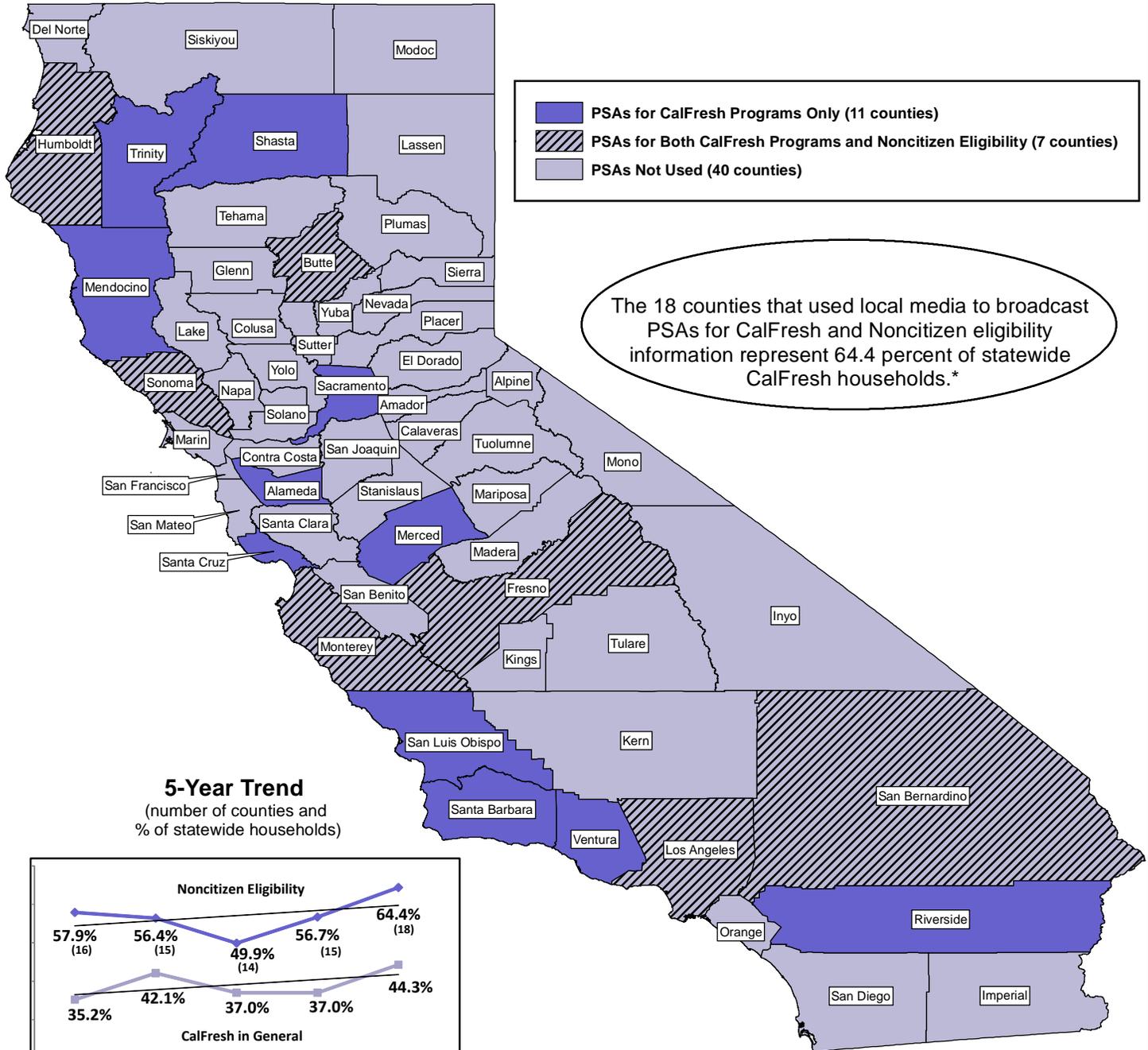
Document Imaging Systems

July 1, 2011 to June 30, 2012



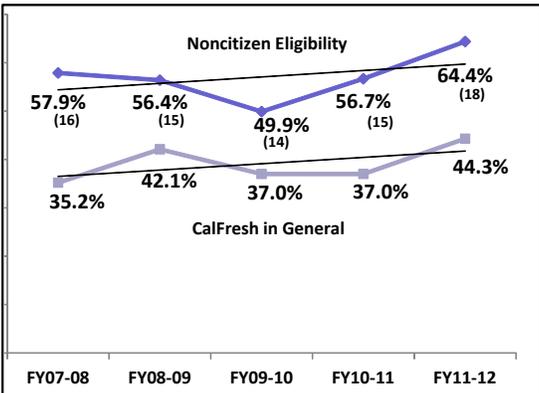
*Source: CalFresh Program Participation and Coupon Issuance report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2011 through June 2012.

CalFresh Eligibility Public Service Announcements (PSAs) July 1, 2011 to June 30, 2012



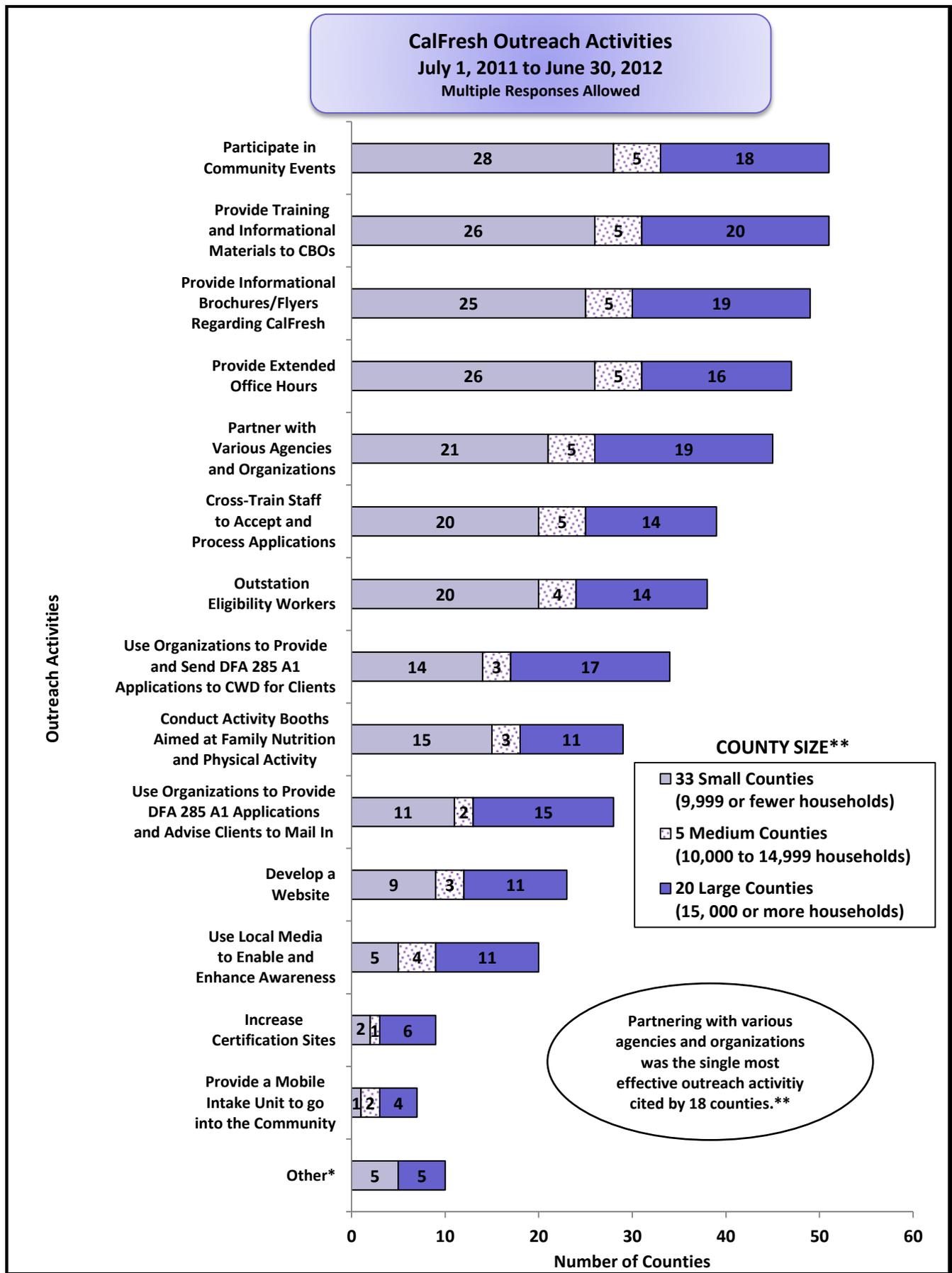
The 18 counties that used local media to broadcast PSAs for CalFresh and Noncitizen eligibility information represent 64.4 percent of statewide CalFresh households.*

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



*Source: CalFresh Program Participation and Coupon Issuance report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2011 through June 2012.

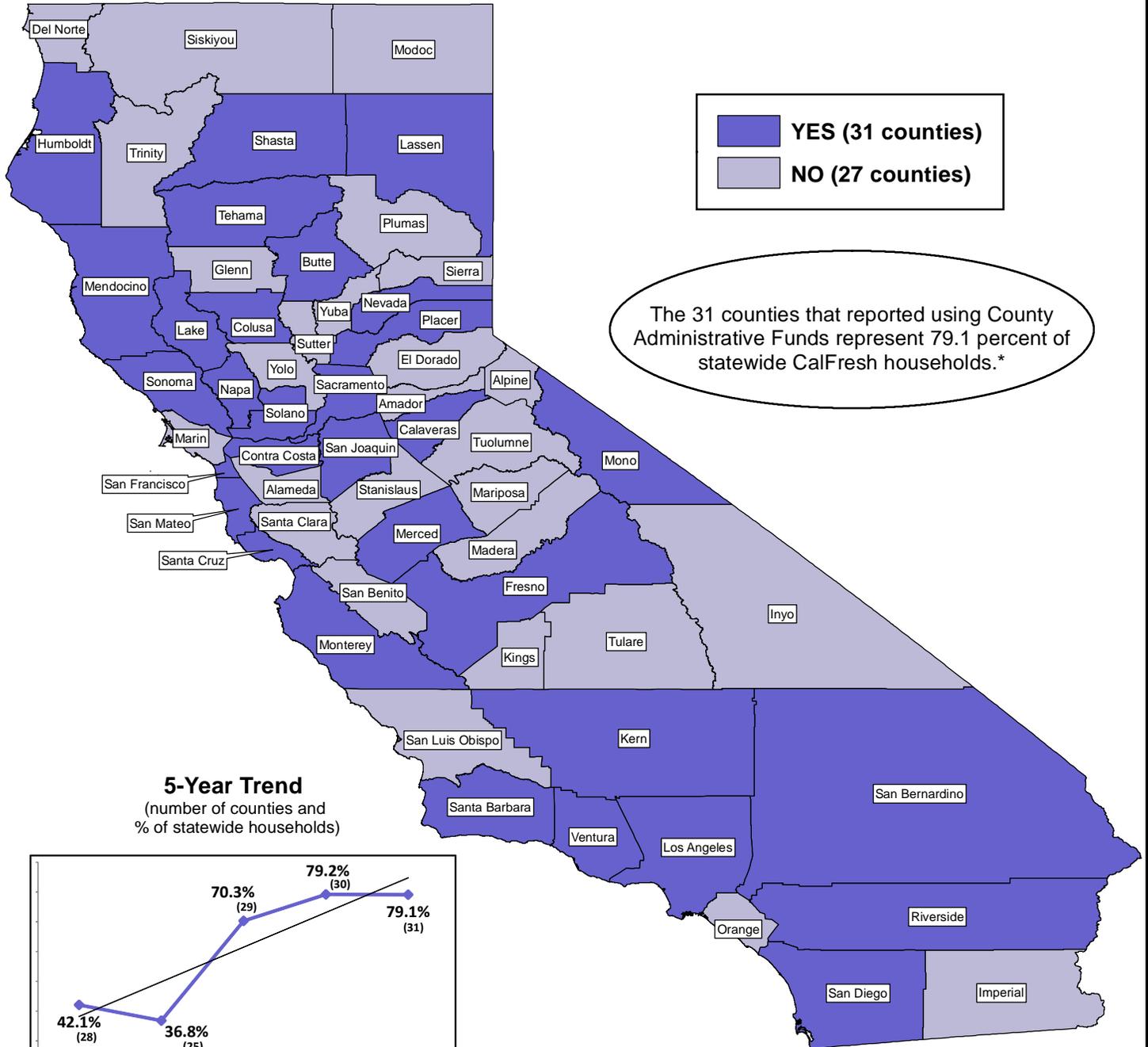
OUTREACH ACTIVITIES



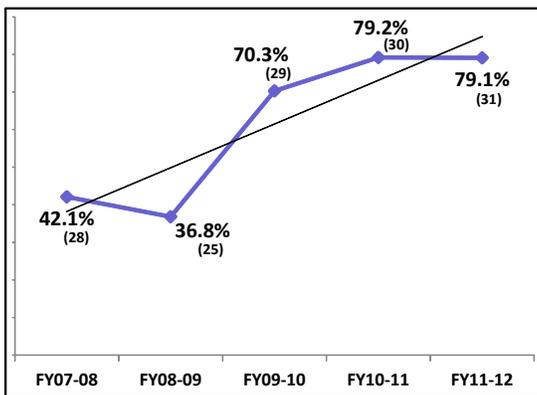
*For "Other" outreach activities, see Appendix A, page 35, Item 46.

Outreach Activities Using County Administrative Funds

July 1, 2011 to June 30, 2012



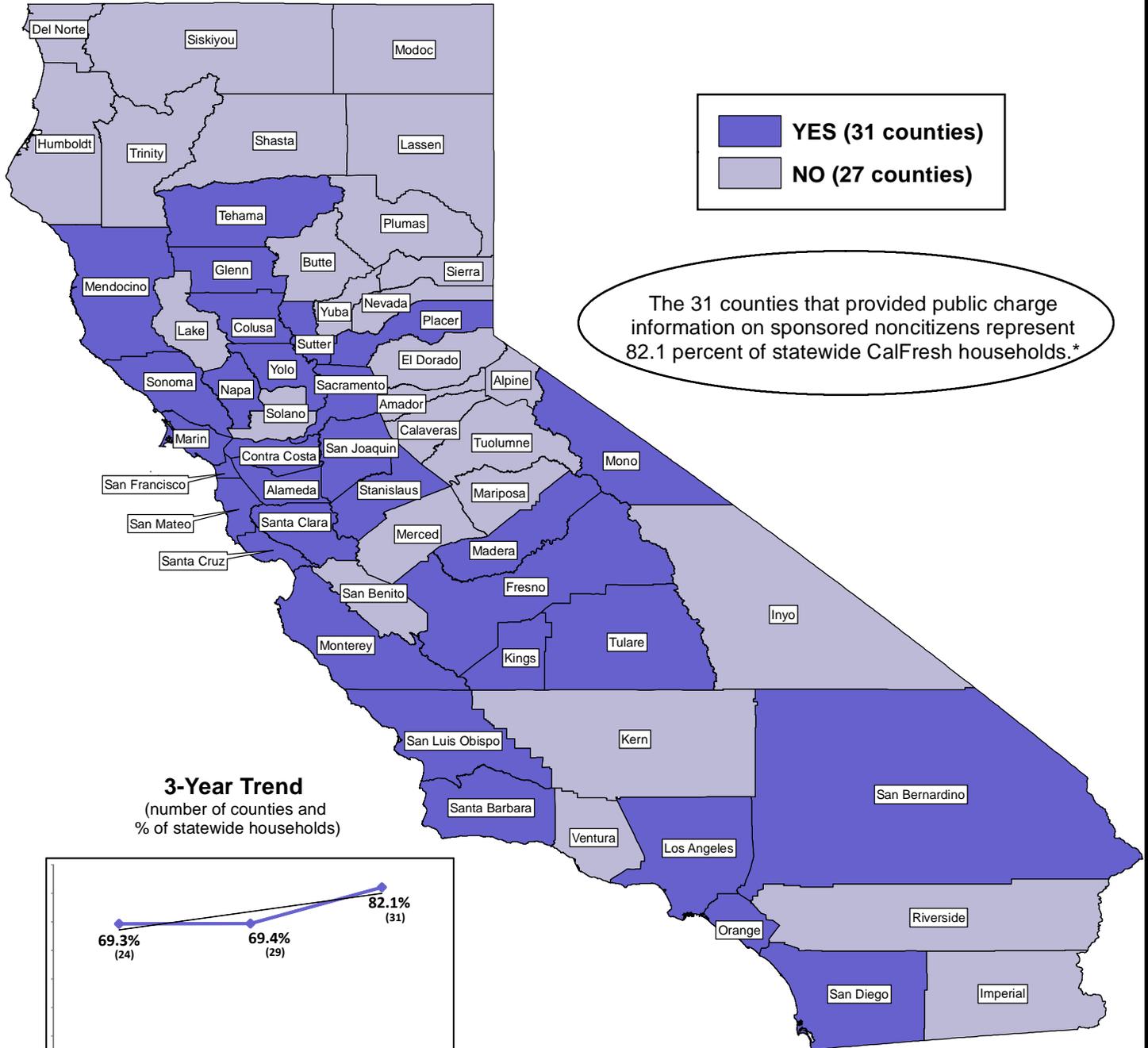
5-Year Trend
(number of counties and % of statewide households)



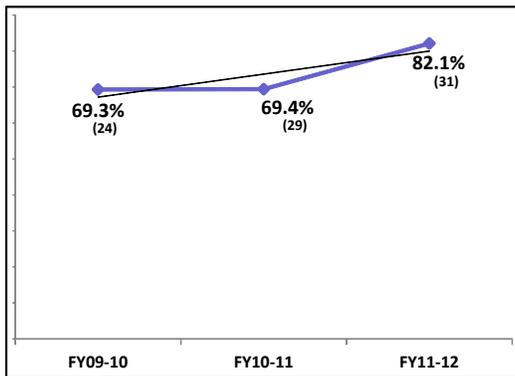
*Source: CalFresh Program Participation and Coupon Issuance report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2011 through June 2012.

Public Charge Information Regarding Sponsored Noncitizens

July 1, 2011 to June 30, 2012



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

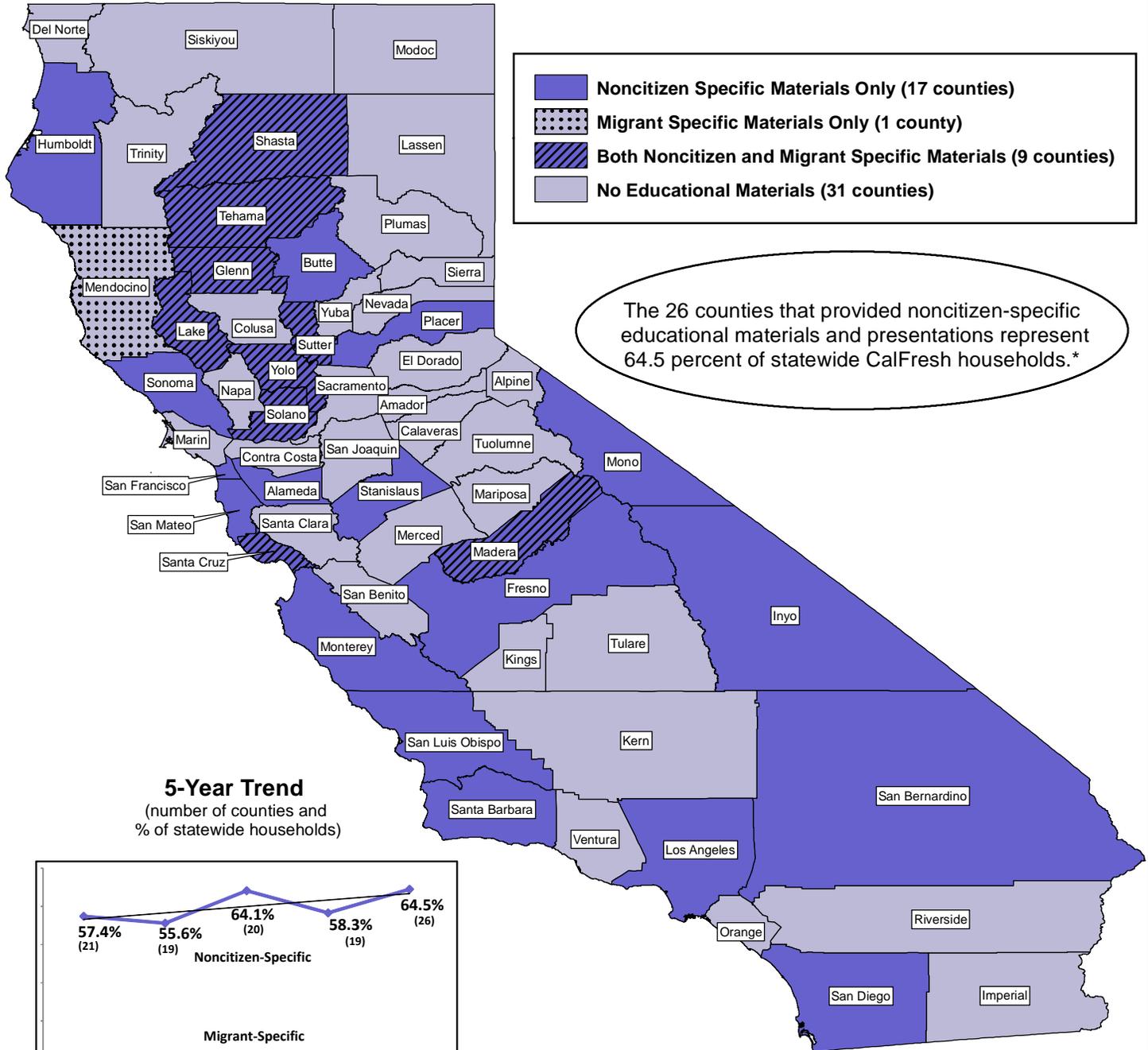


Fiscal Year

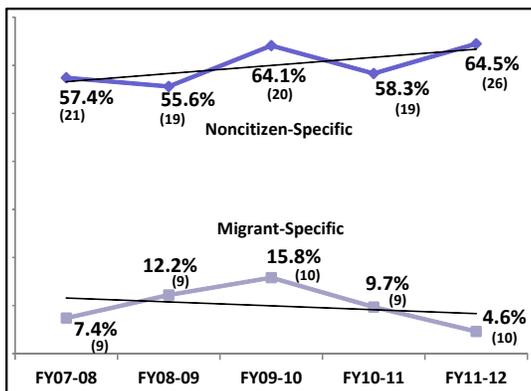
*Source: CalFresh Program Participation and Coupon Issuance report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2011 through June 2012.

Educational Materials and/or Presentations for Noncitizens and Migrant Workers

July 1, 2011 to June 30, 2012



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

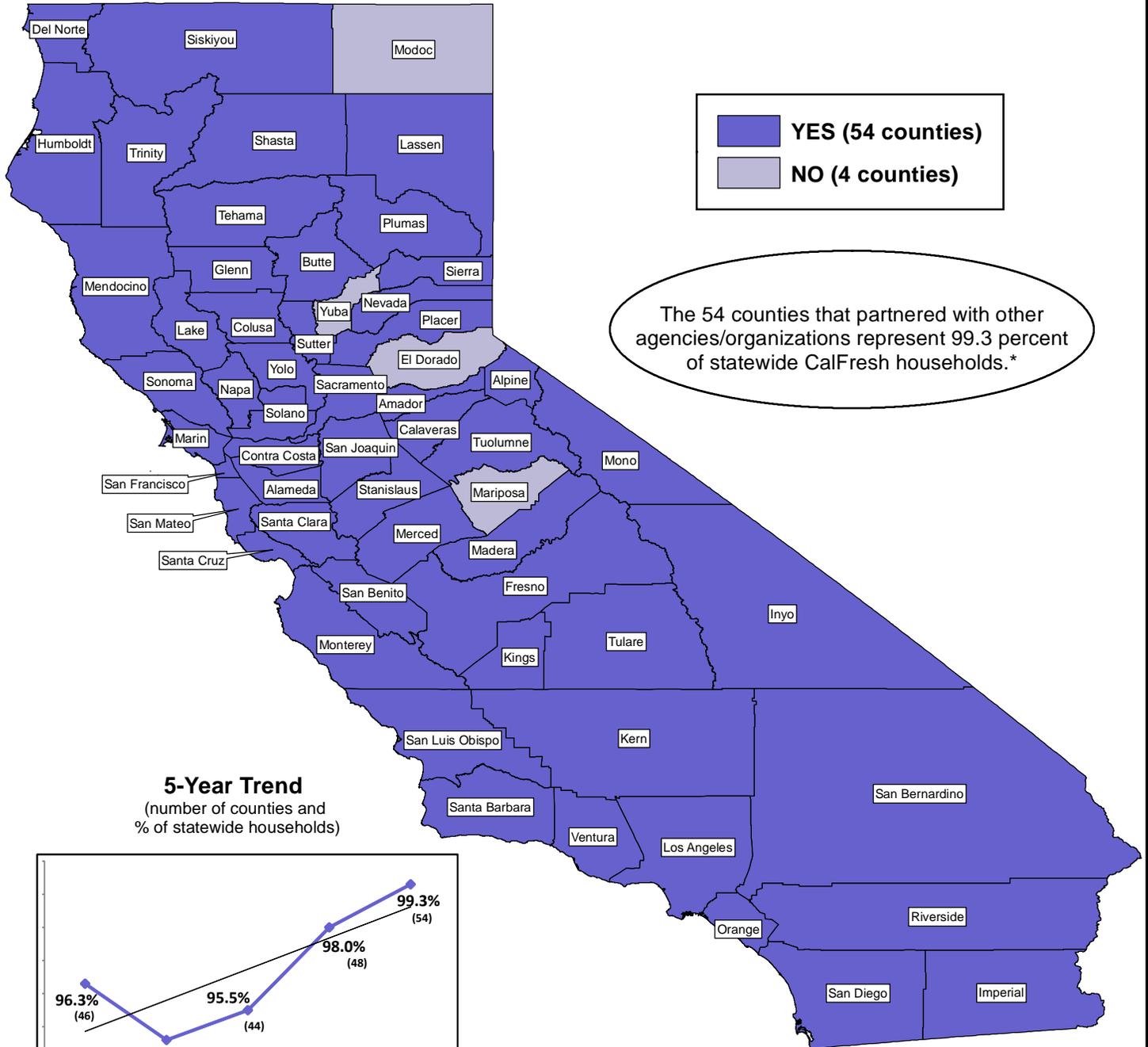


Fiscal Year

*Source: CalFresh Program Participation and Coupon Issuance report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2011 through June 2012.

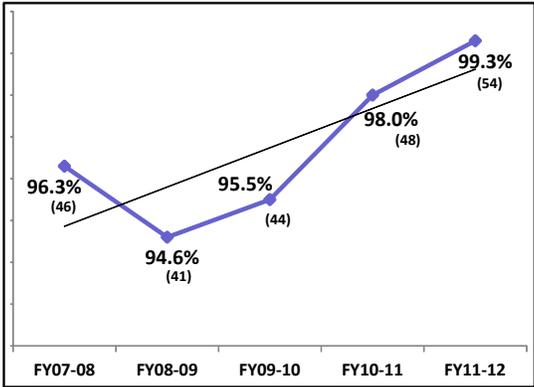
Partnered with Other Health and Human Services Agencies, Schools, and Community-Based Organizations to Improve Outreach Efforts

July 1, 2011 to June 30, 2012



The 54 counties that partnered with other agencies/organizations represent 99.3 percent of statewide CalFresh households.*

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

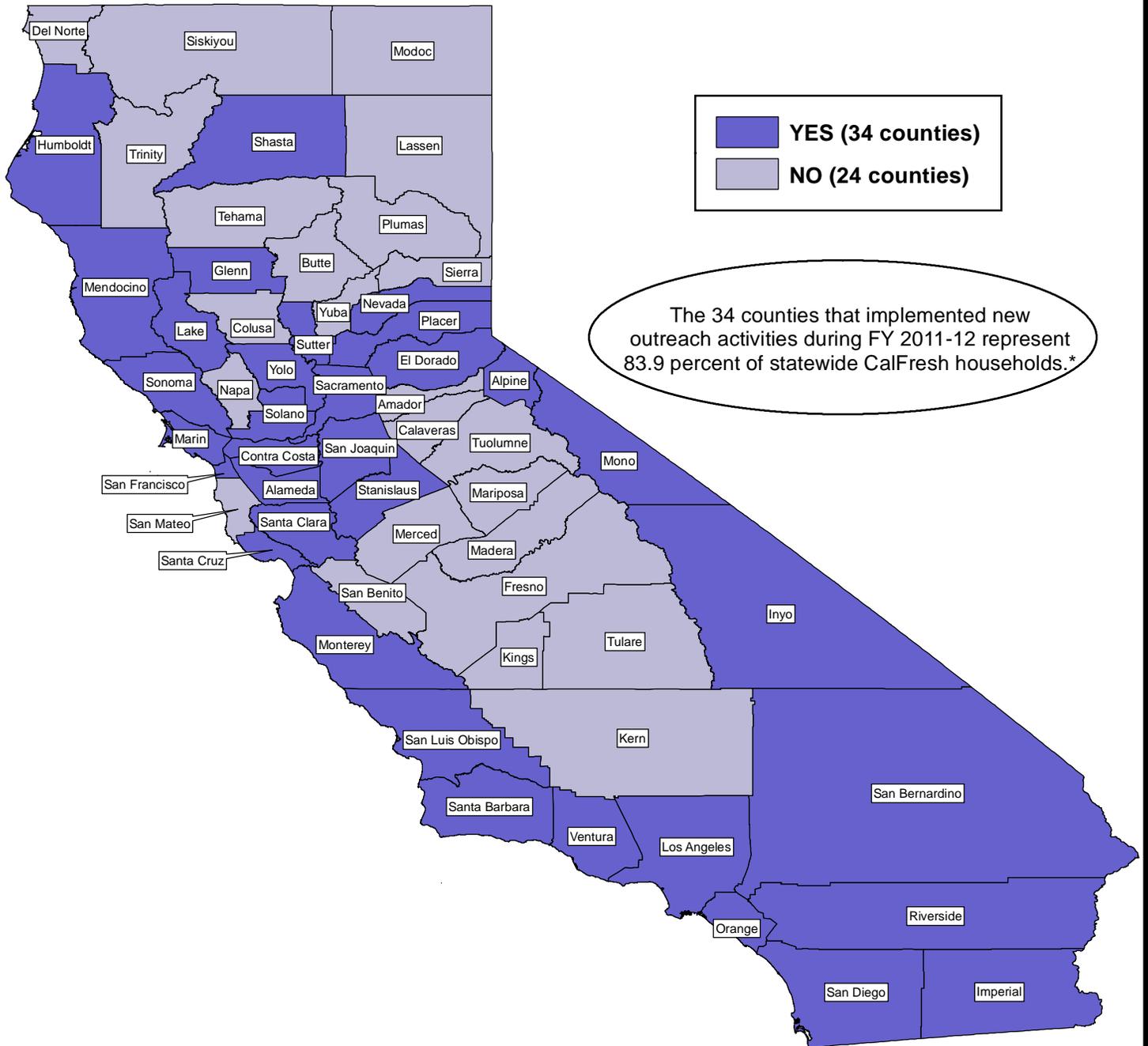


Fiscal Year

*Source: CalFresh Program Participation and Coupon Issuance report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2011 through June 2012.

Implemented New CalFresh Outreach Activities During Fiscal Year (FY) 2011-12

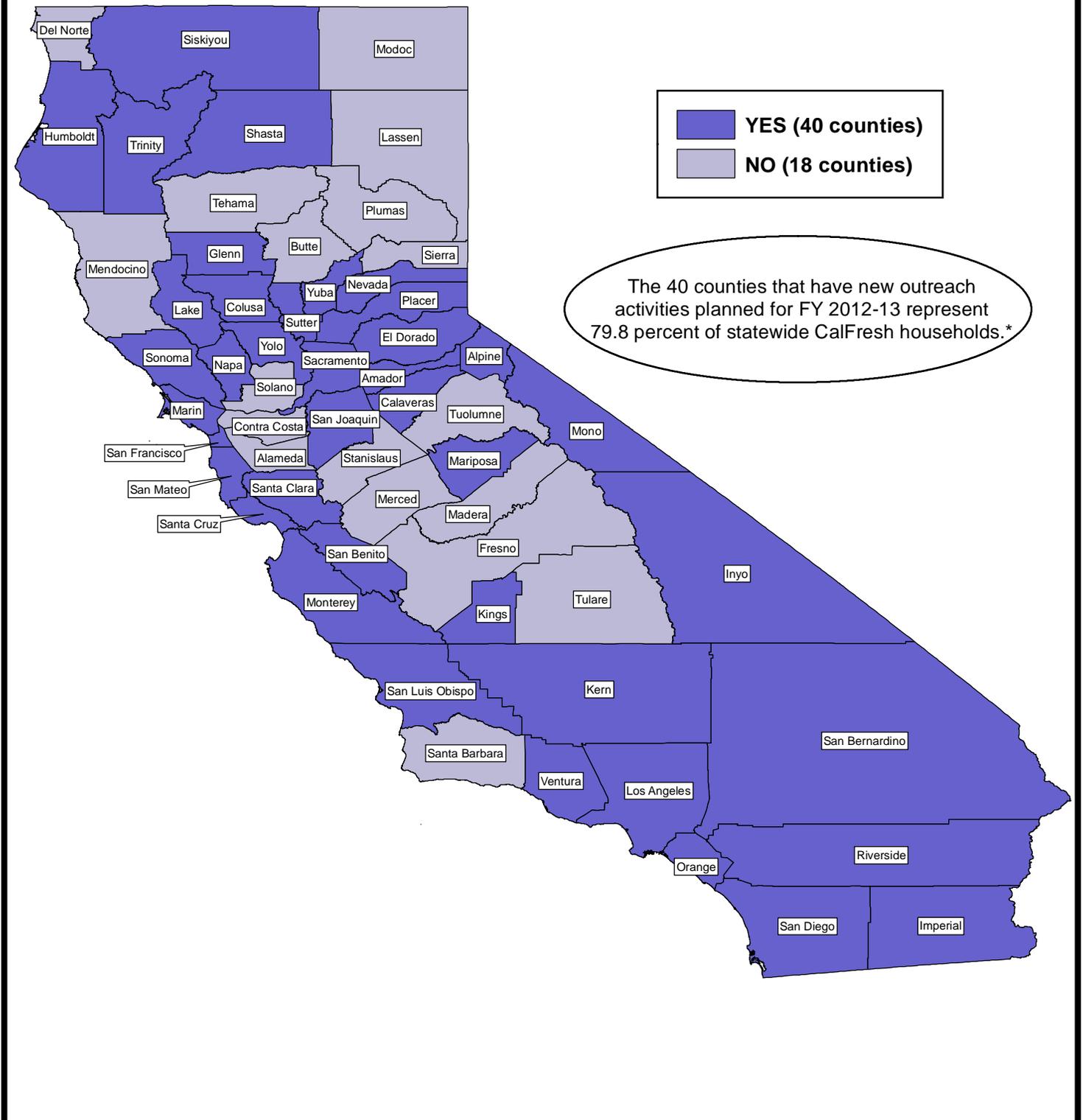
July 1, 2011 to June 30, 2012



*Source: CalFresh Program Participation and Coupon Issuance report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2011 through June 2012.

New CalFresh Outreach Activities Planned for Implementation in Fiscal Year (FY) 2012-13

July 1, 2011 to June 30, 2012

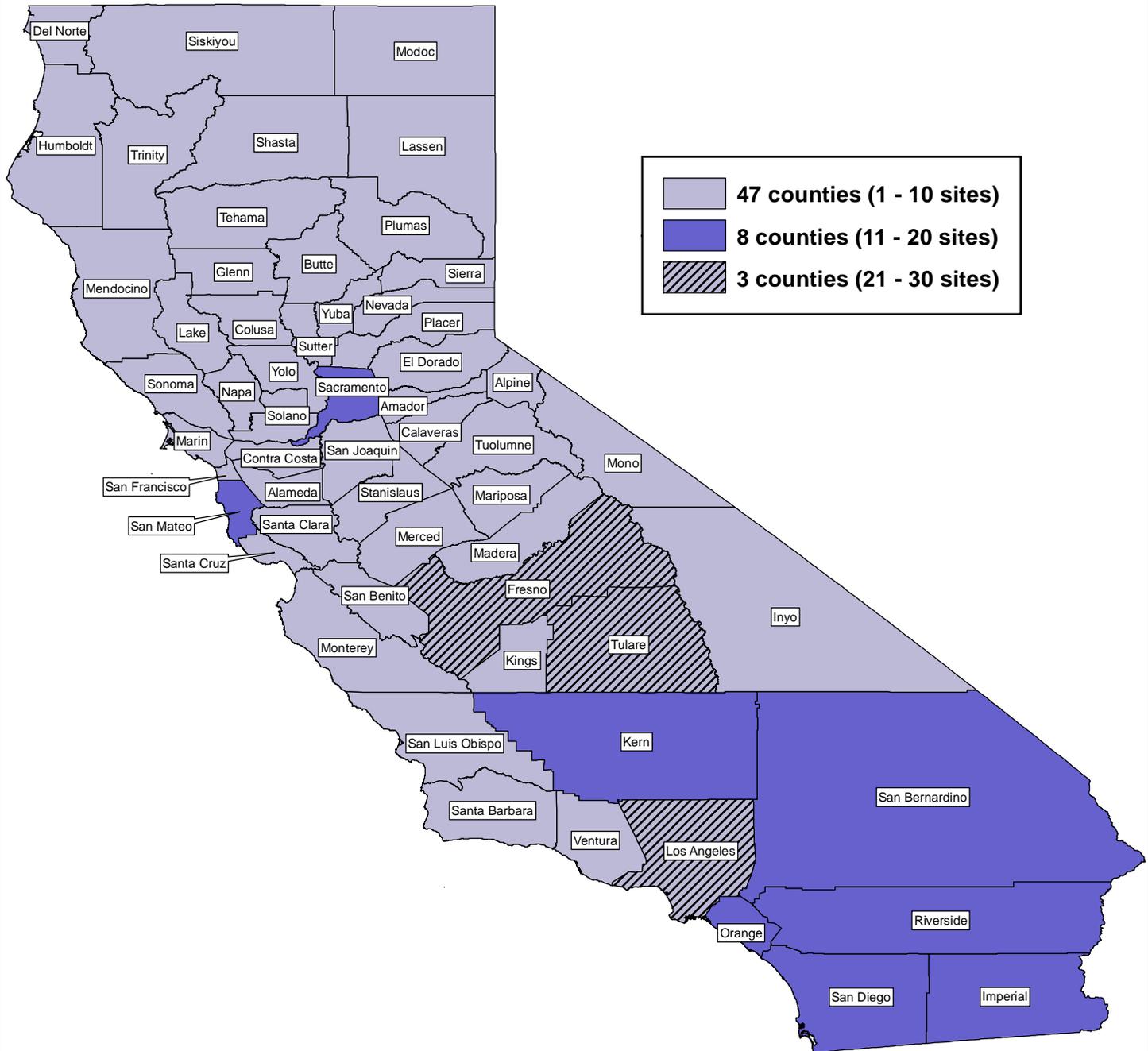


*Source: CalFresh Program Participation and Coupon Issuance report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2011 through June 2012.

**CERTIFICATION
SITES/HOURS OF
OPERATION**

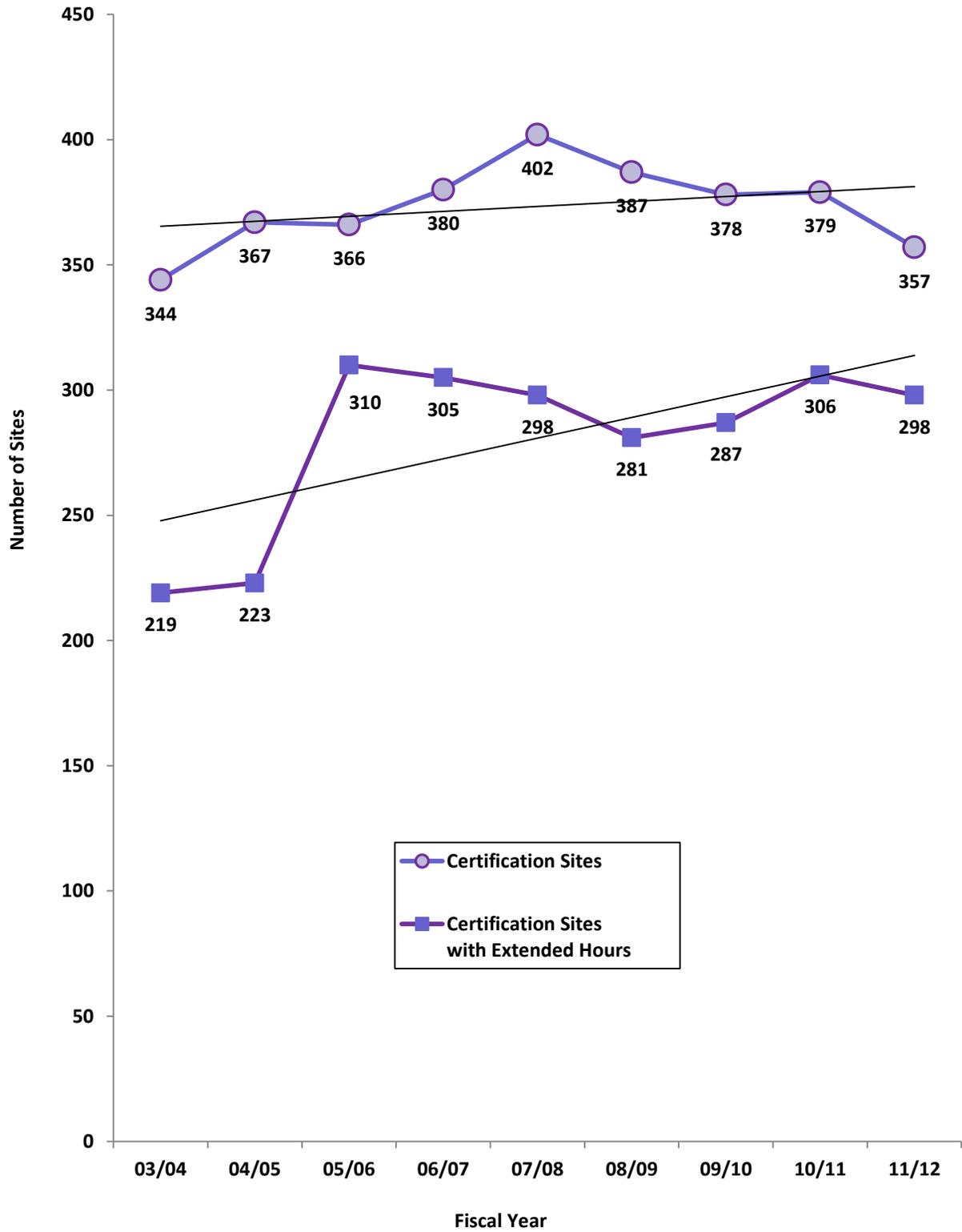
Number of Certification Sites*

July 1, 2011 to June 30, 2012



* For a list of certification sites per county, please see Appendix J on page 95.

**CalFresh Certification Sites
Statewide Annual Comparisons
Fiscal Years 2003-04 to 2011-12**



APPENDICES

Appendix A	“Other” Responses
Appendix B	Description of Business Process Re-engineering Efforts
Appendix C	Telephone Methods: Hotline, 1-877-847-FOOD, IVR System, 211, Call Center, Change/Service Center, Contact Center, Eligibility Worker direct line, and General County Main Number
Appendix D	Partner Organization Names, Frequency of Meetings and Activities
Appendix E	Description of <i>New Outreach Activities</i> Implemented During Fiscal Year 2011-12
Appendix F	Description of <i>New Outreach Activities Planned</i> for Fiscal Year 2012-13
Appendix G	Certification Sites Closed as of June 30, 2012
Appendix H	Certification Sites Opened during Fiscal Year 2011-12
Appendix I	County Size Based on Number of CalFresh Households
Appendix J	Statewide Certification Sites
Appendix K	Data Summary
Appendix L	CalFresh Coordinator/Primary Contact List
Appendix M	Survey Form (sample not in web format)

"Other" Responses

ITEM 1: Other than County Welfare Department (CWD) Offices/Certification Sites, indicate the sites used in

COUNTY	"OTHER" METHODS/SITES USED FOR DISTRIBUTION OF CALFRESH MATERIALS
ALPINE	C4Yourself website (Column B)
KERN	Community Collaboration Meetings (Columns A, E)
	Kern County Network for Children (Columns A, C, D)
	Public Health Department (Columns A, B, C, E)
LASSEN	County Staff Presentation: Senior Centers in our County. (Column C)
LOS ANGELES	Jails (Columns A, B)
	Remote Sites (Columns A, B, C, D, E)
MERCED	Planada Pharmacy George Washington Carver Center Of Dos Palos (Columns A, B, E)
NAPA	low income apartment complex (Column C)
ORANGE	Mobile Sites (Van) at community events. (Cols A, B, D)
RIVERSIDE	Senior Nutrition Meal Sites: DPSS eligibility staff accompanied Office on Aging staff at Farmers' Market voucher distribution events. (Columns A, B, D, E)
SAN BERNARDINO	Senior Centers (Columns A, B, C, D)
SAN DIEGO	Winter Shelters Columns (A, B, D, E)
SAN LUIS OBISPO	USDA Food Distribution Sites (Columns A, B, D, E)
SANTA CRUZ	SAWS 2 on HSD website (Columns A, B)
	Benefits CalWIN (Columns A, B, D, E)
SUTTER	Sutter County Children & Families Commission (Columns A, B, D)
VENTURA	Senior Living Facilities (Columns A, B, C, D)

ITEM 2: If application assistance is selected in Item 1, columns D and E above, indicate how your county used

COUNTY	"OTHER" METHODS OF APPLICATION ASSISTANCE AVAILABLE TO CALFRESH CLIENTS
KINGS	We have an eligibility worker located at one of the hospitals.
LOS ANGELES	Department's Health & Nutrition Mobile Unit
	Department's Customer Service Centers (Call Centers)
	Outreach Presentations/Assistance/Processing
MERCED	Eligibility Workers provided telephone support for applicants using community kiosks.
	Provided face-to-face waiver telephone application services
	Eligibility Workers going to Homeless Shelters and Camps
SAN DIEGO	Homeless Outreach Team (HOT) provides assistance in completing the CF Process
SAN FRANCISCO	Provided Eligibility Workers to assist clients with filling out on-line application.
SANTA CRUZ	Benefits CalWIN

"Other" Responses

ITEM 6: Indicate when screening for Expedited Services (ES) is MOST OFTEN done. Choose *ONLY ONE* answer.

COUNTY	"OTHER" WHEN STAFF DOES SCREENING
PLACER	When an application is requested, eligibility staff inform applicants of ES and conduct a screening to determine ES eligibility. When an application is received, it is reviewed for potential ES. If the application does not indicate potential ES eligibility, applicants are informed and screened for ES during the interview process.

ITEM 7: Indicate who *MOST OFTEN* conducts the screening for ES. Choose *ONLY ONE* answer.

COUNTY	"OTHER" STAFF WHO DOES SCREENING
NAPA	Screeners

ITEM 10: Indicate the translated languages (other than English) in which CalFresh applications were USED in your county.

COUNTY	"OTHER" NON-ENGLISH LANGUAGES*
EL DORADO	American Sign Language
HUMBOLDT	Printed and used as needed.
SAN BERNARDINO	All languages available as needed
SAN DIEGO	Arabic Somali
SANTA BARBARA	Samoan

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

ITEM 12: Indicate the sites where eligibility workers were outstationed in your county.

COUNTY	"OTHER" OUTSTATIONED ELIGIBILITY WORKER SITES
KINGS	Mental Health office
LOS ANGELES	County Jails
NAPA	Satelite office in American Canyon
SAN DIEGO	Health Fairs
SAN JOAQUIN	County Community Centers
TRINITY	Community Center

"Other" Responses

ITEM 15: Indicate ALL features that apply to the type(s) of on-line application selected.

COUNTY	"OTHER" FEATURES OF THE ON-LINE APPLICATION WEBSITE	ON-LINE APPL
CONTRA COSTA	Applicant's can make comments on the application or send a message on the contact us page.	Benefits CalWIN
KERN	C4Yourself - Submit Verification on-line, access the PUB 275 Register to Vote through link.	C4Yourself
KINGS	Customer can scan and upload documents/verification for case. English and YES customers can register to vote.	C4Yourself
MERCED	Submit QR7 and MSRs	C4Yourself
MONTEREY	Can report changes which are sent to the case journal for history purposes and a task is set for county staff action. Can complete QR7, MSR, and Recertifications	Benefits CalWIN
SAN DIEGO	Benefits CalWIN - Attach documents to an application Submit QR 7/Status Reports.	Benefits CalWIN One E-application
TULARE	Benefits CalWIN Can attach verifications with application.	Benefits CalWIN
VENTURA	Benefits CalWIN- Submit verifications after application is submitted Benefits CalWIN- Confirmation page for application/verification submitted Benefits CalWIN- ADA compliance	Benefits CalWIN

ITEM 19: Indicate when on-line applications are *MODIFIED* electronically by district office staff.

COUNTY	"OTHER" WHEN ON-LINE APPLICATIONS ARE MODIFIED
NAPA	We don't modify the client's applications, but make adjustments to the case during the interview.
PLACER	Online applications may be modified during the interview process. However, virtually all of the online applicants opt for a phone interview.

ITEM 21: What date is used when an on-line application is filed outside of your county's hours of operation?

COUNTY	"OTHER" DATES USED FOR ON-LINE APPLICATIONS
BUTTE	Next day if filed after six.
IMPERIAL	The business day prior to receiving the application.
TEHAMA	We accept the application same day up to 11:59:59pm

ITEM 22: Which method is used *MOST OFTEN* to inform clients 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, hotline messages, when the customer calls the CWD
MERCED	Outreach materials, agency phone greeting, signs in agency reception & lobby staff.
SAN JOAQUIN	In all application/renewal packets

"Other" Responses

ITEM 23: Indicate the languages which were available for on-line applications.

COUNTY	"OTHER" LANGUAGES AVAILABLE ONLINE
ALAMEDA	Chinese/Mandarin, Farsi, Vietnamese and Cambodian
ALPINE	All languages which are available through C4Yourself
LOS ANGELES	Armenian
PLACER	English, Vietnamese, and Portugese
SAN DIEGO	Chinese
SAN FRANCISCO	Chinese
SANTA CLARA	Chinese & Vietnamese
SANTA CRUZ	Plus eleven other languages
SONOMA	Maybe Chinese, though you should check with CalWIN
TULARE	Chinese
VENTURA	Chinese
YOLO	Chinese

ITEM 24: Indicate how the community-based organizations (CBOs) assist clients with on-line applications.

COUNTY	"OTHER" METHODS CBOs ASSIST WITH ON-LINE APPLICATIONS
MONTEREY	C4Yourself provides the ability for CBO account registration to provide application statistics. Specific case status is not provided on-line.
PLUMAS	Assist clients with completing applications.
SAN DIEGO	CBOs can create and assist with Applications, on-Line Status Reports (QR 7s) and on-line recertifications.
SAN JOAQUIN	Through communication with county staff.
SONOMA	Phone liaison
VENTURA	We established in-house liaisons to provide direct access to our CBO to check on application status

ITEM 29: What method was used *MOST OFTEN* to inform clients of the option to have a face-to-face

COUNTY	OTHER METHODS TO INFORM CLIENTS OF THE FACE TO FACE WAIVER
HUMBOLDT	All scheduled for telephone interviews when possible
KINGS	When the worker sees the potential need or the customer calls the CWD
MERCED	When client receives an application and at recertification.
SAN FRANCISCO	on-line at benefitscalwin.org

"Other" Responses

ITEM 31: Indicate your county's Business Process Re-engineering effort(s). Provide the implementation date. Include only those

COUNTY	OTHER BUSINESS RE-ENGINEERING EFFORTS	IMPLEMENTATION
HUMBOLDT	Utilize Service Center model to include task based case management and call center process December 7, 2012.	Planning to Implement
INYO	Effective 9/1/12 Inyo has implemented a call center,banked caseload, started task based worker processes and seperated intake and continuing processes into worker units.	Planning to Implement
LOS ANGELES	Improve Service Access Improve Service Quality Streamline and Modernize Key Business Processes Align Technology and Business Processes Maximize Resources	UNKNOWN
MARIPOSA	streamline application process (less paperwork) 6-1-2012 Standardize access workstations: 2013 Centralize location for written procedures/policy's Electronic retrieval of all documents.	Implemented
	streamline application process (less paperwork) 6-1-2012 Standardize access workstations: 2013 Centralize location for written procedures/policy's Electronic retrieval of all documents.	Planning to Implement
ORANGE	Add floor monitors to the two Call Centers - 1/2013 Further expansion of Benefits CalWIN System access for clients -2013 New electronic forms to improve productivity-3/2013	Planning to Implement
	Add floor monitors to the two Call Centers - 1/2013 Further expansion of Benefits CalWIN System access for clients -2013 New electronic forms to improve productivity-3/2013	Planning to Implement
PLACER	Placer implemented Dual workers for Medi-Cal and CalFresh in 2010. Due to the many programatic differences, which resulted in a significant woarkload increase for staff, Placer stepped back from Dual program workers in 2011 pending simplification to Medi-Cal.	UNKNOWN
RIVERSIDE	Riverside County's Business Process Standardization, includes same day service/benefit issuance for new applicants. Customers are also greeted in the lobby and directed to the appropriate window to get an application, or drop one off without standing in line. They are then seen with minimal wait time.	Implemented
SAN BERNARDINO	Document Upload Kiosk - Wireless Bar Code Readers (WBR)	UNKNOWN
SAN FRANCISCO	CalWIN Modernization - Moves CalWIN application to a web platform with enhanced navigation Planning to implement - 01/2013	Planning to Implement
	My Benefits Portal - Enhanced web based system and link to CalWIN information Planning to implement - 05/2013	Planning to Implement
SANTA CLARA	MyBenefitsCalWIN: Web-based application allows applicants and recipients to access on-line inforamtion regarding their benefits. Go-live is sheduled for February 2013.	Planning to Implement
	Benefits CalWIN Mobil Application: It links applicants and recipients to th eMyBCW website, by downloading the CalWIN applicaiton through their smart phones. Implemented 10/2012.	Planning to Implement
SANTA CRUZ	Benefits CalWIN will be enhanced to My Benefits CalWIN in 12/2012 The My Benefits CalWIN web application allows public assistance applicants and recipients to access on-line information regarding their public assistance benefits.	Planning to Implement
SISKIYOU	We currently offer same day/next day Intakes for NA CalFresh and desire to implement this same process for PA CalFresh over the course of the next year.	Planning to Implement
YOLO	CalWIN Web Enablement 02/13	Planning to Implement
YUBA	Call-in Lines for customer service to answer questions: December 2011	Implemented

"Other" Responses

ITEM 32: How does your county provide the PUB 275 for Modified Categorical Eligibility?

COUNTY	"OTHER" METHODS USED TO PROVIDE THE PUB 275
ALPINE	Included in all applications
BUTTE	In office intake packets
COLUSA	Included in CalFresh application packets.
KERN	On-Line application - access to PUB 275
MONTEREY	Brochure
RIVERSIDE	Included in the application packet
SAN JOAQUIN	Provided in all application and renewal packets
SANTA BARBARA	Link is via Benefits CalWIN. Included in intake & recert packets
SANTA CRUZ	CalFresh MCE Informing Notice. Per ACL 11-11, provides the online location for the PUB275.
TULARE	Included with every CalFresh application
TUOLUMNE	on-line at benefitscalwin.org

ITEM 33: Indicate what telephone method(s) your county used to provide information regarding CalFresh.

COUNTY	"OTHER" TELEPHONE METHODS USED TO PROVIDE INFO REGARDING CALFRESH	TYPE OF INFO
GLENN	EBT toll free number (877-328-9677) - columns A & B	FS in General & Noncitizens
INYO	Inyo has 4 hours per day designated to a call center with the intent of one and done for customers that call during this time.	UNKNOWN
KERN	Application Phone Line	UNKNOWN
LOS ANGELES	Health & Nutrition Hotline 1-877-597- 4777 and 1-866-613-3777	FS in General & Noncitizens
MENDOCINO	Local hotline (46-BREAD) answered live by a trained bilingual advocate (County Staff.) Potential or existing clients can also leave a voice mail message on the hotline.	FS in General & Noncitizens
MERCED	Los Banos Outstation Main Number	FS in General
	Livingston Outstation Main Number	FS in General
NAPA	We have help from community partners as well. They share information about CF and can help with applications.	FS in General
ORANGE	CBO's phone numbers, Community Action Partners, Second Harvest, Catholic Charities.	FS in General & Noncitizens
	OC Health Care Agency, WIC, Headstart	FS in General & Noncitizens
SANTA CRUZ	Food Hotline operated by Community Based Organization Second Harvest Food Bank	FS in General & Noncitizens
YUBA	Customer Service Lines	FS in General

"Other" Responses

ITEM 33: Did the telephone method maintained by your county provide clients the ability to leave messages

COUNTY	"OTHER" TELEPHONE METHODS
INYO	Inyo has 4 hours per day designated to a call center with the intent of one and done for customers that call during this time.
MADERA	County number 311
SAN FRANCISCO	With next release of mybenefitscalwin.org, customers can leave brief electronic messages after hours.
YUBA	Customer Service Lines

ITEM 34: Indicate what options clients have when connected to a recorded message.

COUNTY	"OTHER" OPTIONS WHEN CONNECTED TO RECORDED MESSAGE
MARIN	Connect to IVR
MONTEREY	Caller can press option 0 to be redirected back to the general phone tree.
NAPA	The call cannot connect them to send an e-mail, but the recorded message says they can call IVR or visit C4Yourself.com. For the FOLLOWING question about IVR calls, we do not have a report that tells us which program clients are calling about, so the average calls/day may include calls for programs other than CF.
SONOMA	Connect with the operator

ITEM 39: Based on the telephone methods selected, indicate the languages (other than English) that were

COUNTY	"OTHER" NON-ENGLISH LANGUAGES
CONTRA COSTA	Cantonese
EL DORADO	American Sign Language
SAN BERNARDINO	All others as needed
SANTA BARBARA	Cantonese
SOLANO	Cantonese
VENTURA	Cantonese

ITEM 41: Indicate who accesses language line services when interpreter services are needed.

COUNTY	"OTHER" WAYS TO ACCESS LANGUAGE SERVICES
ALAMEDA	Social Workers and CalFresh Employment Staff
KINGS	The EW contacts a Department Specialist to request services.
MADERA	Program Manager Secretary
MONTEREY	All staff that require interpreter services may call Language Line.
NAPA	Any employee that needs to use the services has access--agency-wide.
PLACER	Employment Services Staff Hearing Unit Staff Special Investigation Unit Staff

"Other" Responses

ITEM 46: Select ALL CalFresh outreach activities your county conducted during FY 2011-12.

COUNTY	"OTHER" OUTREACH ACTIVITIES
DEL NORTE	Participated in the annual North Coast Veteran's Stand down activity in Humboldt County.
INYO	Inyo has recently developed a newspaper advertisement to start doing outreach through our local newspaper. Inyo also has eligibility staff available monthly at our county senior centers to explain CalFresh and to assist in filling out CalFresh applications.
LOS ANGELES	CBO/FBO Application Assistance Project - partners are paid \$40 for each application approved.
MERCED	Homeless Connect Outreach
NAPA	We shared information (but not outreach activities) at our SNAP-Ed nutrition classes (grant/allocation from DSS to partner with our public health department last year)
RIVERSIDE	Created a series of cooking videos that also give information on where to access CalFresh by phone or online.
SAN DIEGO	Infused Calfresh outreach language into Agency contracts.
SAN LUIS OBISPO	Partnered with our Public Health Department, and other local agencies, to provide SNAP-ED nutrition education activities during 2012.
SANTA CLARA	Use organizations to assist clients to apply CalFresh online, BCW.
YUBA	Veteran's Stand Down

ITEM 47: What is your county's SINGLE MOST EFFECTIVE outreach activity during FY 2011-12?

COUNTY	"OTHER" OUTREACH ACTIVITIES
NAPA	We shared information (but not outreach activities) at our SNAP-Ed nutrition classes (grant/allocation from DSS to partner with our public health department last year)

ITEM 50: Indicate if *MIGRANT-SPECIFIC* educational materials or presentations with materials were provided for each applicable

COUNTY	OTHER SITES/ORGANIZATIONS FOR PROVIDING EDUCATIONAL MATERIALS OR PRESENTATIONS FOR MIGRANT WORKERS	TYPE USED
SHASTA	Senior Center	Presentations with Materials
	Schools	Presentations with Materials

"Other" Responses

ITEM 53: Indicate if *NONCITIZEN-SPECIFIC* educational materials or presentations with materials were provided for each

COUNTY	OTHER SITES/ORGANIZATIONS FOR PROVIDING EDUCATIONAL MATERIALS OR PRESENTATIONS FOR NONCITIZENS	TYPE USED
INYO	Inyo provided a Spanish CalFresh resource booth on Oct 20-21, 2012 when the Mexican Consulate visited the county.	Materials Only
LOS ANGELES	Remote Sites	Presentations with Materials

ITEM 66: If your county provided extended office hours during FY 2011-12, identify the frequency (in general) that clients *USED*

COUNTY	"OTHER" EXTENDED OFFICE HOURS OFFERED	FREQUENCY
MERCED	Saturday Intake and Recertification Appointments	Occasionally
ORANGE	Clients often request their appointments to be scheduled prior to their work hours, during lunch or after their work hours.	Frequently
SAN FRANCISCO	Outreach activities on weekends	Occasionally

ITEM 67: What methods did your county use during FY 2011-12 to determine its hours of operation and to

COUNTY	"OTHER" METHODS USED TO DETERMINE HOURS OF OPERATION
CALAVERAS	We are open 8 am to 5 pm and available on request for other hours.
LOS ANGELES	Collaborative efforts of the Department and other stakeholders to meet the needs of the public.
MARIPOSA	Online (C4Yourself) is available 12 hours a day 7 days a week
TUOLUMNE	no assessment

ITEM 68: Other than extended office hours, what were the *TOP THREE* access methods working clients

COUNTY	"OTHER" ACCESS METHODS USED OTHER THAN EXTENDED OFFICE HOURS
SOLANO	Clients scanned documents using the kiosk.

APPENDIX B

Description of Business Process Re-engineering Efforts

ITEM 30: Has your county implemented (during FY 2011-12) or is the county planning to implement at a future date (FY 2012-13 or later) 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 31: Indicate your county's Business Process Re-engineering efforts. Provide the implementation date. Include only those efforts that were implemented during FY 2011-12 (July 1, 2011 to June 30, 2012) or are planning to implement at a future date (FY 2012-13 or later).

COUNTY	DESCRIPTION OF BUSINESS PROCESS RE-ENGINEERING EFFORTS	TYPE OF ACTION	IMPLEMENTATION DATE
AMADOR	Face to Face Waiver	Implemented	03/01/2012
	Same Day Application/Interview Process	Implemented	09/01/2011
	Telephone Interviews	Implemented	03/01/2012
BUTTE	Centralized Mail-In	Implemented	Very few CF apps received via mail. 2011
	Client Kiosks or Terminals	Implemented	2011
	Customer Call Center	Planning to Implement	09/20/2013
	Dual Workers	unknown	no date given
	Electronic Case Management (ECM)	unknown	no date given
	Electronic Inter-County Transfer	Implemented	2011
	Same Day Application/Interview Process	Implemented	2011
	Task-Based Case Management	Planning to Implement	9/20/13
COLUSA	Customer Call Center	Planning to Implement	no date given
	Face to Face Waiver	Planning to Implement	no date given
	Office Process Standardization	Planning to Implement	no date given
	Partner with CBO	Planning to Implement	no date given
	Same Day Application/Interview Process	Planning to Implement	no date given
	Task-Based Case Management	Planning to Implement	no date given
	Telephone Interviews	Planning to Implement	no date given
CONTRA COSTA	Centralized Mail-In	Planning to Implement	no date given
	Client Kiosks or Terminals	Planning to Implement	Pilot currently going on with additional roll out dates for other district offices
	Dual Workers	Planning to Implement	Pilot currently going on with additional roll out dates for other district offices
	Electronic Case Management (ECM)	Planning to Implement	Pilot currently going on with additional roll out dates for other district offices
	Office Process Standardization	Planning to Implement	Pilot currently going on with additional roll out dates for other district offices

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COUNTY	DESCRIPTION OF BUSINESS PROCESS RE-ENGINEERING EFFORTS	TYPE OF ACTION	IMPLEMENTATION DATE
CONTRA COSTA (cont'd)	Task-Based Case Management	Planning to Implement	Pilot currently going on with additional roll out dates for other district offices
EL DORADO	Client Kiosks or Terminals	Planning to Implement	In planning stage - no implementation date
	Customer Call Center	Planning to Implement	In planning stage - no implementation date
	Dual Workers	Implemented	04/01/2012
	Partner with CBO	Planning to Implement	In planning stage - no implementation date
	Task-Based Case Management	Planning to Implement	In discussion stage - no implementation date
FRESNO	Client Kiosks or Terminals	Planning to Implement	01/01/2013
	Task-Based Case Management	Planning to Implement	6/1/2013
HUMBOLDT	Client Kiosks or Terminals	Planning to Implement	03/01/2013
	Customer Call Center	Planning to Implement	12/07/2012
	Electronic Inter-County Transfer	Implemented	07/01/2011
	Face to Face Waiver	Implemented	06/01/2012
	Interactive Voice Imaging (IVR)	Implemented	12/01/2011
	Partner with CBO	Implemented	01/01/2012
	Task-Based Case Management	Planning to Implement	10/01/2012
	Telephone Interviews	Implemented	06/12/2012
INYO	Utilize Service Center model to include task based case management and call center process December 7, 2012.	Planning to Implement	12/07/2012
	Customer Call Center	Planning to Implement	09/01/2012
	Document Imaging	Implemented	no date given
	Electronic Inter-County Transfer	Implemented	no date given
	Face to Face Waiver	Planning to Implement	07/01/2012
	On-Line Application Process	Implemented	no date given
	Partner with CBO	Planning to Implement	11/1/2012
	Task-Based Case Management	Planning to Implement	9/1/2012
	Telephone Interviews	Planning to Implement	7/1/2012
Effective 9/1/12 Inyo has implemented a call center,banked caseload, started task based worker processes and seperated intake and continuing processes into worker units.	Planning to Implement	9/1/2012	

APPENDIX B

Description of Business Process Re-engineering Efforts

ITEM 30: Has your county implemented (during FY 2011-12) or is the county planning to implement at a future date (FY 2012-13 or later) 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 31: Indicate your county's Business Process Re-engineering efforts. Provide the implementation date. Include only those efforts that were implemented during FY 2011-12 (July 1, 2011 to June 30, 2012) or are planning to implement at a future date (FY 2012-13 or later).

COUNTY	DESCRIPTION OF BUSINESS PROCESS RE-ENGINEERING EFFORTS	TYPE OF ACTION	IMPLEMENTATION DATE
KERN	Centralized Mail-In	Planning to Implement	01/01/2013
	Client Kiosks or Terminals	Planning to Implement	01/01/2014
	Electronic Inter-County Transfer	Implemented	07/01/2011
	Office Process Standardization	Planning to Implement	5/31/2013
	Partner with CBO	Planning to Implement	5/31/2013
	Same Day Application/Interview Process	Planning to Implement	5/31/2013
	Task-Based Case Management	Implemented	1/1/2012
KINGS	Client Kiosks or Terminals	Implemented	Either late 2011 or early 2012
	Customer Call Center	Planning to Implement	02/15/2013
	Electronic Case Management (ECM)	Implemented	We had ISAWs and now C-IV
	Electronic Inter-County Transfer	Implemented	Either early 2012 or later 2011
	Office Process Standardization	Planning to Implement	12/1/2012
	Partner with CBO	Planning to Implement	Later 2013 or early 2014
	Same Day Application/Interview Process	Implemented	Always offered
LASSEN	Task-Based Case Management	Planning to Implement	12/1/2012
	Office Process Standardization	Planning to Implement	6/13/2013
LOS ANGELES	Electronic Inter-County Transfer	Implemented	FY 2011-12
	Interactive Voice Imaging (IVR)	Implemented	FY 2011-12
	Office Process Standardization	Planning to Implement	FY 2013-14
	On-Line Application Process	Implemented	FY 2011-12
	Improve Service Access Improve Service Quality Streamline and Modernize Key Business Processes Align Technology and Business Processes Maximize Resources	unknown	no date given
MARIN	Client Kiosks or Terminals	Planning to Implement	FY 12/13 or later
	Customer Call Center	Implemented	01/01/2012
	Electronic Inter-County Transfer	Implemented	FY 2011-12
	Partner with CBO	Implemented	1/1/2012
	Same Day Application/Interview Process	Planning to Implement	FY 12/13 or later
Task-Based Case Management	Planning to Implement	FY 12/13 or later	

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Description of Business Process Re-engineering Efforts

ITEM 30: Has your county implemented (during FY 2011-12) or is the county planning to implement at a future date (FY 2012-13 or later) 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.)

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COUNTY	DESCRIPTION OF BUSINESS PROCESS RE-ENGINEERING EFFORTS	TYPE OF ACTION	IMPLEMENTATION DATE
MARIPOSA	Client Kiosks or Terminals	Implemented	2011
	Customer Call Center	Planning to Implement	2013
	Face to Face Waiver	Planning to Implement	07/01/2012
	Interactive Voice Imaging (IVR)	Implemented	11/1/2011
	On-Line Application Process	Planning to Implement	2013
	Partner with CBO	Planning to Implement	2013
	Same Day Application/Interview Process	Planning to Implement	10/1/2012
	Task-Based Case Management	Planning to Implement	2013
	Telephone Interviews	Planning to Implement	7/1/2012
	streamline application process (less paperwork) 6-1-2012	Implemented	6/1/2012
	Standardize access workstations: 2013 Centralize location for written procedures/policy's Electronic retrieval of all documents.	Planning to Implement	2013
MENDOCINO	Centralized Mail-In	Implemented	07/01/2011
	Client Kiosks or Terminals	Implemented	07/01/2011
	Customer Call Center	Implemented	07/01/2011
	Document Imaging	Implemented	07/01/2011
	Dual Workers	Implemented	07/01/2011
	Electronic Case Management (ECM)	Implemented	07/01/2011
	Electronic Inter-County Transfer	Implemented	07/01/2011
	Face to Face Waiver	Implemented	07/01/2011
	Interactive Voice Imaging (IVR)	Implemented	07/01/2011
	Office Process Standardization	Implemented	07/01/2011
	On-Line Application Process	Implemented	07/01/2011
	Partner with CBO	Implemented	07/01/2011
	Same Day Application/Interview Process	Implemented	07/01/2011
	Task-Based Case Management	Implemented	07/01/2011
Telephone Interviews	Implemented	07/01/2011	
MERCED	Electronic Inter-County Transfer	Implemented	07/01/2011
	Same Day Application/Interview Process	Implemented	10/01/2011
MONTEREY	Customer Call Center	Planning to Implement	08/01/2013
	Interactive Voice Imaging (IVR)	Implemented	1/1/2012
	Task-Based Case Management	Planning to Implement	6/1/2013
NEVADA	Document Imaging	Planning to Implement	09/01/2012
	Electronic Inter-County Transfer	Implemented	05/01/2012
	Partner with CBO	Planning to Implement	05/01/2013
	Telephone Interviews	Implemented	07/01/2011

APPENDIX B

Description of Business Process Re-engineering Efforts

ITEM 30: Has your county implemented (during FY 2011-12) or is the county planning to implement at a future date (FY 2012-13 or later) 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.)

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COUNTY	DESCRIPTION OF BUSINESS PROCESS RE-ENGINEERING EFFORTS	TYPE OF ACTION	IMPLEMENTATION DATE
ORANGE	Client Kiosks or Terminals	Planning to Implement	Accessing possible 2013-2014
	Dual Workers	Planning to Implement	Continuing ET's- 11/2012
	Electronic Inter-County Transfer	Implemented	NACF- 7/2011
	Face to Face Waiver	Planning to Implement	Intake - 7/2012
	Add floor monitors to the two Call Centers - 1/2013	Planning to Implement	January 2013
	Further expansion of Benefits CalWIN System access for clients -2013	Planning to Implement	2013
	New electronic forms to improve productivity- 3/2013	Planning to Implement	March 2013
PLACER	Client Kiosks or Terminals	Implemented	09/01/2011
	Customer Call Center	Implemented	08/01/2011
	Dual Workers	Planning to Implement	Winter of 2013
	Electronic Inter-County Transfer	Implemented	07/01/2011
	Office Process Standardization	Implemented	08/01/2011
	Partner with CBO	Implemented	10/01/2011
	Task-Based Case Management	Implemented	August 2011
	Placer implemented Dual workers for Medi-Cal and CalFresh in 2010. Due to the many programmatic differences, which resulted in a significant workload increase for staff, Placer stepped back from Dual program workers in 2011 pending simplification to Medi-Cal.	unknown	no date given
PLUMAS	Document Imaging	Implemented	no date given
	Electronic Inter-County Transfer	Implemented	no date given
	Face to Face Waiver	Implemented	no date given
	Interactive Voice Imaging (IVR)	Implemented	no date given
	On-Line Application Process	Implemented	no date given
	Partner with CBO	Implemented	no date given
	Telephone Interviews	Implemented	no date given
RIVERSIDE	Client Kiosks or Terminals	Planning to Implement	Spring 2013
	Office Process Standardization	Implemented	10/1/2011
	Partner with CBO	Implemented	7/1/2011
	Same Day Application/Interview Process	Implemented	10/1/2011
	Task-Based Case Management	Implemented	10/1/2011
	Riverside County's Business Process Standardization, includes same day service/benefit issuance for new applicants. Customers are also greeted in the lobby and directed to the appropriate window to get an application, or drop one off without standing in line. They are then seen with minimal wait time.	Implemented	no date given

APPENDIX B

Description of Business Process Re-engineering Efforts

ITEM 30: Has your county implemented (during FY 2011-12) or is the county planning to implement at a future date (FY 2012-13 or later) 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 31: Indicate your county's Business Process Re-engineering efforts. Provide the implementation date. Include only those efforts that were implemented during FY 2011-12 (July 1, 2011 to June 30, 2012) or are planning to implement at a future date (FY 2012-13 or later).

COUNTY	DESCRIPTION OF BUSINESS PROCESS RE-ENGINEERING EFFORTS	TYPE OF ACTION	IMPLEMENTATION DATE
SACRAMENTO	Client Kiosks or Terminals	Implemented	10/26/2011
	Electronic Inter-County Transfer	Implemented	2011
	Interactive Voice Imaging (IVR)	Planning to Implement	10/11/2013
	Same Day Application/Interview Process	Planning to Implement	2013
	Task-Based Case Management	Implemented	2011
SAN BENITO	Client Kiosks or Terminals	Planning to Implement	06/01/2013
	Electronic Inter-County Transfer	Implemented	01/01/2012
	Office Process Standardization	Planning to Implement	07/01/2013
	Same Day Application/Interview Process	Planning to Implement	07/01/2013
	Task-Based Case Management	Planning to Implement	07/01/2013
SAN BERNARDINO	Centralized Mail-In	Planning to Implement	no date given
	Customer Call Center	Implemented	08/01/2011
	Office Process Standardization	Implemented	8/1/2011
	Partner with CBO	Implemented	1/1/2012
	Same Day Application/Interview Process	Planning to Implement	no date given
	Task-Based Case Management	Implemented	8/1/2011
	Telephone Interviews	Implemented	8/1/2011
Document Upload Kiosk - Wireless Bar Code Readers (WBR)	unknown	no date given	
SAN FRANCISCO	Client Kiosks or Terminals	Planning to Implement	10/01/2013
	Electronic Inter-County Transfer	Implemented	07/01/2011
	Office Process Standardization	Implemented	on-going
	Same Day Application/Interview Process	Planning to Implement	5/1/2013
	Task-Based Case Management	Planning to Implement	02/2013 for intake
	CalWIN Modernization - Moves CalWIN application to a web platform with enhanced navigation Planning to implement - 01/2013	Planning to Implement	January 2013
	My Benefits Portal - Enhanced web based system and link to CalWIN information Planning to implement - 05/2013	Planning to Implement	May 2013
SAN JOAQUIN	Customer Call Center	Planning to Implement	01/01/2014
SAN LUIS OBISPO	Document Imaging	Planning to Implement	02/01/2013
	Partner with CBO	Implemented	12/1/2011
SAN MATEO	Client Kiosks or Terminals	Planning to Implement	12/01/2012
	Office Process Standardization	Planning to Implement	12/1/2012
	Task-Based Case Management	Planning to Implement	12/1/2012

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COUNTY	DESCRIPTION OF BUSINESS PROCESS RE-ENGINEERING EFFORTS	TYPE OF ACTION	IMPLEMENTATION DATE
SANTA BARBARA	Client Kiosks or Terminals	Planning to Implement	03/01/2013
	Partner with CBO	Planning to Implement	10/1/2012
SANTA CLARA	Electronic Inter-County Transfer	Planning to Implement	7/1/2012
	Face to Face Waiver	Implemented	no date given
	MyBenefitsCalWIN: Web-based application allows applicants and recipients to access on-line information regarding their benefits. Go-live is scheduled for February 2013.	Planning to Implement	February 2013
	Benefits CalWIN Mobil Application: It links applicants and recipients to the eMyBCW website, by downloading the CalWIN application through their smart phones. Implemented 10/2012.	Planning to Implement	October 2012
SANTA CRUZ	Client Kiosks or Terminals	Planning to Implement	05/01/2013
	Office Process Standardization	Planning to Implement	5/1/2013
	Same Day Application/Interview Process	Planning to Implement	5/1/2013
	Task-Based Case Management	Planning to Implement	5/1/2013
	Benefits CalWIN will be enhanced to My Benefits CalWIN in 12/2012. The My Benefits CalWIN web application allows public assistance applicants and recipients to access on-line information regarding their public assistance benefits.	Planning to Implement	December 2012
SHASTA	Customer Call Center	Planning to Implement	10/01/2012
	Document Imaging	Implemented	12/01/2011
	On-Line Application Process	Implemented	9/1/2011
	Task-Based Case Management	Planning to Implement	10/1/2012
SISKIYOU	Centralized Mail-In	Implemented	no date given
	Client Kiosks or Terminals	Planning to Implement	Est. summer 2013
	Customer Call Center	Planning to Implement	Est. June 2013
	Document Imaging	Implemented	no date given
	Electronic Case Management (ECM)	Implemented	no date given
	Electronic Inter-County Transfer	Implemented	no date given
	Face to Face Waiver	Implemented	no date given
	Interactive Voice Imaging (IVR)	Implemented	no date given
	Office Process Standardization	Planning to Implement	March to June 2013
	On-Line Application Process	Implemented	no date given
	Partner with CBO	Implemented	no date given
	Same Day Application/Interview Process	Implemented	no date given
Telephone Interviews	Implemented	no date given	

APPENDIX B

Description of Business Process Re-engineering Efforts

ITEM 30: Has your county implemented (during FY 2011-12) or is the county planning to implement at a future date (FY 2012-13 or later) 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.)

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COUNTY	DESCRIPTION OF BUSINESS PROCESS RE-ENGINEERING EFFORTS	TYPE OF ACTION	IMPLEMENTATION DATE
SISKIYOU (cOnt'd)	We currently offer same day/next day Intakes for NA CalFresh and desire to implement this same process for PA CalFresh over the course of the next year.	Planning to Implement	no date given
SOLANO	Client Kiosks or Terminals	Implemented	04/01/2012
	Partner with CBO	Implemented	7/1/2011
STANISLAUS	Client Kiosks or Terminals	Planning to Implement	2013
	Customer Call Center	Implemented	05/01/2012
	Electronic Inter-County Transfer	Implemented	7/1/2011
	Interactive Voice Imaging (IVR)	Implemented	2012
	Office Process Standardization	Planning to Implement	2013
	Partner with CBO	Implemented	2011
	Same Day Application/Interview Process	Implemented	4/1/2012
	Task-Based Case Management	Implemented	5/1/2012
SUTTER	Client Kiosks or Terminals	Planning to Implement	no date given
	Customer Call Center	Planning to Implement	no date given
	Interactive Voice Imaging (IVR)	Planning to Implement	no date given
	Partner with CBO	Planning to Implement	no date given
	Task-Based Case Management	Planning to Implement	no date given
TEHAMA	Task-Based Case Management	Planning to Implement	Intake 09/01/2012
TRINITY	Client Kiosks or Terminals	Planning to Implement	FY 13-14
	Customer Call Center	Planning to Implement	FY 13-14
	Electronic Inter-County Transfer	Implemented	07/01/2011
	Face to Face Waiver	Planning to Implement	07/01/2012
	Interactive Voice Imaging (IVR)	Implemented	no date given
	Same Day Application/Interview Process	Planning to Implement	FY 13-14
	Task-Based Case Management	Planning to Implement	FY 13-14
	Telephone Interviews	Implemented	10/1/2011

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COUNTY	DESCRIPTION OF BUSINESS PROCESS RE-ENGINEERING EFFORTS	TYPE OF ACTION	IMPLEMENTATION DATE
TULARE	Electronic Inter-County Transfer	Planning to Implement	7/1/2012
	Office Process Standardization	Implement	1/1/2012
TUOLUMNE	Face to Face Waiver	Implemented	Effective Date of Waiver
	Partner with CBO	Implemented	01/01/2012
	Same Day Application/Interview Process	Planning to Implement	pilot project 12/1/2012
	Task-Based Case Management	Planning to Implement	Pilot 12/31/2012
VENTURA	Customer Call Center	Implemented	no date given
	Document Imaging	Implemented	10/31/2011
	Electronic Case Management (ECM)	Implemented	10/31/2011
YOLO	Client Kiosks or Terminals	Planning to Implement	07/11/2013
	Customer Call Center	Planning to Implement	10/15/2012
	Document Imaging	Planning to Implement	07/11/2013
	Electronic Case Management (ECM)	Planning to Implement	07/11/2013
	Electronic Inter-County Transfer	Planning to Implement	03/11/2013
	Face to Face Waiver	Planning to Implement	05/10/2013
	Interactive Voice Imaging (IVR)	Planning to Implement	01/11/2013
	Office Process Standardization	Planning to Implement	no date given
	On-Line Application Process	Planning to Implement	11/10/2013
	Partner with CBO	Implemented	no date given
	Same Day Application/Interview Process	Planning to Implement	no date given
	Telephone Interviews	Planning to Implement	05/10/2013
	CalWIN Web Enablement 02/13	Planning to Implement	02/13
	YUBA	Customer Call Center	Planning to Implement
Task-Based Case Management		Implemented	11/01/2011
Call-in Lines for customer service to answer questions: December 2011		Implemented	December 2011

APPENDIX C

Telephone Methods: Hotline, 1-877-847-FOOD, IVR System, 211, Call Center,

ITEM 33: Based on descriptions of different telephone methods, indicate what telephone method(s) your county used to provide information regarding CalFresh.

ITEM 36: Please enter COMPLETE telephone information. Enter 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	Call Center, Change/Service Center, Contact Center and/or General County Main Number incl. 211	Hotline and/or IVR System incl. 1-877-847-FOOD
ALAMEDA	(888) 999-4772	Both	General and case specific information provided	24 hours a day/7 days a week.		X
	(877) 847-3663	Both	General and case specific information provided	24 hours a day/7 days a week.		X
	(510) 263-2420	Both	General and case specific information provided	24 hours a day/7 days a week.	X	
	211	Operator Only		24 hours a day/7 days a week.	X	
ALPINE	(877) 410-8801	Recording Only	Case specific information, Office hours of operation			X
	(530) 694-2235	Both	Eligibility and case info	Operator: M-F 8am-12pm and 1-5 pm Recording: 24/7	X	
AMADOR	(877)410-8802	Recording Only	QR7 Status, Office hours and location, Benefit amt, reimbursements, case status and activity,			X
BUTTE	(530) 538-7301	Both	General business information.	Oroville 7:00 - 5:30	X	
	(530) 895-4364	Both	General business information.	Chico 7:00 - 5:30	X	
	(877) 410-8803	Recording Only	Case information and forms.		X	
CALAVERAS	(877) 410-8804	Recording Only	Case and benefit status. Worker name and number			X
	(209) 754-6448	Both	client call being directed to an operator or can leave a message	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	Operator Only		Mon, Tues, Wed, Th, Fri, 8:00am-4:30pm	X	
CONTRA COSTA	(877) 505-4630	Both	Case information including the amount of benefits, status of QR7, benefit verification.	24/ 7	X	
	(866) 663-3225	Both	After business hours recording provides basic program information and options.	M- F 8:00 - 5:00	X	
	(877) 505-4630	Both	Send message to EW, obtain case information including benefit amounts, status of QR7, replacement EBT cards.	24/ 7		X

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DEL NORTE	(707)464-3191	Both	Talk to Worker, leave a message in County General Mailbox or in the Individual Worker Mailbox.	Operator - Monday-Friday 8:00am-5:00pm 707-464-3191 - Recording - caller can leave a message or they can dial an extension.	X	
	(707)464-8347	Operator Only		Operator - Monday-Thursday 8:00am-5:00pm and Friday 8:00am-12:00pm	X	
	(877) 410-8806	Recording Only	Case specific information for the CalFresh Benefit amount.			X
EL DORADO	(877) 410-8807	Recording Only	Retrieve Benefits Information Request Forms Retrieve Worker Contact Information and be Transferred Request new IVR PIN/Change PIN Play Office Hours			X
	(530) 642-7300	Operator Only		Mon-Fri 8:00am to 5:00pm	X	
	(530) 573-3200	Operator Only		Mon-Fri 8:00am to 5:00pm	X	
FRESNO	(877) 600-1377	Both	IVR (877) 600-1377; Where to apply, case status; 24 hrs/7 days a week Call Center: M-F 7:30am-4:30pm	M-F 7:30am-4:30pm	X	
	(559) 600-1377	Both	IVR (559) 600-1377; Where to apply, case status; 24 hrs/7 days a week Call Center: M-F 7:30am-4:30pm	M-F 7:30am-4:30pm	X	
	(877) 600-1377	Both	Where to apply, case status	24hrs/day 7 days/week		X
	(559) 600-1377	Both	Where to apply, case status	M-F 7:30AM-5PM; 24hrs/day 7 days/week		X
	211	Operator Only		24 hours/7 days	X	
GLENN	(877) 410-8829	Recording Only	IVR - 877-410-8829 - benefit amounts, program status, request forms, worker contact, office hours and locations.			X

APPENDIX C

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COUNTY	TELEPHONE NUMBER	TYPE	TYPE OF INFORMATION AVAILABLE	DAYS/HOURS OF OPERATION	Call Center, Change/Service Center, Contact Center and/or General County Main Number incl. 211	Hotline and/or IVR System incl. 1-877-847-FOOD
HUMBOLDT	(877) 410-8809	Recording Only	IVR - Customer's can get case status and benefit information, change their PIN number, and request information on status report. Also provides Office hours of operation			X
	(707) 269-3590	Both	Recording gives clients hours of operation and requests information for return call.	Operators answer calls M-F from 8:30 a.m.-12:00 p.m. and 1:00 p.m. - 5:00 p.m and Friday from 10:00 a.m. - 12:00 p.m. and 1:00 p.m. - 5:00 p.m.	X	
	(800) 891-8551	Both	Recording gives clients hours of operation and requests information for return call.	Operators answer calls M-F from 8:30 a.m.-12:00 p.m. and 1:00 p.m. - 5:00 p.m and Friday from 10:00 a.m. - 12:00 p.m. and 1:00 p.m. - 5:00 p.m.	X	
IMPERIAL	(877) 410-8810	Recording Only	Office hours, Application status, Own benefit Information, Request forms, Change PIN.			X
	(760) 337-6800	Both	Recording provides office hours.	Operator M-F 7:00am -5:00pm	X	
INYO	(760) 872-1394	Operator Only		Monday- Friday 8:00am to 5:00pm	X	
	(760) 876-5545	Both	Customers can leave a message at anytime when calling this number. Msg "Thank you for calling the Inyo County Department of Health and Human Services Lone Pine Office, hours of operation are M-F 8am-5pm and closed for lunch between 12-1. Please leave you name, phone number and a short message and someone will return you call"	Monday - Friday 8am - 12pm and 1-5pm live operator	X	

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COUNTY	TELEPHONE NUMBER	TYPE	TYPE OF INFORMATION AVAILABLE	DAYS/HOURS OF OPERATION	Call Center, Change/Service Center, Contact Center and/or General County Main Number incl. 211	Hotline and/or IVR System incl. 1-877-847-FOOD
INYO (cont'd)	(760) 852-4264	Both	customers can leave a message anytime when calling this number. Msg "Thank you for calling the Inyo County Department of Health and Human Services. Office hours are Monday thru Friday 7:00 am - 4 pm. Please leave your name and phone number and someone will return your call. If this is an emergency please hang up and call 911"	Monday - Friday 7am - 4pm live operator	X	
	(866) 862-4246	Operator Only		Monday - Friday 8 AM to 5 PM	X	
KERN	(877) 847-3663	Recording Only	General CalFresh info			X
	(877) 410-8812	Both	Recording: Office hours and operations, locations, how to apply on-line or have a CalFresh application mailed to them. Operator: Can connect directly to Eligibility Worker if more assistance is needed.	M-F 8am - 5pm		X
	(877) 410-8812	Both	Recording: Office hours and operations, locations, how to apply on-line or have a CalFresh application mailed to them. Operator: Can connect directly to Eligibility Worker if more assistance is needed.	M-F 8am - 5pm	X	
	211	Operator Only		24 hours/7 days a week.	X	
	(661) 663-6000	Operator Only		M - F 8am - 5pm	X	
	(661) 631-6062	Recording Only	CalFresh Application Request line		X	
KINGS	(877) 410-8813	Both	provides office hours, EW name & Phone number, New IVR Pin number, case status, benefit amount, QR7 info, overpayment/overissuance information, Medi-Cal share of cost, upcoming appointments, WtW activities, WtW Reimbursement status, PIN change, request forms, notification of missing reports or forms.	IVR itself functions 24/7 but to reach an EW they are available 8:30 am through 4 pm except for holidays.		X

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COUNTY	TELEPHONE NUMBER	TYPE	TYPE OF INFORMATION AVAILABLE	DAYS/HOURS OF OPERATION	Call Center, Change/Service Center, Contact Center and/or General County Main Number incl. 211	Hotline and/or IVR System incl. 1-877-847-FOOD
KINGS (cont'd)	(559) 582-3241	Both	Directory of employees, speech activated directory, specific extension, directory of departments. Automated services are available 24/7, but to reach a live body we are open Monday - Friday 8:30 am through 4 pm except for holidays	Mon-Fri 8:30am-4pm except for county holidays	X	
	211	Both	Standard 211 services	24 / 7	X	
LAKE	(877) 410-8814	Recording Only	Twenty four hour access providing office days and hours of operation, allowing access to personal case data, and phone number transfer to worker.		X	
	(707) 995-4200	Both	After hours recording with hours/days of operation and ability to leave messages.	Operator available during hours of operation 8:00am - 5:00pm weekdays	X	
	(877) 410-8814	Recording Only	Twenty-four hour access providing office days and hours of operation, allowing access to personal case data, and phone number transfer to worker.			X
LASSEN	(530) 251-8152	Both	Recording states normal business hours, states that you can leave a message with name and number and we will return your call the next business day. If reporting a lost of stolen EBT card please hang up and dial the EBT number which is provided on the recorded message.	Operator Only: Mon-Fri 8:00am to 5:00 pm Recording Only: Mon-Sun 5:00pm to 8:00 am	X	
	(530) 251-8200	Both	Recording states normal business hours, states that you can leave a message with name and number and we will return your call the next business day. If reporting a lost of stolen EBT card please hang up and dial the EBT number which is provided on the recorded message.	Operator Only: Mon-Fri 8:00am to 5:00 pm Recording Only: Mon-Sun 5:00pm to 8:00 am	X	

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LASSEN (cont'd)	(877) 410-8815	Recording Only	Introduces the IVR (Interactive Voice Response System), office hours and prompts for the users case number and pin to access updated account information. Also instructs how to obtain pin number if needed. The IVR system generates automated voice messages. The IVR system calls a phone number, chosen by the client and plays a voice message when the client answers the phone. Client will receive these messages about future appointments and missing forms or documents such as a late Quarterly report or Medi-Cal			X
	(877) 847-FOOD	Recording Only	States how to apply for CAL FRESH by requesting the in put of the caller's zip code then tells the caller what number to call to apply for CAL FRESH in the county the caller lives			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	Operator Only		24/7	X	
MADERA	(877) 410-8816	Recording Only	IVR Benefit Information			X
	(559) 675-2300	Operator Only		M-F 8a-5p	X	

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MARIN	(877) 410-8817	Recording Only	IVR SYSTEM. Phone answered by recording 24/7. Clients may access general information as well as case-specific information. Clients may request duplicate forms.			X
	415-473-3400	Both	Address, directions, hours of operation, transportation info, IVR, benefit info, how to apply, Operators (office Assistants) take applications for benefits, issue replacement EBT and BICs, change addresses, send forms, give general information about case, such as if we have received forms or when benefits will be issued, benefit amounts, takes messages and transfers calls	Operator available 7:00am - 4:30pm; Monday-Friday; recording 24/7	X	
	211	Operator Only		24/7 http://211bayarea.org/marin/	X	
	(415) 473-2000	Recording Only	Main number answered by automated system, 24/7. Includes capacity to transfer to another number within the county system.		X	
MARIPOSA	(877) 410-8818	Recording Only	IVR: client will get specific information for their case once they enter their identifying information. Available 7 days a week, 24 hours per day.			X
	209-966-2000	Both	General County Main Number: reception answers phone from 8 am to 5 pm. Monday thru Friday. After hours client will receive a recording with option to select their worker.	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	
	(707) 962-1000	Operator Only		M - Thurs. 8-12 & 1 - 5	X	

APPENDIX C

Telephone Methods: Hotline, 1-877-847-FOOD, IVR System, 211, Call Center,

ITEM 33: Based on descriptions of different telephone methods, indicate what telephone method(s) your county used to provide information regarding CalFresh.

ITEM 36: Please enter COMPLETE telephone information. Enter 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	Call Center, Change/Service Center, Contact Center and/or General County Main Number incl. 211	Hotline and/or IVR System incl. 1-877-847-FOOD
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	(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	Both	Able to leave a message, office closure information, phone number for the IVR case information system. English and YES.	Mon-Fri 8am-5pm	X	
	(760) 932-5600	Both	Able to leave a message, office closure information, phone number for the IVR case information system. English and YES.	Mon-Fri 8am-5pm	X	
	(530) 495-1262	Operator Only		Mon-Fri 8am-5pm	X	
	(800) 593-7551	Both	Able to leave a message, phone number for IVR case information system. English and YES	24 hours operator Mon-Fri 8am-5pm	X	
	(877) 410-8822	Recording Only	24 hours a day Access to case information such as benefit amounts, status of their application, request forms be sent, worker contact information, office hours and office locations			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
NAPA	(707) 253-4511	Both	Recording contains IVR number, information on C4Yourself, EBT information and general information about our office locations and hours.	M-F 8-5	X	
	211	Operator Only		24/7	X	
	(877) 410-8824	Recording Only	IVR -- C-IV IVR functionality.			X
	(877) 847-FOOD	Operator Only		Unknown		X

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COUNTY	TELEPHONE NUMBER	TYPE	TYPE OF INFORMATION AVAILABLE	DAYS/HOURS OF OPERATION	Call Center, Change/Service Center, Contact Center and/or General County Main Number incl. 211	Hotline and/or IVR System incl. 1-877-847-FOOD
NEVADA	(877) 410-8825	Recording Only	Benefits information, change PIN, order forms and leave messages			X
	(530) 265-1340	Operator Only		M-F 8am-5pm	X	
	(530) 582-7802	Operator Only		M-F 8am-5pm	X	
	211	Both	Where to apply for benefits	24 hours a day/7 days a week	X	
ORANGE	(714) 541-4895	Both	24-Hour Information Line- Office hours, locations, program information, access case information, report abuse, and obtain additional resources.	Operator available Monday -Friday 7am-5pm	X	
	(949) 389-8456	Both	24-Hour Information Line- Office hours, locations, program information, access case information, report abuse, and obtain additional resources.	Operator available Monday -Friday 7am-5pm	X	
	(800) 281-9799	Both	Call Center/IVR Program Information, access case information Operator is available Monday thru Friday from 7am to 5pm	Operator available Monday -Friday 7am-5pm	X	X
	211	Operator Only		24 hours a day, 7 days a week	X	
PLACER	(888) 385-5160	Both	Apply for Programs, per program and language Speak to a specialist about applying for benefits Online Application information Request information about existing benefits Speak to a specialist about existing benefits Receive address and directions to a Human Services office Report suspected child abuse Report suspected adult/elderly abuse Report suspected welfare fraud	Client Services Program Specialists (operator) are available Monday through Friday from 8:00 AM to 5:00 PM		X

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PLACER cont'd)	888-385-5160	Both	Apply for Programs, per program and language Speak to a specialist about applying for benefits Online Application information Request information about existing benefits Speak to a specialist about existing benefits Receive address and directions to a Human Services office Report suspected child abuse Report suspected adult/elderly abuse Report suspected welfare fraud Client Services Program Specialists (operator) are available Monday through Friday from 8:00 AM to 5:00 PM	Client Services Program Specialists (operator) are available Monday through Friday from 8:00 AM to 5:00 PM	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	Both	Weekends and after hours there is an answering machine. Messages left and calls returned next business day.	Operator Monday thru Friday 8am - 5 pm	X	
RIVERSIDE	(877) 410-8827	Recording Only	IVR 877-410-8827 24 hours a day 7 days a week			X
	(877) 905-3777	Both	Service options	Monday through Thursday 8 - 5 Fridays 8:30 - 4:30	X	
SACRAMENTO	(916) 874-3100 (209) 744-0499	Both	IVR uses same numbers as call center, 916-874-3100 or 209-744-0499. Its an AVR/IVR system.	Unknown		X
	(916) 874-2072	Operator Only		Monday- Friday 8 am to 5 pm	X	
	916-874-3100; (Galt residents) (209) 744-0499	Both	after hours recorded information only.	Live operator, Mon-Fri 8am-5pm. Both numbers lead to same answering system	X	
SAN BENITO	831-636-4180	Both	General information, office hours and address	M-F 8am - 5pm	X	
	(877) 410-8828	Recording Only	Request new pin, change pin, hear benefits information and request forms			X

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SAN BERNARDINO	(877) 410-8829	Both	877-410-8829- Interactive Voice Response (IVR) - Available 24 hours a day in YES and English. Customers calling into the line have the option of obtaining case information, such as, benefit amount, requesting QR 7s, case worker/office information via the automated system, or leaving a message. Customer's calling M-F, 7:30 - 5:30 have the option of speaking with a Customer Service Agent (Eligibility Worker).	M-F 7:30 - 5:30	X	
	(877) 410-8829	Both	recording information: Benefit information, allotment amount, worker information, request QR 7 and other forms. M-F 7:30 - 5:30	M-F 7:30 - 5:30		X
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.	operator from 8:00am to 5:00pm Recording Only from 5:01pm to 7:59am		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.	operator from 8:00am to 5:00pm Recording Only from 5:01pm to 7:59am	X	
	211	Operator Only		211 operator 24 hours a day	X	
SAN FRANCISCO	1-877-847-FOOD (3663)	Recording Only	24/7; Provides CalFresh eligibility and application information			X
	(415) 558-1001	Both	FAQ's 24/7	Monday - Friday, 8am - 5pm; live services, 24/7 IVR	X	
	(415) 558-1000	Both	Provides CalFresh application and eligibility information		X	
	211	Operator Only		operates 24/7	X	
SAN JOAQUIN	(209) 468-1000	Both	General program information and link to C-IV IVR Services	Operators available 8am-5pm, M-F	X	

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COUNTY	TELEPHONE NUMBER	TYPE	TYPE OF INFORMATION AVAILABLE	DAYS/HOURS OF OPERATION	Call Center, Change/Service Center, Contact Center and/or General County Main Number incl. 211	Hotline and/or IVR System incl. 1-877-847-FOOD
SAN LUIS OBISPO	(805) 788-2555	Recording Only	General Information; Request a Medi-Cal Replacement BIC; Access case information; contact information for services			X
	(800) 834-4636 ext 2555	Recording Only	General Information; Request a Medi-Cal Replacement BIC; Access case information; contact information for services			X
	211	Operator Only		24 hours a day / 7 days a week	X	
	(800) 834-3002	Operator Only		Operator is available from 8:00AM - 5:00PM during business days (normally Monday - Friday, except when there is a holiday)	X	
SAN MATEO	(800) 984-3663	Both	Provides referrals for food programs for families and seniors Recording available after hours and weekends	Operator: Mon- Fri. from 8:30 - 4pm		X
	(800) 223-8383	Both	Recording: 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	Recording: 24 hours access for food or other referral services	Operator: 24/7	X	
	(650) 363-4000	Both	Recording: Provides general info of county services	Operator: 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 operator after hours 24/7	X	

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SANTA BARBARA (cont'd)	(877) 847-3663	Both	Basic information on how to apply for CalFresh program in your county.			X
	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 operator after hours 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 month 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, counselling drug and alcohol issues.	24/7	X	
	(877) 962-3633	Both	IVR System General information on programs/services provided by our agency. Up to 6 months of case information such as monthly benefit amounts. RRR date and periodic report status (QR7/MSR), •Request for benefit verificationsContact information for other services, such as Electronic Benefits Transfer (EBT), elderly/child abuse hotlines, health care services, WIC and more; •Office locations and business hours. Connect to a live county representative for additional assistance during office hours.	24/7		X

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SANTA CRUZ	(888) 421-8080	Both	case status, benefits, QR7 status M-F 8 am-5 pm will be expanding hours beginning 12/10/12 to 7:30 am-5:30 pm	M-F 8-5	X	X
	(831) 454-4165	Operator Only		M-F 8-5	X	
	(831) 763-8500	Operator Only		M-F 8-5	X	
	211	Operator Only		24/7	X	
SHASTA	(530) 225-5767	Both	Information on all eligibility and employment programs.	Available Monday through Friday 7:30am - 5:00pm.		X
	(877) 652-0731	Recording Only	Automated IVR for information related to case, office, and worker.			X
	(877) 847 3663	Recording Only	Referral to Hotline			X
	(530) 224-4879	Recording Only	Available for clients to leave messages for a YES callback.			X
	(530)224-4877	Recording Only	Available for clients to leave messages for a Mien callback.			X
	(530) 229-8400	Recording Only	information and referral for all services offered through Health and Human Services Agency		X	
	211	Operator Only		available 24 hours per day, 7 days per week	X	
SIERRA	(530) 993-6700	Operator Only		M-F, 8-5	X	
	(530) 289-3711	Operator Only		M-F, 8-5	X	
SISKIYOU	(800) 662-7031	Both	this line is operator assisted from 8am to 5 pm, closed for the lunch hour. A message is available after hours explaining business hours and days available. Messages are checked multiple times each day.	M-F, 8 am to 5pm	X	
	(877) 652-0733	Recording Only	This is an interactive voice response system and is available 24 hours each day.			X
	(530) 841-4395	Both	this line is operator assisted from 8am to 5 pm, closed for the lunch hour. A message is available after hours explaining business hours and days available. Messages are checked multiple times each day.	M - F, 8 to 5 pm.	X	

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SISKIYOU (cont'd)	(530) 841-2700	Both	this line is operator assisted from 8am to 5 pm, closed for the lunch hour. A message is available after hours explaining business hours and days available. Messages are checked multiple times each day.	M - F, 8 am to 5 pm.	X	
SOLANO	(707) 784-8050	Both	General CF information, case questions, order forms, EBT replacement, benefit information.	M-F 8-5	X	X
	(707) 553-5000	Both	General CF information, case questions, order forms, EBT replacement, benefit information.	M-F 8-5	X	X
	707-469-4500	Both	General CF information, case questions, order forms, EBT replacement, benefit information.	M-F 8-5	X	X
	211	Operator Only		Sun-Sat 24 hours	X	
	(707) 784-3900 (800) 400-6001	Both	General CF information, case questions, order forms, EBT replacement, benefit information.	Sun-Sat 24hrs	X	
	(707) 784-3900	Both	General CF information, Case questions, order forms, EBT replacement, benefit information	Sun-Sat 24hrs		X
	(877) 847-3663	Operator Only		M-F 8-5		X
SONOMA	877-699-6868	Both	1-877-699-6868 General info on CalFresh, application process, replacing EBT cards, speak to a worker Can reach worker M-F. 8-5	Mon-Fri 8am to 5pm	X	
	(707) 565-2715	Operator Only		M-F, 8-5	X	
STANISLAUS	(877) 652-0734	Both	Customers have the option for self service where they can get their benefit amount, benefit issuance date, and request forms. Continuing customers are able to speak with an eligibility worker to ask questions about their case and report information. Customers wanting to apply for assistance are able to start the application process with an operator and they are given a case manager to follow up with the customer.	Monday thru Friday, 8am to 5pm	X	

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STANISLAUS (cont'd)	(877) 652-0734	Both	Calling this number the customer is able to self direct to the information that is needed. The customer can choose to use self service options or the customer can choose to speak with an operator.	Monday thru Friday, 8am to 5pm		X
SUTTER	(530) 822-7230	Both	Operator, after hours RECORDING	M-F 8-5	X	
	(530) 822-7133	Both	Operator, after hours RECORDING	M-F 8-5	X	
TEHAMA	(877) 652-0736	Recording Only	Office hours, case worker name and phone number, case status, CW, CF, Medi-Cal, CC case information, can request some forms			X
	(530) 527-1911	Both	General office hours, if during phone hours 8am-5pm can talk to an operator. if after hours can get phone message line for worker to leave message.	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
	(877) 847-FOOD	Recording Only	UNKNOWN			X
	(530) 623-1265	Both	Lists office hours and directs caller to specific departments	Mon-Fri 8am - 5pm	X	
TULARE	(800) 540-6880	Both	Information for case data, status of case, office location and hours, benefits amounts, EBT, and how to apply for benefit.	M-F 8:00 to 5:00	X	X
	(559) 595-7103	Operator Only		M-F 8:00 to 5:00		X
	(559) 562-7400	Operator Only		M-F 8:00 to 5:00		X
	(559) 788-1500	Operator Only		M-F 8:00 to 5:00		X
	(559) 685-2100	Operator Only		M-F 8:00 to 5:00		X
	(559) 624-8100	Operator Only		M-F 8:00 to 5:00		X

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TUOLUMNE	(877) 652-0738	Recording Only	Benefit amount, case status, ability to request forms, office hours, assigned worker information			X
	(209) 533-5711	Both	Phone Tree: You have reached the Tuolumne County Department of Social Services located at 20075 Cedar Road North Sonora. Please listen carefully to the following options: Press 1; If you are reporting child abuse (transfer to 533-5717) Press 2; If you are reporting elder or dependent adult abuse (transfer to 768-7753) Press 3; to contact your eligibility worker or to receive case information (transfer to an external phone number 1-877-652-0738 Press 4; to request a new EBT card or report a lost or stolen EBT card (transfer to an external phone number 1-877-328-9677 Press 5; to contact In Home Supportive Services (transfer to 533-5728) Press 6; to speak to a receptionist or to leave a message. ☒Message: You have reached the Department of Social Services please leave your name and a phone number and your call will be returned within 30 minutes.	Operator M-F 8-4	X	
VENTURA	(866) 904-9362	Operator Only		Monday - Friday 7:30AM - 5:00PM		X
	(888) 472-4463	Both	Gives information on pending applications, QR 7 status, current benefit amount and benefit payment.	Monday - Friday 8:00AM - 5:00PM		X
	(805) 477-5100	Operator Only		M-F 8:00 to 5:00	X	
	211	Operator Only		24 hours a day, 7 days a week	X	

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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	Access IVR # from 8-4 pm they can get an eligibility worker, after 4 pm they can leave a message		X
	211	Both	caller can leave a message	24/7	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	IVR (877) 652-0739	Recording Only	IVR: hear benefits information -request forms -hear office hours -be transferred to a worker			X
	General main information number (530) 749-6311	Operator Only		OperOnly Monday through Friday 8:00 a.m. to 5:00 p.m.	X	
	Intake Customer Service Line (530) 749-5207	Recording Only	Recording requests name, phone number, case number and message and call will be returned within one business day; or phone will be answered by an Eligibility Technician.		X	
	Continuing Customer Service Line (530) 749-5208	Recording Only	Recording requests name, phone number, case number and message and call will be returned within one business day; or phone will be answered by an Eligibility Technician.		X	
	Customer Service Speaking Line (530) 749-5209	Recording Only	Recording requests name, phone number, case number and message and call will be returned within one business day; or phone will be answered by an Eligibility Technician.		X	

APPENDIX D

Partner Organization Names, Frequency of Meetings and Activities

ITEM 54: Did your county partner with other Health and Human Services Agencies, schools, community-based organizations, etc., to improve CalFresh outreach efforts?

ITEM 55: Enter *COMPLETE* Partner Organization information. Select the frequency of meetings then indicate the partner organization names and activities.

COUNTY	COMMITTEE/TASK FORCE NAME	ACTIVITIES	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS
ALAMEDA	Alameda County Community Food Bank	Training, Presentations, CalFresh applications and application assistance, and all related outreach activities.	Monthly	
	County Nutrition Action Partners (CNAP)	Crosstraining, work collaborative to promote participation in USDA food programs	Monthly	
	Eden I & R 211	Training, Presentations, CalFresh applications, and all related outreach activities.	Quarterly	
	County Nutrition Action Partnership (CNAP)	Training, Presentations, and all related outreach activities.	Monthly	
ALPINE	Diamond Valley Elementary School	Communication with school staff regarding children receiving free/reduced lunch program being eligible to CalFresh. Contact is made with client via telephone/ mailing	As needed	
	Tribal TANF Office	Communication with staff regarding families who may be eligible to CalFresh. Contact is made with client via telephone/ mailing	As needed	
AMADOR	The Resource Connection	Activity includes a Resource Connection staff member that goes to WIC and helps those that may be eligible to CF complete an application. She then turns it into our office.	As needed	
	WIC	hands out information about applying for CF	As needed	
	Connecting Hands	Many community partners are included in this group (First 5, Schools, Food Bank, Amador Tuolumne Community Action Agency, Common Grounds, Local Community Centers). They have come up with Food Resource binders that go out to other community groups to help those in need find food.	Monthly	
	Interfaith Food Bank	Brochures, Applications available	As needed	
	Amador Tuolumne Community Action Agency	Brochures, Applications available.	As needed	
BUTTE	CSUChico	CSUChico has several subcontractors. We work with CSUChico who provides information to subcontractors.	Quarterly	
	Father's House	Outreach and information.	Quarterly	
	Public Health Department	Outreach and information.	Quarterly	
	Jesus Center	CWD provides outreach and information to site participants.	As needed	
CALAVERAS	Office of Community Services grant sub-committee meetings. County Resource Connection-Food Bank, Amador, Tuolumne Community Action Agency, First Five Calaveras, Latino partnership, Mental Health	CalFresh outreach activities.	Monthly	
COLUSA	One Stop Center/WIA program	Activities include continual implementation and design of poverty programs in the area. Other activities include information to clients on the Cal Fresh Program and applying through the C-IV system which is available at this site.	Monthly	
CONTRA COSTA	Food Bank of Contra Costa and Solano	Quarterly trainings	Quarterly	
	Food Bank of Contra Costa and Solano	Partner Meetings	As needed	
DEL NORTE	North Coast Veteran's Stand down Activity	Provide program information and accept applications for CalFresh	Annually	

APPENDIX D

Partner Organization Names, Frequency of Meetings and Activities

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FRESNO	Catholic Charities	Trained staff, quality control on applications, recommended sites	As needed	
	Centro La Familia	Trained staff, answered questions, quality control on applications, attend events	As needed	
	Community Food Bank	Trained staff, quality control on applications, recommended sites	As needed	
	Sanger NRC	Trained staff, answered questions, quality control on applications, attend events	As needed	
	West Fresno Healthcare Coalition	Trained staff, answered questions, quality control on applications, attend events	As needed	
	Clinica Sierra Vista	Trained staff, answered questions, quality control on applications, attend events	As needed	
GLENN	California State University, Chico	provides CalFresh presentations to promote healthy eating, "Rethink Your Drink", "Eating Right When Money's Tight", nutrition Bingo for seniors.	Bi-Monthly	
HUMBOLDT	Food for People CalFresh Task Force meetings	Provide healthy foods to participants in food and meal programs with nutrition information and guidance on healthy eating, accompanied by outreach materials and immediate access to CalFresh enrollment processes	Monthly	
	California Center for Rural Policy (CCRP)	Food Policy Council meetings Develop a strategic plan for "addressing food insecurity with dignity" Implement pilot programs to test the strategic plan Build Community Supported Agriculture (CSA) program connections with the CalFresh program Build outreach tools regarding healthy food connections Analyze the current free and reduced lunch outreach efforts and design a program to provide more fresh locally-grown foods in schools Connect CalFresh client to local foods	Quarterly	
	Public Health	County Nutrition Action Plan (CNAP) meetings Healthy Food Demonstrations	Monthly	
	Changing Tides Family Services	Provide performances and events about CalFresh to the community that will educate about changes to the program, reduce stigma associated with use, and encourage application for the CalFresh benefit with enrollment facilitated at the production or event Encourage clients to engage in healthy eating and exercise; promote the "Healthy Plate" model of nutrition; assist all clients wishing to apply for CalFresh with enrollment information Provide cooking demonstrations using healthy foods to the general community at venues such as parks, schools, senior centers, safety net clinics and educate participants about CalFresh changes and availability Provide specialized services to reach populations with low utilization rates such as low income wage earners, working families, seniors, persons in recovery, persons with limited literacy or ability to speak/read English; also special outreach to persons recently released from institutions, homeless individuals and families Provide services to Transition Age Youth on health, nutrition and exercise; encourage enrollment in CalFresh to eligible young adults to improve diet and economic stability	As needed	
	Community Alliance with Family Farmers	Provide performances and events about CalFresh to the community that will educate about changes to the program, reduce stigma associated with use, and encourage application for the CalFresh benefit with enrollment facilitated at the production or event Encourage clients to engage in healthy eating and exercise; promote the "Healthy Plate" model of nutrition; assist all clients wishing to apply for CalFresh with enrollment information	As needed	

APPENDIX D

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HUMBOLDT (cont'd)	Healy Senior Center	Provide healthy foods to participants in food and meal programs with nutrition information and guidance on healthy eating, accompanied by outreach materials and immediate access to CalFresh enrollment processes Provide specialized services to reach populations with low utilization rates such as low income wage earners, working families, seniors, persons in recovery, persons with limited literacy or ability to speak/read English; also special outreach to persons recently released from institutions, homeless individuals and families	As needed	
	Humboldt All Faith Partnership	Provide healthy foods to participants in food and meal programs with nutrition information and guidance on healthy eating, accompanied by outreach materials and immediate access to CalFresh enrollment processes Encourage clients to engage in healthy eating and exercise; promote the "Healthy Plate" model of nutrition; assist all clients wishing to apply for CalFresh with enrollment information Provide specialized services to reach populations with low utilization rates such as low income wage earners, working families, seniors, persons in recovery, persons with limited literacy or ability to speak/read English; also special outreach to persons recently released from institutions, homeless individuals and families	As needed	
	Humboldt Community Breast Health Project	Encourage clients to engage in healthy eating and exercise; promote the "Healthy Plate" model of nutrition; assist all clients wishing to apply for CalFresh with enrollment information	As needed	
	Humboldt County also partnered with 21 additional CBOs to provide the following activities	Provide performances and events about CalFresh to the community that will educate about changes to the program, reduce stigma associated with use, and encourage application for the CalFresh benefit with enrollment facilitated at the production or event Community gardening programs to teach gardening skills and raise nutritious foods for their clients, encouraging use of CalFresh to buy garden starts and seeds Provide healthy foods to participants in food and meal programs with nutrition information and guidance on healthy eating, accompanied by outreach materials and immediate access to CalFresh enrollment processes Encourage clients to engage in healthy eating and exercise; promote the "Healthy Plate" model of nutrition; assist all clients wishing to apply for CalFresh with enrollment information Provide cooking demonstrations using healthy foods to the general community at venues such as parks, schools, senior centers, safety net clinics and educate participants about CalFresh changes and availability Provide specialized services to reach populations with low utilization rates such as low income wage earners, working families, seniors, persons in recovery, persons with limited literacy or ability to speak/read English; also special outreach to persons recently released from institutions, homeless individuals and families	As needed	

APPENDIX D

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IMPERIAL	Imperial Valley Food Bank	cross-sharing meetings and trainings.	As needed	
	Homeless Task Force	general homeless information and activities.	Bi-Monthly	
	CX3 and CNAP	Development of the County Nutrition Action Plan	Monthly	
INYO	Inyo-Mono Advocates for Community Action (IMACA)	Flyers and Handouts. Recently created CalFresh informational labels to attach to Holiday Food Baskets.	As needed	
	Inyo County Senior Centers in Bishop and Lone Pine	Application assistance, presentation flyers and informational handouts.	Monthly	
	Wild Iris	Presentation, flyers and informational handouts.	Annually	
	Child Support	Presentation, flyers and informational handouts	Annually	
	First 5	Posters, flyers and informational handouts.	As needed	
	WIC	Posters, flyers and informational handouts	As needed	
KERN	California Department of Social Services	Participated in conference call meetings with CDSS and CWDA discussed Outreach opportunities and grant funding.	Monthly	
	Public Health Department	Meetings held discussed customers in common in ways to provide nutrition education and CalFresh information.	As needed	
	Clinica Sierra Vista	Meetings on CalFresh applications and C4Y on-line applications.	Monthly	
	Community Action Partnership of Kern	collaborate & receive CalFresh applications at various sites.	Monthly	
KINGS	Kings County Community Action Organization	we currently have a SNAP-Ed grant that KCAO is receiving and they provide demonstrations throughout the county to qualified recipients of food stamps.	Monthly	
LAKE	Hunger Task Force	Access counties citizen hunger needs and other resources available to meet these needs. Community Garden, Make A Difference Day, Canning Project, materials at Farmer's Market.	Monthly	
	UCCE - University of California Cooperative Extension	Food Stamp Nutrition Education Program	Bi-Monthly	
	Head Start	meeting scheduled when requested, collaborative activities as needed to provide outreach.	As needed	
	Healthy Start	meeting scheduled when requested, collaborative activities as needed to provide outreach.	As needed	
LASSEN	Lassen Family Services	Cross training of staff, Presentations, Provide materials	As needed	
	Cross Roads Homeless Shelter	Presentations, Materials, Cross referrals of clients	As needed	
	Fort Sage Family Resource Center	Application Assistance, Cross training of staff and provide materials	Monthly	
	Bieber Family Resource Center	Application Assistance, Cross training of staff and provide materials	Monthly	
	Westwood Family Resource Center	Application Assistance, Cross training of staff and provide materials	Monthly	

APPENDIX D

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LOS ANGELES	California Food Policy Advocates, L.A. Coalition to End Hunger and Homelessness, L.A. Regional Food Bank	Meetings to discuss and recommend resolutions to barriers to CalFresh (CF) participation, as well as providing updates on the expansion of outreach efforts.	Quarterly	
	Daughters of Charity, WIC and Harbor Interfaith	Provide households the ability to apply for CF at non-traditional sites. Meetings are held to discuss CF participation and provide updates on our efforts.	Quarterly	
	Department of Community and Senior Services	Meetings to discuss opportunities for individuals and families to apply for CF at non-traditional sites, such as WorkSource Centers.	Quarterly	
	Los Angeles County Probation Department	Meetings to discuss opportunities for released inmates to apply for CF and other services at mandatory orientations scheduled by the Probation Department.	Quarterly	
	Los Angeles Unified School District & City of LA Family Resource Center	Meetings to discuss partnerships via One-E-App System available at various kiosks located on school premises and Family Resource Centers.	Quarterly	
	Department of Public Health	Meetings to discuss health and nutrition.	Quarterly	
MADERA	Madera County Dept. of Public Health	SNAP ED and Farmer's Market	As needed	
	Madera County Behavioral Health	Applications submitted through C4Yourself	As needed	
	Madera Camarena Health Center	Applications submitted through C4Yourself	As needed	
MARIN	WIC. CalFresh Outreach to WIC recipients	Provide/assist with applications.	As needed	
	San Francisco-Marín Food Bank	Outreach planning.	As needed	
	Children's Health Initiative	Outreach to CHI participants. Training. Provide/assist with applications.	As needed	
	Division of Aging	Outreach planning. Provide program information to IHSS/APS clients.	As needed	
MENDOCINO	Family Resource Center Network of Mendocino County	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.	Quarterly	
	FIRST5 Mendocino	FIRST5 provides a half-time Americorps VISTA member who works with County staff to promote CalFresh and healthy eating.	Bi-Monthly	
	Farmer's Market Association	Worked with Farmer's Markets to secure outside grant funding (United Way, local Cmty Foundation) for a CalFresh Double Match Program at markets	Bi-Monthly	
	Round Valley Food Pantry	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.	Monthly	

APPENDIX D

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MERCED	Head Start	Monthly meetings for information sharing, and questions and answers.	Monthly	
	Golden Valley & Castle Clinic	Bi-monthly meetings for information sharing and questions and answers.	Bi-Monthly	
	WIC	Monthly meetings for information sharing, and questions and answers.	Monthly	
	Food Banks	Monthly meetings for information sharing, and questions and answers.	Monthly	
	Central Valley health and Nutrition collaborative	Quarterly meetings for information sharing, and questions and answers.	Quarterly	
	Champion for Change	Quarterly meetings for information sharing, and questions and answers.	Quarterly	
MONO	WIC	ongoing referrals to the WIC program	As needed	
	Seasonal - Mammoth Mountain Ski Area	twice a year (seasonal need) meet with their employee services/housing dept to provide information on applying for CF & provide applications and online information (C4yourself)	As needed	
	Hispanic Advisory Committee	twice a year, EW supervisor provides CF presentations in Spanish to the Hispanic Advisory Committee, applications, recipe cards and online information (C-4Yourself) provided.	As needed	
MONTEREY	Castroville Plaza Family Resource Center	Outreach Staff available for application and form completion every Monday from 9 a.m. - 6 p.m. and Fridays from 9 a.m. - 4:30 p.m.	Weekly	
	Big Sur Health Center	Outreach Staff available for application and form completion once a month.	Monthly	
	Community Oral Health/First5	Outreach Staff available for application and form completion every Friday from 8:30 a.m. -12 noon.	Weekly	
	WIC Offices	Outreach Staff available for presentations and application and form completion several days per week from 8:30 a.m. - 4:30 p.m.	Weekly	
	Rancho Cielo Outreach	Outreach Staff available for application and form completion every Tuesday from 9 a.m. - 11:30 a.m.	Weekly	
	Pajaro Family Resource Center	Outreach Staff available for application and form completion every Friday from 9 a.m. - 4 p.m.	Weekly	
	MC-CHOICE Coalition	Meetings are held with various community partners to discuss outreach strategies and upcoming events and/or regulations changes.	Quarterly	
	United Farm Workers Foundation and Catholic Charities	Meetings held to discuss outreach goals and strategies	Quarterly	
	Dr. Dana Kent, Monterey County Health Department	Outreach Staff available for presentations at health and nutrition workshops and to assist anyone interested in applying for CalFresh benefits	As needed	
	Monterey County Office of Education	Outreach Staff available for presentations at schools and staff meetings.	As needed	
	Juvenile Offenders Community Health Services project	A monthly meeting with Monterey County Probation Department, Behavioral Health and Office of Education was developed to ensure youth leaving juvenile hall were provided with information and assistance to assist them in the transition from the hall back into the community, including information regarding CalFresh and Medi-Cal services and application assistance.	Monthly	
	Shelter Outreach Plus	Outreach Staff available for application and form completion every other Monday from 8:30 a.m. -12 noon.	Bi-Monthly	

APPENDIX D

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NAPA	Children's Health Initiative	assist with applications	Other	we met every other week
	Various organizations which includes schools, clinics, and other CBOs	We have shared information about CalFresh with the Certified Application Assistors in our county. Some have been trained to complete applications and use C4Yourself to submit applications.	As needed	
	WIC and Public Health	We worked closely with WIC and Public Health during the past year on our SNAP-Ed grant and through that partnership we have shared about CalFresh with a number of various agencies including the library, schools, senior housing and others through a newly forming CNAP and other activities.	As needed	
NEVADA	Nevada City Farmers Market	The use of EBT cards at Farmers Market	Other	Seasonal
	Nevada County Farmers Market	The use of EBT cards at Farmers Market	Other	Seasonal
	Nevada Union School District, Nevada Joint Union High School	Transition Fair	Annually	
	Public Health	Provide outreach at local food distribution sites.	Monthly	
ORANGE	Orange County Health Care and Nutrition Services	Collaboration with several local agencies to develop and implement the County Nutrition Action Plan (CNAP). Provide CalFresh accessibility, outreach and nutrition education.	Quarterly	
	Community Action Partnership of Orange County	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.	Quarterly	
	Second Harvest Food Bank	Provides workshops at Family Resource Centers to assist individuals with completing CalFresh applications and Quarterly Reports. Assists applicants in completing on-line applications. 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.	Quarterly	
	Catholic Charities	Provides workshops at Family Resource Centers to assist individuals with completing CalFresh applications. Member of the CNAP workgroup.	Quarterly	
	211	Provides CalFresh information and materials to callers: promotes food resources.	Quarterly	
	Children Health Initiative of Orange County	Certified Application Assistants help applicants to complete an electronic application One-e-App (OEA)	Monthly	

APPENDIX D

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PLACER	Auburn Interfaith Food Closet	provides CalFresh information/application options to their clientele. CWD staff meet with Auburn Interfaith staff at least three times a year and provide materials on an as needed basis.	Other	3x per year
	Adventist Community Services Food Locker	provides CalFresh information/application options to their clientele. CWD staff meet with Adventist staff at least three times a year and provide materials on an as needed basis.	Other	3x per year
	Salvation Army Food Closet (two locations)	provides CalFresh information/application options to their clientele. CWD staff meet with Salvation Army staff at least three times a year and provide materials on an as needed basis.	Other	3x per year
	St Vincent DePaul Food Closet (two locations)	provides CalFresh information/application options to their clientele. CWD staff meet with St. Vincent staff at least three times a year and provide materials on an as needed basis.	Other	3x per year
	Head Start ~ Early Head Start	State Preschool provides Information and material about CalFresh and enrollment/application options.	As needed	
	Placer County Library Branches	displays CalFresh brochures and online enrollment information.	As needed	
	Legal Services of Northern California	Displays Calfresh information and enrollment option information in their office lobby.	As needed	
	First Five ~ Family Resource Center (3)	Provides CalFresh enrollment information to their clients and assists clients with the application process.	Quarterly	
	Seniors First	CalFresh enrollment information is available at the nine senior cafes. CWD and Senior's First staff work in collaboration to provide enrollment opportunities to potentially eligible seniors.	Quarterly	
PLUMAS	Cares Meeting	Multi-agency meeting that discusses client needs.	Monthly	
	Plumas Unified School District	Express enrollment in the schools to identify families potentially eligible for Medical and CalFresh.	As needed	
	Plumas Crisis and Intervention Center	Meet to discuss newly released prisoners and identify those that might be eligible for Calfresh	Weekly	
RIVERSIDE	Department of Public Health, CalFresh nutritional Services	Co-locate in booths at community events	Weekly	
	UC CalFresh	* Provide access to CWD offices to promote CF Nutrition	Weekly	
	Find food Bank	* Provide training and co-ordination to complete applications for CalFresh.	Weekly	
	Community Action Partnership	* Provide CalFesh materials to various programs	Weekly	
	CNAP	* Collaborative meetings to discuss CalFresh program outreach and nutrition education	Quarterly	
	Roy's Desert Resource Center	* Collaborative meetings to discuss CalFresh program outreach and nutrition education.	Quarterly	
Catholic Charities	Provide CalFresh materials to clients and assist in completing applications online ** We meet quarterly w/them, but they do these activities weekly	Quarterly		
SACRAMENTO	Sacramento Housing Alliance	meet to strategize outreach to homeless individuals and families, provide information and increase program participation	As needed	
	Sacramento Hunger Coalition	meet to discuss hunger in the community, increase participation in the Restauraunt Meals Program, distribution of informational materials and seek solutions to communication problems.	As needed	
	Sacramento Steps Forward.	New community group. Meet with this group as per their request regarding services available.	As needed	
	River City Food Bank	CBO in contact with us regarding applications they assist clients with, and ways to imporve service delivery.	As needed	

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SAN BENITO	Community Food Bank 1133 San Felipe Road Hollister, CA	The food bank aides customers in completing the Food Stamp Application and advocates the use of C4Yourself with all customer's visiting the food bank.	As needed	
SAN BERNARDINO	Department of Aging and Adult Services	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.	As needed	
	Department of Veteran's Affairs (VA)	Collaboration between the VA and the Transitional Assistance Department (TAD) - Increase CalFresh participation in the veteran community.	As needed	
	Department of Public Health (DPH)	Collaboration between DPH and the Transitional Assistance Department (TAD) to discuss program and food access in the county	Quarterly	
	Catholic Charities	Collaboration between Catholic Charities and TAD - Increase program and food access to the local community. Training on CalFresh regulations and C4Yourself.	Quarterly	
	Mexican Consulate - Ventanilla de Salud Health Booth	Presentations on CalFresh to individuals visiting the consulate - 12th Annual Binational Health Fair - Provided information on CalFresh and C4Yourself.com website.	Quarterly	
	Fontana Police Department	Presentations on CalFresh on the 2nd and 4th Tuesday of every month. Probation and Parolee population	Quarterly	
SAN DIEGO	San Diego Hunger Coalition	Community outreach to open communications, Attend quarterly meetings to share ideas on how to increase participation and program requirements, Receive emailed applications, Assist with client questions and issues with release of info.	Monthly	
	San Diego Food Bank	Receive emailed applications. Assist with client questions and issues with release of info.	Monthly	
	Community Resource Center 211	Video Interviewing ,Outreach Projects,Receive faxed applications, Assist with client questions and issues with release of info. Share program information	Monthly Quarterly	
	Farmer's Markets	Provide informational material.	Monthly	
	Feeding America	Receive applications, Assist with client questions and issues with release of info.	Monthly	
	North County Lifeline	SNAP Ed Nutritional Workshops at FRC and Video Interviewing	Monthly	
	Catholic Charities	Receive emailed applications. Assist with client questions and issues with release of info.	As needed	
	Local School Partnership	Any upcoming program technology (video conference) for assisting families with need.	Monthly	
	North County Health Services	Video Interviewing, Outreach Projects	Monthly	
	Neighborhood House	Receive referrals	Monthly	
	Jacobs Center	Outstation worker provides CalFresh application and information weekly at O'Farrell School and Jacob center	Monthly	
SAN FRANCISCO	Cameron House	Outreach and Enrollment	Bi-Monthly	
	Self Help for the Elderly	Debrief and Learning circle	Monthly	
	Wu Yee Children's Services	Debrief and Learning circle	Bi-Monthly	
	Project Homeless Connect	Multi Service Center for the homeless and low income residents	Bi-Monthly	
	San Francisco Food Bank	Outreach and Enrollment	Monthly	

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SAN JOAQUIN	Catholic Charities	Meet to collaborate on how best to increase CalFresh participation and reduce hunger in San Joaquin County.	As needed	
	Stockton Emergency Food Bank	Meet to collaborate on how best to increase CalFresh participation and reduce hunger in San Joaquin County.	As needed	
	Hunger Task Force	Meet to collaborate on how best to increase CalFresh participation and reduce hunger in San Joaquin County.	Quarterly	
SAN LUIS OBISPO	Food Bank of San Luis Obispo, CalFresh outreach & application assistance	Meetings are quarterly, but we email and call each other a few times each month.	Quarterly	
	Catholic Charities	CalFresh outreach & application assistance.	Quarterly	
	Food System Coalition of San Luis Obispo	CalFresh awareness, implementing a Hunger-Free Community Plan. Coalition includes the following organizations to date: CCAN NFCC - New Farmers of the Central Coast SLO County Community Foundation SLO County Agriculture Department Cal Poly CAFES Center for Sustainability SLO Co, DSS Heal-SLO UC Cooperative Extension CAPSLO WIC Fishery (CCWF) Sierra Club Public Health	Monthly	
	WIC	CalFresh awareness, working towards more CalFresh outreach at WIC sites.	Quarterly	
	San Luis Obispo County Public Health Agency	CalFresh awareness, nutrition education activity coordination.	Quarterly	
	North County Farmers Markets	working towards getting EBT into farmers markets in San Luis Obispo County.	As needed	
	Community Action Partnership of San Luis Obispo	provided informational materials, applications and support.	As needed	
SAN MATEO	California Vally Community Services District	provided informational materials, applications and support. Staff does outreach in that area once a month.	Monthly	
	Second Harvest Food Bank	Receives county-wide hotline calls, provides assistance with CalFresh application	Quarterly	
	North Peninsula Neighborhood Services	Provides assistance with CalFresh application	Quarterly	
	Pacifica Resource Center	Provides assistance with CalFresh application	Quarterly	
	Jefferson Union High School District	Provides assistance with CalFresh application	Quarterly	
	Job Train	Provides assistance with CalFresh application	Quarterly	
	Coastside Hope	Provides assistance with CalFresh application	Quarterly	
	African-American Community Health Advisory Committee	Provides assistance with CalFresh application	Quarterly	
	Puente de la Costa Sur	Provide CF application assistance	Quarterly	
Sparkpoint at Skyline College	Provide CF application assistance	Quarterly		
SANTA BARBARA	Santa Barbara County School District	Provide the direct certification list	As needed	
	Center for Nutrition Policy	Provide information on Brown Bag lunches for elderly.	As needed	
	Health Care Services	Visiting nurse take CalFresh applications during home visits.	As needed	
	Food Bank of Santa Barbara County	Provides CalFresh applications on an ongoing basis, nutritional education.	As needed	
	United Way	Provides CalFresh applications.	As needed	

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SANTA CLARA	Second Harvest Food Bank	Share strategies to improve program access. Provide legislative updates and <u>progrm impacts.</u>	Monthly	
	Catholic Charties of Santa Clara	Share strategies to improve program access. Provide legislative updates and <u>progrm impacts.</u>	Monthly	
	Various organizations	Share strategies to improve program access. Provide legislative updates and <u>progrm impacts.</u>	Monthly	
	Health Benefits Resource Center/Saint Luise Regional Hospital & O'Connor Hospital	Share strategies to improve program access.	As needed	
	Santa Clara Valley Health and Hospital System	Share strategies to improve program access.	As needed	
	Department of Public Health	Share strategies to improve program access. Develop nutrition programs for CalFresh recipients.	As needed	
SANTA CRUZ	Second Harvest Food Bank of Santa Cruz and San Benito Counties	Contract to provide outreach and enrollment activities. Develop outreach materials and media.	Quarterly	
	County of Santa Cruz Health Services Agency	Provides general CalFresh information, applications, staff assistance and <u>initial application interviews.</u>	As needed	
	Homeless Services Center	Provide CalFresh Employment and Training services to CalFresh participants. The program provides employment activities in order to work towards paid <u>employment.</u>	Quarterly	
	Health Care Outreach Coalition	CAAs make referrals to the CalFresh program and provide general CalFresh <u>outreach</u>	Monthly	
SHASTA	Shasta County Health and Human Services	Joint outreach effort to reach under served groups in the community.	Monthly	
	Shasta Food Group	Discussions about CalFresh and sharing information on matters of food <u>insecurity.</u>	Monthly	
	Parole and Community Team	Discussions about CalFresh and sharing information on matters of food <u>insecurity.</u>	Quarterly	
	Homeless Continuum of Care	Discussions about CalFresh and sharing information on matters of food <u>insecurity.</u>	Monthly	
	Community Corrections Partnership	Discussions about CalFresh and sharing information on matters of food <u>insecurity.</u>	Quarterly	
	Northern Valley Catholic Social Services	Technical support for their CalFresh application assistance and outreach <u>efforts</u>	As needed	
	Shasta County Office of Education	technical support for their CalFresh application assistance and outreach <u>efforts.</u>	As needed	
SIERRA	Family Resource Center	cross training as needed.	As needed	
	Alliance for Workforce Development	cross training as needed	As needed	

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COUNTY	COMMITTEE/TASK FORCE NAME	ACTIVITIES	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS
SISKIYOU	Family Resource Centers (10) in the community; collaboration of services.	We meet as necessary. We are committed to positive collaboration to increase CalFresh participation in the community	As needed	
	County of Siskiyou Sherriff Office AB109 Unit	collaboration of services; we meet on a monthly basis or as needed.	As needed	
	Siskiyou County Public Health Agency, including WIC	work collaboratively on CalFresh grant; meet as needed.	As needed	
	Siskiyou Domestic Violence and Crisis Center	collaboration of services; meet as needed.	As needed	
	Veterans Service Office	collaboration of services; meet as needed.	As needed	
	Great Northern Corporation	food bank, weatherization; meet as needed.	As needed	
	Siskiyou Child Care Council	collaboration of services; meet as needed.	Quarterly	
	Child Support Services	collaboration of services; meet as needed.	As needed	
SOLANO	Food Bank of Contra Costa and Solano	Presentations, Training materials, Applications	Bi-Monthly	
	UC Cooperative Extension	Presentations, Training materials, Applications	Bi-Monthly	
	California Tribal TANF	Informational Materials, applications	As needed	
	Local Housing Authorities	Informational Materials, Applications	Quarterly	
	WIC	Presentations, Training Materials, Applications	Bi-Monthly	
	Local School Districts	Presentations, Informational materials, applications	Bi-Monthly	
	Catholic Social Services	Presentations, Informational materials, Applications	Bi-Monthly	
	Solano Coalition for Better Health	Presentations, training materials, applications	As needed	
	Childrens Network	Presentations, training materials, applications	As needed	
Global Center for Success	Presentations, training materials, applications	As needed		
SONOMA	Redwood Community Health Clinics	Assist clients to complete and submit CalFresh applications	Quarterly	
	Northern California Center for Well Being	Conduct SNAP-Ed activities	Monthly	
STANISLAUS	WIC-SNAP ED Innovative ideas	provides on site (CWS) nutrition food demonstrations	Quarterly	
	Catholic Charities	SNAP ED-community outreach, application services and nutrition education	Quarterly	
	Center For Human Services-SNAP ED	community outreach, application services and nutrition education	Quarterly	
	Sierra Vista Child and Family Services-SNAP ED	community outreach, application services and nutrition education	Quarterly	

APPENDIX D

Partner Organization Names, Frequency of Meetings and Activities

ITEM 54: Did your county partner with other Health and Human Services Agencies, schools, community-based organizations, etc., to improve CalFresh outreach efforts?

ITEM 55: Enter **COMPLETE** Partner Organization information. Select the frequency of meetings then indicate the partner organization names and activities.

COUNTY	COMMITTEE/TASK FORCE NAME	ACTIVITIES	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS
SUTTER	Sutter County Public Health Department	Conducted public outreach to county general population with respect to nutritional education.	Monthly	
TEHAMA	Community Action Agency	Outreach during Health Fair, Project Homeless Connect, Latino Outreach	As needed	
TRINITY	Human Response Network	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.	As needed	
TULARE	CSET	provided CalFresh application assistance	As needed	
	Food Link	provided CalFresh application assistance	As needed	
	Catholic Charities	provided CalFresh application assistance	As needed	
	Kings/Tulare Area Agency on Aging (KTAAG)	provided CalFresh application assistance	As needed	
TUOLUMNE	A-TCAA Food Bank	Provide general information and accept applications Rotation amongst food banks and pantries	Other	Rotation amongst food banks and pantries
	Lake Don Pedro Baptist Church	Provide general information and accept applications Rotation amongst food banks and pantries	Other	Rotation amongst food banks and pantries
	Sonora Baptist Church	Provide general information and accept applications Rotation amongst food banks and pantries	Other	Rotation amongst food banks and pantries
	Groveland Evanglical Free Church	Provide general information and accept applications Rotation amongst food banks and pantries	Other	Rotation amongst food banks and pantries
	St Patrick's Catholic Church	Provide general information and accept applications Rotation amongst food banks and pantries	Other	Rotation amongst food banks and pantries
	Sonora Regional Medical Center	Provide general information, accept applications, and conduct interviews	Other	Daily
	Catholic Charities	Provide general information and acppt applications	Annually	
VENTURA	FOOD Share, Inc.	Attends outreach activities, pre-screens and completes CalFresh applications on an ongoing basis. Works with MICOP to serve the Mixteco/Indigenous population. Under FOOD Share, about 23 community based organizations have been established to provide CalFresh outreach.	As needed	
	One Stop Center and Ventura County Medical Center	This activity is geared towards providing services for the homeless. We provide information, answer questions and take applications.	Weekly	
	Police and Corrections Team (PACT)	This activity is geared towards providing services for individuals being paroled into Ventura County. We attend orientations, provide information. answer questions and take applications.	Bi-Monthly	
	Ventura Networking Committee	Attend meeting to share CalFresh information and network with other agencies for CalFresh awareness.	Monthly	
	Ventura County Behavioral Health	This activity is geared for the mental health patients. We provide information, answer questions and take applictaions.	Monthly	

APPENDIX D

Partner Organization Names, Frequency of Meetings and Activities

ITEM 54: Did your county partner with other Health and Human Services Agencies, schools, community-based organizations, etc., to improve CalFresh outreach efforts?

ITEM 55: Enter *COMPLETE* Partner Organization information. Select the frequency of meetings then indicate the partner organization names and activities.

COUNTY	COMMITTEE/TASK FORCE NAME	ACTIVITIES	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS
YOLO	Library Staff Meeting Davis Library	Library Staff Meeting - Benefits CalWIN (BCW) Davis Library -Older Adult Community Event	Other	one-time
	Health Insurance Coordinating Committee (HICC)	Meeting- CF overview and BCW information	As needed	
	Rural Innovation in Social Economics (RISE)	BCW and ACCESS info.	As needed	
	Maternal Child and Adolescent Health (MCAH)	BCW and ACCESS info.	As needed	
	Backpacks for KIDS	giving out CF info and BCW info and backpacks for the kids	Annually	
	Migrant Center Opening - Madison and Davis	giving and receiving CF applications	Annually	
	Free Annual Health Fair & Clinic in West Sacramento Senior Resource Fair- Commission on Aging	giving out brochures, applications and answering questions	Annually	
	Stand Down 10/11/11-10/12/11	giving out brochures, applications and answering questions	As needed	
	County Nutrition Action Plan (CNAP)	CF Info and BCW	Monthly	
	Yolo County Children's Alliance (YCCA)	CBO assist in setting them up to submit applications in BCW	As needed	
	Yolo Family Resource Center	work with to submit CF applications	As needed	
	Yolo County Fair	provided CF and BCW info	annually	

APPENDIX E

Description of New Outreach Activities Implemented During Fiscal Year (FY) 2011-12

ITEM 56: Did your county implement any *NEW* CalFresh outreach activities during FY 2011-12 (July 1, 2011 to June 30, 2012)?

ITEM 57: Describe the *NEW* outreach activities implemented in FY 2011-12 and indicate whether they were one-time or ongoing activities.

COUNTY	TYPE OF ACTIVITY	DESCRIPTION OF NEW OUTREACH ACTIVITIES
ALAMEDA	Ongoing	We implemented the Restaurant Meals Program (RMP) in June 2012. We did a mass mailing to inform, eligible clients of the program. We also sent a mailing to all restaurants within a 10 miles radius of all 6 CalFresh office locations. We currently have 11 participating restaurants throughout Alameda County.
	Ongoing	We started our Senior Outreach campaign. We have participated in a number of Senior Resource and Health Fairs. We have conducted presentations and training at various senior housing complexes, senior centers, and churches with senior programs.
ALPINE	Ongoing	New Public Health Nurse taking applications out to community during home visits
CONTRA COSTA	Ongoing	Part of the SNAP-Ed FNS project. Mailing brochures and posting bill boards. Project goes through September 2013.
EL DORADO	One-Time	Met with Public Health and WIC in a remote area of the County to provide CalFresh applications and information.
	Ongoing	Opened new outstation at County Mental Health facilities where an Eligibility Worker is stationed and provides information, applications and determines eligibility for CalFresh.
GLENN	Ongoing	Partnered with California State University, Chico's Center for Nutrition and Activity Promotion to provide outreach info at Farmer's Markets; to provide info and presentations at senior centers, community-based organizations (e.g. Rotary, Lions, etc.); and staff training.
	Ongoing	Cross-trained staff in Housing & Community Services Unit and the Weatherization & Housing Rehabilitation Unit to provide outreach materials during home visits, to link people with food assistance programs and to provide application assistance.
HUMBOLDT	Ongoing	Adult Day Health and Alzheimer's Services Provide healthy foods to participants in food and meal programs with nutrition information and guidance on healthy eating, accompanied by outreach materials and immediate access to CalFresh enrollment processes Encourage clients to engage in healthy eating and exercise; promote the "Healthy Plate" model of nutrition; assist all clients wishing to apply for CalFresh with enrollment information Provide specialized services to reach populations with low utilization rates such as low income wage earners, working families, seniors, persons in recovery, persons with limited literacy or ability to speak/read English; also special outreach to persons recently released from institutions, homeless individuals and families
	Ongoing	Alcohol Drug Care Services Provide healthy foods to participants in food and meal programs with nutrition information and guidance on healthy eating, accompanied by outreach materials and immediate access to CalFresh enrollment processes Encourage clients to engage in healthy eating and exercise; promote the "Healthy Plate" model of nutrition; assist all clients wishing to apply for CalFresh with enrollment information Provide specialized services to reach populations with low utilization rates such as low income wage earners, working families, seniors, persons in recovery, persons with limited literacy or ability to speak/read English; also special outreach to persons recently released from institutions, homeless individuals and families
	Ongoing	Arcata House, Inc. Provide healthy foods to participants in food and meal programs with nutrition information and guidance on healthy eating, accompanied by outreach materials and immediate access to CalFresh enrollment processes Encourage clients to engage in healthy eating and exercise; promote the "Healthy Plate" model of nutrition; assist all clients wishing to apply for CalFresh with enrollment information Provide specialized services to reach populations with low utilization rates such as low income wage earners, working families, seniors, persons in recovery, persons with limited literacy or ability to speak/read English; also special outreach to persons recently released from institutions, homeless individuals and families

APPENDIX E

Description of New Outreach Activities Implemented During Fiscal Year (FY) 2011-12

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ITEM 57: Describe the *NEW* outreach activities implemented in FY 2011-12 and indicate whether they were one-time or ongoing activities.

COUNTY	TYPE OF ACTIVITY	DESCRIPTION OF NEW OUTREACH ACTIVITIES
HUMBOLDT (cont'd)	Ongoing	Bear River Band of Rohnerville Rancheria Provide healthy foods to participants in food and meal programs with nutrition information and guidance on healthy eating, accompanied by outreach materials and immediate access to CalFresh enrollment processes Provide specialized services to reach populations with low utilization rates such as low income wage earners, working families, seniors, persons in recovery, persons with limited literacy or ability to speak/read English; also special outreach to persons recently released from institutions, homeless individuals and families
	Ongoing	Betty Chinn's Homeless Fund Provide healthy foods to participants in food and meal programs with nutrition information and guidance on healthy eating, accompanied by outreach materials and immediate access to CalFresh enrollment processes Provide specialized services to reach populations with low utilization rates such as low income wage earners, working families, seniors, persons in recovery, persons with limited literacy or ability to speak/read English; also special outreach to persons recently released from institutions, homeless individuals and families
	Ongoing	Blue Lake Rancheria Provide healthy foods to participants in food and meal programs with nutrition information and guidance on healthy eating, accompanied by outreach materials and immediate access to CalFresh enrollment processes Encourage clients to engage in healthy eating and exercise; promote the "Healthy Plate" model of nutrition; assist all clients wishing to apply for CalFresh with enrollment information Provide specialized services to reach populations with low utilization rates such as low income wage earners, working families, seniors, persons in recovery, persons with limited literacy or ability to speak/read English; also special outreach to persons recently released from institutions, homeless individuals and families
	Ongoing	Changing Tides Family Services Provide performances and events about CalFresh to the community that will educate about changes to the program, reduce stigma associated with use, and encourage application for the CalFresh benefit with enrollment facilitated at the production or event Encourage clients to engage in healthy eating and exercise; promote the "Healthy Plate" model of nutrition; assist all clients wishing to apply for CalFresh with enrollment information Provide cooking demonstrations using healthy foods to the general community at venues such as parks, schools, senior centers, safety net clinics and educate participants about CalFresh changes and availability Provide specialized services to reach populations with low utilization rates such as low income wage earners, working families, seniors, persons in recovery, persons with limited literacy or ability to speak/read English; also special outreach to persons recently released from institutions, homeless individuals and families Provide services to Transition Age Youth on health, nutrition and exercise; encourage enrollment in CalFresh to eligible young adults to improve diet and economic stability
	Ongoing	Community Alliance with Family Farmers Provide performances and events about CalFresh to the community that will educate about changes to the program, reduce stigma associated with use, and encourage application for the CalFresh benefit with enrollment facilitated at the production or event Encourage clients to engage in healthy eating and exercise; promote the "Healthy Plate" model of nutrition; assist all clients wishing to apply for CalFresh with enrollment information
	Ongoing	Healy Senior Center Provide healthy foods to participants in food and meal programs with nutrition information and guidance on healthy eating, accompanied by outreach materials and immediate access to CalFresh enrollment processes Provide specialized services to reach populations with low utilization rates such as low income wage earners, working families, seniors, persons in recovery, persons with limited literacy or ability to speak/read English; also special outreach to persons recently released from institutions, homeless individuals and families

APPENDIX E

Description of New Outreach Activities Implemented During Fiscal Year (FY) 2011-12

ITEM 56: Did your county implement any *NEW* CalFresh outreach activities during FY 2011-12 (July 1, 2011 to June 30, 2012)?

ITEM 57: Describe the *NEW* outreach activities implemented in FY 2011-12 and indicate whether they were one-time or ongoing activities.

COUNTY	TYPE OF ACTIVITY	DESCRIPTION OF NEW OUTREACH ACTIVITIES
HUMBOLDT (cont'd)	Ongoing	Humboldt All Faith Partnership Provide healthy foods to participants in food and meal programs with nutrition information and guidance on healthy eating, accompanied by outreach materials and immediate access to CalFresh enrollment processes Encourage clients to engage in healthy eating and exercise; promote the "Healthy Plate" model of nutrition; assist all clients wishing to apply for CalFresh with enrollment information Provide specialized services to reach populations with low utilization rates such as low income wage earners, working families, seniors, persons in recovery, persons with limited literacy or ability to speak/read English; also special outreach to persons recently released from institutions, homeless individuals and families
	One-Time	Humboldt Community Breast Health Project Encourage clients to engage in healthy eating and exercise; promote the "Healthy Plate" model of nutrition; assist all clients wishing to apply for CalFresh with enrollment information
	Ongoing	Humboldt County also partnered with 21 additional CBOs to provide the following activities: Provide performances and events about CalFresh to the community that will educate about changes to the program, reduce stigma associated with use, and encourage application for the CalFresh benefit with enrollment facilitated at the production or event Community gardening programs to teach gardening skills and raise nutritious foods for their clients, encouraging use of CalFresh to buy garden starts and seeds Provide healthy foods to participants in food and meal programs with nutrition information and guidance on healthy eating, accompanied by outreach materials and immediate access to CalFresh enrollment processes Encourage clients to engage in healthy eating and exercise; promote the "Healthy Plate" model of nutrition; assist all clients wishing to apply for CalFresh with enrollment information Provide cooking demonstrations using healthy foods to the general community at venues such as parks, schools, senior centers, safety net clinics and educate participants about CalFresh changes and availability Provide specialized services to reach populations with low utilization rates such as low income wage earners, working families, seniors, persons in recovery, persons with limited literacy or ability to speak/read English; also special outreach to persons recently released from institutions, homeless individuals and families
IMPERIAL	Ongoing	Participated in CX3 and CNAP activities to develop and implement the County Nutrition Action Plan.
INYO	Ongoing	Eligibility staff makes CalFresh presentations at the County Senior Centers and has an eligibility worker available to assist in filling out application on a monthly basis in Lone Pine and Bishop.
	Ongoing	Eligibility staff sets up CalFresh information tables at County Wide Public Health Flu Clinics and disperses information and assists customers to fill out applications
	Ongoing	Worked with Inyo County Probation to develop a referral tool for prisoners being released back to the County.
LAKE	One-Time	Food Giveaway

APPENDIX E

Description of New Outreach Activities Implemented During Fiscal Year (FY) 2011-12

ITEM 56: Did your county implement any *NEW* CalFresh outreach activities during FY 2011-12 (July 1, 2011 to June 30, 2012)?

ITEM 57: Describe the *NEW* outreach activities implemented in FY 2011-12 and indicate whether they were one-time or ongoing activities.

COUNTY	TYPE OF ACTIVITY	DESCRIPTION OF NEW OUTREACH ACTIVITIES
LOS ANGELES	Ongoing	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 applications to 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 required supporting documentation, and ensure the applications are forwarded to DPSS.
	Ongoing	Implemented the Health & Nutrition Mobile Unit in September. The Mobile Unit delivers CF and Medi-Cal application services to targeted non-traditional sites, such as outreach events and community fairs. The Mobile Unit was upgraded in 2012 to include multiple laptops which are made available to the public to self-apply for CF and Medi-Cal.
	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	Established the CalFresh Awareness Month in May, 2011. The CalFresh Awareness Month Campaign has become an annual campaign to foster awareness and participation in the CalFresh program through a series of events and activities held throughout Los Angeles County. The second annual CalFresh Awareness Month Campaign was held again in May, of 2012.
MARIN	Ongoing	Hired a bilingual (Spanish-speaking) Support Service Worker to conduct outreach and take CalFresh applications at the WIC office and other local agencies.
	Ongoing	Revision of "Applying for CalFresh" brochures (English and Spanish) and dissemination of brochures to public and community partners.
	Ongoing	Trained CHI staff on the CalFresh program and utilized this staff to assist CHI families in applying for CalFresh.
MENDOCINO	Ongoing	Provided a Food Stamp Advocate training to interested community partners. In FY 2011-2012, the training included a significant number of staff from Head Start preschools. Attendees were given an overview of the CalFresh program and provided training on how to help clients complete the mail-in packets. Attendees were asked to complete a short quiz following the training. If successful, attendees were given a Certificate of Completion. Our Community Outreach Unit intends to provide this training on an annual basis.
MONO	One-Time	Program manager & director provided education and applications at a Regional Planning Advisory Committee meeting.
MONTEREY	Ongoing	Completed training for on-line applications via C4Yourself

APPENDIX E

Description of New Outreach Activities Implemented During Fiscal Year (FY) 2011-12

ITEM 56: Did your county implement any *NEW* CalFresh outreach activities during FY 2011-12 (July 1, 2011 to June 30, 2012)?

ITEM 57: Describe the *NEW* outreach activities implemented in FY 2011-12 and indicate whether they were one-time or ongoing activities.

COUNTY	TYPE OF ACTIVITY	DESCRIPTION OF NEW OUTREACH ACTIVITIES
NEVADA	Ongoing	Provide outreach at foodbank distribution sites.
ORANGE	Ongoing	County Nutrician Action Plan (CNAP) partners actively began promoting on-line applications (Benefits CalWIN) in Orange County. Partners with Second Harvest, CAPOC and Catholic Charities were provided an overview of Benefits CalWIN.
	Ongoing	Increased Nutrition Education to participants receiving or applying for CalFresh benefits. Both at the Family Resource Centers and at Regional Offices.
	Ongoing	Outreach CalFresh Brochures (SNAP)- Updated Orange County insert to include current call center numbers and website for on line CalFresh Applications.
PLACER	Ongoing	CWD staff provides CalFresh enrollment opportunities at local Food Closets three times per year. Additionally, local Food Closets are provided with CalFresh information that is inserted in commodity bags that are given out to folks on a monthly basis.
	Ongoing	CWD staff collaborate with First Five Commision and local Family Resourse Centers to train staff to become CalFresh "assistors".
	Ongoing	Placer has a designated Client Services Program Specialist to work with the senior population. Seniors who have active Medi-Cal cases who are potentially eligible to CalFresh are contacted by phone and are given information about CalFresh and assistance with the application process.
RIVERSIDE	Ongoing	Outreach to seniors citizens as part of CDSS Golden Advantage Nutrition Program. Partnering with local Office on Aging to reach seniors at nutrition sites.
	Ongoing	FIND Food Bank, expanded CalFresh outreach in Western Riverside County with grant funding to hire an additional outreach worker for the west.
	Ongoing	Partnership with Riverside Ulnified School District to promote CalFresh through a series of cooking videos featuring Riverside Unified School District Chef Ryan Douglas.
SACRAMENTO	One-Time	Advertisement in SNR as a pull out ad: 8 pages in cooperative effort with Yolo and Placer counties to discuss the benefits of CalFresh
	Ongoing	Participation in a variety of community events such as Festival De La Familia (4/29/12), Carmichael Kids Day in the Park (4/48/12), Area 4 Senior Health Fair (5/19/12), and a variety of other events county wide, setting up an informational table and using volunteer staff to answer questions, hand out informational packets, and in some instances, depending on staffing and location beginning the application processes.
	One-Time	Advertisement for CalFresh in the Sacramento County Voter's guide
	One-Time	Advertisement in the Senior Spectrem newspaper
SAN BERNARDINO	Ongoing	Department of Child Support Services - WeConnect Event - Once a week in the month of August, set up a table offering information and brochures regarding CalFresh
	Ongoing	Department of Child Support Services - Participated in the Child Support Awareness month - August 2012 - Once a week in August, set up table with brochures and information on CalFresh. Take applications for the program.
	Ongoing	Fontana Police Department - CalFresh presentations on the 2nd and 4th Tuesdays of every month. Meeting for probation/parolee populations - Information regarding CalFresh, CBOs/FBOs, and other government programs.

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COUNTY	TYPE OF ACTIVITY	DESCRIPTION OF NEW OUTREACH ACTIVITIES
SAN DIEGO	Ongoing	Began conducting CalFresh intakes via Video Interviewing to increase access to hard to reach customers such as clients living in battered women's shelters, migrant farmworkers, and those facing transportation barriers in rural communities of San Diego.
	Ongoing	San Diego County increased the number of Farmers Markets accepting EBT from 4 to 12 markets.
	One-Time	Implemented the Fresh Fund Program through the CPPW/Healthy Works Grant. Fresh Fund matched up to \$20 dollars each month for produce purchases for over 8,000 individuals using WIC benefits, Supplemental Security Income, and CalFresh.
	Ongoing	Public Health Nursing staff provide CalFresh information while conducting home visits, including 1,528 military contacts at Camp Pendleton.
	Ongoing	Child Welfare Services staff included flyers in 1,292 emergency resource packets. Outreach posters and flyers are posted in Public Health Clinics, Child Welfare, Behavioral Health Services lobbies, and County libraries. Thousands of CalFresh flyers and outreach materials have been shared with faith-based organizations, food banks, city events, health fairs, Farmers Markets, and other community events.
	One-Time	San Diego redesigned the CalFresh webpage to provide fitness and nutrition information including links to "Choose My Plate", Network for a Healthy California, and Healthy Works among others. The County launched the Healthy Works website (http://www.healthyworks.org/healthy-foods) providing culturally appropriate nutrition information. This website also provides links to other nutrition sites such as the Network for a Healthy California
	One-Time	The Grandparents Raising Grandchildren Conference was held in April 2012. Hundreds of grandparents attended and took home a handbook created specifically for them which included information about applying for CalFresh to provide for the nutritional needs of their grandchildren and themselves. In June 2012, HHS sponsored the Live Well, San Diego! Summit, Building Better Health Across the Ages. CalFresh outreach materials were provided along with workshops and classes on cooking. HHS partnered with the Network for a Healthy California, the San Diego Hunger Coalition, and the San Diego Food Bank who provided nutrition education to CalFresh eligible residents.
	One-Time	HHS staff showcased nutrition, healthy choices and CalFresh with the following partners: •During the annual Community Health Improvement Partners' (CHIP) Depression Screening Week •Neighborhood Healthcare Health Awareness Day for Youth and Families •The Rural Health Network, a collaboration of rural health providers and community partners. •HealthLink North County, a collaboration of school health providers and advocates for children's health. •Women's Resource Fair, an annual event for over 800 women including more than 300 children •Julian Backcountry Collaborative, a Grass Roots collaboration of representatives serving homeless and needy individuals and families.
	One-Time	•Food Pyramid and CalFresh flyers distribution by Embassy Church International, a food distribution site in Lemon Grove. •Eligibility staff participation at numerous events promoting CalFresh, such as the annual Community Resource Center Holiday Food Basket serving 1,600 residents. •Several community partners provided outreach to San Diego schools including the San Diego Food Bank, Feeding America, the Local Initiative Support Corporation with AmeriCorps interns, SAY San Diego, and the San Diego Hunger Coalition. Initial funding was provided by the California Endowment.
	Ongoing	San Diego City College - Outreach event to students and veterans
One-Time	Through collaboration with AIS Advisory Council, the Hunger Coalition provided CalFresh outreach training and screening at the El Cajon Salvation Army Nutrition Program for 100-125 seniors and to the American Association for Retired Persons (AARP) Metro Chapter to 35 seniors.	

APPENDIX E

Description of New Outreach Activities Implemented During Fiscal Year (FY) 2011-12

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ITEM 57: Describe the *NEW* outreach activities implemented in FY 2011-12 and indicate whether they were one-time or ongoing activities.

COUNTY	TYPE OF ACTIVITY	DESCRIPTION OF NEW OUTREACH ACTIVITIES
SAN FRANCISCO	Ongoing	State UIB Office - Outreach and Enrollment
	Ongoing	TransitionSF - Presentation & Q and A
	Ongoing	Partner with San Francisco Food Bank for coordinated out of office application and interview sessions - 6 times in 2012 and planned to continue.
SAN JOAQUIN	Ongoing	Placed EW in several Community Centers in the County,
SAN LUIS OBISPO	Ongoing	SLO Food Bank is partnering at local school food distributions - once or twice a month, and is slowly expanding to more schools.
	Ongoing	DSS staff is now doing outreach in the San Miguel area.
	One-Time	Senior Incentive Drive done with 4H and the Girl Scouts in Paso Robles in March 2012.
	Ongoing	DSS Office Outreach Coordinators, Food Bank Outreach Coordinator, Catholic Charities Outreach Coordinator, began meeting quarterly to collaborate and coordinate efforts.
SANTA BARBARA	Ongoing	San Ynez People Helping People. They oversee many Family Resources Centers. They will assist applicants with the application process.
	Ongoing	Santa Barbara Co. Education Office Health Linkages. They will assist applicants with the application process.
SANTA CLARA	Ongoing	Established partnership with farmers markets throughout Santa Clara County. The farmers markets display a table with CalFresh brochures and flyers as well as providing EBT access.
SANTA CRUZ	Ongoing	Implemented CalFresh in-reach to Medi-Cal applicants and recipients.
	Ongoing	CalFresh quarterly eNewsletter published to primarily inform outreach partners about the CalFresh program
	Ongoing	Added CalFresh information to WorkForce Investment Act (WIA) orientation
	Ongoing	Implemented CalFresh outreach with the Medi-Cal Baby Gateway Project
	Ongoing	CalFresh outreach materials distributed at Unemployment Insurance (UI) exhausted orientations
	One-Time	Co-sponsored CalFresh Tri-County Forum with Second Harvest Food Bank. Provided workshops and outreach materials to attendees.
	Ongoing	Implemented CalFresh in-reach to Medi-Cal applicants and recipients.
SHASTA	Ongoing	Outreach to businesses employing low-wage earners. Provided outreach materials and presentations as requested. Ongoing activity.
SOLANO	Ongoing	Entered into a contract with Solano Coalition for Better Health, Childrens Network and Global Center for Success to provide application assistance to potential CalFresh recipients. The contractors submit applications using Benefits CalWIN (BCW).
SONOMA	Ongoing	SNAP-Ed
STANISLAUS	Ongoing	SNAP ED Phase II, Innovative Programs: nutrition education to the community. Partnered with HSA/WIC
SUTTER	Ongoing	CalFresh Local Health Department Project SNAP-ED. Partnership with the County Health Department.
VENTURA	Ongoing	Applications taken at city festivities, i.e. Latino Expo, Fiestas Mexicanas Ojai.
	Ongoing	Applications taken at community events/fairs sponsored by the local police department.
	Ongoing	Applications taken Boys & Girls Club.
	Ongoing	Applications taken at community parks.
	Ongoing	Applications taken at local coffee shops and restaurants.
	Ongoing	Applications taken at senior centers.
YOLO	Ongoing	Tomato Festival

APPENDIX F

Description of New Outreach Activities Planned for Fiscal Year (FY) 2012-13

ITEM 58: Does your county have any *NEW* CalFresh outreach activities planned for implementation during the next state fiscal year, July 1, 2012

ITEM 59: Describe the *NEW* outreach activities planned for FY 2012-13 and indicate whether they will be one-time or ongoing activities.

COUNTY	TYPE OF ACTIVITY	DESCRIPTION OF NEW OUTREACH ACTIVITIES
ALPINE	Ongoing	Alpine hired a Public Health Nurse who is visiting clients in their home and providing applications and brochures for CalFresh awareness
AMADOR	Ongoing	Ads in newspaper
	Ongoing	Possible local radio spots
	Ongoing	Increased Fair participation (health fairs, children's fairs, etc)
CALAVERAS	One-Time	Senior outreach
COLUSA	Ongoing	Innovative Project for Cal Fresh
EL DORADO	Ongoing	An Eligibility Worker will accompany Food Bank staff that uses a mobile van to deliver food to persons in remote areas of the County and will provide information, applications, assistance with completing the applications, and determining eligibility for the CalFresh Program.
GLENN	Ongoing	Implementation of "same-day, next-day" benefits processing.
HUMBOLDT	Ongoing	Agnes J. Johnson School Community gardening programs to teach gardening skills and raise nutritious foods for their clients, encouraging use of CalFresh to buy garden starts and seeds Encourage clients to engage in healthy eating and exercise; promote the "Healthy Plate" model of nutrition; assist all clients wishing to apply for CalFresh with enrollment information
	Ongoing	Arcata United Methodist Church Provide healthy foods to participants in food and meal programs with nutrition information and guidance on healthy eating, accompanied by outreach materials and immediate access to CalFresh enrollment processes Encourage clients to engage in healthy eating and exercise; promote the "Healthy Plate" model of nutrition; assist all clients wishing to apply for CalFresh with enrollment information
	Ongoing	Boys and Girls Club of the Redwoods Provide healthy foods to participants in food and meal programs with nutrition information and guidance on healthy eating, accompanied by outreach materials and immediate access to CalFresh enrollment processes Encourage clients to engage in healthy eating and exercise; promote the "Healthy Plate" model of nutrition; assist all clients wishing to apply for CalFresh with enrollment information Provide cooking demonstrations using healthy foods to the general community at venues such as parks, schools, senior centers, safety net clinics and educate participants about CalFresh changes and availability
	Ongoing	Campbell Creek Connexion Church Provide healthy foods to participants in food and meal programs with nutrition information and guidance on healthy eating, accompanied by outreach materials and immediate access to CalFresh enrollment processes Encourage clients to engage in healthy eating and exercise; promote the "Healthy Plate" model of nutrition; assist all clients wishing to apply for CalFresh with enrollment information
	Ongoing	Fortuna Adventist Community Services Community gardening programs to teach gardening skills and raise nutritious foods for their clients, encouraging use of CalFresh to buy garden starts and seeds Provide healthy foods to participants in food and meal programs with nutrition information and guidance on healthy eating, accompanied by outreach materials and immediate access to CalFresh enrollment processes Provide specialized services to reach populations with low utilization rates such as low income wage earners, working families, seniors, persons in recovery, persons with limited literacy or ability to speak/read English; also special outreach to persons recently released from institutions, homeless individuals and families
	Ongoing	Honeydew Elementary School Community gardening programs to teach gardening skills and raise nutritious foods for their clients, encouraging use of CalFresh to buy garden starts and seeds Provide specialized services to reach populations with low utilization rates such as low income wage earners, working families, seniors, persons in recovery, persons with limited literacy or ability to speak/read English; also special outreach to persons recently released from institutions, homeless individuals and families

APPENDIX F

Description of New Outreach Activities Planned for Fiscal Year (FY) 2012-13

ITEM 58: Does your county have any *NEW* CalFresh outreach activities planned for implementation during the next state fiscal year, July 1, 2012

ITEM 59: Describe the *NEW* outreach activities planned for FY 2012-13 and indicate whether they will be one-time or ongoing activities.

COUNTY	TYPE OF ACTIVITY	DESCRIPTION OF NEW OUTREACH ACTIVITIES
HUMBOLDT (cont'd)	One-Time	Latino Community Providers Network Provide performances and events about CalFresh to the community that will educate about changes to the program, reduce stigma associated with use, and encourage application for the CalFresh benefit with enrollment facilitated at the production or event Provide specialized services to reach populations with low utilization rates such as low income wage earners, working families, seniors, persons in recovery, persons with limited literacy or ability to speak/read English; also special outreach to persons recently released from institutions, homeless individuals and families
	Ongoing	Mattole Triple Junction Elementary and High School Provide performances and events about CalFresh to the community that will educate about changes to the program, reduce stigma associated with use, and encourage application for the CalFresh benefit with enrollment facilitated at the production or event Community gardening programs to teach gardening skills and raise nutritious foods for their clients, encouraging use of CalFresh to buy garden starts and seeds Provide healthy foods to participants in food and meal programs with nutrition information and guidance on healthy eating, accompanied by outreach materials and immediate access to CalFresh enrollment processes Provide cooking demonstrations using healthy foods to the general community at venues such as parks, schools, senior centers, safety net clinics and educate participants about CalFresh changes and availability
	Ongoing	Redwood Community Action Agency – TOOTH Provide performances and events about CalFresh to the community that will educate about changes to the program, reduce stigma associated with use, and encourage application for the CalFresh benefit with enrollment facilitated at the production or event Encourage clients to engage in healthy eating and exercise; promote the “Healthy Plate” model of nutrition; assist all clients wishing to apply for CalFresh with enrollment information
	Ongoing	Sequoia Personnel, Inc. Provide specialized services to reach populations with low utilization rates such as low income wage earners, working families, seniors, persons in recovery, persons with limited literacy or ability to speak/read English; also special outreach to persons recently released from institutions, homeless individuals and families
	Ongoing	Southern Humboldt Community Park Community gardening programs to teach gardening skills and raise nutritious foods for their clients, encouraging use of CalFresh to buy garden starts and seeds Provide healthy foods to participants in food and meal programs with nutrition information and guidance on healthy eating, accompanied by outreach materials and immediate access to CalFresh enrollment processes Encourage clients to engage in healthy eating and exercise; promote the “Healthy Plate” model of nutrition; assist all clients wishing to apply for CalFresh with enrollment information
	Ongoing	and two additional ongoing activities: United Way of the Wine Country Provide performances and events about CalFresh to the community that will educate about changes to the program, reduce stigma associated with use, and encourage application for the CalFresh benefit with enrollment facilitated at the production or event Encourage clients to engage in healthy eating and exercise; promote the “Healthy Plate” model of nutrition; assist all clients wishing to apply for CalFresh with enrollment information Westside Community Improvement Association Provide performances and events about CalFresh to the community that will educate about changes to the program, reduce stigma associated with use, and encourage application for the CalFresh benefit with enrollment facilitated at the production or event Provide healthy foods to participants in food and meal programs with nutrition information and guidance on healthy eating, accompanied by outreach materials and immediate access to CalFresh enrollment processes Encourage clients to engage in healthy eating and exercise; promote the “Healthy Plate” model of nutrition; assist all clients wishing to apply for CalFresh with enrollment information Provide cooking demonstrations using healthy foods to the general community at venues such as parks, schools, senior centers, safety net clinics and educate participants about CalFresh changes and availability

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COUNTY	TYPE OF ACTIVITY	DESCRIPTION OF NEW OUTREACH ACTIVITIES
IMPERIAL	Ongoing	Effective January 1, 2013, Imperial County eligibility staff members will be required to encourage their Medi-Cal applicants and recipients to apply for CalFresh in addition to the Medi-Cal program. This will likely increase CalFresh participation by making it known to the applicant/recipient that the CalFresh program exists, his or her potential eligibility, as well as ample opportunity to apply for benefits.
	Ongoing	By March 31, 2013, Imperial County will provide multi-language CalFresh posters to CBOs with C4Yourself information as well as Imperial County Department of Social Services contact information. The CBOs that are anticipated to participate include: Catholic Charities, Food Bank, shelters, One-Stops (working poor population), churches, and possibly senior centers.
	Ongoing	By June 30, 2013, in addition to the CalFresh posters, Imperial County will request to meet and provide CalFresh and C4Yourself information and training to CBO staff willing to participate, with specific focus on Catholic Charities, Food Bank, and shelters.
	Ongoing	In addition to posters and training, Imperial county will take advantage of PSA with local media (TV, radio, newspapers) in an attempt to reach those individuals who may potentially eligible to CalFresh benefits that are not in need of services from local CBOs.
INYO	Ongoing	Provide CalFresh information labels to Inyo-Mono Advocates for Community Action (IMACA) and Salvation Army to be placed on Holiday Food baskets as well as on food items within the Food Bank. .
	Ongoing	Place CalFresh outreach advertisement in Local Newspaper on a regular basis and increase media efforts for CalFresh in general.
	Ongoing	Work with the local schools to start incorporating CalFresh outreach information with parent news letters.
	Ongoing	Work with local senior program who delivers meals on wheels to attach CalFresh information with there delivered meals as well as work with delivery staff in helping customers complete application.
	Ongoing	Provide CalFresh informational materials at local Farmers Market
KERN	Ongoing	Senior Outreach (60+) •Outreach to seniors during mealtime at senior centers throughout the county by taking applications and providing information on Cal Fresh. •Work with Office of Aging and Adult Services to provide CalFresh applications and fliers to all Meals on Wheels clients. •Attend various resource fairs and events held by the Office of Aging and Adult Services to take CalFresh applications and provide information on the program. •Mail out Cal Fresh applications to all elderly clients applying for Medi-Cal.
	One-Time	Social Media CalFresh Outreach •Update our department internet website to include information on CalFresh Program eligibility including income charts that show eligibility standards and what verification is required. •Develop a DHS Facebook page to promote the CalFresh Program's benefits, eligibility standards and how to apply. •Develop a DHS Twitter account to promote CalFresh Program's benefits, eligibility standards and how to apply.
	Ongoing	Train-the-Trainer: "CalFresh 101" to CBO Partners and DHS Staff •Train eligibility staff to go out into the community and provide training and basic eligibility presentations on the CalFresh Program to CBO's, hospitals, etc. •Department staff attending outside meetings will distribute information and promote CalFresh at the meetings. •Develop an Outreach Calendar that lists the monthly outreach events.
	Ongoing	Promote CalFresh Outreach to Low-Income Families •Develop media campaign to focus on marketing CalFresh to Low-Income families. •Pursue opportunities to collaborate with EDD and ETR in marketing CalFresh to the clients they serve.
	Ongoing	Inform & Promote CalFresh to Medi-Cal Participants •Develop an adhoc report to identify clients who receive specific Medi-Cal aid codes that could potentially qualify for CalFresh and mail them a CalFresh application and informational program flier to encourage these clients to apply.
	Ongoing	Include in MOU's Goals to Provide CalFresh Program Promotion •In future agreements with contractors add language stating they will market the CalFresh Program to the clients they provide services too.

APPENDIX F

Description of New Outreach Activities Planned for Fiscal Year (FY) 2012-13

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COUNTY	TYPE OF ACTIVITY	DESCRIPTION OF NEW OUTREACH ACTIVITIES
KERN (cont'd)	Ongoing	Promote CalFresh in Schools •Provide CalFresh training to school staff so they can provide information to parents they are in contact with. •Pursue an opportunity with local schools to include a Book Mark or Flyer on the benefits of CalFresh and how to apply. •Pursue an opportunity to develop a data match with schools to obtain information on children receiving free lunch who are not currently receiving CalFresh. Initiate CalFresh applications based on the data match. (AB 402)
KINGS	One-Time	We would like to partner more with our CBO's. Provide them with information on how to inform and assist customers with our online application process. At the beginning as a one time event and see if there is a need for ongoing meetings to address questions or concerns.
LAKE	One-Time	SNAP ED Grant - Nutritional Education
LOS ANGELES	Ongoing	Online Application Project - This will enable households to complete and submit CF applications online.
	Ongoing	Medi-Cal Solicitation Letter - Provide CF outreach materials to Medi-Cal only applicants and recipients.
	Ongoing	Expand partnerships with additional CBO/FBOs.
	Ongoing	Increasing the number of outreach Eligibility Workers that are outstationed at hospitals.
	Ongoing	Extending the Customer Service Centers' Monday through Friday hours, and the possible addition of one Saturday per month.
	Ongoing	Contracting with a vendor to create "eye-catching" one-page CalFresh color outreach materials to be mailed to targeted populations.
	Ongoing	Annual CalFresh Awareness Month Campaign throughout the County, May, 2013.
	Ongoing	Exploring new advertising media for CalFresh awareness, such as public buses, newspapers, supermarkets and Public Service Announcements on targeted radio stations.
MARIN	Ongoing	Expanding the Health & Nutrition Mobile Unit's staffing, and YBN participant access terminals.
	Ongoing	Outreach to EDD clients by providing CalFresh information to those visiting Career Resource Center and/or applying for UIB.
	One-Time	Paid newspaper advertising supplement in local newspaper (modeled on Sacramento/Placer/Yolo example).
	One-Time	Production of local videos disseminating program/application information and demonstrating ease of use of EBT card.
	Ongoing	Partner with San Francisco-Marin Food Bank to implement CalFresh-in-a-Day events in Marin County.
MARIPOSA	Ongoing	Train county Child Welfare Workers in CalFresh program and utilize these social workers to reach out to families in need.
	One-Time	Training with parents of children in Head Start
MONO	Ongoing	Newspaper article(s)
	Ongoing	Increase outreach to senior citizens via the county's senior centers and meals on wheels programs.
	Ongoing	Improve and maintain the county department website access to C4yourself, CalFresh information and applications.
MONTEREY	Ongoing	Outreach to Medi-Cal recipients with aid codes that may be eligible for CalFresh.
	Ongoing	CalFresh outreach to existing Medi-Cal recipients without CalFresh benefits
MONTEREY	Ongoing	Expanding outreach collaboration with community partners
	Ongoing	Expanding outreach collaboration with community partners

APPENDIX F

Description of New Outreach Activities Planned for Fiscal Year (FY) 2012-13

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COUNTY	TYPE OF ACTIVITY	DESCRIPTION OF NEW OUTREACH ACTIVITIES
NAPA	Ongoing	We have a plan to explore some activities, but do not have exact dates for them. Some of these activities will be ongoing if they prove effective, and if the other organizations involved are willing to continue, so we can mark them as ongoing, but they may be only one-time activities (and vice-versa). We hope to partner with the Food Bank to train a volunteer to help complete CalFresh applications at the food bank.
	Ongoing	We hope to partner with Catholic Charities to employ their volunteers to do outreach.
	Ongoing	We plan to explore partnerships with Senior housing facilities to share nutrition information as to encourage seniors to apply for CF benefits when appropriate.
	Ongoing	We hope to promote that c4Yourself now has mobile pages and to increase the use of C4Yourself for CalFresh applications. This should be ongoing until C4Yourself gains popularity in our community.
NEVADA	Ongoing	Developing an outreach worker assigned to be available once a month at each of the following: local Food Banks, Community Business Organizations, Senior Centers, Medical Clinics, Drug and Alcohol Treatment Centers and local Probation Departments.
ORANGE	One-Time	Benefits CalWIN link to be added to Orange County's web site, more accessible to the community.
	Ongoing	Powerpoint to be developed by CNAP group regarding FNS programs to be shared at partners staff meetings. This is to better help those not familiar with the CalFresh program.
	Ongoing	Attend quarterly CBO meetings, provide CalFresh updates and have an open/effective communication.
PLACER	Ongoing	Train CBO's on CalFresh and how to assist the client to ensure a potential one- time contact with SSA (provide all necessary documents) and processing of the application occurs.
	Ongoing	Three additional Food Closets are slated to receive CalFresh information to be included in their commodity bag distribution.
RIVERSIDE	Ongoing	CalFresh presentations and information will be given at local Senior Housing projects.
	Ongoing	Expand partnership with RVSD to reach other school districts with CalFresh promotion and outreach opportunities.
SACRAMENTO	Ongoing	Partner with the Probation Department to provide an eligibility technician (III) outstation worker one day per week, at a newly-opened Day Reporting Center (DRC) for probationers release early through AB109.
	Ongoing	Participation in a variety of community events, setting up informational tables, taking applications as we can depending on the venues;
	One-Time	Participated in a informational blitz at KUVS Channel 19 with a phone bank aimed at the latino audience in Sacramento and surrounding areas. (10-17-12)
	One-Time	Mass mailing to (stand alone) Medi-Cal recipients who fit the profile financially of being potentially eligible to CalFresh as well letting them know how and where to apply, 8/29/12 thru 9/6/12.
SAN BENITO	One-Time	Discussion in place regarding using out door signage or signs on public transit being explored currently to advocate for CalFresh application and usage
	Ongoing	Sending out flyers to schools quarterly to remind parents to apply. Encourages the use of C4Yourself
	Ongoing	Screen and encourage all applicants for Medi-Cal/CMSFP to apply for CalFresh
	Ongoing	Booth, with Laptop available are Farmer's Market night to apply for CalFresh via C4Yourself

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COUNTY	TYPE OF ACTIVITY	DESCRIPTION OF NEW OUTREACH ACTIVITIES
SAN BERNARDINO	Ongoing	Foster Care Youth Aging out of FC - Setting up a series of CalFresh workshops to allow FC youth to opportunity to learn about CalFresh, ask questions in a safe environment and complete an application for the program. These workshops will include youth from both Child and Family Services (CFS) and Probation. Quarterly workshops will be comprised of the following: <ul style="list-style-type: none"> • An overview of the CalFresh program • Home budgeting information, such as buying food at the market vs. fast food costs • The benefits of using C4Yourself.com, such as being able to report address changes, complete forms on line • Applying for CalFresh using the C4Yourself e-Application • A “mock interview” with an Eligibility Worker (EW)
	Ongoing	Hope through Housing - Collaboration with the organization on a plan to provide outreach services to residents of their housing complexes in the San Bernardino area.
SAN DIEGO	Ongoing	Restaraunt Meal Program will become implmented 2/1/2013
	Ongoing	Development of a Kiosk system where clients can submit verifications and receive a receipt.
	Ongoing	VA Standown- Provide information about the CalFRESH Program to homeless veterans
SAN FRANCISCO	Ongoing	Partner with SF Unified School District on implementing of AB402. Free or reduced meals school lunch participants can be expedited into CalFresh.
	Ongoing	Perform educational workshops, and if budget allowed, dedicate outreach staff to take applications for aged Foster Cared Yourth (ILSP) between the ages of 16 to 21.
	Ongoing	On site interview at Project Homeless Connect. Applicants will be able to receive their EBT cards in the next business day.
	Ongoing	Working with Code For America to gain business intelligence about our caseload to ensure that all customers on Medi-Cal and other programs within Human Services are getting CalFresh if they are eligible.
	Ongoing	Utilize technology such as Twitter, Facebook and other multi-media technologies for CalFresh nutrition education information.
SAN JOAQUIN	Ongoing	Place additional EW's in additional Community Centers.
SAN LUIS OBISPO	Ongoing	We plan to implement the Restaurant Meals Program in early 2013. At implementation there will be outreach activities to try to reach those who are potentially eligible. This will including media coverage.
	Ongoing	We plan to have EBT begin to be accepted at some of our Farmer's Markets in 2013. When this occurs, there will be CalFresh outreach efforts to work on getting more people to apply for CalFresh and then use their benefits at Farmers Markets. This too will include media coverage.
	Ongoing	We plan to have staff do outreach efforts at our local WIC sites.
	Ongoing	We plan to increase outreach to Seniors in 2013.
	Ongoing	We plan to expand outreach to our Lake Nacimiento area.
	Ongoing	We plan to do outreach to Medi-Cal participants who are not on CalFresh, and are potentially eligible.
SAN MATEO	Ongoing	Exploring tie-ins with Health System, and subsidized housing communities
	Ongoing	Annual Co-Planning Session with Second Harvest
	One-Time	CalFresh Boot Camp Facilitate CalFresh Boot Camp to include training on CalFresh requirements, application processing, semi-annual reporting, clarification and updates on policies, and debunking myths with CBOs
	Ongoing	CalFresh-in-a-Day Events Facilitate CalFresh-in-a-Day event (there will be booths set-up at a specific location -- the identified “intersection point”-- where the eligibility workers/Benefits Analysts will be stationed and will process the applications the same day)
	One-Time	Code for America Code for America fellows will create technology tools that provide new systems of access to local food services programs for underserved, eligible residents
SANTA CLARA	Ongoing	Distribute CalFresh Senior flyers to local Social Security offices.

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COUNTY	TYPE OF ACTIVITY	DESCRIPTION OF NEW OUTREACH ACTIVITIES
SANTA CRUZ	Ongoing	New requirement of Community Based Organization (CBO) contractors locally known as Community Partners to provide CalFresh outreach.
	Ongoing	Healthy Families transition to Medi-Cal, CalFresh in-reach.
	Ongoing	Publication of new CalFresh senior outreach brochure.
	Ongoing	Publication of new CalFresh flyer for Community Based Organization (CBO) outreach.
	One-Time	CalFresh outreach letter mailed to In Home Support Services (IHSS) providers and recipients.
	Ongoing	Community Partners website featuring CalFresh outreach resources launched.
	One-Time	Participated in BiNational Health Week event.
	One-Time	CalFresh presentation at Neighborhood Services.
	Ongoing	Broadband Project for Community Partners. Computers and scanners awarded will be used to help families and individuals to apply for public benefits online.
	Ongoing	CalFresh informational mailers to low-income mobile home and housing sites.
	Ongoing	Benefits CalWIN training for Community Based Organizations (CBO)
SHASTA	Ongoing	Shasta County Outreach contacted employers throughout Shasta County who predominately employs minimum wage employees. Information such as CalFresh pamphlets, posters and information on how to apply were posted within the employee areas. Community Health Advocates offered to present information to employees upon employer request regarding how to apply for benefits and to offer assistance in completing the application process
SISKIYOU	Ongoing	Promote CalFresh at back-to-school nights and at other times throughout the year.
	Ongoing	Promote CalFresh at Senior Centers in the community.
	Ongoing	Make CalFresh brochures and posters available at Post Office, grocery stores and other businesses in the community.
	Ongoing	Work closely with ministerial groups in the community to promote CalFresh to the elderly and disabled populations.
	Ongoing	Work closely with Department of Ed to promote CalFresh throughout the year.
	Ongoing	Work closely with Hospital staff and discharge planners.
SONOMA	Ongoing	CalFresh Community Connections Eligibility staff to be outstationed at CBOs, food distribution sites, etc.
	Ongoing	Redwood Empire Food Bank Eligibility staff to conduct CalFresh interviews at food bank
	Ongoing	211 Call Center CalFresh applications 211 to assist callers to complete and submit CalFresh applications over the phone
SUTTER	Ongoing	IVR (Interactive Voice Response System)
	Ongoing	Contact/Call Center
TRINITY	Ongoing	We plan to send an eligibility worker to Snap-Ed events to take/assist with CalFresh applications and possibly begin interviews/processing applications.
VENTURA	Ongoing	CalFresh community outreach events.
	Ongoing	Presentations to CBOs.
	Ongoing	Use of the media to market Calfresh.
	Ongoing	Outreach into the senior communities.
	Ongoing	Outreach into the migrant/seasonal farm worker communities.
	Ongoing	Looking at in-reach by exploring Medi-Cal clients who may be eligible to receive CalFresh benefits.
YOLO	One-Time	USCIS Training with Community Based Organizations - (CBOs) inform staff and customers that INS won't use a public charge for clients on CalFresh
	Ongoing	Women's Infants Children (WIC) Training and collaboration
	Ongoing	Food Connect Symposium 10/19/12 and setting up Food Connect Workgroups to meet and discuss ways to reach out to potential CalFresh eligibles
	Ongoing	Health Fairs and a mobile outreach for Seniors
YUBA	Ongoing	Partner with Camptonville Community Partnership, a Community Based Organization, to improve participation in CalFresh.

APPENDIX G

Certification Sites Closed as of June 30, 2012

ITEM 60: Did any of the certification sites reported during last year's (FY 2010-11) survey close as of June 30, 2012?

ITEM 61: Please refer to last year's survey and enter the certification site address(es) that CLOSED as of June 30, 2012.

COUNTY	SIZE	ADDRESS	ZIP CODE
MADERA	S	41969 Hwy. 41, Suite B, Oakhurst, Ca.	93644
NAPA	S	Queen of the Valley Medical Center 1000 Trancas Street Napa, CA	94558
SAN LUIS OBISPO	S	530 12th Street, Paso Robles, CA	93446
		829 10th Street, Paso Robles, CA	93446
SAN MATEO	S	Hoover Family Resource Center, 701 Charter St., Redwood City	94063
		Fair Oaks Family Resource Center, 2950 Fair Oaks Ave, Redwood City	94063
		Fair Oaks Health Center, 2710 Middlefield Rd, Redwood City	94063
		Kennedy Resource Center, 2521 Goodwin Ave, Redwood City	94063
		Taft Family Resource Center, 903 10th Ave, Redwood City	94063
		Ravenswood Family Health Center, 2450 Ralmar St, East Palo Alto	94303
		Bellehaven Family Resource Center, 415 Ivy Dr., Menlo Park	94025
		Behavioral Health and Recovery Services, 1950 Alameda de las Pulgas, Redwood City	94403
		Sullivan's, 8865 La Honda Rd, La Honda	94020
		Our Second Home, 725 Price St., Daly City	94014
		Bayshore, 155 Oriente St, Daly City	94014
Ben Franklin, 700 Stewart St, Colma	94014		
STANISLAUS	L	275 3rd St, Turlock	95380
TULARE	L	1201 N. Cherry St, Tulare CA	93274

TOTAL COUNTIES 6	TOTAL SITES 18
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APPENDIX H

Certification Sites Opened during FY 2011-12

ITEM 62: Does your county have any certification site(s) that OPENED during FY 2011-12 (July 1, 2011 through June 30, 2012)?

ITEM 63: Please list the address(es) of sites that were were OPENED during FY 2011-12.

COUNTY	SIZE	NAME	ADDRESS	CITY	ZIP CODE	SERVICE CODES	DAYS OPEN	HOURS OPEN	EXTENDED HOURS
EL DORADO	S		670 Placerville Drive	Placerville	95667	ALL	M-F	8am-5pm	12-1PM on request
MADERA	S	Oakhurst Office	40325 Hwy. 41	Oakhurst	93644	ALL	M-F	8am-5pm	7-8 am / 5-6 pm
SAN LUIS OBISPO	S	Paso Robles DSS Office	406 Spring St.	Paso Robles	93446	ALL	M-F	8am-5pm	Upon Request: 7-8AM; 12-1PM; 5-6PM
SHASTA	M	Downtown Redding Center	1220 Sacramento Street	Redding	96001	ALL	M-F	Monday through Thursday 8am - 5pm. Friday 8am-noon, 1pm - 5pm.	7:30-8 am; 12-1pm
		Shasta Lake Regional Office	4216 Shasta Dam Blvd	Shasta Lake	96019	ALL	M-F	8am-5pm	7:30-8 am; 12-1pm
		Enterprise Regional Office	2757 Churn Creek Road	Redding	96002	ALL	M-F	8am-5pm	7:30-8 am; 12-1pm
TULARE	L	Probation Assesment Team	100 E. Center	Visalia	93291	ALL	M-F	8am-5pm	N/A

TOTAL COUNTIES	5	TOTAL SITES							7
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APPENDIX I

County Size Based on Number of CalFresh Households

Number of Certification Sites by County Size*

Total Sites	Counties with Extended Hours	17 of 33 SMALL COUNTIES		Total Sites	Counties with Extended Hours	16 of 33 SMALL COUNTIES		Total Sites	Counties with Extended Hours	5 MEDIUM COUNTIES		Total Sites	Counties with Extended Hours	20 LARGE COUNTIES	
1	Yes	Alpine		5	Yes	Napa (6)**		2	Yes	Butte		6	Yes	Alameda	
1	Yes	Amador		9	Yes	Nevada		3	Yes	Humboldt		9	No	Contra Costa	
7	Yes	Calaveras		4	No	Placer		12	Yes	Imperial		28	Yes	Fresno	
1	Yes	Colusa		1	Yes	Plumas		4	Yes	Santa Barbara		17	Yes	Kern	
2	No	Del Norte		1	No	San Benito		7	Yes	Shasta (5)**		30	No	Los Angeles	
5	Yes	El Dorado (4)**		5	Yes	San Luis Obispo (6)**						3	Yes	Merced	
2	Yes	Glenn		15	Yes	San Mateo (27)**						3	No	Monterey	
2	Yes	Inyo		3	Yes	Santa Cruz						12	Yes	Orange	
5	Yes	Kings		2	No	Sierra						14	Yes	Riverside	
1	Yes	Lake		1	Yes	Siskiyou						16	Yes	Sacramento	
2	Yes	Lassen		4	Yes	Sutter						18	Yes	San Bernardino	
5	Yes	Madera		2	Yes	Tehama						12	Yes	San Diego (22)**	
2	Yes	Marin		2	Yes	Trinity						4	Yes	San Francisco	
1	Yes	Mariposa		2	Yes	Tuolumne						5	Yes	San Joaquin	
2	Yes	Mendocino		2	Yes	Yolo						5	Yes	Santa Clara	
1	Yes	Modoc		1	Yes	Yuba						3	Yes	Solano	
4	Yes	Mono										3	No	Sonoma	
												7	Yes	Stanislaus (8)**	
												21	Yes	Tulare	
												10	Yes	Ventura	
44	16	TOTALS		59	13	TOTALS		28	5	TOTALS		226	16	TOTALS	
Total Sites =103				Total Sites = 28				Total Sites = 226							
Counties with Extended Office Hours = 29				Counties with Extended Office Hours = 5				Counties with Extended Office Hours = 16							
Sites/County Median= 2.0				Sites/County Median = 4.0				Sites/County Median= 9.5							

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

*Source: Food Stamp Program Participation and Benefit Issuance Report (DFA 256, July 2011 - June 2012)

**Number of certification sites during FY 2010-11.

APPENDIX J

Statewide Certification Sites as of June 30, 2012

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Code	County	Size	Address/City	Zip Code	Hours Open to Public	Extended Hours Provided	Extended Hours	Service Codes
1	ALAMEDA	L	2000 San Pablo Ave, Oakland CA	94612	8:30am - 12pm and 1pm - 5pm	N/A		ALL
			6955 Foothill Blvd., Oakland CA	94605	8:30am - 12pm and 1pm - 5pm	N/A		ALL
			8477 Enterprise Way, Oakland CA	94621	8:30am - 12pm and 1pm - 5pm	N/A		ALL
			24100 Amador St., Hayward CA	94544	8:30am - 12pm and 1pm - 5pm	N/A		ALL
			39155 Liberty St, Suite C330, Fremont CA	94536	8:30am - 12pm and 1pm - 5pm	N/A		ALL
			3311 Pacific Ave., Livermore CA	94550	8:30am - 12pm and 1pm - 5pm	N/A		ALL
2	ALPINE	S	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
6	COLUSA	S	509 E St Charles, San Andreas	95249	8 am to 5 pm	By Request Only	7-8am,12-1pm,5-6pm	ALL
			251 E. Webster Street, Colusa	95932	8am-4:30pm	Yes	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

APPENDIX J

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Code	County	Size	Address/City	Zip Code	Hours Open to Public	Extended Hours Provided	Extended Hours	Service Codes
7	CONTRA COSTA (cont'd)	L	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
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
			670 Placerville Drive, Placerville	95667	M-F, 8am - 5pm	By Request Only	12-1PM	ALL
10	FRESNO	L	37387 AUBERRY MISSION ROAD, AUBERRY, CA 93602	93602	9:30AM-2:30PM	N/A		ALL
			1534 13TH STREET, FIREBAUGH, CA	93622	9:00AM-3:00PM	N/A		ALL
			927 O STREET, FIREBAUGH, CA 93622	93622	9:00AM-3:00PM	N/A		ALL
			2790 S. ELM AVE., FRESNO, CA	93706	9:00AM-3:30PM	N/A		ALL
			1122 S. STREET, FRESNO, CA	93721	9:00AM-3:00PM	N/A		ALL
			4670 E. BUTLER AVE, FRESNO, CA	93702	8:30AM-4:00PM	N/A		ALL
			36658 B S. LASSEN, HURON, CA	93234	9:00AM-4:15PM	N/A		ALL
			517 S. MADERA AVE. KERMAN, CA	93630	9:00AM-3:00PM	N/A		ALL
			449 S. MADERA AVE. KERMAN, CA	93630	9:00AM-3:00PM	N/A		ALL
			121 BARBOZA STREET MENDOTA, CA	93640	9:00AM-3:00PM	N/A		ALL
			195 SMOOT MENDOTA, CA	93640	9:00AM-3:00PM	N/A		ALL
			445 11TH STREET ORANGE COVE, CA	93646	9:00AM-3:00PM	N/A		ALL
			650 ZEDIKER AVE. PARLIER, CA	93648	9:00AM-3:00PM	N/A		ALL
			3567 W. MT. WHITNEY AVE RIVERDALE, CA	93656	9:00AM-3:00PM	N/A		ALL

APPENDIX J

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Code	County	Size	Address/City	Zip Code	Hours Open to Public	Extended Hours Provided	Extended Hours	Service Codes	
10	FRESNO (cont'd)	L	21890 COLORADO AVE, SAN JOAQUIN, CA	93660	9:00AM-3:00PM	N/A		ALL	
			2502 E. JENSEN SANGER, CA	93657	9:00AM-3:00PM	N/A		ALL	
			32861 SYCAMORE RD. #100 TOLLHOUSE, CA	93667	9:00AM-2:30PM	N/A		ALL	
			3151 N. MILLBROOK FRESNO, CA	93703	7:30AM-4:00PM	Yes	7:30AM- 8:00AM/LUNC H 12-1	ALL	
			4468 E. KINGS CANYON RD FRESNO, CA	93702	7:30AM-4:00PM	Yes	7:30AM- 8:00AM/LUNC H 12-1	ALL	
			4499 E. KINGS CANYON RD FRESNO, CA	93702	7:30AM-4:00PM	N/A		AP, AA	
			1209 E STREET	93706	7:30AM-4:00PM	Yes	7:30AM- 8:00AM/LUNC H 12-1	ALL	
			142 E. CALIFORNIA AVE FRESNO, CA	93706	7:30AM-4:00PM	Yes	7:30AM- 8:00AM/LUNC H 12-1	ALL	
			4449 E. KINGS CANYON RD. FRESNO, CA	93702	7:30AM-4:00PM	Yes	7:30AM- 8:00AM/LUNC H 12-1	ALL	
			5693 E. KINGS CANYON FRESNO, CA	93727	7:30AM-4:00PM	Yes	7:30AM- 8:00AM/LUNC H 12-1	ALL	
			311 COALINGA PLAZA, COALINGA, CA	93210	7:30AM-4:00PM	Yes	7:30AM- 8:00AM/LUNC H 12-1	ALL	
			1680 E. MANNING AVE REEDLY, CA	93654	7:30AM-4:00PM	Yes	7:30AM- 8:00AM/LUNC H 12-1	ALL	
			3800 MCCALL SELMA, CA	93662	7:30AM-4:00PM	Yes	7:30AM- 8:00AM/LUNC H 12-1	ALL	
			1110 Tucker Ave Sanger, CA	93657	8:00AM-5:00PM	N/A		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		ALL	
			Hoopla 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	

APPENDIX J

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Code	County	Size	Address/City	Zip Code	Hours Open to Public	Extended Hours Provided	Extended Hours	Service Codes
13	IMPERIAL	M	2895 S 4th St., El Centro	92243	8am - 5pm	Yes	Lunch 12-1pm	ALL
			1014 Brighton, El Centro	92243	8am-5pm	N/A		ALL
			1177 N. 8th St., El Centro	92243	8am-5pm	N/A		ALL
			480 N. Imperial, Rm 95, Brawley	92227	8am-5pm	N/A		ALL
			840 Main St., Brawley	92227	7am-5pm	Yes	7am-8am, Lunch 12-1pm	ALL
			604 W. Birch, Calexico	92231	7am-5pm	By Request Only	7-8am, 12-1pm	ALL
			8027 Hwy 111, Niland	92257	8am-5pm	N/A		ALL
			Rt.1 676 Baseline Rd., Winterhaven	92283	8am-5pm	N/A		ALL
			1812 W. Rio Vista, Seeley	92273	8:30am-4:30pm	N/A		ALL
			1161 N. Imperial Hwy, Ocotillo	92259	9:00am-4:00pm	N/A		ALL
			1289 S Marina Ste. A, Salton Sea	92257	9am-3pm	N/A		ALL
			112 Hwy 78, Palo Verde	92266	9:30am-4pm	N/A		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		ALL
			815 Dr. Martin Luther King Blvd. Bakersfield	93307	8am - 5pm	N/A		ALL
			3550 Q Street 304, Bakesfield	93301	8am - 5pm	N/A		ALL
			8787 Hall Road, Lamont	93241	8am - 5pm	N/A		ALL
			1508 Garces Hwy, Delano	93215	8am - 5pm	N/A		ALL
			1305 Bear Mt. Blvd. Arvin	93203	8am - 5pm	N/A		ALL
217 Kern Ave, Bakersfield	93250	8am - 5pm	N/A		ALL			
1830 Flower St., Bakersfield	93305	8am - 5pm	N/A		ALL			

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Code	County	Size	Address/City	Zip Code	Hours Open to Public	Extended Hours Provided	Extended Hours	Service Codes
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
17	LAKE	S	15975 Anderson Ranch Parkway, Lower Lake, California	95457	8am - 5pm	Yes	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	Yes	Lunch 12- 1pm	ALL
			955 N. Lake Ave., Pasadena	91104	8am - 5pm	Yes	Lunch 12- 1pm	ALL
			2415 W. 6th Street, Los Angeles	90057	8am - 5pm	Yes	Lunch 12- 1pm	ALL
			14545 Lanark Street, Panorama City	91402	8am - 5pm	Yes	Lunch 12- 1pm	ALL
			12847 Arroyo Street, Sylmar	91342	8am - 5pm	Yes	Lunch 12- 1pm	ALL
			349-B East Avenue K-6, Lancaster	93535	8am - 5pm	Yes	Lunch 12- 1pm	ALL
			2601 Wilshire Blvd., Los Angeles	90057	8am - 5pm	Yes	Lunch 12- 1pm	ALL
			4077 N. Mission Road, Los Angeles	90032	8am - 5pm	Yes	Lunch 12-1pm	ALL
			21415 Plummer Street, Chatsworth	91311	8am - 5pm	Yes	Lunch 12-1pm	ALL
			2040 W. Holt Avenue, Pomona	91768	8am - 5pm	Yes	Lunch 12-1pm	ALL
			5445 Whittier Blvd., Los Angeles	90022	8am - 5pm	Yes	Lunch 12-1pm	ALL
			8130 S. Atlantic Avenue, Cudahy	90201	8am - 5pm	Yes	Lunch 12-1pm	ALL
			3833 S. Vermont Avenue, Los Angeles	90037	8am - 5pm	Yes	Lunch 12-1pm	ALL
			2615 S. Grand Avenue, Los Angeles	90007	8am - 5pm	Yes	Lunch 12-1pm	ALL
			813 E. Fourth Place, Los Angeles	90013	8am - 5pm	Yes	Lunch 12-1pm	ALL
			2855 E. Olympic Blvd., Los Angeles	90023	8am - 5pm	Yes	Lunch 12-1pm	ALL
12727 Norwalk Blvd., Norwalk	90650	8am - 5pm	Yes	Lunch 12-1pm	ALL			
11110 W. Pico Blvd., Los Angeles	90064	8am - 5pm	Yes	Lunch 12-1pm	ALL			

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Code	County	Size	Address/City	Zip Code	Hours Open to Public	Extended Hours Provided	Extended Hours	Service Codes
19	LOS ANGELES (cont'd)	L	11390 W. Olympic Blvd., Los Angeles	90064	8am - 5pm	Yes	Lunch 12-1pm	ALL
			2707 S. Grand Avenue, Los Angeles	90007	8am - 5pm	Yes	Lunch 12-1pm	ALL
			1819 W. 120th Street, Los Angeles	90047	8am - 5pm	Yes	Lunch 12-1pm	ALL
			1740 E. Gage Avenue, Los Angeles	90001	8am - 5pm	Yes	Lunch 12-1pm	ALL
			211 E. Alondra Blvd., Compton	90220	8am - 5pm	Yes	Lunch 12-1pm	ALL
			10728 S. Central Avenue, Los Angeles	90059	8am - 5pm	Yes	Lunch 12-1pm	ALL
			17600 "A" Santa Fe Avenue, Rancho Dominguez	90221	8am - 5pm	Yes	Lunch 12-1pm	ALL
			2691 E. Victoria Street, Rancho Dominguez	90221	8am - 5pm	Yes	Lunch 12-1pm	ALL
			8300 S. Vermont Avenue, Los Angeles	90302	8am - 5pm	Yes	Lunch 12-1pm	ALL
			3350 Aerojet Avenue, El Monte	91731	8am - 5pm	Yes	Lunch 12-11pm	ALL
			3352 Aerojet Avenue, El Monte	91731	8am - 5pm	Yes	Lunch 12-11pm	ALL
			27233 Camp Plenty Road, Canyon Country	91351	8am - 5pm	Yes	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
			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
			Oakhurst Office 40325 Hwy. 41, Oakhurst	93644	M-F, 8am - 5pm	Yes	7-8 am/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

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24	MERCED	L	2115 West Wardrobe Ave, Merced	95341	8am - 5pm	Yes	Some Saturdays and Lunch 12-1	ALL	
						8am - 7pm	Yes	Lunch 12-1, 5-7 p.m.	ALL
			415 F Street, Los Banos	95365	8am - 5pm	Yes	Some Saturdays and Lunch 12-1	ALL	
			1471 B Street, Suites F, G, & H, Livingston	95334	8am - 5pm	Yes	Some Saturdays and Lunch 12-1	ALL	
25	MODOC	S	120 N. Main Street Alturas	96101	9:30am to 4:15pm	Yes	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	
			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	
			4381 Broadway ste 101 American Canyon CA	94503	8am - 5pm	By Request Only	7-8, 12-1 5-5:30 1pm	ALL	

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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		ALL
			145 Bost Ave Nevada City	95959	1:00pm-3:30 pm	N/A		ALL
			230 S Church St Grass Valley	95945	4:30pm-5:30pm Seasonally (Oct thru Apr)	N/A		ALL
			440 Henderson St, Suite C Grass Valley	95945	2:30pm-3:30pm	N/A		ALL
			HHSa Mobile Van at 29190 Hwy 49, Nevada City	95959	Mar, Jun, Aug, Oct and Nov only 9am-12pm	N/A		ALL
			HHSa Mobile Van at 31626 Relief Hill Rd, Washington	95986	Mar, Jun, Aug, Oct and Nov only 9am-12pm	N/A		ALL
30	ORANGE	L	3320 E La Palma Ave. Anaheim	92806	7am - 5pm	Yes	7am-8am, 12-1pm	ALL
			2020 Walnut St. Santa Ana	92703	7am- 5pm	Yes	7am-8am 12- 1pm	ALL
			740 N Eckhoff St. Orange	92868	7am- 5pm	Yes	7am-8am 12- 1pm	ALL
			1928 S Grand Ave. Bldg. B Santa Ana	92705	7am - 5pm	Yes	7am-8am 12- 1pm	ALL
			1928 S Grand Ave. Bldg. C Santa Ana	92705	7am- 5pm	Yes	7am-8am 12- 1pm	ALL
			12912 S Brookhurst St. Garden Grove	92804	7am- 5pm	Yes	7am-8am 12- 1pm	ALL
			6100 Chip Ave Cypress	90630	7am- 5pm	Yes	7am-8am 12- 1pm	ALL
			115 Columbia Aliso Viejo	92656	7am - 5pm	Yes	7am-8am 12- 1pm	ALL
			23330/40 Moulton Pkwy Laguna Hills	92653	7am - 5pm	Yes	7am-8am 12- 1pm	ALL
			1000 E. Santa Ana Blvd. #300 Santa Ana	92701	7am - 5pm	Yes	7am-8am 12- 1pm	IC
			1240 S. State College Blvd Anaheim	92808	7am - 5pm	Yes	7am-8am 12- 1pm	IC
			15460 Magnolia St Westminister	92683	7am - 5pm	Yes	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		ALL
			503 Guisepppe Ct. Ste 8, Roseville, CA	95678	8:30-3:30	N/A		ALL
32	PLUMAS	S	270 County Hospital Rd., Suite 207, Quincy	95971	8am - 5pm	By Request Only	Lunch 12- 1pm	ALL

APPENDIX J

Statewide Certification Sites as of June 30, 2012

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33	RIVERSIDE	L	Longfellow School District 3610 Eucalyptus Ave., Riverside	92570	7:00 AM - 6:00 PM	Yes	7-8am,12-1pm,5-6pm	ALL
			63 S. 4th Street, Banning	92220	7:00 AM - 6:00 PM	Yes	7-8am,12-1pm,5-6pm	ALL
			1225 W. Hobson Way, Blythe	92225	7:00 AM - 6:00 PM	Yes	7-8am,12-1pm,5-6pm	ALL
			66615 Perez Rd. Unit 9A, Cathedral City	92234	7:00 AM - 6:00 PM	Yes	7-8am,12-1pm,5-6pm	ALL
			541 N. San Jacinto St., Hemet	92543	7:00 AM - 6:00 PM	Yes	7-8am,12-1pm,5-6pm	ALL
			44-199 Monroe St. Ste D, Indio	92201	7:00 AM - 6:00 PM	Yes	7-8am,12-1pm,5-6pm	ALL
			5961 Mission Blvd. Suite 100, Riverside	92509	7:00 AM - 6:00 PM	Yes	7-8am,12-1pm,5-6pm	ALL
			1400Minthorn St., Lake Elsinore	92530	7:00 AM - 6:00 PM	Yes	7-8am,12-1pm,5-6pm	ALL
			11060 Magnolia Ave., Riverside	92505	7:00 AM - 6:00 PM	Yes	7-8am,12-1pm,5-6pm	ALL
			23119 Cottonwood Ave. Bldg. C, Moreno Valley	92553	7:00 AM - 6:00 PM	Yes	7-8am,12-1pm,5-6pm	ALL
			3178 Hamner Ave., Norco	92860	7:00 AM - 6:00 PM	Yes	7-8am,12-1pm,5-6pm	ALL
			2055 N. Perris Blvd. Ste B1, Perris	92571	7:00 AM - 6:00 PM	Yes	7-8am,12-1pm,5-6pm	ALL
			43264 Business Park Dr. B1, Temecula	92590	7:00 AM - 6:00 PM	Yes	7-8am,12-1pm,5-6pm	ALL
2300 Market St., Riverside	92501	7:00 AM - 6:00 PM	Yes	7-8am,12-1pm,5-6pm	ALL			
34	SACRAMENTO	L	Franklin One-Stop, 7000 Franklin Blvd, Sacramento	95823	8am - 4pm	Yes	lunch 12-1pm	ALL
			Gerber One-Stop, 8401 Gerber Rd, Sacramento	95823	8am - 4pm	Yes	lunch 12-1pm	ALL
			Fulton Ave. Bureau, 2700 Fulton Ave, Sacramento	95821	8am - 4pm	Yes	lunch 12-1pm	ALL
			Charles A. Jones Skill Center, 5451 Lemon Hill, Sacramento	95824	8am - 4pm	Yes	lunch 12-1pm	ALL
			Galt Bureau, 257 S. Lincoln Way, Galt	95623	8am - 4pm	Yes	lunch 12-1pm	ALL
			Hillsdale One-Stop, 5655 Hillsdale Blvd, Sacramento	95842	8am - 4pm	Yes	lunch 12-1pm	ALL
			North Highlands Bureau, 5747 Watt Ave, North Highlands	95660	8am - 4pm	Yes	lunch 12-1pm	ALL
			Rancho Cordova Bureau, 10013 Folsom Blvd, Rancho Cordova	95670	8am - 4 pm	Yes	lunch 12-1pm	ALL
			Bowling Green Bureau, 4433 Florin Rd, Sacramento	95820	8am - 4 pm	Yes	lunch 12-1pm	ALL

APPENDIX J Statewide Certification Sites as of June 30, 2012

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34	SACRAMENTO (cont'd)	L	Pat Wright Bureau 1725 28th Street, Sacramento CA	95816	8am - 4 pm	Yes	lunch 12-1pm	ALL
			Research Bureau 3960 Research Drive, Sacramento CA	95610	8am - 4 pm	Yes	lunch 12-1pm	ALL
			AM Winn Elementary, 3351 Explorer Drive Sacramento CA	95827	8am - 4 pm	Yes	lunch 12-1pm	ALL
			Sacramento City College 3835 Freeport Blvd Sacramento Ca	95822	8am - 4 pm	Yes	lunch 12-1pm	ALL
			SusieGaines Mitchell Bureau, 2450 florin Rd Sacramento CA	95815	8am - 4 pm	Yes	lunch 12-1pm	ALL
			Prairie Elementary School, 5251 Valley Hi Dr, Sacramento	95823	8am - 4 pm	Yes	lunch 12-1pm	ALL
			Valley High School, 6300 Ehrhardt Ave, Sacramento	95823	8am - 4 pm	Yes	lunch 12-1pm	ALL
35	SAN BENITO	S	1111 San Felipe Road Suit 206 Hollister, CA	95023	8am - 5pm	Yes	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			

APPENDIX J
Statewide Certification Sites
as of June 30, 2012

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36	SAN BERNARDINO (cont'd)	L	15980 Main St., Hesperia, CA	92345	M-F 7:30am - 5:30pm	Yes	opened during lunch	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	Yes	7-8 &12-1	ALL
			220 S First Street, El Cajon	92019	7am - 5pm	Yes	7-8 &12-1	ALL
			620 E. Valley Parkway, Escondido	92025	7am - 5pm	Yes	7-8 &12-1	ALL
						By Request Only	5pm-6pm	ALL
			130 East Alvarado, Fallbrook	92028	7am - 5pm	Yes	7-8 &12-1	ALL
			1521 Main Street, Ramona	92065	7am - 5pm	Yes	7-8 &12-1	ALL
			5055 Ruffin Rd. San Diego	92123	7am - 5pm	Yes	7-8 &12-1	ALL
			7065 Broadway, Lemon Grove	91945	7am - 5pm	Yes	7-8 &12-1	ALL
			5001 73rd Street, San Diego	92115	7am - 5pm	Yes	7-8 &12-1	AP,AA, ESS (7-8) ALL (12-1)
			4588 Market Street, San Diego	91945	7am - 5pm	Yes	7-8 &12-1	ALL
			690 Oxford Street, Chula Vista	91911	7am - 5pm	Yes	7-8 &12-1	ALL
			1130 10th Ave. San Diego	92102	7am - 5pm	Yes	7-8 &12-1	ALL
13154 Union Plaza Court, Oceanside	92054	7am - 5pm	Yes	7-8 &12-1	ALL			

APPENDIX J

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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	Mon & Tue 8am to 4:30pm	N/A		ALL
			415 Sacramento St., Lodi, CA	95240	Wed & Thu 8am to 4:30pm	N/A		ALL
			607 Bird Ave, Stockton, CA	95215	Mondays 8am to 4:30pm	N/A		ALL
			11157 W. Larch Rd., Tracy CA	95376	Tue, Wed, Thu 8am to 4:30pm	N/A		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
			Paso Robles DSS Office, 406 Spring St., Paso Robles	93446	M-F, 8am-5pm	By Request Only	7am-8am, 12pm-1pm, 5pm-6pm	ALL
41	SAN MATEO	S	Human Services Agency - 271 92nd St., Daly City	94015	8 a.m. - 5p.m.	Yes	12-1 p.m.	ALL
			Human Services Agency - 1487 Huntington Ave., South San Francisco	94080	8 a.m. - 5p.m.	Yes	12-1 p.m.	ALL
			Human Services Agency - 550 Quarry Road, San Carlos	94070	8 a.m. - 5p.m.	Yes	12-1 p.m.	ALL
			Human Services Agency - 2500 Middlefield Road, Redwood City	94063	8 a.m. - 5p.m.	Yes	12-1 p.m.	ALL
			Human Services Agency - 2415 University Ave., East Palo Alto	94303	8 a.m. - 5p.m.	Yes	12-1 p.m.	ALL

APPENDIX J
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as of June 30, 2012

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41	SAN MATEO (cont'd)	S	Human Services Agency - 450 Harbor Blvd., Belmont	94002	8 a.m. - 5p.m.	Yes	12-1 p.m.	ALL
			Daly City Youth Clinic - 2780 Junipero Serra Blvd., Daly City	94015	1p.m. - 5 p.m.	N/A		ALL
			Mike Nevin Health Clinic - 380 90th St., Daly City	94015	8 a.m. - 5 p.m.	Yes	12-1 p.m.	ALL
			SMC General Hospital - 222 39th St. San Mateo	94403	8 a.m. - 5 p.m.	Yes	12-1 p.m.	ALL
			Samaritan House - 401 N. Humboldt St. San Mateo	94401	8 a.m. - 5 p.m.	Yes	12-1 p.m.	ALL
			Coastside Family Medical Clinic - 225 S. Cabrillo Hwy, Half Moon	94019	8 a.m. - 5 p.m.	Yes	12-1 p.m.	ALL
			Sequoia Teen Resource Center - 1201 Brewster St., RWC	94063	8 a.m. - 5 p.m.	Yes	12-1 p.m.	ALL
			Job Train - 1200 O'Brien Dr., Menlo Park	94025	8 a.m. - 5 p.m.	Yes	12-1 p.m.	ALL
			Jefferson , 6996 Mission St., Daly City	94014	8 a.m. - 5 p.m.	Yes	12-1 p.m.	ALL
			Puente de la Costa Sur - 620 North St., Pescadero	94060	8 a.m. - 12 p.m.	N/A		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	Yes	12-1pm	ALL
			1867 Senter Road, San Jose	95112	8am - 5pm	Yes	12-1pm	ALL
			100 Moffett blv. Mountain View	94043	8am - 5pm	Yes	12-1pm	ALL
			379 Tomkins Court, Gilroy	95020	8am - 5pm	Yes	12-1pm	ALL
			1877 Senter Road, San Jose	95112	8am - 5pm	Yes	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		AP, IC

APPENDIX J

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45	SHASTA	M	2460 Breslauer Way, Redding	96001	7:30am - 5pm	Yes	7:30-8am, 12-1pm	ALL
			1400 Californai Street, Redding	96001	8am - 5pm	Yes	Lunch 12-1pm	ALL
			2889 East Center Street, Anderson	96007	8am - 5pm	Yes	Lunch 12-1pm	ALL
			36911 Main Street (Highway 299E), Burney	96013	8am - 5pm	Yes	Lunch 12-1pm	ALL
			Downtown Redding Center, 1220 Sacramento Street, Redding	96001	M-Th, 8am-5pm Friday, 8am-noon, 1-5pm	Yes	7:30-8am, 12-1pm	ALL
			Shasta Lake Regional Office, 4216 Shasta Dam Blvd, Shasta Lake	96019	M-F, 8am-5pm	Yes	7:30-8am, 12-1pm	ALL
			Enterprise Regional Office, 2757 Churn Creek Road, Redding	96002	M-F, 8am-5pm	Yes	7:30-8am, 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
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	Yes	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
			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

APPENDIX J

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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		ALL
52	TEHAMA	S	310 S. Main Street, Red Bluff,	96080	7:30AM - 5:00PM	Yes	7:30-8 AM 12-1pm	ALL
			275 Solano Street, Corning	96021	7:30AM - 5:00PM	Yes	7:30-8am 12-1pm	ALL
53	TRINITY	S	51 Industrial Park Way, Weaverville	96093	8am-5pm	Yes	Lunch 12-1pm	ALL
			154 Tule Creek Road, Hayfork	96041	8am - 4pm	N/A		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
			Probation Assessment Team, 100 E. Center, Visalia	93291	M-F, 8am-5pm	N/A		ALL
			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			

APPENDIX J Statewide Certification Sites as of June 30, 2012

- 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 Hours Provided	Extended Hours	Service Codes
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		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
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	357
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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. Select ALL application sites that apply.

Column A, General CalFresh information sites.

Column B, CalFresh application sites.

Column C, Sites where county staff give presentations to promote CalFresh participation.

Column D, Sites where county staff provide application assistance.

Column E, Sites where non-county staff provide application assistance.

Check ALL that apply	Column A # of counties	Column B # of counties	Column C # of counties	Column D # of counties	Column E # of counties
Application Sites	General CF Info	CF Application Forms	County Staff Presentation	County Staff Provide Assistance	Non-County Staff Provide Assistance
Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	52	43	31	40	21
Community-Based Organizations	46	41	30	19	36
One Stop Centers/ Family Resource Centers	49	40	21	23	23
Hospitals/Clinics	39	36	17	30	17
Food Banks	43	33	20	12	25
Direct Mail/Internet/ Telephone/Fax Request	44	41	8	29	7
Government Offices Other than CWD (WIC, SSA, EDD, etc.)	38	26	21	13	17
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	35	22	18	16	14
Schools	38	17	16	9	14
In-Home Visits	26	31	4	28	3
Farmers' Markets	35	15	10	7	11
Alcohol/Drug Rehabilitation Centers	30	18	8	8	11
Churches	23	15	7	6	10
Employment Sites	24	14	5	4	2
Volunteers In Tax Assistance (VITA) sites for income-tax preparation	21	10	3	6	6
Mobile Sites	11	8	5	5	6
Child Care Facilities	13	5	3	0	8
Libraries	17	5	3	0	2
Migrant Camps	9	4	3	4	3
Grocery Stores	9	1	3	1	2
Other*	12	13	6	10	7

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

APPENDIX K Data Summary

2. If application assistance is selected in columns D or E above, 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 counties	% of 58 cos.
Provided Eligibility Workers/Support Staff to Assist Clients with Filling Out Applications and Answering Questions	51	87.9%
Provided Bilingual Assistance	47	81.0%
Provided Eligibility Workers who Complete Applications Jointly (Interactive Interview) with Clients	46	79.3%
Used Community-Based Organizations to Provide Application Assistance	42	72.4%
Provided Outreach Staff	41	70.7%
Provided Eligibility Screening through a Streamlined Application Process	36	62.1%
Conducted In-Home Visits	32	55.2%
Conducted Hospital Visits	26	44.8%
Other*	6	10.3%

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

Expedited Services (ES)

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

4. Does screening for determination of ES entitlement include applications filed on-line?	# of counties	% of 58 cos.
Yes	58	100.0%
No	0	0.0%
Totals	58	100.0%

5. Is the procedure for ES screening different for on-line applications and multi-program applications?	# of counties	% of 58 cos.
Yes	5	8.6%
No	53	91.4%
Totals	58	100.0%

6. Indicate when screening for ES is <i>MOST OFTEN</i> done. Choose <i>ONLY ONE</i> answer.	# of counties	% of 58 cos.
When application is submitted	49	84.5%
When application is requested	3	5.2%
When ES questions are completed	3	5.2%
During the interview	2	3.4%
Other*	1	1.7%
Totals	58	100.0%

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

APPENDIX K Data Summary

7. Indicate who <i>MOST OFTEN</i> conducts the screening for ES. Choose <i>ONLY ONE</i> answer.	# of counties	% of 58 cos.
Eligibility Worker	38	65.5%
Clerical/Receptionist	11	19.0%
Application Screening Unit	6	10.3%
Supervisor	2	3.4%
Other*	1	1.7%
Totals	58	100.0%

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

8. Did the clerical staff use a screening form?	# of counties	% of 11 cos.
Yes	9	81.8%
No	2	18.2%
Totals	11	100.0%

9. Did your county use translated languages (other than English) in its CalFresh applications?	# of counties	% of 58 cos.
Yes	56	96.6%
No	2	3.4%
Totals	58	100.0%

10. Indicate the translated languages (other than English) in which CalFresh applications were <i>USED</i> in your county.	Check <i>ALL</i> that apply	
Non-English Languages*	# of counties	% of 56 cos.
Spanish	56	100.0%
Vietnamese	16	28.6%
Mandarin/Chinese	14	25.0%
Farsi	12	21.4%
Hmong	11	19.6%
Russian	11	19.6%
Cambodian	10	17.9%
Korean	9	16.1%
Tagalog	9	16.1%
Laotian	8	14.3%
Arabic	7	12.5%
Armenian	5	8.9%
Japanese	3	5.4%
Punjabi	3	5.4%
Portuguese	2	3.6%
Ukrainian	2	3.6%
Mien	0	0.0%
Other**	5	8.9%

*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

Outstationed Eligibility Workers

11. Did your county provide outstationed CalFresh eligibility workers at sites other than CWDs?	# of counties	% of 58 cos.
Yes	42	72.4%
No	16	27.6%
Totals	58	100.0%

12. Indicate the sites where eligibility workers were outstationed in your county.	Check ALL that apply	
Outstationed Eligibility Worker Sites	# of counties	% of 42 cos.
Hospitals/Clinics	32	76.2%
Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	31	73.8%
One Stop Centers/Family Resource Centers	22	52.4%
In-Home Visits	16	38.1%
Community-Based Organizations	14	33.3%
Government Offices Other than CWD (WIC, SSA, EDD, etc.)	11	26.2%
Schools	11	26.2%
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	11	26.2%
Senior Centers	9	21.4%
Farmers' Market	8	19.0%
Food Banks	6	14.3%
Alcohol/Drug Rehabilitation Centers	5	11.9%
Mobile Sites (Van)	5	11.9%
Employment Sites	4	9.5%
Migrant Camps	3	7.1%
Other*	6	14.3%

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

On-line Applications

13. Does your county website provide the ability for clients to submit an on-line application?	# of counties	% of 58 cos.
Yes	53	91.4%
No	5	8.6%
Totals	58	100.0%

14. Indicate the type(s) of on-line application available to clients in your county.	Check ALL that apply	
On-Line Systems	# of counties	% of 53 cos.
C4Yourself	34	64.2%
Benefits CalWIN	18	34.0%
Benefits SF	0	0.0%
YourBenefitsNow	2	3.8%
One E-Application	6	11.3%
Other	0	0.0%

LA, Riverside
Humboldt, LA, Napa, Orange, SD, Sutter

APPENDIX K Data Summary

15. Indicate <i>ALL</i> features that apply to the type(s) of on-line application selected above.	Number of Counties				
	On-Line Application Features	C4Yourself	Benefits CalWIN	BenefitsSF	Your Benefits Now
Easy to Use with Clear Instructions and Simple Language	34	18	0	1	0
Partially Complete and Save Application until Later	33	18	0	1	0
Submit Application Electronically with an Electronic Signature (E-Signature)	34	17	0	1	0
Easy to Locate and Access from the County's Website	33	17	0	1	0
Establish the Application Filing Date (including submitting application with only the name, date, and signature)	33	17	0	1	0
Help Tools Available either On-Line, by Phone or via other means	33	17	0	1	0
Print the Application Form	33	17	0	1	0
Provides Confirmation that the On-Line Application has been Submitted	32	17	0	1	0
Process Expedited Service Entitlement	32	13	0	0	0
Submit Application for Recertification	28	15	0	0	0
Check the Status of the Application	31	10	0	1	0
Send Message to County	27	10	0	0	0
Report Changes Prior to Application Processing	21	11	0	0	0
Obtain a Signature, if no E-Signature is Available	9	1	0	0	0
Other*	4	4	0	0	0

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

16. Are there kiosks or computer terminals available for applicants to apply on-line?	# of counties	% of 53 cos.
Yes	20	37.7%
No	33	62.3%
Totals	53	100.0%

17. Is there sufficient privacy so others cannot easily see the information being entered in kiosks or computer terminals?	# of counties	% of 20 cos.
Yes	18	90.0%
No	2	10.0%
Totals	20	100.0%

18. Indicate when on-line applications are VIEWED electronically by district office staff.	Check <i>ALL</i> that apply
When on-line applications are Viewed	# of counties
Before the eligibility interview	50
During the eligibility interview	22
After the eligibility interview	7
Other	0

APPENDIX K Data Summary

19. Indicate when on-line applications are MODIFIED electronically by district office staff.	Check ALL that apply	
When on-line applications are Modified	# of counties	
During the eligibility interview	44	
Before the eligibility interview	8	
After the eligibility interview	3	
Other*	2	

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

20. Is the applicant provided a copy of the changes made to their electronic application at the interview?	# of counties	% of 53 cos.
Yes	30	56.6%
No	23	43.4%
Totals	53	100.0%

21. What date is used when an on-line application is filed outside of your county's hours of operation?	Check ALL that apply	
What date is given for on-line applications	# of counties	% of 53 cos.
Next Business Day, if filed after office closes	33	62.3%
Same Day, if filed before office opens	24	45.3%
Next Business Day, during weekends	22	41.5%
Same Day, if filed after office closes	13	24.5%
Other*	3	5.7%

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

22. Which method is used MOST OFTEN to inform clients of the option to apply on-line? Choose ONLY ONE answer.	# of counties	% of 53 cos.
Through Outreach Materials	26	49.1%
When a Client Calls the CWD	18	34.0%
Through Mass Mailing Notices	3	5.7%
Through Public Advertisement	2	3.8%
By Telephone Hotline Messages	1	1.9%
Not Currently Promoting	0	0.0%
Other*	3	5.7%
Totals	53	100.0%

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

23. Indicate the languages which were available for on-line applications.	Check ALL that apply	
Languages	# of counties	% of 53 cos.
Spanish	53	100.0%
English	52	98.1%
Other*	12	22.6%

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

APPENDIX K Data Summary

24. Indicate how the community-based organizations (CBOs) assist clients with on-line applications. Check <i>ALL</i> that apply.	Check <i>ALL</i> that apply	
	How CBOs assist clients	# of counties % of 53 cos.
	CBOs have unique identifiers	29 54.7%
	County can track the outcomes of the applications submitted by the CBOs.	27 50.9%
	CBOs have the ability to check the status of the application	14 26.4%
	Not currently partnering	13 24.5%
Other*	6 11.3%	

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

Face-to-Face Interview Waivers

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

26. Indicate the type of interview waived by your county during FY 2011-12.	Choose <i>ONLY ONE</i> answer	
	Type of Interview Waived	# of counties % of 58 cos.
	Both Hardship and Federal Statewide Waiver	33 56.9%
	Federal Statewide Waiver (county optional)	18 31.0%
	Hardship	7 12.1%
Totals	58 100.0%	

27. Indicate the primary interview method that was used for <i>INITIAL</i> application and <i>RECERTIFICATION</i> .	Number of Counties	
	Methods	Initial Recertification
	Telephone Interviews	21 34
	In Person	19 6
	Webcam	0 0
	Totals	40 40

28. <i>ESTIMATE</i> the percentage of applications that had face-to-face interviews waived by your county during FY 2011-12.	Number of Counties					
	Types of Application	1 to 5%	6 to 10%	11 to 20%	Over 20%	N/A
	Hardship at Intake	13	5	2	20	0
	Households at Intake	10	6	2	20	2
	Elderly and Disabled Households at Intake	11	5	1	22	1
	Elderly and Disabled at Recertification	7	5	1	26	1
	Quarterly Reporting Households at Recertification	5	3	3	27	2
	Households at Recertification	6	3	1	28	2

APPENDIX K Data Summary

29. What method was used <i>MOST OFTEN</i> to inform clients of the option to have a face-to-face interview waived?	Choose <i>ONLY ONE</i> answer	
Methods	# of counties	% of 40 cos.
When the Application is Submitted	18	45.0%
When the Client Receives an Application	6	15.0%
When a Client Calls the CWD	5	12.5%
Through Outreach Materials	4	10.0%
When the Eligibility Worker Sees a Potential Need	3	7.5%
By Telephone Hotline Messages	0	0.0%
Other*	4	10.0%
Totals	40	100.0%

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

Program Access

30. Has your county implemented (during FY 2011-12) or is your county planning to implement at a future date (FY 2012-13 or later) Business Process Re-engineering effort(s)?	# of counties	% of 58 cos.
Yes	44	75.9%
No	14	24.1%
Totals	58	100.0%

31. Indicate your county's Business Process Re-engineering effort(s). Provide the implementation date. Include only those efforts that were implemented during FY 2011-12 (July 1, 2011 to June 30, 2012) or are planning to implement at a future date (FY 2012-13 or later).	Number of Counties	
Business Process Re-engineering	Implemented	Planning to Implement
Task-Based Case Management	8	20
Electronic Inter-County Transfer	24	3
Client Kiosks or Terminals	8	18
Partner with Community-Based Organizations (CBO)	16	9
Customer Call Center	7	15
Same Day Application/Interview Process	10	12
Face to Face Waiver	14	6
Office Process Standardization	8	12
Document Imaging	15	3
Interactive Voice Imaging (IVR)	15	3
Telephone Interviews	14	4
On-Line Application Process	14	2
Centralized Mail-In	7	3
Electronic Case Management (ECM)	7	3
Dual Workers	4	3
Other*	3	12

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

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

APPENDIX K Data Summary

32. How does your county provide the PUB 275 for Modified Categorical Eligibility?	Check ALL that apply	
How the PUB 275 are provided to clients	# of counties	% of 58 cos.
Flyer (mailed or handed out)	52	89.7%
Link	13	22.4%
Poster	4	6.9%
Other*	11	19.0%

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

33. Indicate what telephone method(s) your county used to provide information regarding CalFresh.	Column A # of counties	Column B # of counties	Column C # of counties
Telephone Methods	CalFresh Programs in General	Information Aimed at Noncitizens	Clients Can Leave Messages After Hours of Operation
Eligibility Worker direct line	41	19	46
General County Main Number	47	15	21
Interactive Voice Response (IVR) System	51	13	16
Call Center	22	13	7
County number "211"	27	9	3
Hotline	18	10	5
Hotline number 1-877-847-FOOD (3663)	21	10	2
Change/Service Center	17	9	5
Contact Center	12	8	2
Other*	9	5	3

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

34. If selection is made in Column C above, indicate what options clients have when connected to a recorded message.	Check ALL that apply	
Client Options	# of counties	% of 53 cos.
Leave a voicemail message	51	96.2%
Call another number	18	34.0%
Connect directly to Eligibility Worker	18	34.0%
Send an e-mail	10	18.9%
Speak to a Supervisor	6	11.3%
Other*	4	7.5%

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

35. If your county has IVR, Call Center, Change/Service Center and/or Contact Center, indicate how many calls were received on average per day.	Choose ONLY ONE answer	
Average Number of Calls per Day	# of counties	% of 55 cos.
1 to 50 calls	24	43.6%
51 to 100 calls	2	3.6%
101 to 150 calls	3	5.5%
Over 150 calls	26	47.3%
Totals	55	100.0%

APPENDIX K Data Summary

Please enter COMPLETE telephone information: telephone number(s), type (recording/operator), specific type of information/services available and, days and hours of operation.	Number of Counties		
	Phone Information	Recording Only	Operator Only
36. For Call Center, Change/Service Center Contact Center, and/or General County Main Number (including "211")	9	34	78
37. For Hotline and/or IVR System (including 1-877-847-FOOD)	35	9	32

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

38. Based on telephone methods selected, did your county use other languages (other than English) in any of its telephone system(s)?	# of counties	% of 58 cos.
Yes	52	89.7%
No	6	10.3%
Totals	58	100.0%

39. Based on the telephone methods selected, indicate the languages (other than English) that were used in your county.	Check ALL that apply
Non-English Languages	# of counties
Spanish	52
Vietnamese	12
Farsi	10
Russian	9
Mandarin/Chinese	6
Tagalog	5
Cambodian	3
Hmong	3
Laotian	3
Arabic	2
Japanese	2
Korean	2
Punjabi	2
Armenian	1
Mien	1
Ukrainian	1
Portuguese	0
Other*	6

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

APPENDIX K Data Summary

40. Does your county use contracted language services?	# of counties	% of 58 cos.
Yes	55	94.8%
No	3	5.2%
Totals	58	100.0%

41. Indicate who accesses language line services when interpreter services are needed.	Check <i>ALL</i> that apply	
Who accesses language line services	# of counties	% of 55 cos.
Eligibility Worker	51	92.7%
Supervisor	44	80.0%
Clerical/Receptionist	36	65.5%
Application Screening Unit	18	32.7%
Other*	6	10.9%

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

42. Does your county employ the use of a document imaging system?	# of counties	% of 58 cos.
Yes	57	98.3%
No	1	1.7%
Totals	58	100.0%

43. Are document imaging activities centralized or decentralized?	# of counties	% of 57 cos.
Centralized	30	52.6%
Decentralized	27	47.4%
Totals	57	100.0%

44. Are imaged documents accessible to Eligibility Workers during interviews?	# of counties	% of 58 cos.
Yes	57	98.3%
No	1	1.7%
Totals	58	100.0%

45. Did your county use local media for broadcasting public service announcements that included information regarding CalFresh programs and noncitizens' potential eligibility for these programs?	CalFresh Programs in General	Noncitizens' Eligibility
Yes	18	7
No	40	51
Totals	58	58

APPENDIX K Data Summary

Outreach Activities		
46. Select <i>ALL</i> CalFresh outreach activities your county conducted during FY 2011-12.	Check <i>ALL</i> that apply	
Outreach Activities	# of counties	% of 58 cos.
Participate in Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	51	87.9%
Provide Training and Informational Materials to Community-Based Organizations	51	87.9%
Provide Informational Brochures/Flyers Regarding CalFresh	49	84.5%
Provide Extended Office Hours (Upon Request, Before 8am, Lunch (12 pm - 1 pm), After 5pm)	47	81.0%
Partner with Various Agencies and Organizations	45	77.6%
Cross-Train Staff to Accept and Process Applications	39	67.2%
Outstation Eligibility Workers	38	65.5%
Use Organizations to Provide and Send DFA 285 A1 Applications to CWD for Clients	34	58.6%
Conduct Activity Booths Aimed at Family Nutrition and Physical Activity	29	50.0%
Use Organizations to Provide DFA 285 A1 Applications and Advise Clients to Mail In	28	48.3%
Develop a Website	23	39.7%
Use Local Media to Enable and Enhance Awareness	20	34.5%
Increase Certification Sites	9	15.5%
Provide a Mobile Intake Unit to go into the Community	7	12.1%
Other*	10	17.2%

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

APPENDIX K Data Summary

47. What is your county's <i>SINGLE MOST EFFECTIVE</i> outreach activity during FY 2011-12?	Choose <i>ONLY ONE</i> answer	
Outreach Activities	# of counties	% of 58 cos.
Partner with Various Agencies and Organizations	18	31.0%
Outstation Eligibility Workers	12	20.7%
Participate in Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	8	13.8%
Cross-Train Staff to Accept and Process Applications	5	8.6%
Provide Training and Informational Materials to Community-Based Organizations	4	6.9%
Provide Informational Brochures/Flyers Regarding CalFresh	3	5.2%
Use Organizations to Provide and Send DFA 285 A1 Applications to CWD for Clients	3	5.2%
Conduct Activity Booths Aimed at Family Nutrition and Physical Activity	1	1.7%
Increase Certification Sites	1	1.7%
Use Local Media to Enable and Enhance Awareness	1	1.7%
Use Organizations to Provide DFA 285 A1 Applications and Advise Clients to Mail In	1	1.7%
Develop a Website	0	0.0%
Provide a Mobile Intake Unit to go into the Community	0	0.0%
Provide Extended Office Hours (Upon Request, Before 8am, Lunch (12 pm - 1 pm), After 5pm)	0	0.0%
Other*	1	1.7%
Totals	58	100.0%

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

48. Does your county spend County Administrative funds to conduct CalFresh outreach activities?	# of counties	% of 58 cos.
Yes	31	53.4%
No	27	46.6%
Totals	58	100.0%

APPENDIX K Data Summary

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

50. Indicate if <i>Migrant-Specific</i> educational materials or presentations with materials were provided for each applicable sites/organizations.	Check <i>ALL</i> that apply	
Sites/Organizations	Materials Only	Pres. w/ Matls.
Community Events (Health/Job/Information/Fairs, Harvest Festivals, etc.)	5	5
Community-Based Organizations	3	3
Migrant Camps	1	5
Farmers' Markets	5	0
Food Banks	2	2
Migrant Education Sites	2	2
Child Care Facilities	1	2
Hospitals/Clinics	1	2
Libraries	1	2
Volunteers In Tax Assistance (VITA) sites for income tax preparation	2	1
CWD/Certification Sites	1	1
Career Service Centers	0	1
Other*	0	2

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

51. Did your county provide information about public charge in regard to sponsored Noncitizens?	# of counties	% of 58 cos.
Yes	31	53.4%
No	27	46.6%
Totals	58	100.0%

52. Did your county provide any <i>NONCITIZEN-SPECIFIC</i> educational materials or presentations with materials to sites/organizations for <i>NONCITIZENS</i> ?	# of counties	% of 58 cos.
Yes	26	44.8%
No	32	55.2%
Totals	58	100.0%

APPENDIX K Data Summary

53. Indicate if <i>Noncitizen-Specific</i> educational materials or presentations with materials were provided for each applicable sites/organizations.	Check <i>ALL</i> that apply	
Sites/Organizations	Materials Only	Pres. w/ Matls.
Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	12	10
Community-Based Organizations	9	13
Food Banks	5	10
Hospitals/Clinics	4	8
CWD/Certification Sites	5	6
Farmers' Markets	8	3
One Stop Centers/Family Resource Centers	8	3
Senior Centers	2	9
Government Offices Other than CWD (WIC, SSA, EDD, etc.)	1	7
Schools	2	6
Migrant Camps	5	2
Churches	3	3
Libraries	4	2
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	1	5
Alcohol/Drug Rehabilitation Centers	4	1
In-Home Visits	4	1
Volunteers In Tax Assistance (VITA) sites for income tax preparation	4	1
Child Care Facilities	2	2
Mobile Sites	2	2
Grocery Stores	1	1
Other*	1	1

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

54. Did your county partner with other Health and Human Services Agencies, schools, community-based organizations, etc., to improve CalFresh outreach efforts?	# of counties	% of 58 cos.
Yes	54	93.1%
No	4	6.9%
Totals	58	100.0%

55. Enter **COMPLETE** Partner Organization information. Select the frequency of meetings then indicate the partner organization names and activities.

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

APPENDIX K Data Summary

56. Did your county implement any <i>NEW</i> CalFresh outreach activities during FY 2011-12 (July 1, 2011 to June 30, 2012)?	# of counties	% of 58 cos.
Yes	34	58.6%
No	24	41.4%
Totals	58	100.0%

57. Describe the <i>NEW</i> outreach activities implemented in FY 2011-12 and indicate whether they were one-time or ongoing activities.	Number of activities	% of Total
One-Time Activity	15	16.0%
Ongoing Activity	79	84.0%
Totals	94	100.0%

For a Description of NEW Outreach Activities Implemented in FY 2011-12, see APPENDIX E.

58. Does your county have any <i>NEW</i> CalFresh outreach activities planned for implementation during the next fiscal year, July 1, 2012 through June 30, 2013 (FY 2012-13)?	# of counties	% of 58 cos.
Yes	40	69.0%
No	18	31.0%
Totals	58	100.0%

59. Describe the <i>NEW</i> outreach activities planned for FY 2012-13 and indicate whether they will be one-time or ongoing activities.	Number of activities	% of Total
One-Time Activity	18	13.0%
Ongoing Activity	120	87.0%
Totals	138	100.0%

For a Description of NEW Outreach Activities Planned for FY 2012-13, see APPENDIX F.

APPENDIX K Data Summary

PART B - CERTIFICATION

Certification Sites

60. Did any of the certification sites reported during last year's (FY 2010-11) survey <i>CLOSE</i> as of June 30, 2012?	# of counties	% of 58 cos.
Yes	6	10.3%
No	52	89.7%
Totals	58	100.0%

61. Please refer to last year's survey and enter the certification site address(es) that <i>CLOSED</i> as of June 30, 2012. For a list of closed Certification Sites, see APPENDIX G.	18
--	----

62. Does your county have any certification site(s) that <i>OPENED</i> during FY 2011-12 (July 1, 2011 through June 30, 2012)?	# of counties	% of 58 cos.
Yes	5	8.6%
No	53	91.4%
Totals	58	100.0%

63. Certification Sites <i>Opened</i> during FY 2011-12. For a list of opened Certification Sites, see APPENDIX H.	7
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64. As of June 30, 2012, how many certification sites were there in your county? For a list of counties and number of certification sites, see APPENDIX I.	357
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65. Did any of the certification sites indicated above have extended office hours?	# of counties	% of 58 cos.
Yes	51	87.9%
No	7	12.1%
Totals	58	100.0%

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

66. If your county provided extended office hours during FY 2011-12, identify the frequency (in general) that clients <i>USED</i> those extended hours.	Number of Counties	
Frequency of Use of Extended Hours	Occasionally Used	Frequently Used
Lunch (12 pm - 1 pm)	10	36
Upon Request Only	30	7
After 5 pm	26	9
Before 8 am	23	10
Other*	2	1

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

APPENDIX K Data Summary

Determination of Operational and Extended Hours

67. What methods did your county use during FY 2011-12 to determine its hours of operation and 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 counties	% of 58 cos.
Clients Requested As Needed	44	75.9%
Historical Data on Hours Meeting Working Clients' Needs were Available in the County	27	46.6%
Working Clients were Polled at CWD Offices or Certification Sites	7	12.1%
Surveys or Questionnaires were Mailed to Working Recipients	3	5.2%
Other County Agencies were Polled	2	3.4%
Other*	4	6.9%

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

68. Other than extended office hours, what were the <i>TOP THREE</i> access methods working clients used during FY 2011-12?	Check the <i>TOP THREE ONLY</i>	
Access Methods Working Clients Used Other Than Extended Office Hours	# of counties	% of 58 cos.
On-Line Application	46	79.3%
Telephone Interviews were Conducted: Monday through Friday, During Hours of Operation	33	56.9%
Clients Mail Required Documents to the CWD	30	51.7%
Drop Boxes in Which Documents May Be Deposited After Normal Hours Were Used	27	46.6%
Telephone Interviews were Conducted: During Extended Office Hours (Upon Request, Before 8am, Lunch Hour, After 5pm)	20	34.5%
Call Center/IVR	15	25.9%
Authorized Representatives were Appointed to Come in During Hours of Operation	1	1.7%
In-Home Visits	1	1.7%
Other*	1	1.7%

*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	EXT.
ALAMEDA	Antionette Burns	CalFresh Program Specialist	aburns@acgov.org	(510) 259-3849	N/A
ALPINE	Lucie Morotti	ICW III	lmorotti@alpinecountyca.gov	(530) 694-2235	231
AMADOR	Judy Brown	Staff Services Analyst	jbrown@amadorgov.org	(209) 223-6611	N/A
BUTTE	Ken MacKell	Program Manager	kmackell@buttecounty.net	(530) 895-0989	N/A
CALAVERAS	Sydney Prest	Eligibility Supervisor	sprest@co.calaveras.ca.us	(209) 754-6549	N/A
COLUSA	Leslie R. Culp	Program Manager II	leslie.culp@colusadhhs.org	(530) 458-0867	N/A
CONTRA COSTA	Amy Drenik	Social Services Program Analyst	adrenik@ehsd.cccounty.us	(925) 313-1641	N/A
DEL NORTE	Carmen Fong-Chavez	Program Manager	cchavez@co.del-norte.ca.us	(707) 464-3191	299
EL DORADO	Jakki Cuffe	Eligibility Supervisor	jacquelyn.cuffe@edcgov.us	(530) 621-7435	N/A
FRESNO	Martha Jue	CalFresh Program Specialist	mjue@co.fresno.ca.us	(559) 600-2762	N/A
GLENN	Becky Hansen	Program Manager Eligibility	bhansen@hra.co.glenn.ca.us	(530) 865-6104	N/A
HUMBOLDT	Steve Homer	Administrative Analyst	shomer@co.humboldt.ca.us	(707) 268-2787	N/A
IMPERIAL	Javier De Anda	Program Manager	javierdeanda@co.imperial.ca.us	(760) 337-7422	N/A
INYO	Sheri Snyder	Human Services Supervisor	ssnyder@inyocounty.us	(760) 872-1394	N/A
KERN	Martha Esparza	Assistant Program Director	esparzm@co.kern.ca.us	(661) 633-7337	N/A
KINGS	Antoinette Gonzales	Program Manager	antoinette.gonzales@countyofkings.com	(559) 852-4280	N/A
LAKE	Kathy Harrison	Program Manager	kharrison@dss.co.lake.ca.us	(707) 995-4290	N/A
LASSEN	Bill Jost	Program Manager	bjost@co.lassen.ca.us	(530) 251-8346	N/A
LOS ANGELES	Lino Rios	Human Services Administrator III	linorios@dpps.lacounty.gov	(562) 908-6345	N/A
MADERA	Cindy Chandler	Program Manager	cindy.chandler@co.madera.ca.us	(559) 675-2336	N/A
MARIN	Ronna Buccelli	Eligibility Program Manager	rbuccelli@marincounty.org	(415) 473-3503	N/A
MARIPOSA	Nancy Bell	Deputy Director	nbell@mariposahsc.org	(209) 742-0919	N/A
MENDOCINO	Rosemary Martin del Campo	Program Manager	martinr@co.mendocino.ca.us	(707) 463-7875	N/A
MERCED	Khamla Emanivong	Staff Services Analyst II	kemanivong@hsa.co.merced.ca.us	(209) 385-3000	5340
MODOC	Pat Cullins	Interim Program Assistant	patcullins@co.modoc.ca.us	(530) 233-6506	N/A
MONO	Marlo Preis	Staff Service Analyst	mpreis@mono.ca.gov	(760) 924-1793	N/A
MONTEREY	Christine Alvarez	CalFresh Program Analyst	alvarezlc@co.monterey.ca.us	(831) 796-1544	N/A
NAPA	Alli Muller	Staff Services Analyst	alli.muller@countyofnapa.org	(707) 253-6180	N/A
NEVADA	Kevin Olson	Eligibility Program Manager	Kevin.Olson@co.nevada.ca.us	(530) 265-7101	N/A

APPENDIX L

CALFRESH COORDINATOR/PRIMARY CONTACT LIST

COUNTY	NAME	TITLE	E-MAIL ADDRESS	PHONE	EXT.
ORANGE	Pamela Andrade	Administrative Manager I	pamela.andrade@ssa.ocgov.com	(714) 541-7862	N/A
PLACER	Linda Zelhart	Client Services Program Manager	lzelhart@placer.ca.gov	(916) 784-6117	N/A
PLUMAS	Suzanne Wilson	Supervisor	suzannewilson@countyofplumas.com	(530) 283-6441	N/A
RIVERSIDE	Jennifer Hahner	Program Specialist	jhahner@riversidedpss.org	(951) 358-3970	N/A
SACRAMENTO	Rhonda Noller	Human Services Program Planner B	nollerr@saccounty.net	(916) 875-3525	N/A
SAN BENITO	Shawni Ramos	Eligibility Supervisor	sramos@cosb.us	(831) 636-4180	N/A
SAN BERNARDINO	Maria Contreras	Program Specialist II	contrerasm@hss.sbcounty.gov	(909) 383-9704	N/A
SAN DIEGO	Matt Heffernan	Program Specialist II	matt.heffernan@sdcounty.ca.gov	(619) 338-2945	N/A
SAN FRANCISCO	Leo O'Farrell	Program Director	Leo.O'farrell@sfgov.org	(415) 558-1157	N/A
SAN JOAQUIN	Alisa Rosas	Staff Analyst II	arosas@sjgov.org	(209) 468-2043	N/A
SAN LUIS OBISPO	Suzanne Garcia	Program Manager	sgarcia@co.slo.ca.us	(805) 781-1895	N/A
SAN MATEO	Nancy Rodriguez	Program Specialist	nrodriguez@smchsa.org	(650) 802-7562	N/A
SANTA BARBARA	Lourdes Kraft	Dept. Business Specialist	L.Kraft@sbcsocialserv.org	(805) 346-8213	N/A
SANTA CLARA	Michelle Demetrius	CalFresh Program Coordinator	michelle.demetrius@ssa.sccgov.org	(408) 755-7540	N/A
SANTA CRUZ	Lainie Gray	Associate Human Services Analyst	lainie.gray@hsd.co.santa-cruz.ca.us	(831) 763-8764	N/A
SHASTA	Jean Keyes	Staff Services Analyst	jkeyes@co.shasta.ca.us	(530) 225-5022	N/A
SIERRA	Lori McGee	ICW Supervisor	lmcgee@sierracounty.ws	(530) 993-6725	N/A
SISKIYOU	Patricia Barbieri	Program Manager	tbarbieri@co.siskiyou.ca.us	(530) 841-2754	N/A
SOLANO	Juanita Fleming	Program Specialist	jmmccord-fleming@solanocounty.com	(707) 784-3807	N/A
SONOMA	Shaydra Ennis	CalFresh Analyst	sennis@schsd.org	(707) 565-2524	N/A
STANISLAUS	Maria DeAnda	Manager III	DeAndMa@stancounty.com	(209) 558-2671	N/A
SUTTER	David Nagra	Program Manager	dsnagra@co.sutter.ca.us	(530) 822-7239	N/A
TEHAMA	Laurie Nelson	SSA II	lnelson@tcdss.org	(530) 528-4116	N/A
TRINITY	Morgan Talkington	Eligibility Supervisor	mtalkington@trinitycounty.org	(530) 623-8247	N/A
TULARE	Idalia Gonzalez	CalFresh Program Specialist	igonzale@tularehhsa.org	(559) 623-0142	N/A
TUOLUMNE	Rebecca Espino	Program Manager	respino@co.tuolumne.ca.us	(209) 533-5746	N/A
VENTURA	Margarita Cabral	Program Analyst	margarita.cabral@ventura.org	(805) 477-5363	N/A
YOLO	Julia Scheuermann	Administrative Analyst	julia.scheuermann@yolocounty.org	(530) 661-2918	N/A
YUBA	Carol Newsom	Program Manager	cnewsom@co.yuba.ca.us	(530) 749-6480	N/A

1. INSTRUCTIONS

IMPORTANT:

In order to progress through this survey, please use the following buttons on the bottom of each page.

Click the NEXT button to continue to the next page.
Click the BACK button to return to the previous page.
Click the DONE button to submit your survey.

NOTE:

If you need to EXIT the survey and walk away or pass it along to someone else, you (or the next person) can access the e-mail invitation or forward the survey link to someone else to answer specific parts of the survey.

If you have any questions or need assistance, please contact us by sending an e-mail to admsurveyunit@dss.ca.gov

*****SUBMIT SURVEY BY DECEMBER 28, 2012*****

2. COUNTY INFORMATION

PERSON COMPLETING THE SURVEY

Select your County.

Enter contact information of the person completing the survey.

Name:

Title:

Email Address:

Phone Number (including area code and extension):

Is the person completing the survey also the CalFresh Coordinator?

YES

NO

3. COUNTY INFORMATION

CALFRESH COORDINATOR

Please enter contact information of the CalFresh Coordinator or primary CalFresh contact person.

Name:

Title:

Email Address:

Phone Number (including area code and extension):

Is the CalFresh Coordinator also the Outreach Coordinator?

- YES NO

4. COUNTY INFORMATION

OUTREACH COORDINATOR

Is the person completing the survey also the Outreach Coordinator?

- YES
 NO

5. COUNTY INFORMATION

OUTREACH COORDINATOR

Please enter contact information of the Outreach Contact Person.

Name:

Title:

Email Address:

Phone Number (including area code and extension):

6. PART A - ACCESS AND AWARENESS

APPLICATION ACCESS

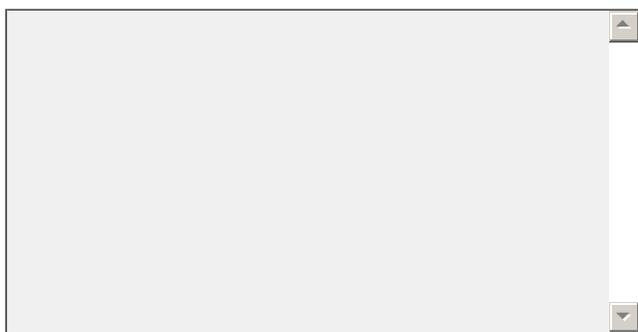
Other than County Welfare Department (CWD) Offices/Certification Sites, indicate the sites used in [Q1] County for certification of benefits. Select ALL application sites that apply.

	COLUMN A - General CalFresh Info	COLUMN B - CalFresh Application Forms	COLUMN C - County Staff Presentations	COLUMN D - County Staff Provide Assistance	COLUMN E - Non-County Staff Provide Assistance
Child Care Facilities	<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"/>
In-Home Visits	<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"/>
Grocery Stores	<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"/>
Libraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Events (Health/Job/Info Fairs, Harvest Festivals, etc.)	<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"/>
Community-Based Organizations	<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"/>
Alcohol/Drug Rehabilitation Centers	<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"/>
Mobile Sites	<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"/>
Migrant Camps	<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"/>
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	<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"/>
Churches	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If Other is selected, please specify here (reference which column, if necessary)

If application assistance is selected in columns D and E above, indicate how [Q1] County used staff to assist clients in completing CalFresh application forms and answering questions. Select ALL that apply.

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



7. PART A - ACCESS AND AWARENESS

EXPEDITED SERVICES (ES)

Are applications screened for determination of ES entitlement?

- YES
- NO

8. PART A - ACCESS AND AWARENESS

EXPEDITED SERVICES (ES)

Does screening for determination of ES entitlement include applications filed on-line?

- YES
- NO

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

- YES
- NO

Indicate when screening for ES is MOST OFTEN done. Choose ONLY ONE answer.

- When Application is Requested
- During the Interview
- When Application is Submitted
- When ES questions are Completed
- Other (please specify)

Indicate who MOST OFTEN conducts the screening for ES. Choose ONLY ONE answer.

- Clerical/Receptionist
- Supervisor
- Eligibility Worker
- Application Screening Unit
- Other (please specify)

9. PART A - ACCESS AND AWARENESS

SCREENING FORM

Did the clerical staff use a screening form?

- YES
- NO

10. PART A - ACCESS AND AWARENESS

LANGUAGES

Did [Q1] County use translated languages (other than English) in its CalFresh applications?

- YES
- NO

11. PART A - ACCESS AND AWARENESS

LANGUAGES

Indicate the translated languages (other than English) in which CalFresh applications were USED in [Q1] County.

- | | | |
|---|---|-------------------------------------|
| <input type="checkbox"/> Arabic | <input type="checkbox"/> Korean | <input type="checkbox"/> Russian |
| <input type="checkbox"/> Armenian | <input type="checkbox"/> Laotian | <input type="checkbox"/> Spanish |
| <input type="checkbox"/> Cambodian | <input type="checkbox"/> Mandarin/Chinese | <input type="checkbox"/> Tagalog |
| <input type="checkbox"/> Farsi | <input type="checkbox"/> Mien | <input type="checkbox"/> Ukrainian |
| <input type="checkbox"/> Hmong | <input type="checkbox"/> Portuguese | <input type="checkbox"/> Vietnamese |
| <input type="checkbox"/> Japanese | <input type="checkbox"/> Punjabi | |
| <input type="checkbox"/> Other (please specify) | | |

12. PART A - ACCESS AND AWARENESS

OUTSTATIONED ELIGIBILITY WORKERS

Did [Q1] County provide outstationed CalFresh eligibility workers at sites other than CWDs?

- YES
 NO

13. PART A - ACCESS AND AWARENESS

OUTSTATIONED ELIGIBILITY WORKER SITES

Indicate the sites where eligibility workers were outstationed in [Q1] County.

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

14. PART A - ACCESS AND AWARENESS

ON-LINE APPLICATIONS

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

- YES
- NO

15. PART A - ACCESS AND AWARENESS

ON-LINE APPLICATION WEBSITES

Indicate the type(s) of on-line application available to clients in [Q1] County.

- C4Yourself
- BenefitsSF
- One E-Application
- Benefits CalWIN
- YourBenefitsNow
- Other (please specify)

Indicate ALL features that apply to the type(s) of on-line application selected above.

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

If Other is selected, please specify here (reference the type of on-line application)

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

YES

NO

KIOSKS/COMPUTER TERMINALS - PRIVACY

Is there sufficient privacy so others cannot easily see the information being entered in kiosks or computer terminals?

- YES
- NO

17. PART A - ACCESS AND AWARENESS

ON-LINE APPLICATIONS

Indicate when on-line applications are VIEWED electronically by district office staff.

- Before the Eligibility Interview
- After the Eligibility Interview
- During the Eligibility Interview
- Other (please specify)

Indicate when on-line applications are MODIFIED electronically by district office staff.

- Before the Eligibility Interview
- After the Eligibility Interview
- During the Eligibility Interview
- Other (please specify)

18. PART A - ACCESS AND AWARENESS

ON-LINE APPLICATIONS

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

- YES
- NO

19. PART A - ACCESS AND AWARENESS

ON-LINE APPLICATIONS

What date is used when an on-line application is filed outside of [Q1] County's hours of operation?

- Same Day, if filed before office opens
- Next Business Day, if filed after office closes
- Same Day, if filed after office closes
- Next Business Day, during weekends
- Other (please specify)

**Which method is used MOST OFTEN to inform clients of the option to apply on-line?
Choose ONLY ONE answer.**

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

Indicate the languages which were available for on-line applications

- English
- Spanish
- Other (please specify)

Indicate how the community-based organizations (CBOs) assist clients with on-line applications.

- CBOs have unique identifiers
- County can track the outcomes of the applications submitted by the CBOs
- CBOs have the ability to check the status of the application
- Not currently partnering
- Other (please specify)

20. PART A - ACCESS AND AWARENESS

FACE-TO-FACE INTERVIEW WAIVERS

The following questions pertain only to waivers that occurred during FY 2011-12 (July 1, 2011 through June 30, 2012).

Did [Q1] County waive any face-to-face interviews?

- YES
- NO

21. PART A - ACCESS AND AWARENESS

FACE TO FACE INTERVIEW WAIVERS

Indicate the type of interview waived by [Q1] County during FY 2011-12.

- Hardship
- Federal Statewide Waiver (county optional)
- Both Hardship and Federal Statewide Waiver

22. PART A - ACCESS AND AWARENESS

FACE TO FACE INTERVIEW WAIVERS

Indicate the primary interview method that was used for INITIAL application and for RECERTIFICATION.

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

Estimate the percentage of applications that had face-to-face interviews waived by [Q1] County during FY 2011-12.

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

What method was used MOST OFTEN to inform clients of the option to have a face-to-face interview waived? Choose ONLY ONE answer.

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

23. PART A - ACCESS AND AWARENESS

PROGRAM ACCESS

BUSINESS PROCESS RE-ENGINEERING - 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.

Has [Q1] County implemented (during FY 2011-12) or is the county planning to implement at a future date (FY 2012-13 or later) a Business Process Re-engineering effort(s)?

- YES
- NO

24. PART A - ACCESS AND AWARENESS

BUSINESS PROCESS RE-ENGINEERING EFFORTS

Indicate [Q1] County's Business Process Re-engineering effort(s). Provide the implementation date. Include only those efforts that were implemented during FY 2011-12 (July 1, 2011 to June 30, 2012) or are planning to implement at a future date (FY 2012-13 or later).

	Implemented	Planning to Implement
Face to Face Waiver	<input type="radio"/>	<input type="radio"/>
Implementation Date		
Electronic Inter-County Transfer	<input type="radio"/>	<input type="radio"/>
Implementation Date		
Document Imaging	<input type="radio"/>	<input type="radio"/>
Implementation Date		
Client Kiosks or Terminals	<input type="radio"/>	<input type="radio"/>
Implementation Date		
Centralized Mail-In	<input type="radio"/>	<input type="radio"/>
Implementation Date		
Task-Based Case Management	<input type="radio"/>	<input type="radio"/>
Implementation Date		
Electronic Case Management (ECM)	<input type="radio"/>	<input type="radio"/>
Implementation Date		
Same Day Application/Interview Process	<input type="radio"/>	<input type="radio"/>
Implementation Date		
Interactive Voice Imaging (IVR)	<input type="radio"/>	<input type="radio"/>
Implementation Date		
Partner with Community-Based Organizations (CBO)	<input type="radio"/>	<input type="radio"/>
Implementation Date		
Office Process Standardization	<input type="radio"/>	<input type="radio"/>
Implementation Date		
Customer Call Center	<input type="radio"/>	<input type="radio"/>
Implementation Date		

Dual Workers

Implementation Date

On-Line Application Process

Implementation Date

Telephone Interviews

Implementation Date

Other business process re-engineering effort(s).

Description/Implementation Date

Other business process re-engineering effort(s).

Description/Implementation Date

25. PART A - ACCESS AND AWARENESS

MODIFIED CATEGORICAL ELIGIBILITY (MCE)

How does [Q1] County provide the PUB 275 for Modified Categorical Eligibility?

- Flyer (mailed or handed out)
- Link
- Poster
- Other (please specify)

26. PART A - ACCESS AND AWARENESS

TELEPHONE METHODS:

Please READ BEFORE answering the questions following the descriptions below:

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 - provide general information and can make basic changes to an active case through a live operator.

CONTACT CENTERS - utilize 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.

Indicate what telephone method(s) [Q1] County used to provide information regarding CalFresh.

	COLUMN A - CalFresh Programs in General	COLUMN B - Information Aimed at Noncitizens	COLUMN C - Clients Can Leave Messages After Hours of Operation
Hotline	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Change/Service Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contact Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
County number "211"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interactive Voice Response (IVR)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Call Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Eligibility Worker direct line	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hotline Number 1-877-847-FOOD (3663)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General County Main Number	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If Other is selected, please specify here (reference which column)

If selection is made in Column C above, indicate what options clients have when connected to a recorded message.

- Send an e-mail
- Leave a voicemail message
- Other (please specify)
- Connect directly to Eligibility Worker
- Call another number
- Speak to a Supervisor

If [Q1] County has IVR, Call Center, Change/Service Center and/or Contact Center, indicate how many calls were received on average per day.

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

27. PART A - ACCESS AND AWARENESS

PHONE INFORMATION ONLY FOR
 CALL CENTER, CHANGE/SERVICE CENTER, CONTACT CENTER,

GENERAL COUNTY MAIN NUMBER, AND/OR "211"

Please enter COMPLETE telephone information.

RECORDING ONLY

OPERATOR ONLY

BOTH RECORDING and OPERATOR

Telephone 1

Enter Phone Number (xxx-xxx-xxxx); if RECORDING ONLY, enter the Specific Type of Information Provided by the Recording; if OPERATOR ONLY, enter Days AND Hours an Operator is Available; if BOTH, enter information accordingly.

Telephone 2

Enter Phone Number (xxx-xxx-xxxx); if RECORDING ONLY, enter the Specific Type of Information Provided by the Recording; if OPERATOR ONLY, enter Days AND Hours an Operator is Available; if BOTH, enter information accordingly.

Telephone 3

Enter Phone Number (xxx-xxx-xxxx); if RECORDING ONLY, enter the Specific Type of Information Provided by the Recording; if OPERATOR ONLY, enter Days AND Hours an Operator is Available; if BOTH, enter information accordingly.

Telephone 4

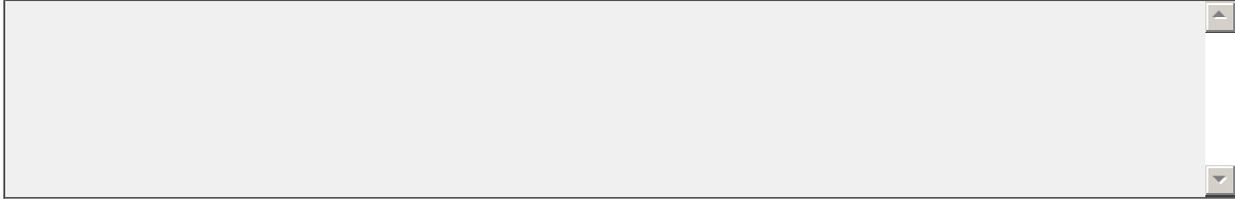
Enter Phone Number (xxx-xxx-xxxx); if RECORDING ONLY, enter the Specific Type of Information Provided by the Recording; if OPERATOR ONLY, enter Days AND Hours an Operator is Available; if BOTH, enter information accordingly.

Telephone 5

Enter Phone Number (xxx-xxx-xxxx); if RECORDING ONLY, enter the Specific Type of Information Provided by the Recording; if OPERATOR ONLY, enter Days AND Hours an Operator is Available; if BOTH, enter information accordingly.

Telephone 6

Enter Phone Number (xxx-xxx-xxxx); if RECORDING ONLY, enter the Specific Type of Information Provided by the Recording; if OPERATOR ONLY, enter Days AND Hours an Operator is Available; if BOTH, enter information accordingly.



28. PART A - ACCESS AND AWARENESS

PHONE INFORMATION ONLY FOR
HOTLINE, IVR SYSTEM, AND/OR 877-847-FOOD

Please enter COMPLETE telephone information.

RECORDING ONLY

OPERATOR ONLY

BOTH RECORDING and OPERATOR

Telephone 1

Enter Phone Number (xxx-xxx-xxxx); if RECORDING ONLY, enter the Specific Type of Information Provided by the Recording; if OPERATOR ONLY, enter the Days AND Hours an Operator is Available; if BOTH, enter information accordingly.

Telephone 2

Enter Phone Number (xxx-xxx-xxxx); if RECORDING ONLY, enter the Specific Type of Information Provided by the Recording; if OPERATOR ONLY, enter the Days AND Hours an Operator is Available; if BOTH, enter information accordingly.

Telephone 3

Enter Phone Number (xxx-xxx-xxxx); if RECORDING ONLY, enter the Specific Type of Information Provided by the Recording; if OPERATOR ONLY, enter the Days AND Hours an Operator is Available; if BOTH, enter information accordingly.

Telephone 4

Enter Phone Number (xxx-xxx-xxxx); if RECORDING ONLY, enter the Specific Type of Information Provided by the Recording; if OPERATOR ONLY, enter the Days AND Hours an Operator is Available; if BOTH, enter information accordingly.

Telephone 5

Enter Phone Number (xxx-xxx-xxxx); if RECORDING ONLY, enter the Specific Type of Information Provided by the Recording; if OPERATOR ONLY, enter the Days AND Hours an Operator is Available; if BOTH, enter information accordingly.

Telephone 6

Enter Phone Number (xxx-xxx-xxxx); if RECORDING ONLY, enter the Specific Type of Information Provided by the Recording; if OPERATOR ONLY, enter the Days AND Hours an Operator is Available; if BOTH, enter information accordingly.

29. PART A - ACCESS AND AWARENESS

TELEPHONE LANGUAGES

Based on telephone methods selected, did [Q1] County use other languages (other than English) in any of its telephone system(s)?

- YES
- NO

30. PART A - ACCESS AND AWARENESS

TELEPHONE LANGUAGES

Based on the telephone methods selected, indicate the languages (other than English) that were used in [Q1] County.

- | | | |
|---|---|-------------------------------------|
| <input type="checkbox"/> Arabic | <input type="checkbox"/> Korean | <input type="checkbox"/> Russian |
| <input type="checkbox"/> Armenian | <input type="checkbox"/> Laotian | <input type="checkbox"/> Spanish |
| <input type="checkbox"/> Cambodian | <input type="checkbox"/> Mandarin/Chinese | <input type="checkbox"/> Tagalog |
| <input type="checkbox"/> Farsi | <input type="checkbox"/> Mien | <input type="checkbox"/> Ukrainian |
| <input type="checkbox"/> Hmong | <input type="checkbox"/> Portuguese | <input type="checkbox"/> Vietnamese |
| <input type="checkbox"/> Japanese | <input type="checkbox"/> Punjabi | |
| <input type="checkbox"/> Other (please specify) | | |

31. PART A - ACCESS AND AWARENESS

CONTRACTED LANGUAGE SERVICES

Does your county use contracted language services?

- YES
- NO

32. PART A - ACCESS AND AWARENESS

CONTRACTED LANGUAGE SERVICES

Indicate who accesses language line services when interpreter services are needed.

- Supervisor
- Eligibility Worker
- Other (please specify)
- Clerical/Receptionist
- Application Screening Unit

33. PART A - ACCESS AND AWARENESS

DOCUMENT IMAGING

Does [Q1] County employ the use of a document imaging system?

- YES
- NO

34. PART A - ACCESS AND AWARENESS

DOCUMENT IMAGING

Are document imaging activities centralized or decentralized?

- Centralized
- Decentralized

Are imaged documents accessible to Eligibility Workers during interviews?

- YES
- NO

35. PART A - ACCESS AND AWARENESS

OUTREACH ACTIVITIES

Did [Q1] County use local media for broadcasting public service announcements that included information regarding CalFresh programs and noncitizens' potential eligibility for these programs?

	YES	NO
CalFresh Programs in General	<input type="radio"/>	<input type="radio"/>
Noncitizens' Eligibility	<input type="radio"/>	<input type="radio"/>

Select ALL CalFresh outreach activities [Q1] County conducted during FY 2011-12.

- Provide Extended Office Hours (Upon Request, Before 8 am, Lunch [12 - 1 pm], After 5 pm)
- Develop a Website
- Use Local Media to Enable and Enhance Awareness
- Cross-Train Staff to Accept and Process Applications
- Provide Training and Informational Materials to Community-Based Organizations
- Use Organizations to Provide DFA A1 Applications, Organizations Send in to CWD for Clients
- Increase Certification Sites
- Use Organizations to Provide DFA A1 Applications, Organizations Advise Clients to Mail in
- Participate in Community Events (Health/Job/Information fairs, Harvest Festivals, etc.)
- Provide Informational Brochures/Flyers regarding CalFresh
- Partner with Various Agencies and Organizations
- Provide a Mobile Intake Unit to Go into the Community
- Conduct Activity Booths Aimed at Family Nutrition and Physical Activity
- Outstation Eligibility Workers
- Other (please specify)

What is [Q1] County's SINGLE MOST EFFECTIVE outreach activity during FY 2011-12? Click on the drop down menu and choose ONLY ONE answer..

▼

Does [Q1] County spend County Administrative funds to conduct CalFresh outreach activities?

- YES NO

Did [Q1] County provide any MIGRANT-SPECIFIC educational materials or presentations with materials to sites/organizations for MIGRANT WORKERS?

- YES NO

36. PART A - ACCESS AND AWARENESS

MIGRANT WORKERS

Indicate if Migrant-Specific educational materials or presentations with materials were provided for each applicable sites/organizations.

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

OTHER sites/organizations (specify if Materials or Presentations with Materials were provided)

37. PART A - ACCESS AND AWARENESS

NONCITIZENS

Did [Q1] County provide information about public charge in regard to sponsored Noncitizens?

- YES
- NO

Did [Q1] County provide any NONCITIZEN-SPECIFIC educational materials or presentations with materials to sites/organizations for NONCITIZENS?

- YES
- NO

38. PART A - ACCESS AND AWARENESS

NONCITIZENS

Indicate if Noncitizen-Specific educational materials or presentations with materials were provided for each applicable sites/organizations.

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

OTHER sites/organizations (specify if Materials or Presentations with Materials were provided)

39. PART A - ACCESS AND AWARENESS

PARTNER ORGANIZATIONS

Did [Q1] County partner with other Health and Human Service Agencies, schools, community-based organizations, etc., to improve CalFresh outreach efforts?

- YES
- NO

40. PART A - ACCESS AND AWARENESS

PARTNER ORGANIZATION INFORMATION

Enter COMPLETE Partner Organization information. Select the frequency of meetings then indicate the partner organization names and activities.

Weekly Monthly Bi-Monthly Quarterly Annually As needed Other

Partner Organization 1

- Weekly
- Monthly
- Bi-Monthly
- Quarterly
- Annually
- As needed
- Other

Enter Name, Activities, and if Other is selected, specify Frequency of Meetings

Partner Organization 2

- Weekly
- Monthly
- Bi-Monthly
- Quarterly
- Annually
- As needed
- Other

Enter Name, Activities, and if Other is selected, specify Frequency of Meetings

Partner Organization 3

- Weekly
- Monthly
- Bi-Monthly
- Quarterly
- Annually
- As needed
- Other

Enter Name, Activities, and if Other is selected, specify Frequency of Meetings

Partner Organization 4

- Weekly
- Monthly
- Bi-Monthly
- Quarterly
- Annually
- As needed
- Other

Enter Name, Activities, and if Other is selected, specify Frequency of Meetings

Partner Organization 5

- Weekly
- Monthly
- Bi-Monthly
- Quarterly
- Annually
- As needed
- Other

Enter Name, Activities, and if Other is selected, specify Frequency of Meetings

Partner Organization 6



Enter Name, Activities, and if Other is selected, specify Frequency of Meetings

Do you need more space for additional partner organization information?

- YES
- NO

41. PART A - ACCESS AND AWARENESS

PARTNER ORGANIZATION INFORMATION

Enter COMPLETE Partner Organization information. Select the frequency of meetings then indicate the partner organization names and activities.

	Weekly	Monthly	Bi-Monthly	Quarterly	Annually	As needed	Other
Partner Organization 7	<input type="radio"/>						
Enter Name, Activities, and if Other is selected, specify Frequency of Meetings							
<input type="text"/>							

	Weekly	Monthly	Bi-Monthly	Quarterly	Annually	As needed	Other
Partner Organization 8	<input type="radio"/>						
Enter Name, Activities, and if Other is selected, specify Frequency of Meetings							
<input type="text"/>							

	Weekly	Monthly	Bi-Monthly	Quarterly	Annually	As needed	Other
Partner Organization 9	<input type="radio"/>						
Enter Name, Activities, and if Other is selected, specify Frequency of Meetings							
<input type="text"/>							

	Weekly	Monthly	Bi-Monthly	Quarterly	Annually	As needed	Other
Partner Organization 10	<input type="radio"/>						
Enter Name, Activities, and if Other is selected, specify Frequency of Meetings							
<input type="text"/>							

	Weekly	Monthly	Bi-Monthly	Quarterly	Annually	As needed	Other
Partner Organization 11	<input type="radio"/>						
Enter Name, Activities, and if Other is selected, specify Frequency of Meetings							
<input type="text"/>							

	Weekly	Monthly	Bi-Monthly	Quarterly	Annually	As needed	Other
Partner Organization 12	<input type="radio"/>						
Enter Name, Activities, and if Other is selected, specify Frequency of Meetings							
<input type="text"/>							

NEW OUTREACH ACTIVITIES DURING FY 2011-12

Did [Q1] County implement any NEW CalFresh outreach activities during FY 2011-12 (July 1, 2011 to June 30, 2012)?

- YES
- NO

43. PART A - ACCESS AND AWARENESS

NEW OUTREACH ACTIVITIES INFORMATION DURING FY 2011-12

Describe the NEW outreach activities implemented in FY 2011-12 and indicate whether they were one-time or ongoing activities.

ONE-TIME ACTIVITY

ONGOING ACTIVITY

OUTREACH ACTIVITY 1

DESCRIPTION

OUTREACH ACTIVITY 2

DESCRIPTION

OUTREACH ACTIVITY 3

DESCRIPTION

OUTREACH ACTIVITY 4

DESCRIPTION

OUTREACH ACTIVITY 5

DESCRIPTION



OUTREACH ACTIVITY 6



DESCRIPTION



Do you need more space for additional information on outreach activities implemented during FY 2011-12?

- YES
- NO

44. PART A - ACCESS AND AWARENESS

NEW OUTREACH ACTIVITIES INFORMATION DURING FY 2011-12

Describe the NEW outreach activities implemented in FY 2011-12 and indicate whether they were one-time or ongoing activities.

ONE-TIME ACTIVITY

ONGOING ACTIVITY

OUTREACH ACTIVITY 7

DESCRIPTION

OUTREACH ACTIVITY 8

DESCRIPTION

OUTREACH ACTIVITY 9

DESCRIPTION

OUTREACH ACTIVITY 10

DESCRIPTION

OUTREACH ACTIVITY 11

DESCRIPTION

OUTREACH ACTIVITY 12

DESCRIPTION

45. PART A - ACCESS AND AWARENESS

NEW OUTREACH ACTIVITIES FOR FY 2012-13

Does [Q1] County have any NEW CalFresh outreach activities planned for implementation during the next state fiscal year, July 1, 2012 through June 30, 2013 (FY 2012-13)?

YES

NO

46. PART A - ACCESS AND AWARENESS

NEW OUTREACH ACTIVITIES INFORMATION FOR FY 2012-13

Describe the NEW outreach activities planned for FY 2012-13 and indicate whether they will be one-time or ongoing activities.

ONE-TIME ACTIVITY

ONGOING ACTIVITY

OUTREACH ACTIVITY 1

DESCRIPTION

OUTREACH ACTIVITY 2

DESCRIPTION

OUTREACH ACTIVITY 3

DESCRIPTION

OUTREACH ACTIVITY 4

DESCRIPTION

OUTREACH ACTIVITY 5

DESCRIPTION



OUTREACH ACTIVITY 6



DESCRIPTION



Do you need more space for additional information on outreach activities implemented during FY 2012-13?

- YES
- NO

47. PART A - ACCESS AND AWARENESS

NEW OUTREACH ACTIVITIES INFORMATION FOR FY 2012-13

Describe the NEW outreach activities planned for FY 2012-13 and indicate whether they will be one-time or ongoing activities.

ONE-TIME ACTIVITY

ONGOING ACTIVITY

OUTREACH ACTIVITY 7

DESCRIPTION

OUTREACH ACTIVITY 8

DESCRIPTION

OUTREACH ACTIVITY 9

DESCRIPTION

OUTREACH ACTIVITY 10

DESCRIPTION

OUTREACH ACTIVITY 11

DESCRIPTION

OUTREACH ACTIVITY 12

DESCRIPTION

48. PART B - CERTIFICATION

CERTIFICATION SITES

For the next items/questions, please answer only for the specified time period, i.e., during FY 2011-12 (July 1, 2011 through June 30, 2012) or as of June 30, 2012.

Beginning with FY 2011-12 survey, counties will not be required to re-enter certification site information. PLEASE REFER TO THE CERTIFICATION SITES REPORTED IN FY 2010-11 SURVEY. If there are any changes, e.g., address, days & hours of operation, service codes, and extended office hours, please indicate the changes in the following items/questions.

Did any of the certification sites reported during last year's (FY 2010-11) survey CLOSE as of June 30, 2012?

- YES
- NO

49. PART B - CERTIFICATION

CERTIFICATION SITES CLOSED AS OF JUNE 30, 2012

Please refer to last year's survey and enter the certification site address(es) that CLOSED as of June 30, 2012.

Address/Zip Code 1	<input type="text"/>
Address/Zip Code 2	<input type="text"/>
Address/Zip Code 3	<input type="text"/>
Address/Zip Code 4	<input type="text"/>
Address/Zip Code 5	<input type="text"/>
Address/Zip Code 6	<input type="text"/>
Address/Zip Code 7	<input type="text"/>
Address/Zip Code 8	<input type="text"/>
Address/Zip Code 9	<input type="text"/>
Address/Zip Code 10	<input type="text"/>

Do you need more space for additional CLOSED certification site information?

- YES
- NO

50. PART B - CERTIFICATION

CERTIFICATION SITES CLOSED AS OF JUNE 30, 2012

Please refer to last year's survey and enter ADDITIONAL certification site address(es) that CLOSED as of June 30, 2012.

Address/Zip Code 11	<input type="text"/>
Address/Zip Code 12	<input type="text"/>
Address/Zip Code 13	<input type="text"/>
Address/Zip Code 14	<input type="text"/>
Address/Zip Code 15	<input type="text"/>
Address/Zip Code 16	<input type="text"/>
Address/Zip Code 17	<input type="text"/>
Address/Zip Code 18	<input type="text"/>
Address/Zip Code 19	<input type="text"/>
Address/Zip Code 20	<input type="text"/>

51. PART B - CERTIFICATION

CERTIFICATION SITES OPENED DURING FY 2011-12

Does [Q1] County have any certification site(s) that OPENED during FY 2011-12 (July 1, 2011 through June 30, 2012)?

YES

NO

52. PART B - CERTIFICATION

CERTIFICATION SITES OPENED DURING FY 2011-12
Please provide COMPLETE information.

1. NEW certification site OPENED during FY 2011-12

Name (if any):	<input type="text"/>
Address:	<input type="text"/>
Address 2:	<input type="text"/>
City/Town:	<input type="text"/>
ZIP Code:	<input type="text"/>
Service Codes:	<input type="text"/>
Days Open:	<input type="text"/>
Hours Open:	<input type="text"/>
Extended Hours (if any):	<input type="text"/>

2. NEW certification site OPENED during FY 2011-12

Name (if any):	<input type="text"/>
Address:	<input type="text"/>
Address 2:	<input type="text"/>
City/Town:	<input type="text"/>
Zip Code:	<input type="text"/>
Service Codes:	<input type="text"/>
Days Open:	<input type="text"/>
Hours Open:	<input type="text"/>
Extended Hours (if any):	<input type="text"/>

3. NEW certification site OPENED during FY 2011-12

Name (if any):

Address:

Address 2:

City/Town:

ZIP Code:

Service Codes:

Days Open:

Hours Open:

Extended Hours (if any):

4. NEW certification site OPENED during FY 2011-12

Name (if any):

Address:

Address 2:

City/Town:

Zip Code:

Service Codes:

Days Open:

Hours Open:

Extended Hours (if any):

5. NEW certification site OPENED during FY 2011-12

Name (if any):

Address:

Address 2:

City/Town:

ZIP Code:

Service Codes:

Days Open:

Hours Open:

Extended Hours (if any):

6. NEW certification site OPENED during FY 2011-12

Name (if any):

Address:

Address 2:

City/Town:

Zip Code:

Service Codes:

Days Open:

Hours Open:

Extended Hours (if any):

Do you need more space for additional NEW certification site information?

- YES
- NO

53. PART B - CERTIFICATION

CERTIFICATION SITES OPENED DURING FY 2011-12
Please provide COMPLETE information.

7. NEW certification site OPENED during FY 2011-12

Name (if any):

Address:

Address 2:

City/Town:

ZIP Code:

Service Codes:

Days Open:

Hours Open:

Extended Hours (if any):

8. NEW certification site OPENED during FY 2011-12

Name (if any):

Address:

Address 2:

City/Town:

Zip Code:

Service Codes:

Days Open:

Hours Open:

Extended Hours (if any):

9. NEW certification site OPENED during FY 2011-12

Name (if any):

Address:

Address 2:

City/Town:

ZIP Code:

Service Codes:

Days Open:

Hours Open:

Extended Hours (if any):

10. NEW certification site OPENED during FY 2011-12

Name (if any):

Address:

Address 2:

City/Town:

ZIP Code:

Service Codes:

Days Open:

Hours Open:

Extended Hours (if any):

54. PART B - CERTIFICATION

CERTIFICATION SITES

As of June 30, 2012, how many certification sites were there in [Q1] County?

Did any of the certification sites indicated above have extended office hours?

- YES
- NO

55. PART B - CERTIFICATION

FREQUENCY OF EXTENDED OFFICE HOURS

If [Q1] County provided extended office hours during FY 2011-12, identify the frequency (in general) that clients USED those extended hours.

	Occasionally Used	Frequently Used	N/A
Upon Request Only	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Before 8 am	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lunch (12 -1 pm)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
After 5 pm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

56. PART B - CERTIFICATION

DETERMINATION OF OPERATIONAL AND EXTENDED HOURS

What methods did [Q1] County use during FY 2011-12 to determine its hours of operation and 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 [Q1] County conduct a needs assessment)?

- Clients Requested as Needed
- Other County Agencies were Polled
- Surveys or Questionnaires were Mailed to Working Recipients
- Working Clients were Polled at CWD Offices or Certification Sites
- Historical Data on Hours meeting Working Clients' Needs were Available in the County
- Other (please specify)

Other than extended office hours, what were the TOP THREE access methods working clients used during FY 2011-12?

- Call Center/IVR
- Clients Mail Required Documents to the CWD
- On-Line Application
- Telephone Interviews were Conducted, Monday through Friday, during Hours of Operation
- Authorized Representatives were Appointed to Come in during Hours of Operation
- Drop Boxes in which Documents may be Deposited after Normal Hours were Used
- Telephone Interviews were Conducted, during Extended Office Hours (Upon Request, Before 8 am, Lunch, After 5 pm)
- In-Home Visits
- Other (please specify)

57. PART C - GENERAL COMMENTS

Enter any Comments you may have, including comments regarding this new web-based survey.

58. END OF SURVEY

Thank you for taking the time to complete the CalFresh Operations and Access Survey for FY 2011-12. Your responses

will be very helpful to the California Department of Social Services in evaluating the administration of CalFresh in California.

If you need further assistance, please e-mail us at admsurveyunit@dss.ca.gov.

PLEASE SUBMIT THIS SURVEY BY DECEMBER 28, 2012.



CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
Will Lightbourne, Director