

**CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
CALFRESH BRANCH**

**CALFRESH OPERATIONS AND
ACCESS REPORT**

July 1, 2012 – June 30, 2013

**Prepared by:
Data Systems and Survey Design Bureau
Administration Division
May 2014**

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

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CALFRESH SURVEY OF OPERATIONS AND ACCESS ANNUAL REPORT

FISCAL YEAR 2012-13

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-55-13, dated August 30, 2013. 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) 2012-13, and Certification activities based on county operations as of June 30, 2013. It also contains information regarding on-line applications and extended office hours. Any initiative implemented in FY 2013-14 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. They were as follows: Community Events, One Stop Centers/Family Resource Centers, Food Banks, and Community-Based Organizations (CBO). Direct Mail/Internet/Telephone/Fax Request now comprise the top five methods/sites (see table on page 7). (*Item 1*)

- Fifty-seven counties provided application assistance outside the CWD. The most frequently used method of assistance since FY 2006-07 was Eligibility Worker/Support Staff Assistance Filling Out Applications/Answering Questions (55 counties). *(Items 2, 2a)*
- Counties screened CalFresh applications for determination of Expedited Services (ES) and included applications filed on-line in 57 counties. ES screening is not different for on-line applications and multi-program applications in 56 counties. *(Items 3, 3a, 3b)*
- Fifty-two counties screened for ES when the application was initially submitted. The Eligibility Worker conducted the ES screening in 44 counties while the six counties that used Clerical/Receptionist used a screening form. *(Items 3c, 3d, 3e)*
- Fifty-seven counties utilized CalFresh applications translated in languages other than English. Spanish translated applications were used in 57 counties. Vietnamese, Chinese, and Tagalog translated applications were the next most frequently used (see table on page 12). *(Items 4, 4a)*
- Forty-one counties (93.0 percent of statewide CalFresh households*) provided outstationed eligibility workers at sites other than CWDs (see map on page 8). Seventeen of these counties outstationed workers Monday through Friday. The top two sites that continue to be the most frequently utilized for outstationed eligibility workers were Community Events and Hospitals/Clinics. *(Items 5, 5a, 5b)*
- County websites in 51 counties (97.2 percent of statewide CalFresh households*) provided the ability for clients to complete an on-line CalFresh application (see map on page 9). Three CalWIN counties also used One E-Application on-line application system. The C4Yourself website was used by 32 of the 39 C-IV counties for on-line applications. For a list of features available on on-line application websites, see table on page 10. *(Items 6, 6a, 6b, 6c, 6d)*
- Forty-eight of the 51 counties had on-line applications that were viewed electronically by district office staff before the eligibility interview and modified during the interview in 39 counties. Of the 39 counties, thirty (50.0 percent of statewide CalFresh households*) provided the applicant with a copy of the changes made to their on-line applications. *(Items 6e, 6f, 6g)*
- When on-line applications were filed after office closed, 32 counties used the next business day as the application date. County use of outreach materials continue to be the primary method in which counties inform clients of the option to apply on-line. All 51 counties used CBOs to assist clients with on-line applications. Twenty-nine of these counties have unique identifiers for CBOs and 24 counties can track the outcomes of applications submitted by CBOs. *(Items 6h, 6i, 6o)*

*Source: Food Stamp Program Participation and Benefit Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2012 through June 2013.

- Twenty-six counties (61.1 percent of statewide CalFresh households*) had kiosks or computer terminals available for applicants to apply on-line (see map on page 11). Twenty-four of these counties (60.4 percent of statewide CalFresh households*) indicated that there is sufficient privacy of the counties, 25 (60.7 percent of CalFresh households*) have staff available for assistance, if needed. Only three of the counties (9.6 percent of statewide CalFresh households*) indicated that the kiosks or computer terminals are accessible outside of normal business hours. *(Items 6k, 6l, 6m, 6n)*

Face-to-Face Interview Waivers

- All 58 counties waived face-to-face interviews for clients who were eligible for such a waiver. For a breakdown of the percentage of applications that had face-to-face interviews waived per type of application, see chart on page 13. In lieu of face-to-face interviews, telephone interviews continue to be the primary replacement method used by 31 counties at initial application and 55 counties at recertification *(Items 7, 7a)*
- Twenty-six counties indicated that clients first become aware of the option to waive the face-to-face interview when the application was submitted. *(Item 7b)*

Program Access

- Forty-two counties (92.1 percent of statewide CalFresh households*) implemented or were planning to implement Business Process Re-engineering efforts (see map on page 14). Task-Based Case Management and Customer Call Center were the most implemented with 7 counties each while Client Kiosks or Terminals was the most planned for implementation with 20 counties (see table on pages 15-16). *(Items 8, 8a)*
- All 58 counties used the Modified Categorical Eligibility waiver. The PUB 275 was included in application and/or recertification packets in 53 counties. *(Item 9)*
- The General County Main Number, Interactive Voice Response (IVR), County number "211", Change/Service Center, Call Center, Hotline, Contact Center, Hotline number 1-877-847-FOOD, EBT toll-free number (877-328-9677), Spanish hotline 888-9COMIDA), 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 General County Main Number was the most prevalent with 54 counties. Fifty-six counties had IVR systems, Call Centers, Change/Service Centers and/or Contact Centers, 28 of which received over 150 calls on average per day. *(Items 10, 10g)*

*Source: Food Stamp Program Participation and Benefit Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2011 through June 2013.

- The 54 counties (68.8 percent of statewide CalFresh households*) that utilized various telephone methods indicated the methods provided clients the ability to leave messages after hours of operation (see map on page 17). This is a 3.8 percent increase from 52 counties in last year's survey. Thirteen counties (55.9 percent of statewide CalFresh households*) have Call/Service Center that offer quality service survey to its clients. *(Items 10c, 10h)*
- In 51 counties, Spanish, Vietnamese, and Russian were the top three languages (other than English) used in the telephone systems (see table on page 12). *(Items 10i, 10j)*
- Fifty-six counties, 56 (100.0 percent of statewide CalFresh households*) used bilingual staff to assist clients. Additionally, 56 counties (99.8 percent of statewide CalFresh households*) used contracted language services. Fifty-three of these counties have the eligibility worker access language line services when interpreter services were needed. *(Items 10k, 10l, 10m)*
- Fifty-seven counties (99.5 percent of statewide CalFresh households*) used document imaging systems which enable eligibility workers to access imaged documents during interviews. Of these counties, 35 have centralized and 22 have decentralized document imaging systems (see map on page 18). Imaging of clients' CalFresh documents are current and up-to-date in 54 counties (99.2 percent of statewide CalFresh households*). *(Items 12, 12a, 12b, 12c)*
- Twenty counties (72.6 percent of statewide CalFresh households*) utilized local media for public service announcements to provide general CalFresh information (see map on page 19). Five of these counties (43.6 percent of statewide CalFresh households*) also included information about noncitizen eligibility. *(Item 13)*

Outreach Activities

- Providing Informational Brochures/Flyers regarding CalFresh, utilized by 54 counties, was the most common outreach effort. The *single most effective* outreach activity, utilized by 13 counties (37.6 percent of statewide CalFresh households*), was Outstation Eligibility Workers (see table on page 20). *(Items 14, 14a)*
- Thirty-one counties (68.8 percent of statewide CalFresh households*) utilized County Administrative Funds to conduct CalFresh outreach activities (see map on page 21). *(Item 14b)*

- Twelve counties (16.9 percent of statewide CalFresh households*) provided CalFresh educational materials and/or conducted presentations specifically for migrant workers (see map on page 23). Community Events continue to be the most frequently utilized (see table on page 24). *(Items 15, 15a)*
- Thirty-one counties (77.8 percent of statewide CalFresh households*) provided information about public charge in regard to sponsored noncitizens (see map on page 22). *(Item 16)*
- Twenty-seven counties (73.7 percent of statewide CalFresh households*) provided CalFresh educational materials and/or presentations specifically for noncitizens (see map on page 23). Community-Based Organizations and Community Events continue to be the most frequently utilized methods (see table on page 24). *(Items 16a, 16b)*
- To improve CalFresh outreach efforts, 54 counties (99.6 percent of statewide CalFresh households*) partnered with other health and human services agencies, schools, and community-based organizations (see map on page 25). *(Item 17)*
- Twenty-six counties (57.5 percent of statewide CalFresh households*) implemented new CalFresh outreach activities during FY 2012-13 (see map on page 26). The majority of the activities (74.3 percent) were ongoing, rather than one-time only. *(Items 18, 18a)*
- Twenty-eight counties (75.9 percent of statewide CalFresh households*) indicated plans to implement new CalFresh outreach activities during FY 2013-14 (see map on page 27). The majority of the anticipated activities (88.6 percent) are ongoing, rather than one-time only. *(Items 19, 19a)*

*Source: Food Stamp Program Participation and Benefit Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2012 through June 2013.

CERTIFICATION

Certification Sites

- Of the 357 certification sites reported during last year's (FY 2011-12) survey, 8 counties (43.4 percent of statewide CalFresh households*) reported closing 26 sites as of June 30, 2013. *(Items 20, 20a, 20c)*
- Seven counties (49.3 percent of statewide CalFresh households*) reported opening 15 new sites during FY 2012-13. *(Items 21, 21a, 21b, 21c, 21d)*
- There were 347 CalFresh certification sites statewide, a decrease of 2.8 percent from 357 sites during last year's survey (see map on page 28 and chart on page 29). *(Item 22)*
- Extended Office Hours (Upon Request, Before 8 a.m., Lunch, After 5 p.m.) were offered by 56 counties (96.1 percent of statewide CalFresh households*). Lunch was again the most frequently utilized method and Upon Request Only was occasionally used. *(Items 22a, 22b)*

Determination of Operational and Extended Hours

- Client request continue to be the primary method, used in 41 counties (57.3 percent of statewide CalFresh households*), to determine operational and extended hours of service to meet the needs of working clients. *(Item 23)*
- 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 Hours of Operation, and Mailing Required Documents to CWD. *(Item 24)*

*Source: Food Stamp Program Participation and Benefit Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2012 through June 2013.

CHARTS AND MAPS

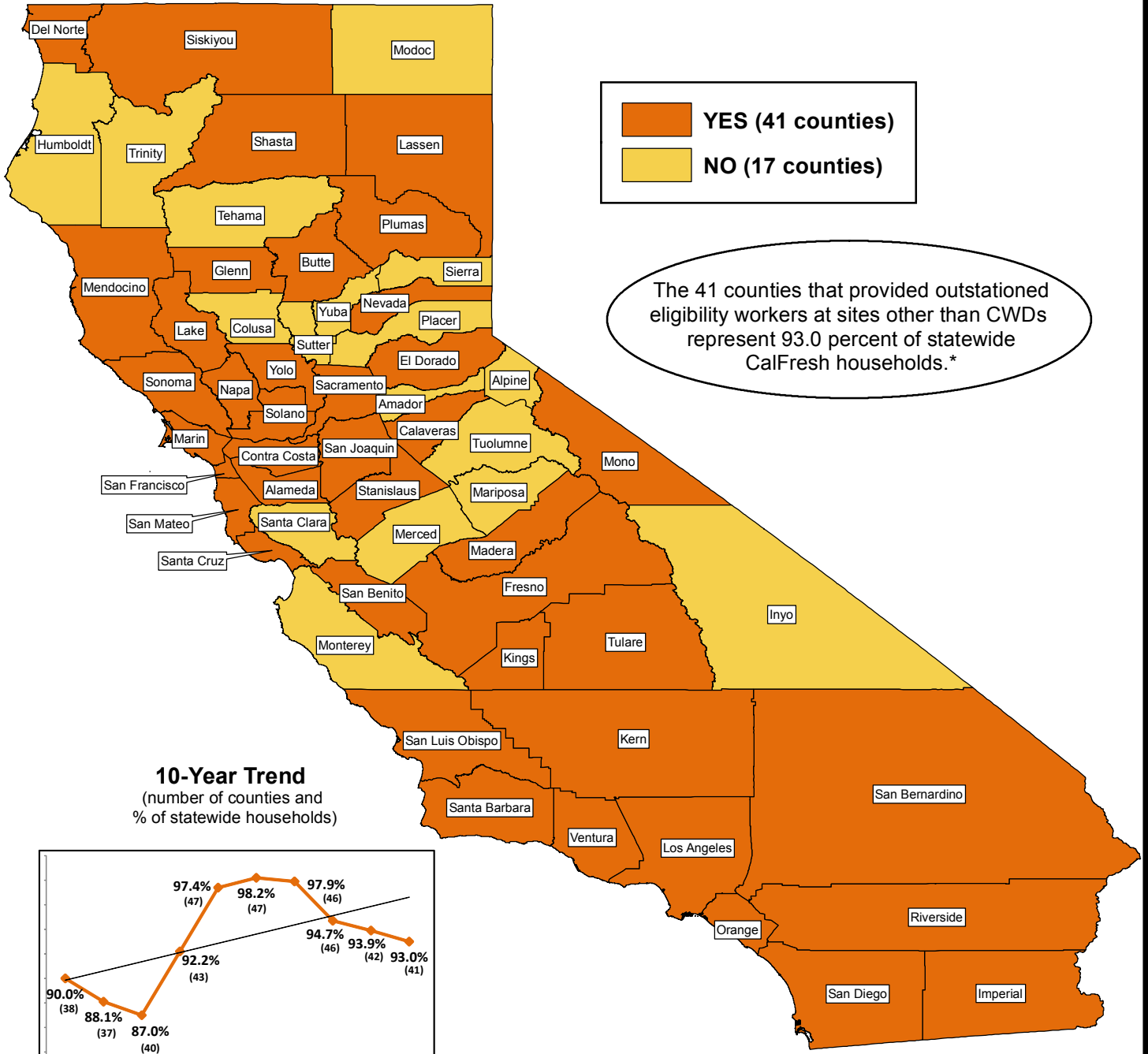
APPLICATION ACCESS

APPLICATION SITES FOR CERTIFICATION OF BENEFITS					
APPLICATION SITES	Number of Counties				
	General CalFresh Information	CalFresh Application Forms	County Staff Presentations	County Staff Provide Assistance	Non-County Staff Provide Assistance
Community Events (Health/Job/Info Fairs, Harvest Festivals, etc.)	47	42	30	37	24
Community-Based Organizations	40	38	29	15	30
One Stop Centers/Family Resource Centers	43	41	22	22	23
Food Banks	43	37	19	12	32
Direct Mail/Internet/Telephone/Fax Request	41	38	6	32	11
Hospitals/Clinics	38	32	12	25	15
Government Offices Other than CWD (WIC, SSA, EDD, etc.)	36	25	19	17	15
C4Yourself Website	31	33	5	20	6
In-Home Visits	25	27	4	28	6
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	33	20	13	13	11
Schools	30	16	18	11	14
Farmers' Markets	33	15	10	9	16
Senior Centers	26	17	17	11	8
Alcohol/Drug Rehabilitation Centers	26	17	11	11	8
USDA Food Distribution Sites	24	15	7	6	15
MyBenefitsCalWIN Website	18	17	5	10	13
Churches	22	11	12	5	10
Mobile Sites	15	13	8	9	8
Senior Housing/Living Centers	20	11	10	5	7
Employment Sites	23	10	8	4	5
Senior Congregate Meal Sites	19	11	11	5	3
Volunteers In Tax Assistance (VITA) sites	18	10	4	6	9
Libraries	20	7	5	3	8
Child Care Facilities	19	4	5	2	9
Family Planning	15	4	3	4	3
Grocery Stores	16	3	4	1	4
Migrant Camps	9	4	5	5	4
Other (see below)	4	4	2	4	2

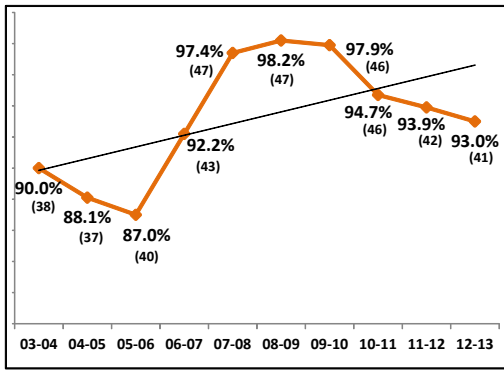
Jails, Remote Sites ,YourBenefitsNow website - LOS ANGELES	Jails	Jails	Jails	Jails
	RemSte	RemSte	RemSte	RemSte
Vocational School - Rancho Cielo; Parole and Community Team (PACT) - MONTEREY	YBN	YBN	YBN	YBN
	Vocational School - Rancho Cielo	Vocational School - Rancho Cielo	Vocational School - Rancho Cielo	Vocational School - Rancho Cielo
Senior Nutrition Meal Sites: DPSS eligibility staff accompanied Office of Aging staff at Farmers' Market voucher distribution events. - RIVERSIDE	PACT	PACT	PACT	PACT
	Senior Nutrition Meal Sites	Senior Nutrition Meal Sites	Senior Nutrition Meal Sites	Senior Nutrition Meal Sites
Native American Reservations - SAN DIEGO	Native American Reservations	Native American Reservations	Native American Reservations	Native American Reservations

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

July 1, 2012 to June 30, 2013



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

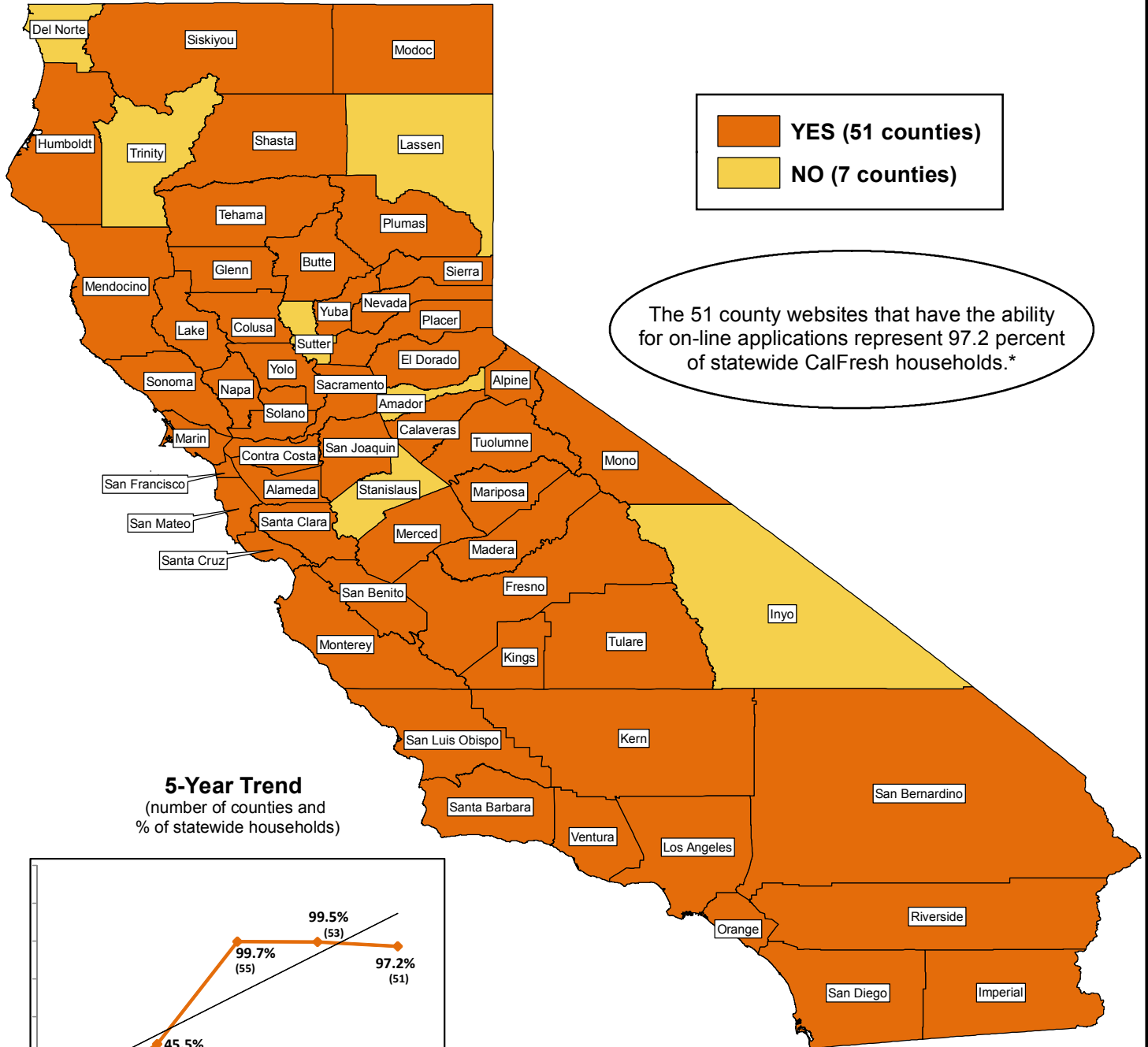


Fiscal Year

*Source: CalFresh Program Participation and Benefit Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2012 through June 2013.

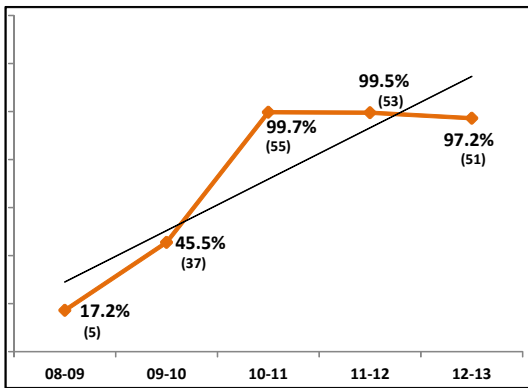
County Websites That Provide the Ability for Clients to Complete an On-Line Application

July 1, 2012 to June 30, 2013



The 51 county websites that have the ability for on-line applications represent 97.2 percent of statewide CalFresh households.*

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



Fiscal Year

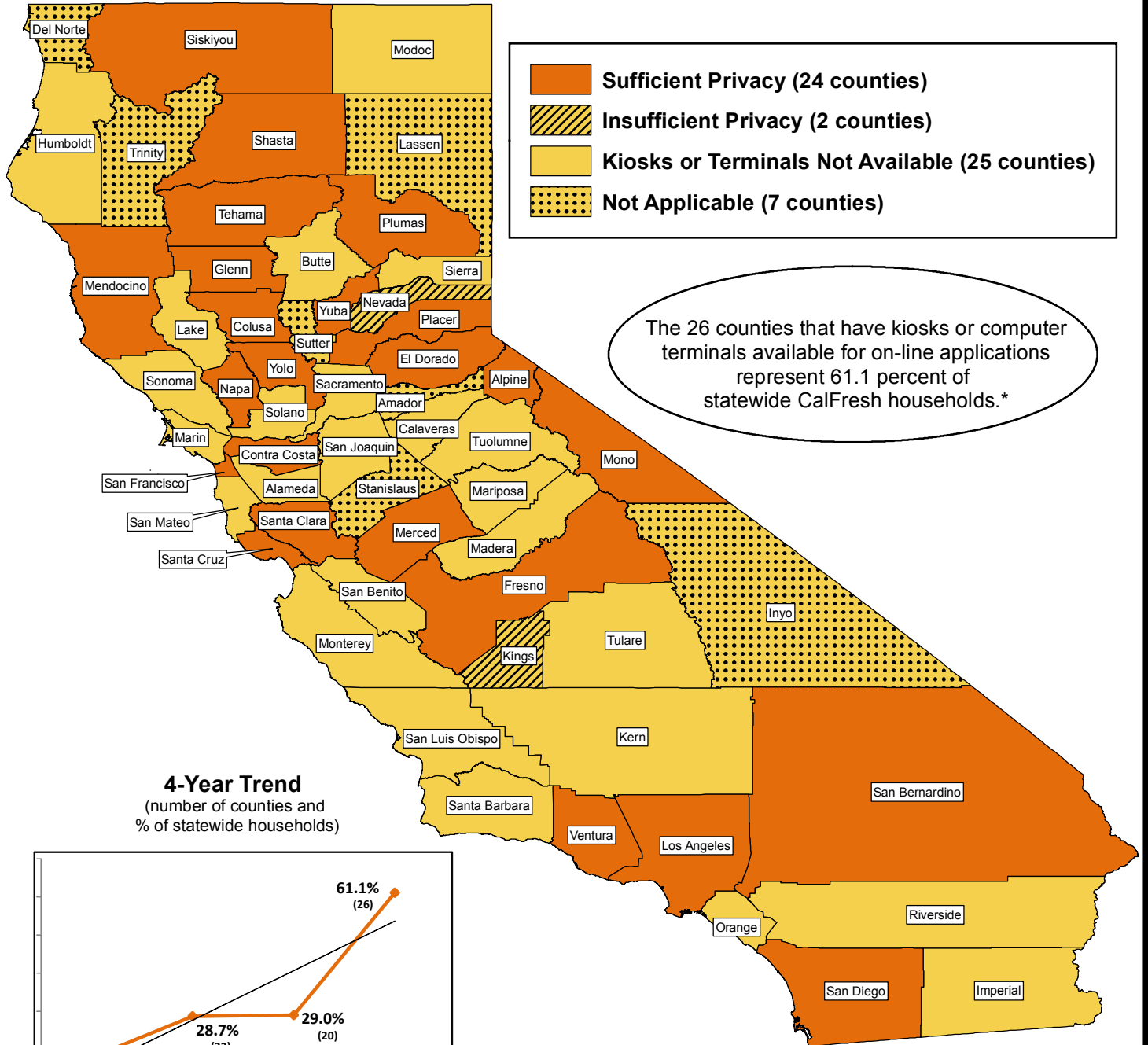
*Source: CalFresh Program Participation and Benefit Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2012 through June 2013.

FEATURES OF THE ON-LINE APPLICATION WEBSITES					
FEATURES	Number of Counties				
	C4Yourself	MyBenefits CalWIN	BenefitsSF	YourBenefits Now	One E-Application
Easy to Use with Clear Instructions and Simple Language	32	18	0	1	3
Establish the Application Filing Date (incl. submitting appl. with only the name, date, and signature)	32	18	0	1	3
Submit Application Electronically with an Electronic Signature (E-Signature)	31	18	0	1	3
If no E-Signature is Available, Obtain a Signature	10	2	0	0	1
Help Tools Available either On-Line, by Phone or via other means	31	17	0	1	3
Partially Complete and Save Application until Later	30	18	0	1	3
Provide Confirmation that the On-Line Application has been Submitted	30	18	0	1	3
Print the Application Form	30	17	0	1	3
Easy to Locate and Access from the County's Website	31	16	0	1	2
Submit Application for Recertification	29	15	0	0	2
Process Expedited Service Entitlement	26	14	0	1	3
Check the Status of the Application	30	10	0	1	2
Send Message to County	23	13	0	0	3
Report Changes Prior to Application Processing	26	8	0	0	1
Other (see below)	3	4	0	0	1

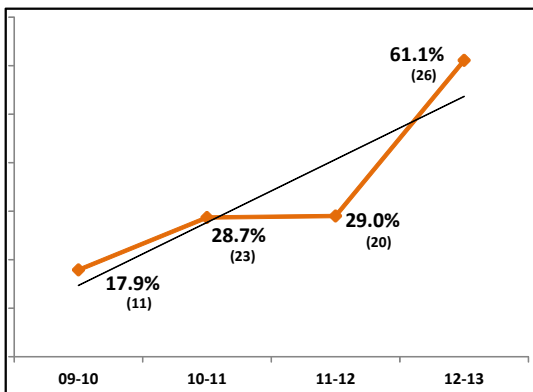
Submit Verification On-Line; Access the PUB 275; Register to Vote - Using a link to Secretary of State Office; Report Changes - After Application is Approved - KERN	1				
Customer can scan and upload documents/verification for case; Customers can register to vote - KINGS	1				
Submit reports such as SAR 7; Check Messages from worker; check benefits; view forms - MERCED	1				
Scan and attach verifications to the application - ORANGE		1			
Attach Documents (CalWIN and One E-Application); SUBMIT Status Reports (CalWIN) - SAN DIEGO		1			1
Ability to submit SAR 7 - SONOMA		1			
Submit verification after application has been submitted; ADA compliance - VENTURA		1			

Kiosks or Computer Terminals Available for On-Line Applications

July 1, 2012 to June 30, 2013



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



*Source: CalFresh Program Participation and Benefit Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2012 through June 2013.

LANGUAGES	TRANSLATED LANGUAGES (OTHER THAN ENGLISH) IN CALFRESH APPLICATIONS*	LANGUAGES (OTHER THAN ENGLISH) USED IN COUNTY'S TELEPHONE SYSTEMS	LANGUAGES AVAILABLE FOR ON-LINE APPLICATIONS
	Number of Counties		
Arabic	7	2	4
Amharic/Swahili	1		
Armenian	5	1	8
Cambodian	8	4	8
Chinese	13		15
Chinese - Cantonese		5	
Chinese - Mandarin		4	
English			49
Farsi	10	8	7
Hmong	9	5	4
Japanese	3	0	3
Korean	6	1	5
Laotian	7	3	4
Mien	1	1	3
Portuguese	2	0	6
Punjabi	1	0	3
Russian	12	9	11
Samoan	2		
Somali	1		
Spanish	57	51	49
Tagalog	13	6	6
Ukrainian	1	0	
Vietnamese	14	10	10
Other (see below)	1	1	1

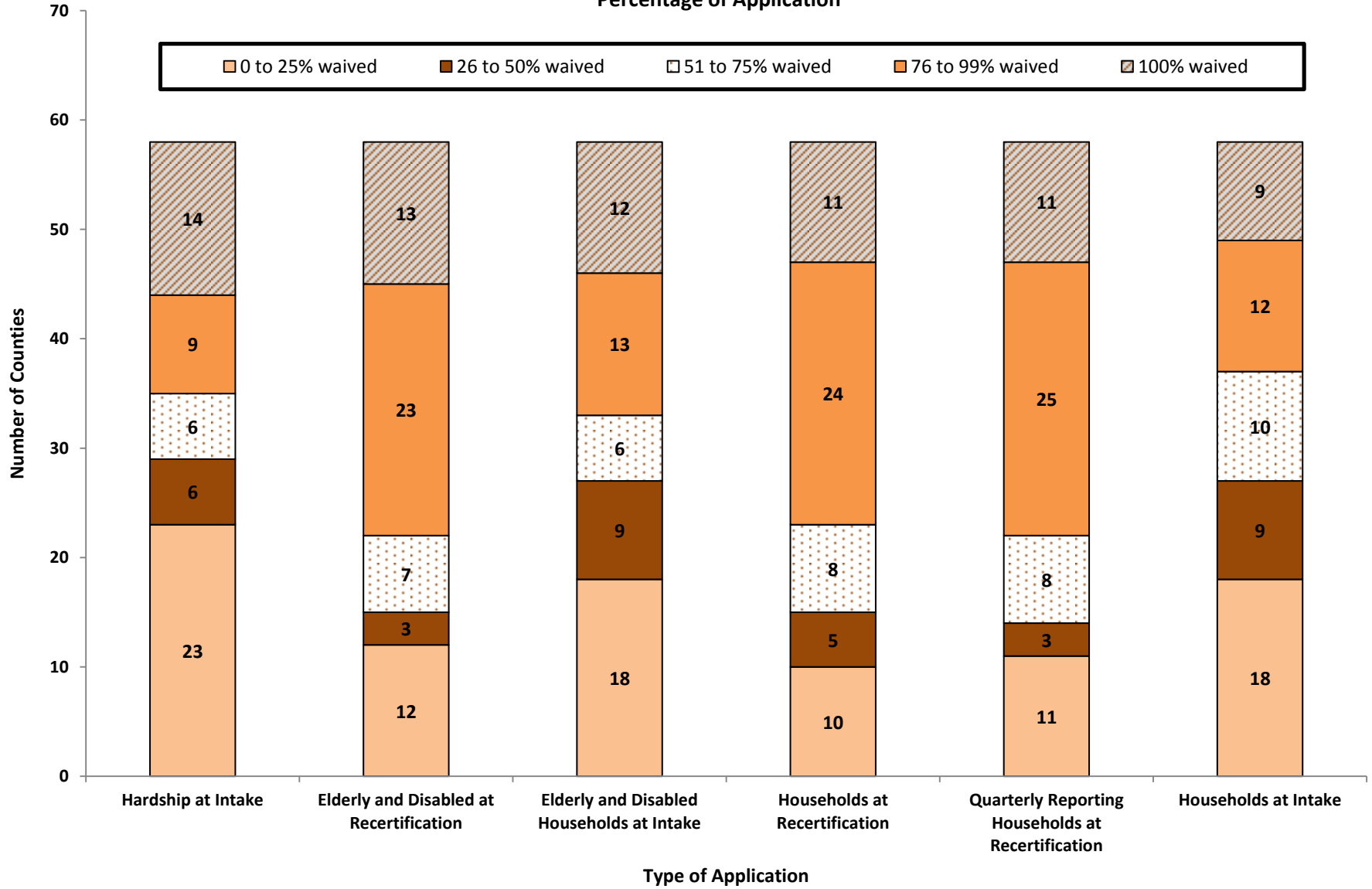
*These results may include additional languages that the state does not use to translate CalFresh application forms.

Note: All languages available and utilized as needed. Spanish and Vietnamese are the two major non English ones used - San Bernardino	1		
All other languages available via County contracted interpreter services - San Bernardino		1	
While C4Y is available in English and Spanish, all other languages are also available via link to CDSS website to download the particular language and complete an application - San Bernardino			1

FACE-TO-FACE INTERVIEW WAIVERS

**Applications That Waived Face-to-Face Interviews
 July 1, 2012 to June 30, 2013**

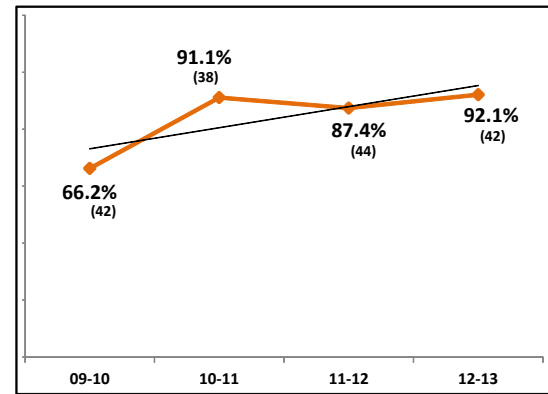
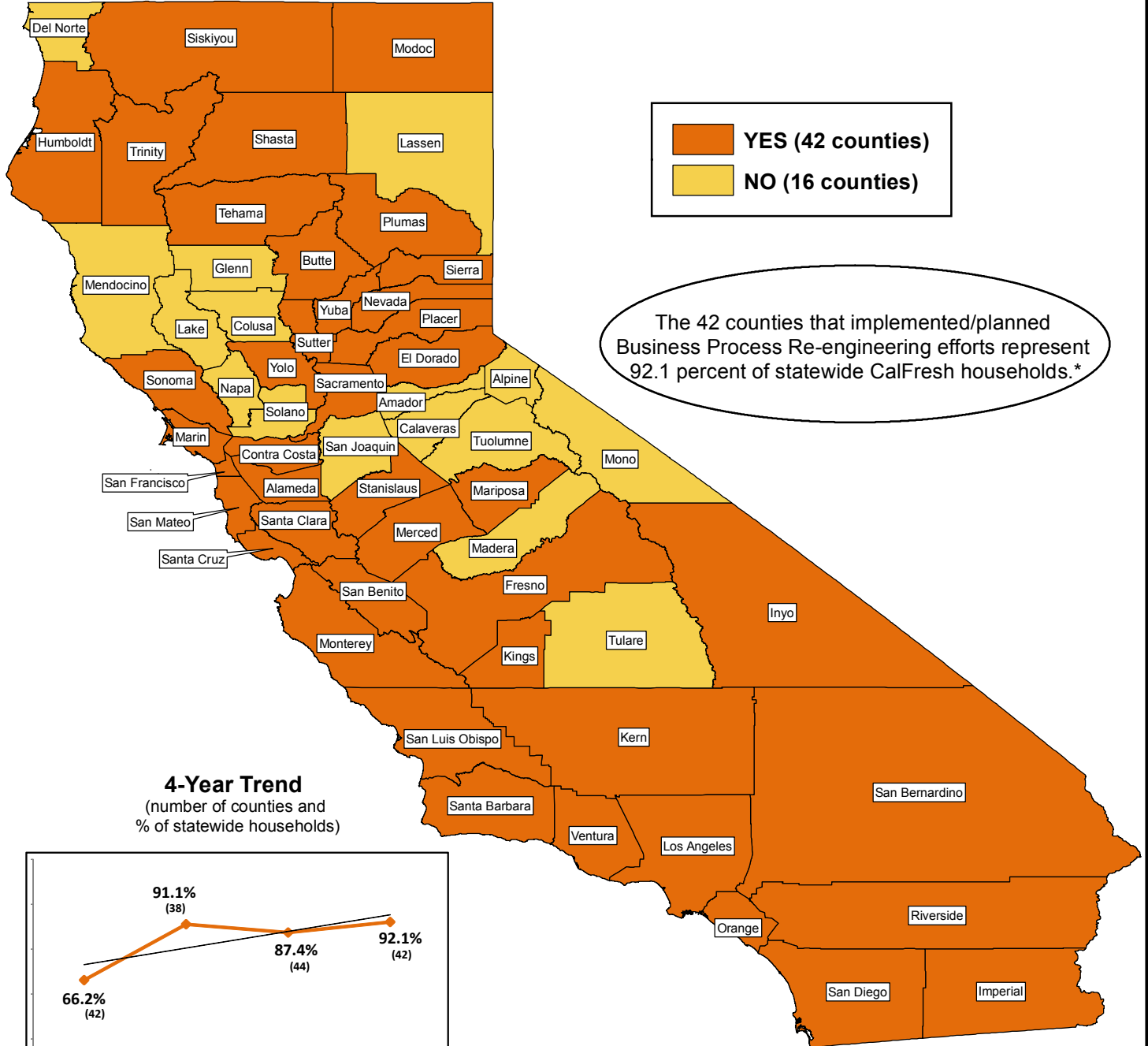
Percentage of Application



PROGRAM ACCESS

Business Process Re-engineering Efforts

July 1, 2012 to June 30, 2013



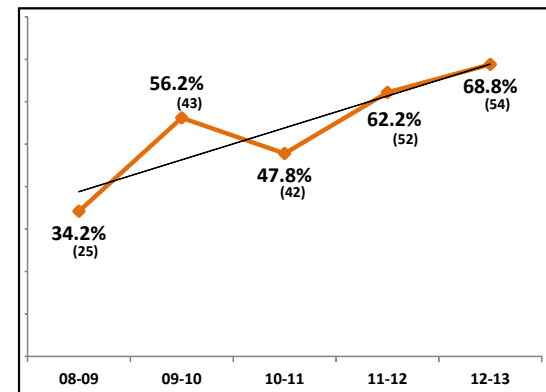
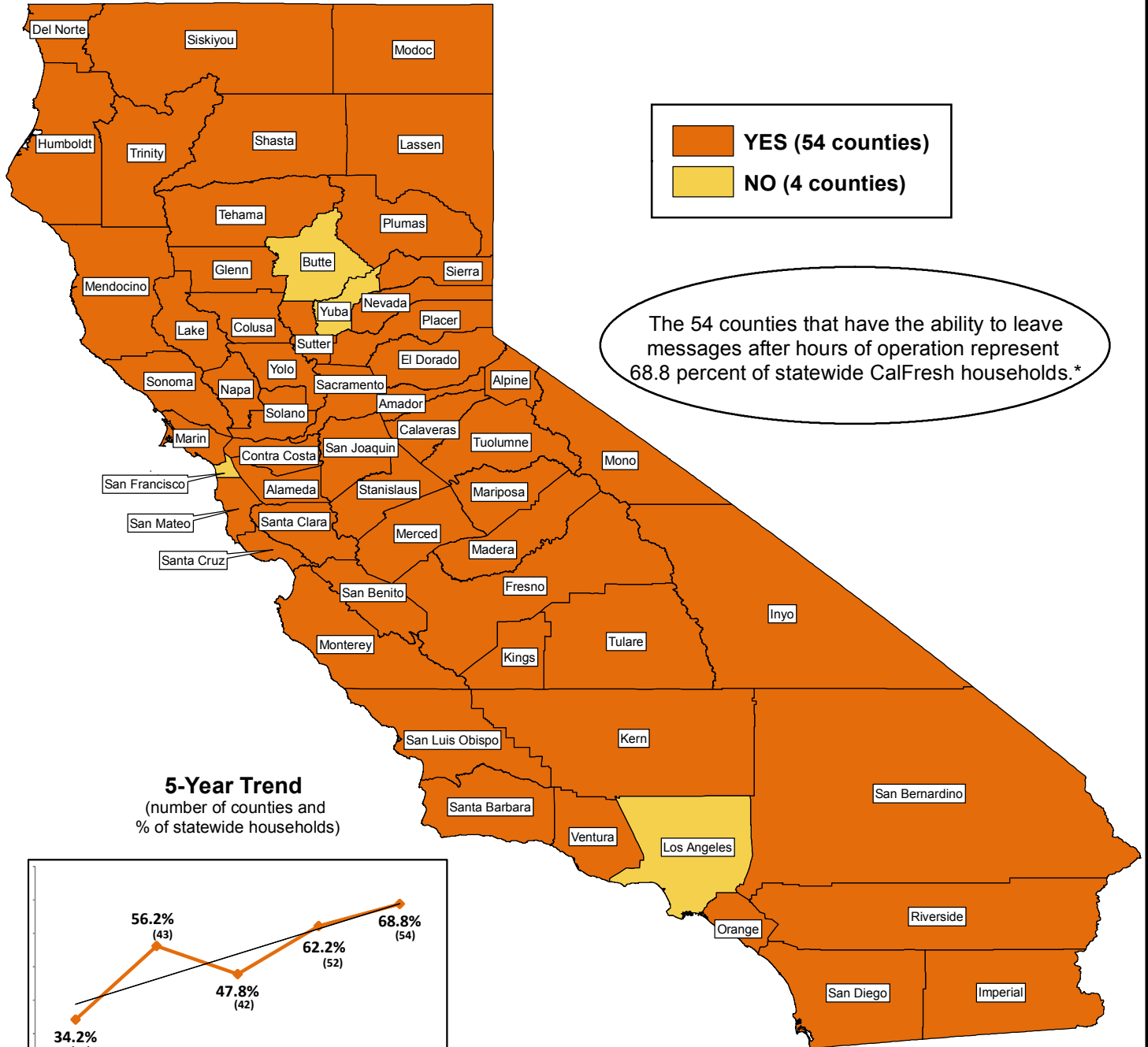
*Source: CalFresh Program Participation and Benefit Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2012 through June 2013.

BUSINESS PROCESS RE-ENGINEERING (BPR) EFFORTS			
BPR EFFORTS	Number of Counties		
	NOT APPLICABLE (implemented prior to 7/1/12)	IMPLEMENTED (7/1/12 - 6/30/13)	PLANNING to IMPLEMENT (7/1/13 and later)
Client Kiosks or Terminals	19	3	20
Task-Based Case Management	23	7	12
Customer Call Center	27	7	8
Same Day Application/Interview Process	27	4	11
Office Process Standardization	30	1	11
Partner with Community-Based Organizations (CBO)	34	3	5
Centralized Mail-In	36	2	4
Interactive Voice Imaging (IVR)	36	3	3
Document Imaging	37	3	2
Face to Face Waiver	37	5	0
Electronic Case Management (ECM)	38	2	2
Telephone Interviews	38	4	0
Dual Workers	39	0	3
On-Line Application Process	40	2	0
Electronic Inter-County Transfer	41	1	0
Other (see below)		7	11
BPR EFFORTS			
BPR EFFORTS		IMPLEMENTATION DATE	
Opened satellite office in heavily populated area of the county to provide easier access to consumers. Co-located with Child Support Services. - EL DORADO		IMPLEMENTED (11/1/2012)	
Placed outstationed EW at hospital clinic in rural area of the county. - EL DORADO		PLANNING TO IMPLEMENT (11/1/13)	
Automated scheduling of CalFresh RRR phone appointments - round robin assignment to workers - FRESNO		IMPLEMENTED (3/28/13)	
Online dropbox for client documents - clients can scan and email documents to the County through the Fresno County website - FRESNO		PLANNING TO IMPLEMENT (10/23/13)	
Standardize workstations for log on's and information access. (C-IV) We use Google doc's for staff to access/retrieval of training, policy and procedures. We have windows 7 on our C-IV workstations for access to the CF application. - MARIPOSA		IMPLEMENTED (3/1/13)	
Regional Call Center for CalHEERS applicants - MONTEREY		PLANNING TO IMPLEMENT (10/1/13)	

BPR EFFORTS	IMPLEMENTATION DATE	
Telephone upgrades such as virtual hold that will allow callers to receive a call back rather than physically waiting on hold and adding voice recordings for the voice attestation. - ORANGE		PLANNING TO IMPLEMENT (2014)
Lobby streamlining processes - ORANGE		PLANNING TO IMPLEMENT (2014)
Placer will implement a Telephonic Signature option for customers submitting CalFresh applications, in early 2014. - PLACER		PLANNING TO IMPLEMENT (early 2014)
Case Error Review Meeting- CERM - SACRAMENTO	IMPLEMENTED (5/1/13)	
Rushmore Case Review System - SACRAMENTO	IMPLEMENTED (10/1/12)	
Document Upload Kiosk - SAN BERNARDINO	IMPLEMENTED (9/1/12)	
Wireless Bar Code Readers (WBR) - SAN BERNARDINO	IMPLEMENTED (9/1/12)	
An Electronic Lobby Management System. This system should greatly improve the customer service experience and assist staff with managing the lobby workflow. - SAN DIEGO		PLANNING TO IMPLEMENT (6/1/14)
iTasks - standardized task management tool used by CalFresh, Medi-Cal, CalWORKS, and (soon) GA. - SAN FRANCISCO		PLANNING TO IMPLEMENT (11/1/13)
CWEA - online CalWIN system - SAN FRANCISCO	IMPLEMENTED (started 8/2012; required 2/2013)	
Lobby Re-design, Check-in Kiosks, and QMatic. - SAN MATEO	IMPLEMENTED (12/1/12)	
Implementation of Telephonic Signature process - SANTA CLARA		PLANNING TO IMPLEMENT (1/1/14)
Siskiyou County implemented the use of a fulltime Lobby Ambassador. This position is staffed by all classifications (clerical, Eligibility Worker, Employment Worker, Social Worker and on occasion even a supervisor). This individual meets and greets all customers and assists the customer as needed prior to the customer accessing services from the receptionist. - SISKIYOU		PLANNING TO IMPLEMENT (9/1/13)
Siskiyou County implemented the use of a numbering system for enhanced privacy at the reception window. - SISKIYOU		PLANNING TO IMPLEMENT (9/1/13)
Eligibility Workers at the front desk. Taking two receptionist spots to assist customers with daily questions; making sure that documents that are being dropped off are complete. This process has benefited not only the customer but the workers in the back by not having to ask the customer for additional information a week after they dropped something off. - TEHAMA		PLANNING TO IMPLEMENT (9/1/13)
Application and Enrollment Center - Customers that come in to drop off an application can see the AEC in an effort to ensure that an application has all the information needed to complete an interview. Customers are encouraged to stay for a same day appointment. - TEHAMA		PLANNING TO IMPLEMENT (9/1/13)
Centralized imaging center. - VENTURA		PLANNING TO IMPLEMENT (7/1/13)
Automation of recertification packets and appointment scheduling. - VENTURA		PLANNING TO IMPLEMENT (unknown)

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

July 1, 2012 to June 30, 2013

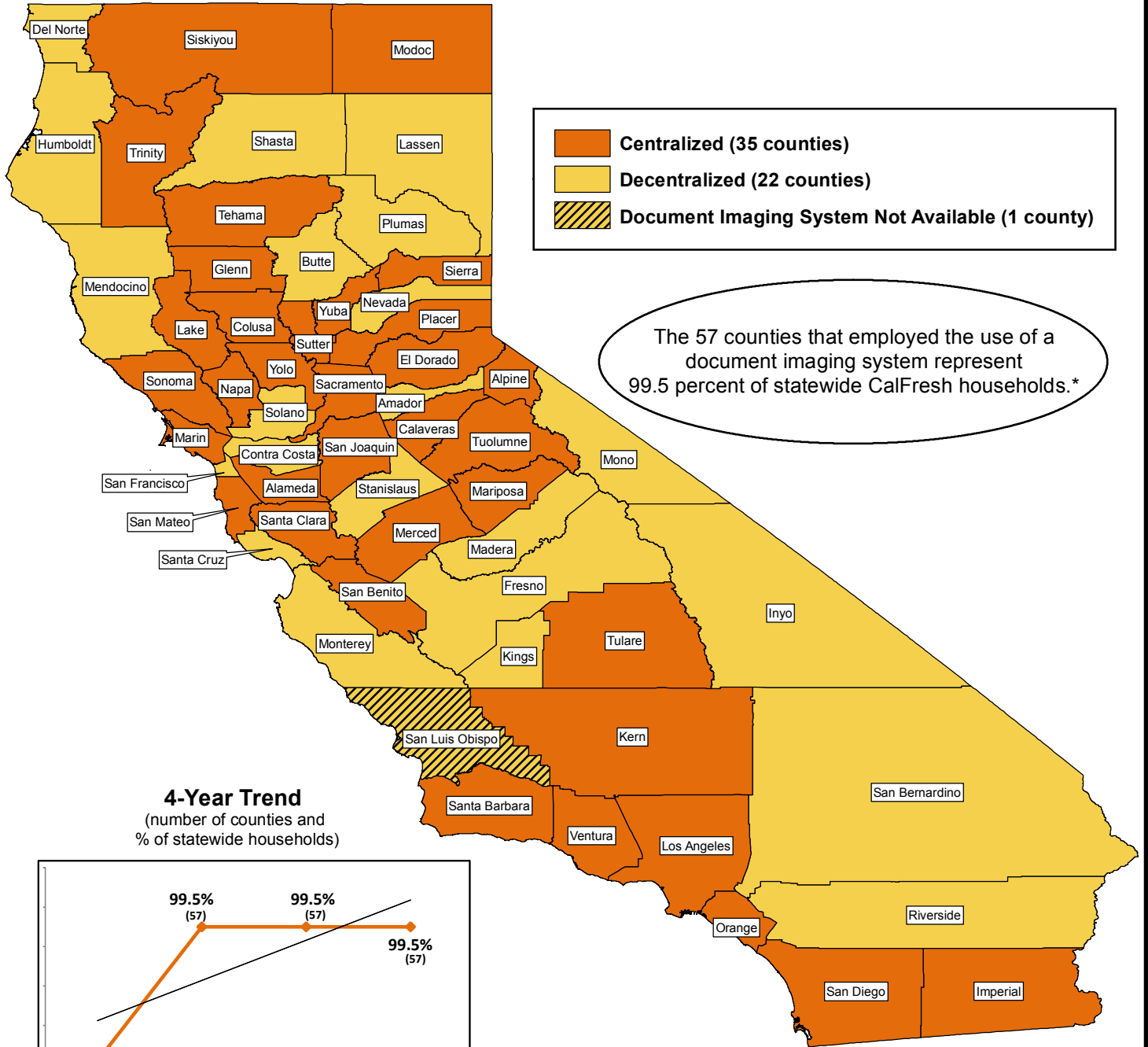


Fiscal Year

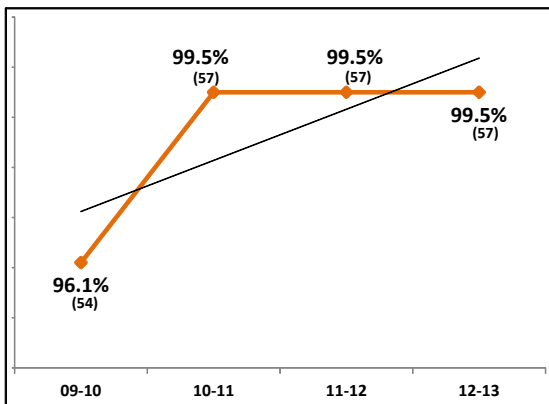
*Source: CalFresh Program Participation and Benefit Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2012 through June 2013.

Document Imaging Systems

July 1, 2012 to June 30, 2013

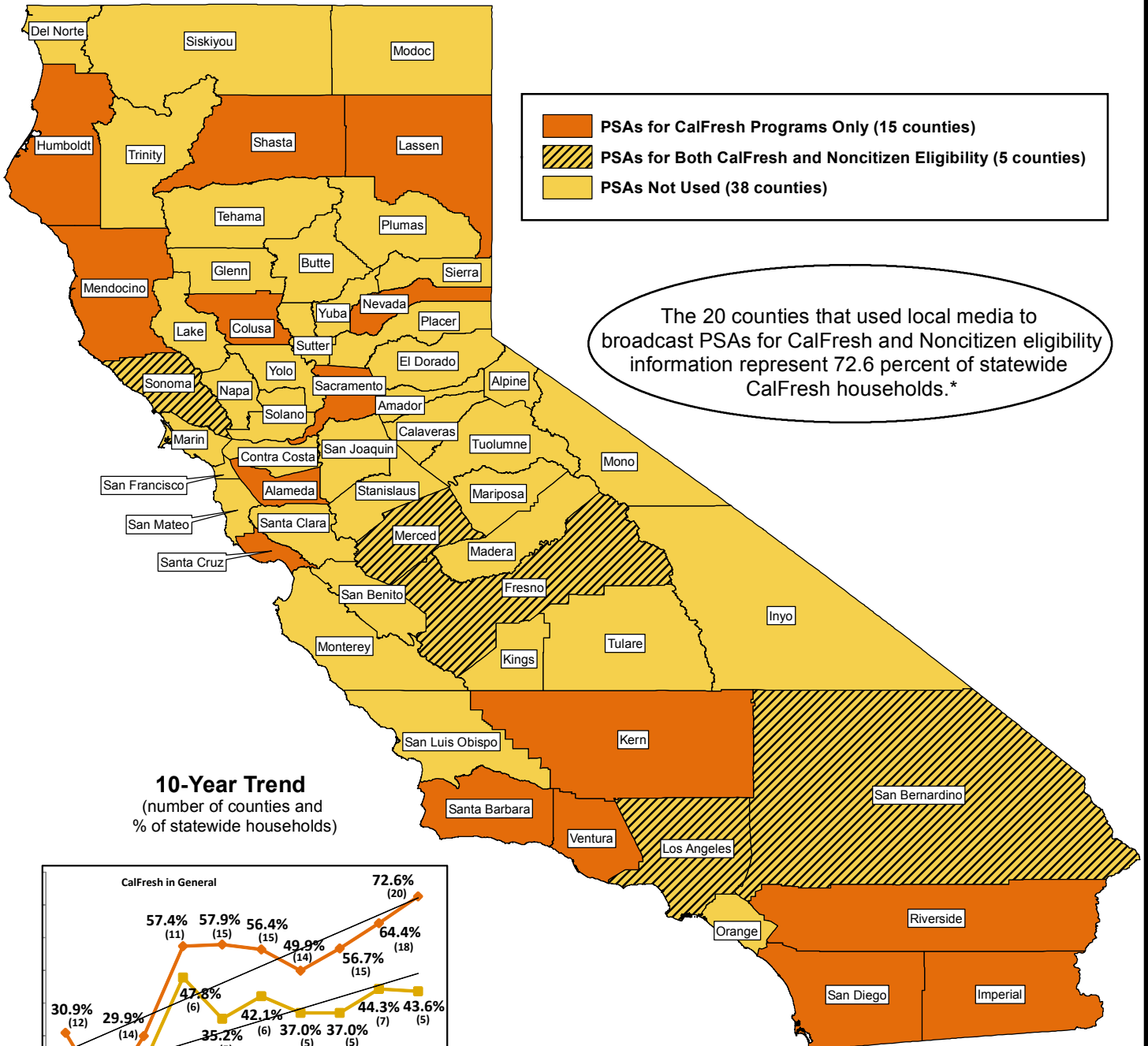


4-Year Trend
(number of counties and % of statewide households)



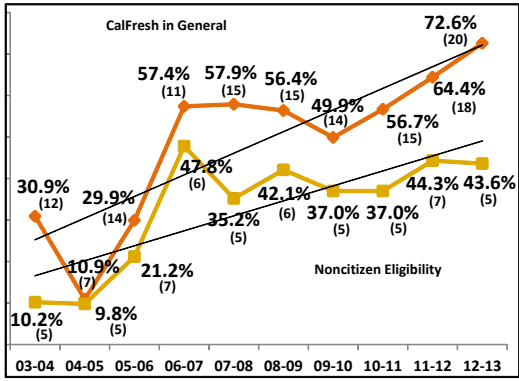
*Source: CalFresh Program Participation and Benefit Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2012 through June 2013.

CalFresh Eligibility Public Service Announcements (PSAs) July 1, 2012 to June 30, 2013



The 20 counties that used local media to broadcast PSAs for CalFresh and Noncitizen eligibility information represent 72.6 percent of statewide CalFresh households.*

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



*Source: CalFresh Program Participation and Benefit Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2012 through June 2013.

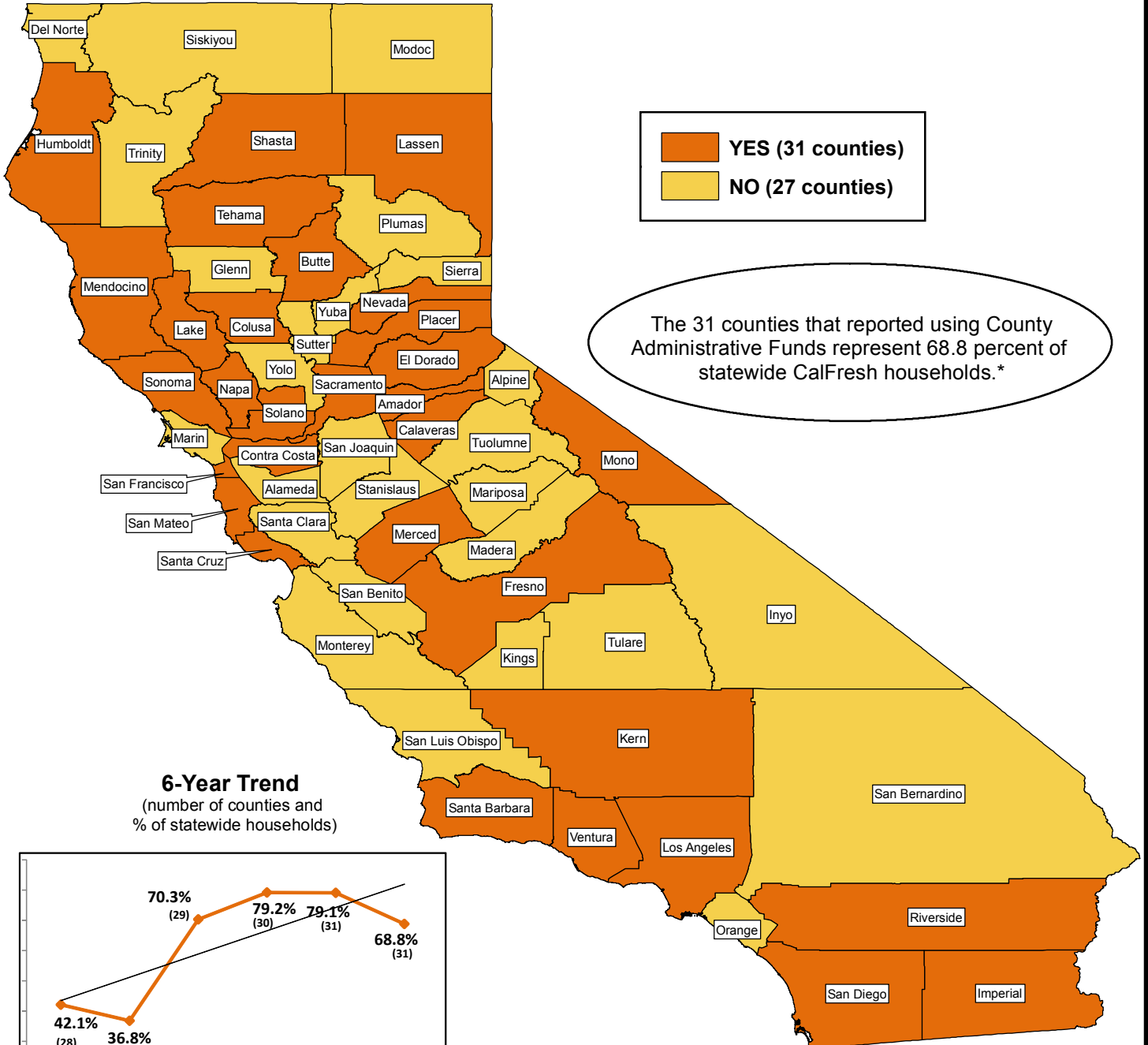
OUTREACH ACTIVITIES

CALFRESH OUTREACH ACTIVITIES (FY 2012-13)		
Outreach Activities	Number of Counties	
	Most Counties	Most Effective
Outstation Eligibility Workers	37	13
Partner with Various Agencies and Organizations	47	12
Cross-Train Staff to Accept and Process Applications	45	9
Participate in Community Events (Health/Job/Information fairs, Harvest Festivals, etc.)	49	8
Provide Training and Informational Materials to CBOs	48	5
Provide Extended Office Hours (Upon Request, Before 8 am, Lunch [12-1pm], After 5 pm)	50	2
Provide Informational Brochures/Flyers Regarding CalFresh	54	2
Conduct Activity Booths Aimed at Family Nutrition and Physical Activity	26	1
Increase Certification Sites	8	1
Use Organizations to Provide DFA A1 Applications, Organizations Advise Clients to Mail In	31	1
Use Organizations to Provide DFA A1 Applications, Organizations Send in to CWD for Clients	30	1
Use Organizations to Provide DFA A2 Applications electronically through a CBO portal	21	1
Develop a Website	20	0
Provide a Mobile Intake Unit to go into the Community	10	0
Use Local Media to Enable and Enhance Awareness	21	0
Use Organizations to Provide DFA A1 Applications electronically through a CBO portal	19	0
Use Organizations to Provide DFA A2 Applications, Organizations Advise Clients to Mail In	24	0
Use Organizations to Provide DFA A2 Applications, Organizations Send in to CWD for Clients	20	0
Other (see below)	5	2

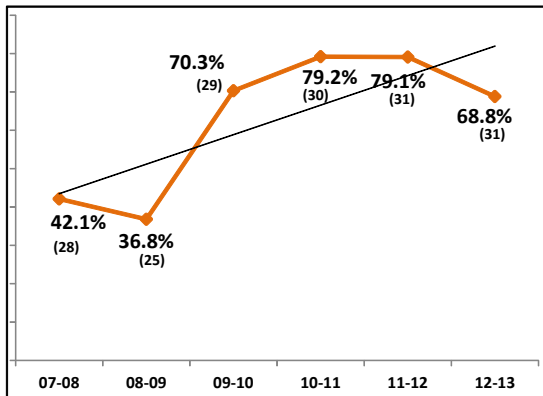
worked w/ local grocery store - AMADOR	1	
Through our SNAP-Ed grant we partnered with a vendor to provide nutritional information to current SNAP customers. Outreach was conducted at Head Start, men's and women's shelters, the CWD, and other locations. - KINGS	1	
Family Resource Centers - LASSEN	1	1
CBO/FBO Application Assistance Project - partners are paid for each approved application (\$46 for paper-based applications, \$52 for YBN on-line applications) - LOS ANGELES	1	
Mail Cal-fresh applications to our zero share of cost Medi-Cal recipients and My Benefits CalWIN - YOLO	1	1

Outreach Activities Using County Administrative Funds

July 1, 2012 to June 30, 2013



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

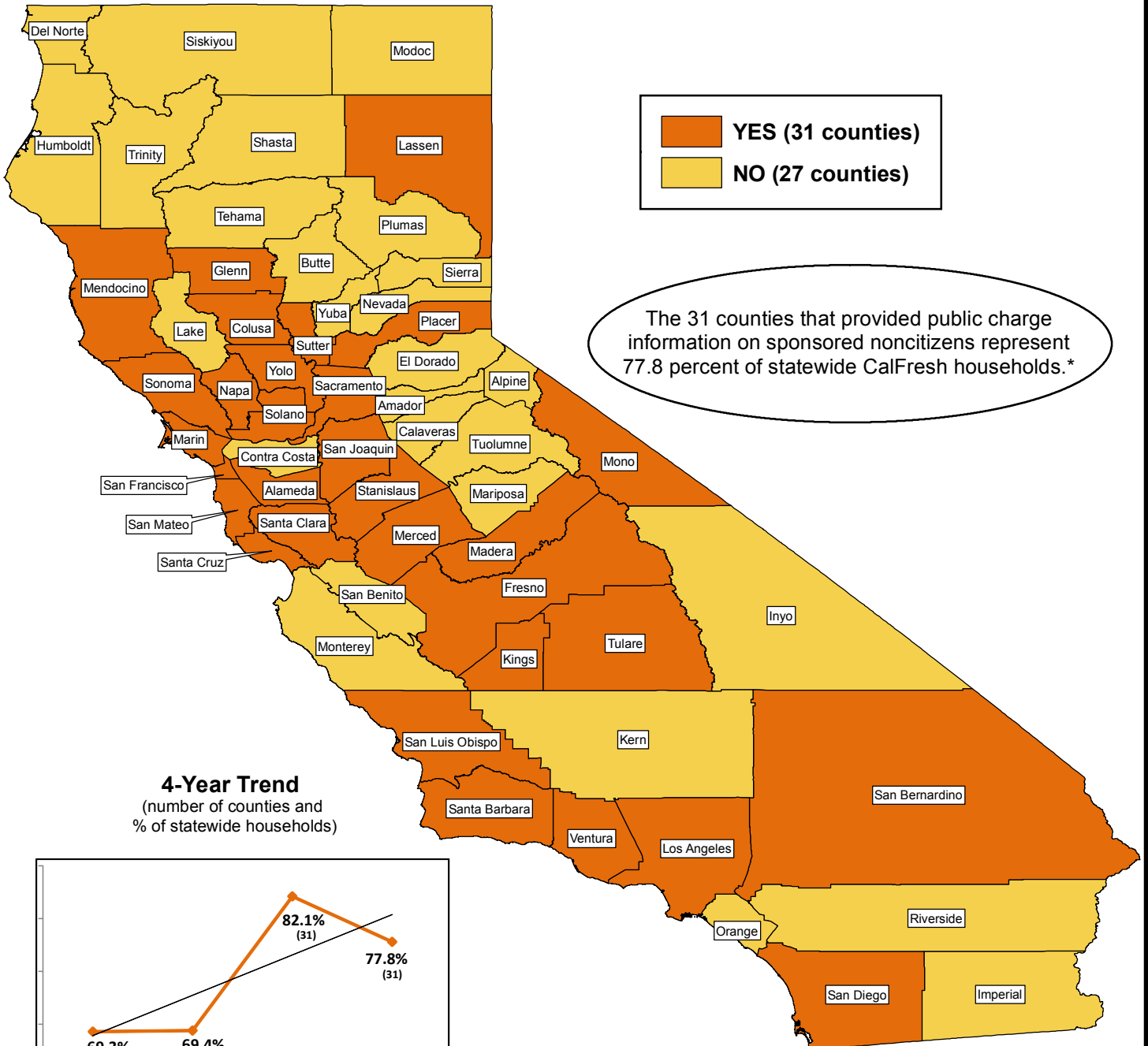


Fiscal Year

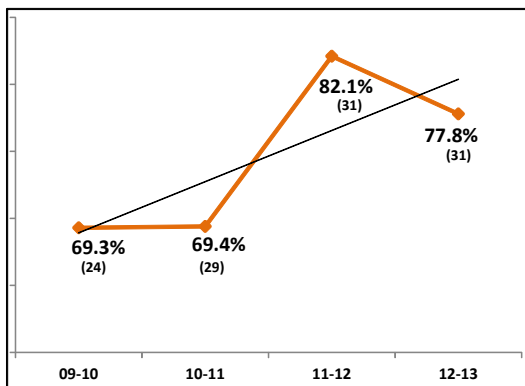
*Source: CalFresh Program Participation and Benefit Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2012 through June 2013.

Public Charge Information Regarding Sponsored Noncitizens

July 1, 2012 to June 30, 2013



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

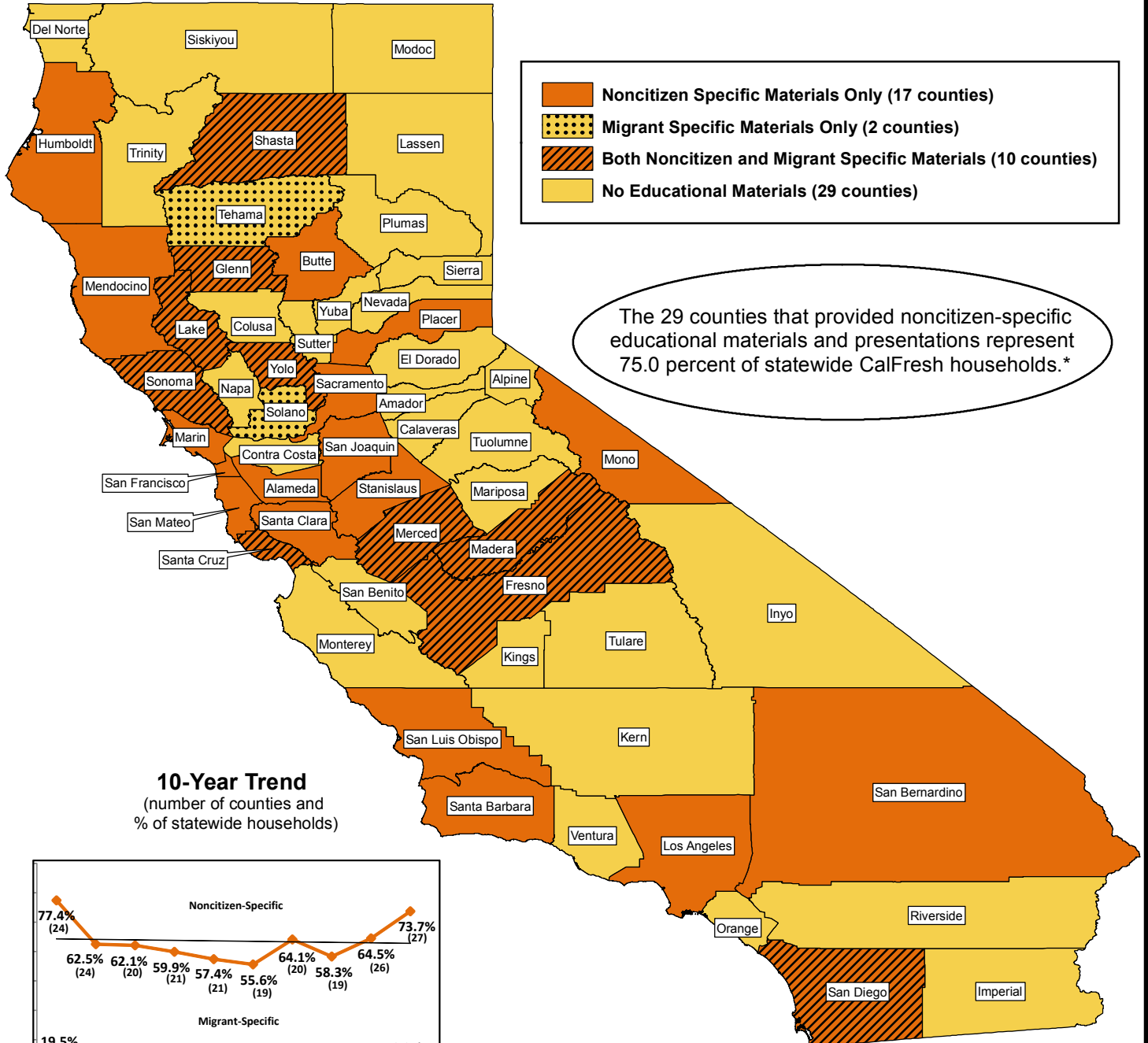


Fiscal Year

*Source: CalFresh Program Participation and Benefit Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2012 through June 2013.

Educational Materials and/or Presentations for Noncitizens and Migrant Workers

July 1, 2012 to June 30, 2013



The 29 counties that provided noncitizen-specific educational materials and presentations represent 75.0 percent of statewide CalFresh households.*

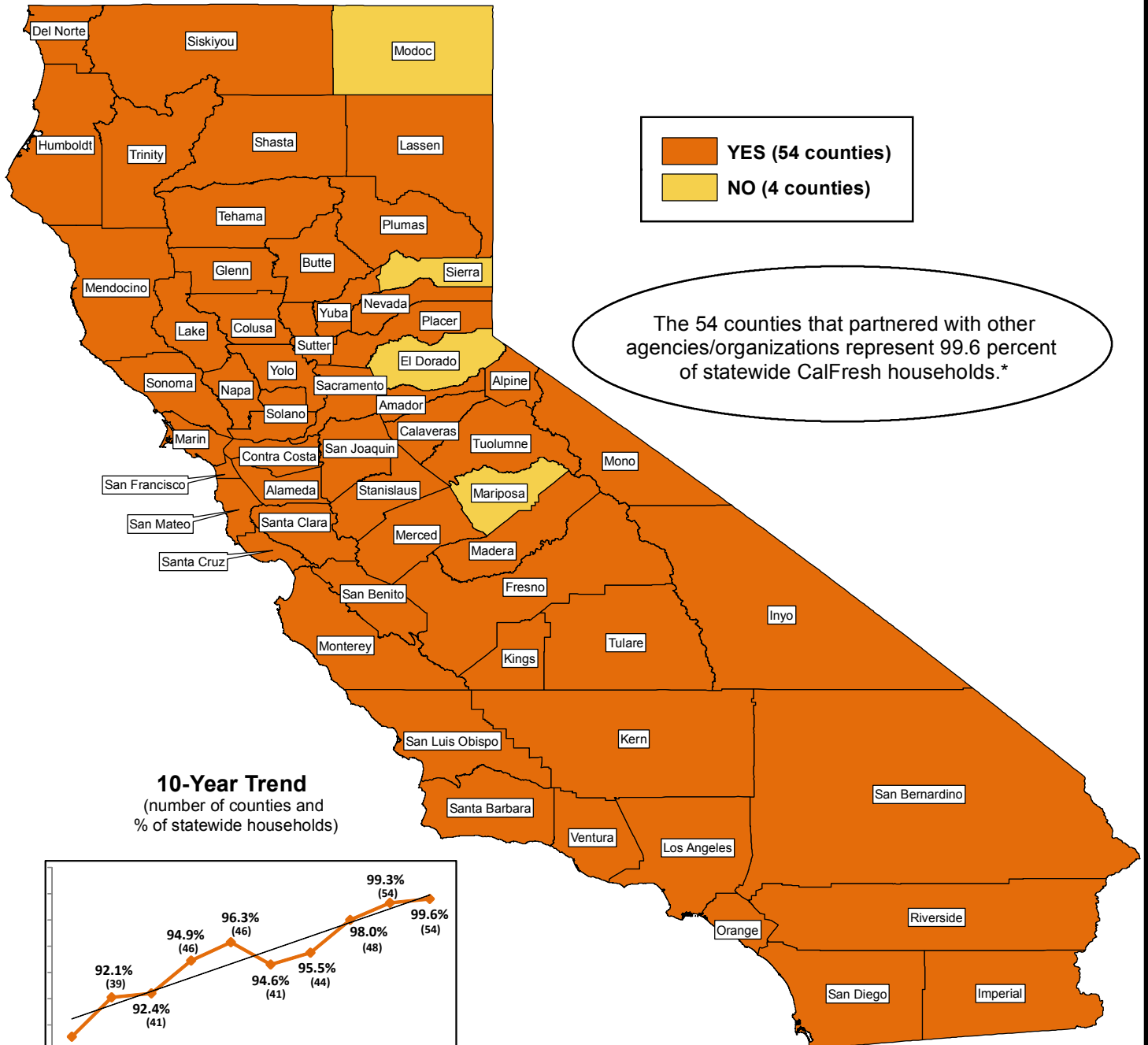
*Source: CalFresh Program Participation and Benefit Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2012 through June 2013.

EDUCATIONAL MATERIALS AND/OR PRESENTATIONS WITH MATERIALS FOR NONCITIZENS AND MIGRANT WORKERS				
Sites/Organizations	Number of Counties			
	Migrant-Specific		Noncitizen-Specific	
	Materials Only	Pres. w/ Mats.	Materials Only	Pres. w/ Mats.
Alcohol/Drug Rehabilitation Centers			5	2
C4Yourself Website	1	0	3	2
Career Service Centers	0	1		
Child Care Facilities	1	2	2	2
Churches			4	6
Community Events (Health/Job/Information/Fairs, Harvest Festivals, etc.)	5	5	12	11
Community-Based Organizations	4	3	11	13
CWD/Certification Sites	3	0	10	4
Family Planning	2	0	5	1
Farmers' Markets	4	3	8	4
Food Banks	2	3	9	8
Government Offices Other than CWD (WIC, SSA, EDD, etc.)			7	8
Homeless Shelters	2	1		
Grocery Stores			1	1
Hospitals/Clinics	2	3	8	6
In-Home Visits			2	4
Libraries	2	1	7	2
Migrant Camps	1	6	4	2
Migrant Education Sites	3	2		
Mobile Sites			4	3
MyBenefitsCalWIN Website	2	0	8	0
One Stop Centers/Family Resource Centers			10	8
Schools		1	4	9
Senior Centers	1	3	5	4
Senior CongregateMeal Sites	1	3	4	4
Senior Housing/Living Centers	2	0	4	3
Shelters (Red Cross, Domestic Violence, Homeless, etc.)			6	3
USDA Food Distribution Sites	0	2	4	3
Volunteers In Tax Assistance (VITA) sites for income tax preparation	2	1	4	2
Other (see below)		1		3

Monthly Certified Application Assistants (CAA) meeting with Healthy Community Access Partners (HCAP) - FRESNO				1
Immigration Services gave a presentation at a Community event put on by Catholic Charities, Food Bank, and DSs - SAN LUIS OBISPO				1
Book Store - SHASTA		1		1

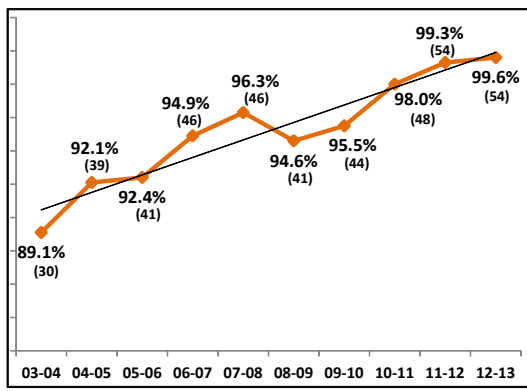
Partnered with Other Health and Human Services Agencies, Schools, and Community-Based Organizations to Improve Outreach Efforts

July 1, 2012 to June 30, 2013



The 54 counties that partnered with other agencies/organizations represent 99.6 percent of statewide CalFresh households.*

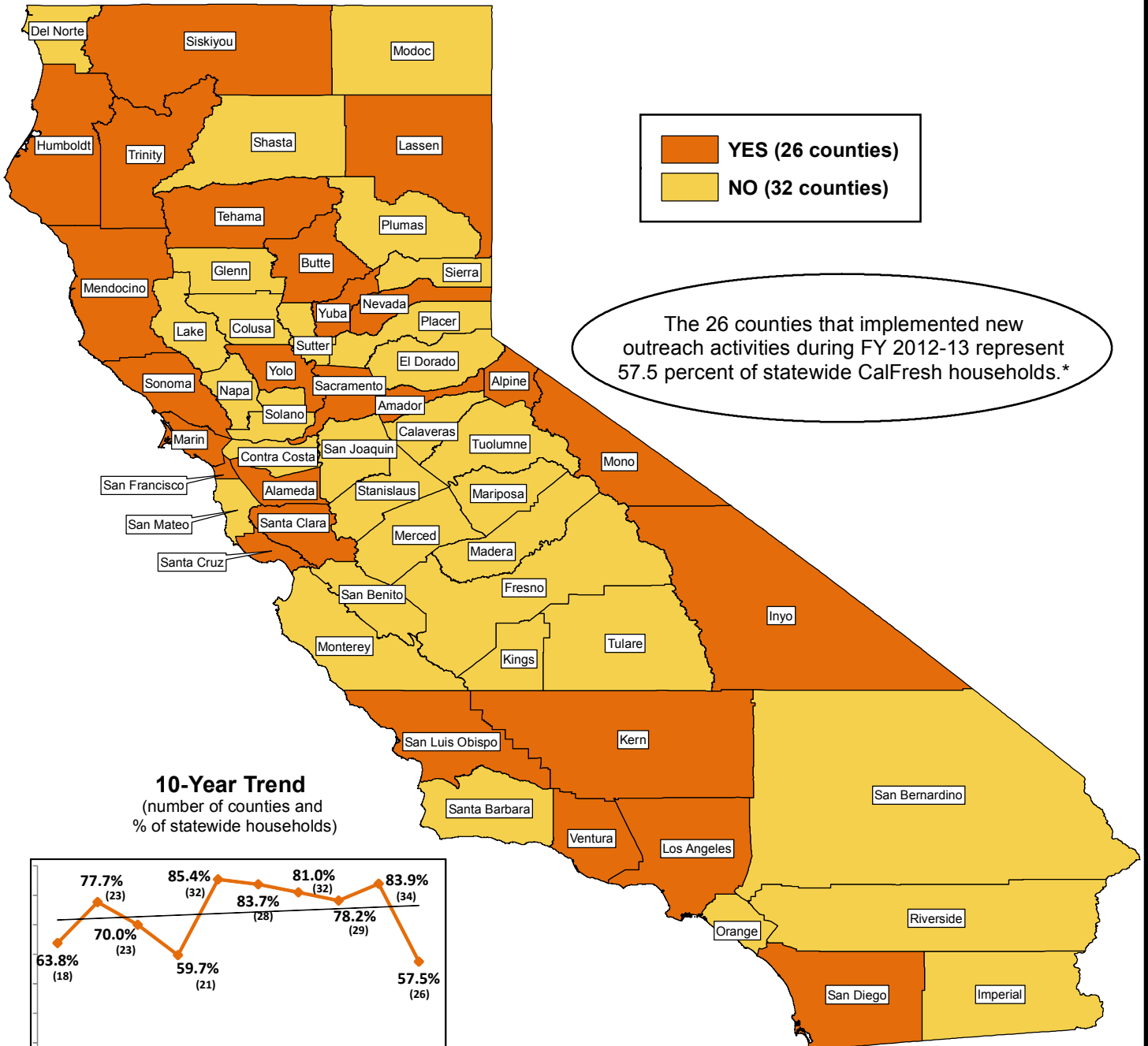
10-Year Trend
(number of counties and % of statewide households)



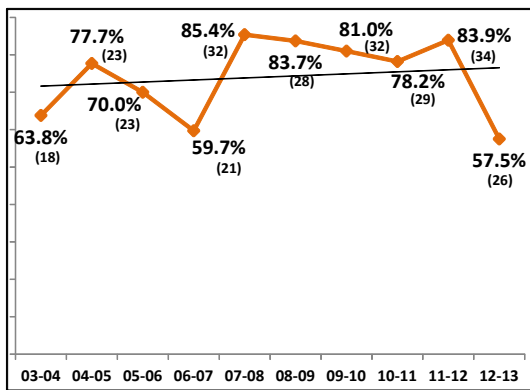
*Source: CalFresh Program Participation and Benefit Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2012 through June 2013.

Implemented New CalFresh Outreach Activities During Fiscal Year (FY) 2012-13

July 1, 2012 to June 30, 2013



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

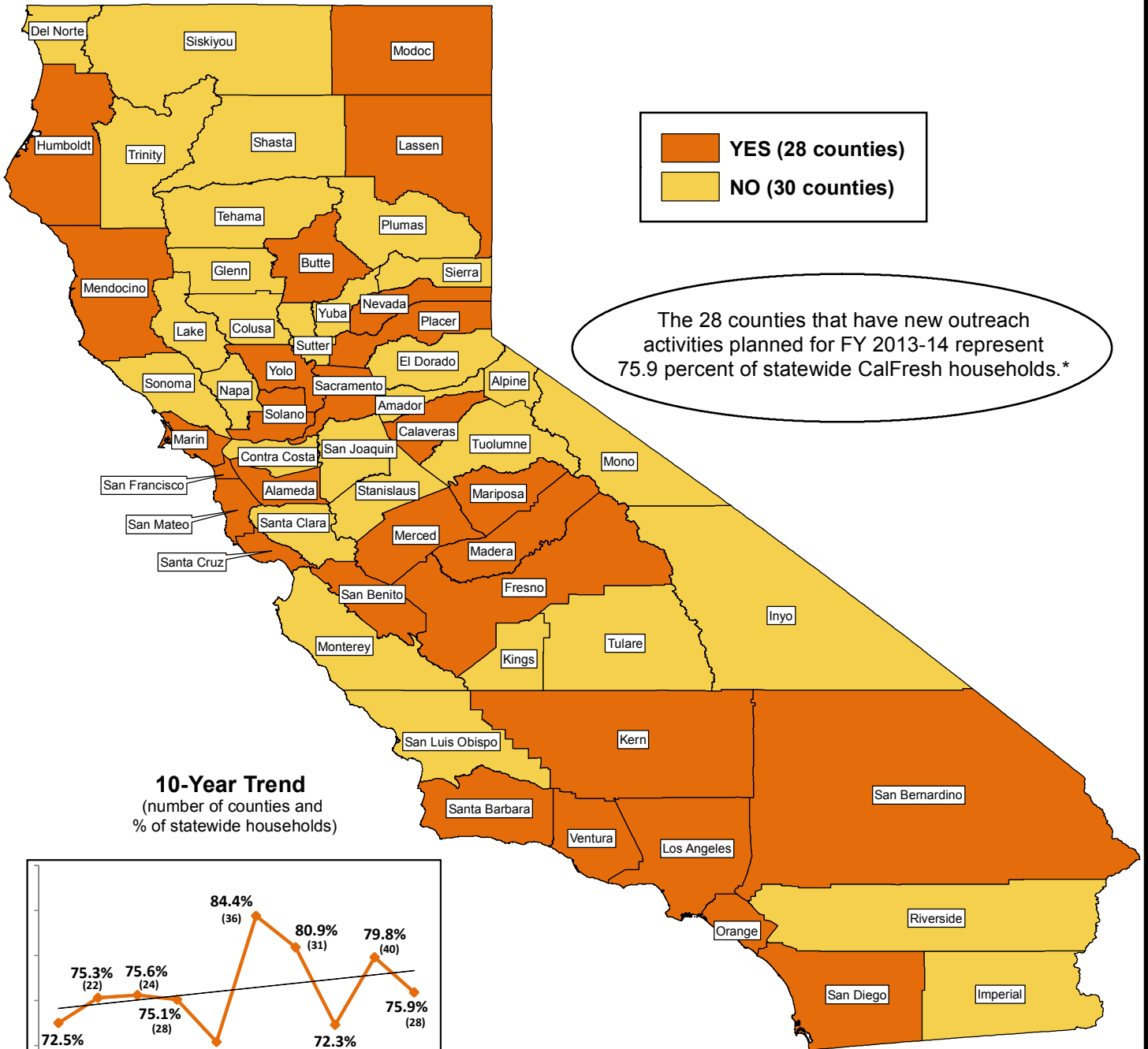


Fiscal Year

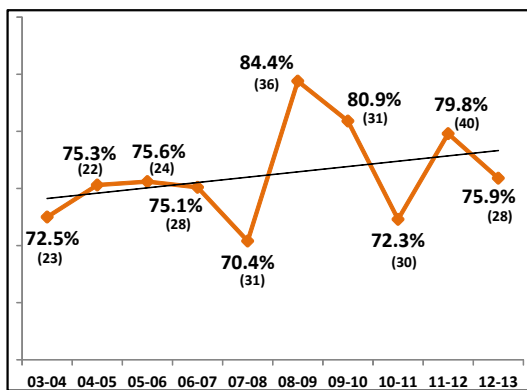
*Source: CalFresh Program Participation and Benefit Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2012 through June 2013.

New CalFresh Outreach Activities Planned for Implementation in Fiscal Year (FY) 2013-14

July 1, 2012 to June 30, 2013



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



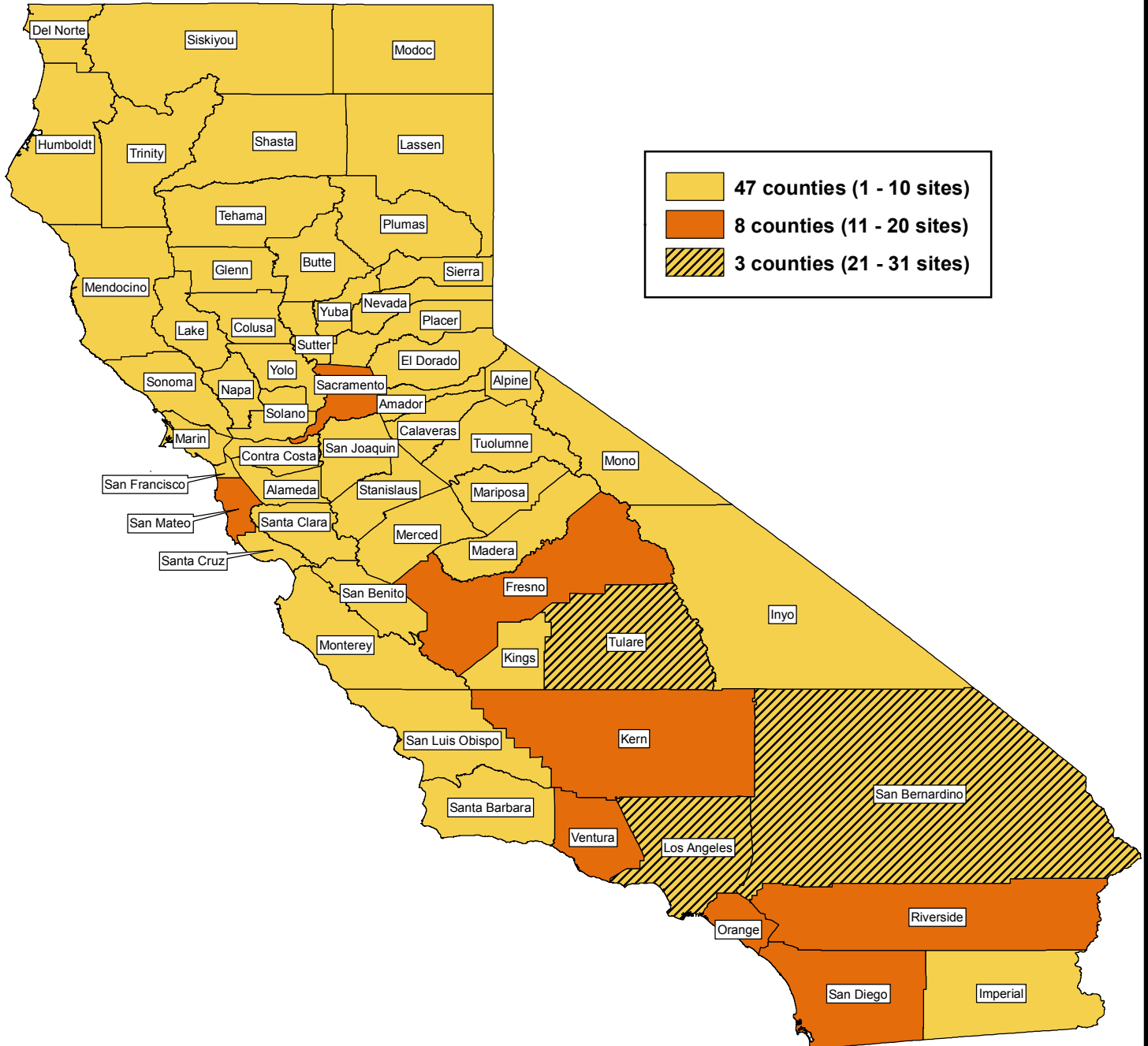
Fiscal Year

*Source: CalFresh Program Participation and Benefit Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2012 through June 2013.

**CERTIFICATION
SITES/HOURS OF
OPERATION**

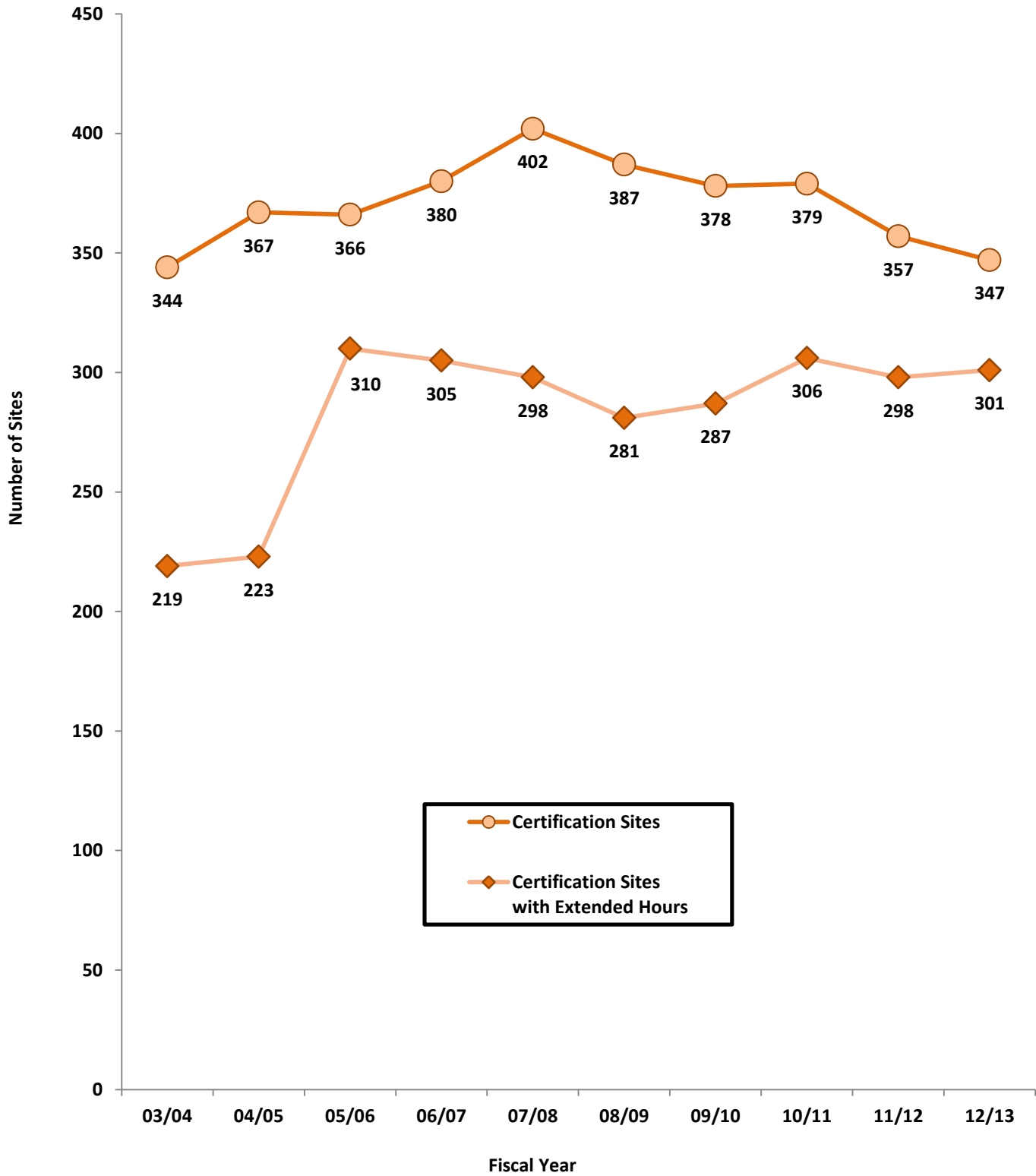
Number of Certification Sites*

July 1, 2012 to June 30, 2013



* For the number of certification sites per county, see Appendix I.

CalFresh Certification Sites
Statewide Annual Comparisons
Fiscal Years 2003-04 to 2012-13



APPENDICES

Appendix A	“Other” Responses
Appendix B	County-Based Organizations
Appendix C	Policy Regarding Hotline Messages Left After Hours
Appendix D	County Partner Organizations
Appendix E	<i>New Outreach Activities Implemented During Fiscal Year 2012-13</i>
Appendix F	<i>New Outreach Activities Planned For Fiscal Year 2013-14</i>
Appendix G	Certification Sites Closed As Of June 30, 2013
Appendix H	Certification Sites Opened During Fiscal Year 2012-13
Appendix I	Number Of Certification Sites By County
Appendix J	CalFresh Coordinators
Appendix K	Data Summary

APPENDIX A

"OTHER" RESPONSES

ITEM 2a: Indicate how the county used staff to assist clients in completing CalFresh application forms and answering questions.

COUNTY	"OTHER" METHODS
FRESNO	mybenefitscalwin.org
KERN	Telephone Assistance in completing Application
KINGS	We have an eligibility worker located at one of the hospitals
LOS ANGELES	DPSS Health and Nutrition Mobile Office (Mobile Unit) DPSS Customer Service Centers (Call Centers) DPSS and CBO Joint Prescreening and Application Assistance efforts
MADERA	telephone interview with applicant
MERCED	C4 Yourself Kiosks through out the county
SAN DIEGO	Video Interviewing
SAN LUIS OBISPO	School Foster and Homeless Youth Liaisons assist homeless youth with CalFresh applications Child Welfare Services Independent Living Staff help Former Foster youth with CalFresh applications
SANTA CRUZ	My Benefits CalWIN
STANISLAUS	Contracted with three CBOs to provide application assistance and outreach for CalFresh

ITEM 3a: Does screening for determination of ES entitlement include all applications filed online, including those not selecting "ES" on application? If you answered No, please explain why.

COUNTY	REASON FOR "NO" AS RESPONSE
MERCED	On-line applications that do not select ES are screened for ES entitlement on the day of the interview.

ITEM 5a: How often are eligibility workers outstationed? Choose **ONLY ONE** answer.

COUNTY	"OTHER" FREQUENCY
DEL NORTE	as needed for Community events
MARIN	We have one Eligibility Worker outstationed permanently at the Hospital, and others as needed at community events.
MENDOCINO	Monday through Thursday
MONO	Monday-Thursday
SAN BENITO	Hospital EW is outstationed Monday through Friday and Health Foundation EW is outstationed once a week.
SANTA CRUZ	M-F at Health Services Agency and as needed at other sites
SOLANO	Migrant Center once a year, resource center once a week, hospitals Monday thru Friday, Stand Down

ITEM 5b: Indicate the sites where eligibility workers were outstationed in the county.

COUNTY	"OTHER" SITES
KINGS	Mental Health Office
SAN BERNARDINO	Day Reporting Centers (DRCs) for AB 109 release check ins
SAN DIEGO	Community Resource Centers
SAN FRANCISCO	Project Homeless Connect
SHASTA	AB 109 Community Corrections Center
STANISLAUS	Family Justice Center-one stop "shop" for victims of domestic or other crimes

APPENDIX A

"OTHER" RESPONSES

ITEM 6e: Indicate when on-line applications are *VIEWED* electronically by district office staff.

COUNTY	"OTHER" WHEN ON-LINE APPLICATIONS ARE VIEWED
SOLANO	The application is uploaded and scanned into the imaging system. This is where the worker views the application that has been submitted.

ITEM 6f: Indicate when on-line applications are *MODIFIED* electronically by district office staff.

COUNTY	"OTHER" WHEN ON-LINE APPLICATIONS ARE MODIFIED
LOS ANGELES	Eligibility Workers can update information during the "data transfer" from the on-line application (YBN) to the eligibility system (LEADER)
NAPA	Once the application is submitted we do not alter it. We make adjustments to the information as needed on the C-IV side, not in C4Yourself.
SANTA CLARA	EWs are not modifying applications submitted via BCW.
SOLANO	Solano does not modify the application electronically. This is done during the interactive interview.
SONOMA	We do not have access to modify a BCW application.

ITEM 6i: Which method is used *MOST OFTEN* to inform clients of the option to apply on-line? Choose *ONLY ONE* answer.

COUNTY	"OTHER" METHODS
KINGS	When a customer calls the CWD and through telephone hotline messages
TUOLUMNE	Attached to all intake and recertification packets

ITEM 6o: Indicate how community-based organizations (CBOs) assist clients with on-line applications.

COUNTY	"OTHER" METHODS
CALAVERAS	Food Bank has terminal and can assist clients.
IMPERIAL	CBOs can only assist with or check the status of an application if the applicant is present and with their permission.
KINGS	Kings County does not have any formal contracts with CBOs.
SACRAMENTO	New contract for 2013/2014 will establish cookies on some CBO computers who assist
VENTURA	In-house liaisons established to provide direct access to application status.

ITEM 7b: What method was used *MOST OFTEN* to inform clients of the option to have a face-to-face interview waived? Choose *ONLY ONE* answer.

COUNTY	"OTHER" METHODS
KINGS	When the Client Calls the CWD and When the Eligibility Worker sees a potential need
SAN FRANCISCO	online at MyBenefitsCalWIN
SHASTA	Sent with interview appointment letter
SISKIYOU	All correspondence at intake and recertification includes information on telephone interviews.
TUOLUMNE	During the Screening interview

ITEM 9: How does the county provide the PUB 275 for Modified Categorical Eligibility?

COUNTY	"OTHER" METHODS
ALPINE	posted on SSA portal: Informational Notices for CalFresh applicants/recipients
BUTTE	CalFresh MCE Informing Notice. Per ACL 11-11, provides the online location for the PUB275.

APPENDIX A

"OTHER" RESPONSES

ITEM 10: Indicate what telephone system(s) the county used to provide information regarding CalFresh. Select ALL that apply.

COUNTY	"OTHER" TELEPHONE SYSTEMS	TYPE OF INFO
IMPERIAL	General switchboard for the department	CF in General
KERN	Kern CalFresh Application Telephone Line	CF in General
KINGS	Our Affordable Health Care Call Center - when the customer is transferred to us by Covered California	CF in General
MENDOCINO	Outreach Unit staff responds to a hotline for general questions: 46-BREAD (707-462-7323)	CF in General
ORANGE	CBO's phone numbers-Community Action Partners, Second Harvest, Catholic Charities	CF in General
	Health Care Agency, WIC, Headstart	CF in General
	Intake Call Processing Center (ACA)	CF in General
SANTA CRUZ	Food Hotline operated by Community Based organization Second Harvest Food Bank	CF in General

ITEM 10c: Indicate which telephone system(s) provide clients the ability to leave messages after hours of operation?

COUNTY	"OTHER" TELEPHONE SYSTEMS
AMADOR	fax
BUTTE	Clients cannot leave a message. They are given our Call Center hours.

ITEM 10d: Indicate what options clients have when connected to a recorded message.

COUNTY	"OTHER" OPTIONS WHEN CONNECTED TO RECORDED MESSAGE
KERN	Dial 0 to be connected to phone staff
MARIN	Connect directly to an Office Assistant who may be able to transfer call directly to Eligibility Worker
MENDOCINO	Press 0 for operator who can transfer to a supervisor or manager
PLACER	When customers call the Call Center they are given the following: Customers are given three language options, English, Spanish and Russian. Other languages are supported through a Language Service. Customers are routed based on their specific need. Customers can apply for benefits or inquire on an existing case. They can also speak to an eligibility specialist, leave a message, receive location addresses and directions, report adult/child abuse or report suspected fraud. Customers can request information on Healthy Families and Managed Care, in addition to Health Care coverage through Covered Ca.
RIVERSIDE	Apply for benefits at www.C4yourself.com
SACRAMENTO	Dial out of queue at prompt during business hours, M-F, 8am to 5pm
SAN FRANCISCO	during business hours only
SAN MATEO	Clients are able to leave a message when they are assigned a direct worker.
STANISLAUS	Phone Tree leads to Call Center
TULARE	Information for case data, status of case, office location and hours, benefit amounts, EBT, and how to apply for benefits.
VENTURA	Caller may zero out and be connected to an eligibility worker if calling between 8am- 5pm, Monday - Friday.

ITEM 10e: How quickly do you respond to hotline messages?

COUNTY	"OTHER" METHODS
MENDOCINO	within three days
SANTA CRUZ	Call back within 24 hours.
SISKIYOU	Our Policy is to allow two business days for a return call. Workers usually respond quicker depending on situation.

APPENDIX A

"OTHER" RESPONSES

ITEM 10m: Indicate who accesses language line services when interpreter services are needed.

COUNTY	"OTHER" METHODS
ALAMEDA	Social Workers and Employment Staff
KINGS	Eligibility Workers, Supervisors contact Department Specialist to request services
MADERA	Program Manager's Secretary
MARIPOSA	Behavioral Health Staff, Social Workers
PLACER	All staff have access to language line services, if needed.
SISKIYOU	Employment Worker

ITEM 22b: If the county provided extended office hours during FY 2012-13, identify the frequency (in general) that clients *USED* those extended hours.

COUNTY	"OTHER" EXTENDED OFFICE HOURS	FREQUENCY
EL DORADO	Occasionally used on weekends.	Occasionally
MERCED	Our office is open occasionally on Saturdays to the public to conduct face to face appointments.	Occasionally
MONTEREY	Saturdays	Frequently
NAPA	Weekends	Occasionally
SAN FRANCISCO	Weekends	Occasionally
SONOMA	Saturdays	Occasionally
YOLO	Overtime outside normal hours was used for Saturday telephone appointments	Frequently

ITEM 23: What methods did the county use during FY 2012-13 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)?

COUNTY	"OTHER" METHODS
MERCED	We already have a set hours of operation which include a day with extended office hours. .
MONTEREY	Based on workload and customer demand
NAPA	We are generally able to make arrangements to meet working clients needs. We can conduct interviews or return phone calls before or after regular business hours, during the lunch hour or split an interview into smaller segments depending on a customer's need.
SAN DIEGO	County utilizes MyBenefitsCalWIN and 211 to allow clients 24 hour access to applications. Clients may also submit verifications, attain case status and benefit amount, etc. on MyBenefitsCalWIN 24 hours/day. County also schedules appointments and phone interviews during all business hours as well as some after hours based on the needs and requests of our clients.
SAN FRANCISCO	Extended hour options are best available through MyBenefitsCalWIN portal for application, reporting, and recertification.
SONOMA	ACA Requirements
TUOLUMNE	no assessment

ITEM 24: Other than extended office hours, what were the TOP THREE access methods working clients used during FY 2012-13?

COUNTY	"OTHER" ACCESS METHODS
FRESNO	Outreach
KINGS	It would have to be a combination of Telephone interviews conducted, Monday through Friday, during hours of operation and upon request before 8 am, during lunch, and after 5 pm. In addition, clients mail required documents to the CWD or dropped them off at our drop box during or after normal hours.
SAN MATEO	On-Line applications, drop boxes and the ability to scan in verifications.
SOLANO	Customers scanned documents using the self-serve kiosk.
YOLO	Outreach workers to rural or hard to reach locations

APPENDIX B

COUNTY	COUNTY-BASED ORGANIZATIONS
ALAMEDA	Alameda County Food Bank
ALPINE	Live Violence Free - Domestic Violence
AMADOR	
BUTTE	Passages (elder care and resources) CSUC The Fathers House Salvation Army Veterans Service Office
CALAVERAS - CBO not contracted	
COLUSA	Pang Vang
CONTRA COSTA	Food Bank of Contra Costa County and Solano
DEL NORTE	
EL DORADO	
FRESNO	Catholic Charities Dioceses of Fresno Centro Binacional Para El Desarrollo Indigena Oaxqueno Clinica Sierra Vista Community Food Bank Fresno Center for New Americans Fresno Metro Ministry West Fresno Family Resource Center Salvation Army Clovis Unified School District St. Agnes Medical Center Sanger Family Resource Center HCAP Fresno Healthy Community Access Partners Centro La Familia Advocacy Services Turning Point Department of Behavioral Health Aegis Medical Systems
GLENN	
HUMBOLDT	Food for People Boys and Girls Club Catholic Charities Fortuna Adventist Community Services Humboldt State University-Dept Social Work Latino Net RCAA Six Rivers Planned Parenthood Southern Humboldt Community Park St. Joseph Hospital United Way Bear River Rancheria Changing Tides Open Door Community Health Centers North Coast Growers Association Family and Community Resource Centers United Indian Health Center Humboldt County Office of Education North Coast Veterans Resource Center Area 1 Agency on Aging
IMPERIAL	Imperial Valley Food Bank
INYO	
KERN	Community Action Partnership of Kern - Food Bank
KINGS	St. Vincent De Paul - NOT "CONTRACTED" Salvation Army - NOT "CONTRACTED"
LAKE	
LASSEN	
LOS ANGELES	211 Los Angeles 1736 Family Crisis Center Asian-American Drug Abuse Program, Inc. Asian Pacific Health Care Venture, Inc. Asian Youth Center Bienestar Human Services, Inc. Centro C.H.A. Inc. Child and Family Guidance Center Community Enhancement Services Grandparents As Parents, Inc. Harbor Interfaith Services, Inc. Korean American Family Service Center, Inc. Pasadena-Foothill Valley Young Women's Christian Association South Asian Helpline & referral Agency(DBA SAHARA) Testimonial Community Love Center Thai Community Development Center Volunteers of America of Los Angeles

APPENDIX B

COUNTY	COUNTY-BASED ORGANIZATIONS
MADERA	
MARIN - We do not have "contracts" with CBOs but in FFY 2012-2013 the following received assister training:	City of San Rafael Community Services Department Canal Alliance Head Start Sutter Care at Home Parent Services Project Homeward Bound of Marin West Marin Community Resource Center West Marin Senior Services San Geronimo Valley Community Center Lift-Levantate Marin City Community Services District
MARIPOSA	Mariposa Open Arms Mariposa Safe Families Victim Witness John C. Fremont Healthcare District Court Appointed Special Advocates Horizons Unlimited Alliance for Community Transformations (Mt. Crisis, CORE and Heritage House)
MENDOCINO	Family Resource Network of Mendocino County (includes 8 sites) Mendocino County Office of Education (contract is pending)
MERCED	Merced County WIC Golden Valley Health Centers Catholic Charities
MODOC	
MONO	
MONTEREY	Catholic Charities Pajaro Family Resource Center
NAPA - Not currently contracting with CBOs for CF outreach.	
NEVADA	211 Nevada County Nevada County Superintendent of Schools Partners Family Resource Centers Placer Food Bank
ORANGE	2-1-1 Community Action Partnership Of Orange County Second Harvest Food Bank Catholic Charities Children Health Initiative of Orange County Certified Application Assistants Orange County Health Care and Nutrition Services Collaboration
PLACER	Placer Food Bank Placer Community Action Council Placer County Office of Education KidsFirst Lighthouse Counseling and Family Resource Center North Tahoe Family Resources Center Advocates for the Mentally Ill Housing Placer People of faith Together Stand Up Placer BAN - Business Advantage Network
PLUMAS	Plumas Crisis and Intervention Center
RIVERSIDE	Catholic Charities Find Food Bank
SACRAMENTO	River City Food Bank Alchemist Corp. LTD
SAN BENITO	Community Pantry
SAN BERNARDINO	Catholic Charities - San Bernardino/Riverside Arch Diocese of San Bernardino San Bernardino City School District Inland Behavior Health 211 United Way (San Bernardino/Riverside)
SAN DIEGO	South Bay Community Services Social Advocates for Youth (SAY) San Diego Home Start, Inc Lifeline Interfaith 2-1-1

APPENDIX B

COUNTY	COUNTY-BASED ORGANIZATIONS
SAN FRANCISCO	San Francisco Food Bank SingleStopUSA Catholic Charities CYO Wu Yee Children's Services Bay Area United Way (211) Bar Association of San Francisco's Volunteer Legal Services Program
SAN JOAQUIN	Catholic Charities Emergency Food Bank
SAN LUIS OBISPO	Catholic Charities Food Bank
SAN MATEO	Second Harvest Food Bank North Peninsula Neighborhood Services Center Pacifica Resource Center Jefferson Union High School District JobTrain-Single Stop Coastside Hope Puente de la Costa Sur SparkPoint at Skyline College African-American Community Health Advisory Committee
SANTA BARBARA	Santa Barbara County Food Bank Santa Barbara County United Way Cuyama Valley Family Resource Center Carpinteria Children's Project Guadalupe Unified School District Family Service Center Isla Vista Youth Projects, Inc. Santa Ynez Valley People Helping People Center FamilyService Agency Good Samaritan Shelter Santa Barbara County Education Office Health Linkages Community Health Center of the Central Coast The Salvation Army -Santa Barbara
SANTA CLARA	Second Harvest Food Bank Catholic Charities of Santa Clara St. Joseph's Center Opportunity Center (OC) Sacred Heart Center Sunnyvale Community Services New Direction
SANTA CRUZ	Second Harvest Food Bank
SHASTA	
SIERRA	
SISKIYOU - We do not officially contract with any CBOs for this service although all resource centers provide this service.	
SOLANO	Solano Coalition for Better Health Children's Network Global Center for Success
SONOMA	Redwood Community Health Coalition 2-1-1 VOICES Foster Youth Center
STANISLAUS	
SUTTER	
TEHAMA	
TRINITY	
TULARE	Food Link Promotora C-SET Work Investment Board
TUOLUMNE	
VENTURA	FOOD Share, Inc. Mixteco Indigena Community Organizing Project (MICOP) Community Action of Ventura County (CAVC) Clinicas Del Camino Real
YOLO	Yolo County Children's Alliance (contracted with State)
YUBA	

APPENDIX C

COUNTY	POLICY REGARDING HOTLINE MESSAGES LEFT AFTER HOURS
ALAMEDA	Return calls the next business day.
ALPINE	Call is returned next business day
AMADOR	
BUTTE	
CALAVERAS	Return call the next working day.
COLUSA	
CONTRA COSTA	
DEL NORTE	
EL DORADO	
FRESNO	
GLENN	Return calls/messages next business day
HUMBOLDT	
IMPERIAL	
INYO	Call Back the next business day if received during weekends, same day if received before office opens, next business day if received after office closes
KERN	
KINGS	
LAKE	
LASSEN	
LOS ANGELES	
MADERA	
MARIN	Messages are responded to on the next business day
MARIPOSA	
MENDOCINO	Calls are returned on the first business day after hours or after weekend.
MERCED	
MODOC	
MONO	
MONTEREY	
NAPA	
NEVADA	
ORANGE	
PLACER	
PLUMAS	
RIVERSIDE	
SACRAMENTO	
SAN BENITO	
SAN BERNARDINO	Leave a voice mail message
SAN DIEGO	
SAN FRANCISCO	
SAN JOAQUIN	
SAN LUIS OBISPO	
SAN MATEO	Respond to calls within the next business day if received during weekends. Respond to calls by the next business day if received after office closes.
SANTA BARBARA	
SANTA CLARA	contact clients the following business day.
SANTA CRUZ	A call back within 24 hours.
SHASTA	Return call next business day.
SIERRA	
SISKIYOU	The calls are returned within two business days during standard working hours of Monday through Friday, 7 am to 5:30 pm.
SOLANO	
SONOMA	Respond to client inquiries as soon as possible.
STANISLAUS	
SUTTER	Calls returned next business day.
TEHAMA	
TRINITY	Next business day
TULARE	response by next business day.
TUOLUMNE	
VENTURA	Return the phone call by the following business day.
YOLO	Return call by the end of the next business day.
YUBA	

APPENDIX D

COUNTY PARTNER ORGANIZATIONS				
County	Frequency of Meetings	"OTHER" Frequency of Meetings	Committee/Task Force Name	Activities
ALAMEDA	BI-MONTHLY (twice a month)		Alameda County Community Food Bank	Training, presentations, CalFresh applications and application assistance, and all related outreach activities.
	BI-MONTHLY (twice a month)		County Nutrition Action Partners	Cross training, work collaborative to promote participation in USDA food programs, single app process.
	QUARTERLY		Eden I & R 211	Training, Presentations, CalFresh applications, and all related outreach activities.
ALPINE	WEEKLY		Alpine County Meals-On-Wheels Program	Employees who deliver meals to house bound seniors inform them about CalFresh program and offer applications and assistance with completing
	AS NEEDED		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
AMADOR	MONTHLY		Connecting HANDS	Several agencies get together to improve Food Security of the community. Come up with ideas for outreach and how to reach remote areas. We discuss
BUTTE	AS NEEDED		Salvation Army	They provide CF outreach services
	AS NEEDED		The Fathers House	They provide CF outreach services and assist with applications if necessary
	AS NEEDED		Veterans service organization	Provide CF brochures and outreach materials to veterans. Provide application assistance and or referral as necessary.
	AS NEEDED		Passages	Provide outreach and information primarily with elderly adults.
CALAVERAS	AS NEEDED		Food Bank	Produce Days, provide Eligibility workers and hand out marketing materials
COLUSA	AS NEEDED		Colusa One Stop	program updates, access of services, ensure client needs are met
CONTRA COSTA	QUARTERLY		Food Bank of Contra Costa and Solano	Facts and Myths Training conducted quarterly with 25 -35 participants in each session. An overview of the program is given, hands on outreach application
DEL NORTE	AS NEEDED		Open Door Clinic	Community Health Fair-Provided program information and accepted applications for CalFresh program.
	AS NEEDED		North Coast Veterans Stand Down	Provided program information and accepted applications for CalFresh program.
EL DORADO				
FRESNO	MONTHLY	Once every other month	Healthy Communities Access Partners	Certified Application Assisters meeting to provide updates on Health Insurance and CalFresh materials and rules.
	OTHER*		Fresno Metro Ministries	Update from CBOs and County on any new activities or events. Plan enrollment events. Working on map of locations where persons can get
GLENN	BI-MONTHLY (twice a month)		California State University, Chico	Provides CalFresh presentations to promote healthy eating, "Rethink Your Drink", "Eating Right When Money's Tight", nutrition bingo for seniors
HUMBOLDT	MONTHLY		Food for People	Outreach and enrollment assistance at food pantries, events, health fairs, linked to nutrition education, web and print promotions, etc.
	MONTHLY		Changing Tides Family Services	Outreach and enrollment assistance in childcare settings and throughout the community
	MONTHLY		Open Door Community Health Centers	Outreach and enrollment assistance in health clinic settings
	MONTHLY		St. Joseph Health System Humboldt County	Outreach and enrollment assistance at family resource centers, Spanish language programs and events, and during community health fairs
	MONTHLY		211 Humboldt/ United Way	Outreach with some enrollment assistance
	MONTHLY		North Coast Growers Association	Outreach and enrollment assistance with Market Match during farmers markets
IMPERIAL	MONTHLY		Imperial County Department of Public Health	A Nutrition Program was initiated due in part to grant funding. Public Health and Social Services worked together in this program.
INYO	AS NEEDED		Public Health	Provide informational packets
	AS NEEDED		WIC	Provide informational packets
	AS NEEDED		IMACA	Provide informational packets
	AS NEEDED		Salvation Army	Provide informational Packets

APPENDIX D

COUNTY PARTNER ORGANIZATIONS				
County	Frequency of Meetings	"OTHER" Frequency of Meetings	Committee/Task Force Name	Activities
KERN	MONTHLY		California Department of Social Services	Develop county CalFresh outreach plan, discuss outreach activities and recommendations
	MONTHLY		Public Health Department	Develop county CalFresh outreach plan, discuss outreach activities and recommendations
	MONTHLY		Clinica Sierra Vista	Develop county CalFresh outreach plan, discuss outreach activities and recommendations
	MONTHLY		Community Action Partnership of Kern	Develop county CalFresh outreach plan, discuss outreach activities and recommendations
	AS NEEDED		D. Huerta Foundation	Develop county CalFresh outreach plan, discuss outreach activities and recommendations
KINGS	OTHER*	Throughout month at the CWD office,	Kings County Community Action	Through our SNAP-Ed grant that KCAO is receiving they provide demonstrations throughout the county to qualified recipients of SNAP.
LAKE	MONTHLY		Hunger Task Force	Access counties citizen hunger needs and other available resources to meet these needs. Community Garden, Make a Difference Day, Canning Project,
	AS NEEDED		Head Start	Activities as needed to provide outreach.
	AS NEEDED		Healthy Start	Activities as needed to provide outreach.
LASSEN	MONTHLY		Family Resource Center - Herlong	Integrated Case Worker takes applications for all Programs
	MONTHLY		Family Resource Center - Westwood	Integrated Case Worker takes applications for all Programs
	BI-MONTHLY (twice a month)		Family Resource Center - Bieber	Integrated Case Worker takes applications for all Programs
	QUARTERLY		Lassen Family Services	Presentation with overview of all Programs; Provides Informational/Educational materials and applications
LOS ANGELES	QUARTERLY		California Food Policy Advocates, California	Meetings to discuss and recommend resolutions to barriers to CalFresh (CalFresh) participation, provide updates on expansion of outreach and in-
	MONTHLY		California Food Policy Advocates, California	CalFresh Awareness Month Meetings - identify strategies for increasing awareness on CalFresh during May awareness campaign.
	QUARTERLY		Los Angeles County Department of Public	Meetings to discuss health and nutrition.
	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
	QUARTERLY		Los Angeles County Department of Children	Meetings to discuss opportunities for outreach and awareness to families and foster youth children serviced by DCFS.
MADERA	MONTHLY		First 5	Coordination of Services /Community Activities
	MONTHLY		Public Health Department	Coordination of Services /Community Activities
	BI-MONTHLY (twice a month)		Law Enforcement	Coordination of Services /Community Activities
	BI-MONTHLY (twice a month)		CAPMC	Coordination of Services /Community Activities
	BI-MONTHLY (twice a month)		Food Bank	Coordination of Services /Community Activities
	MONTHLY		Faith Based Orgs.	Coordination of Services /Community Activities
MARIN	AS NEEDED		San Francisco/ Marin Food Bank	Coordinated with Food Bank to train assistors. Ongoing participation on CalFresh Awareness Workgroup. Helped with planning May 2013 CalFresh
	AS NEEDED		Marin County Division of Aging	Participates on CalFresh Awareness Workgroup, helped plan May 2013 CalFresh Awareness Month.
	AS NEEDED		Marin County Public Health	Participates on CalFresh Awareness Workgroup, helped plan May 2013 CalFresh Awareness Month.
	AS NEEDED		Marin Food Policy Council	Council meets on a monthly basis and has identified increased CalFresh enrollment as one of its goals.
MARIPOSA				
MENDOCINO	QUARTERLY		Food For All Mendocino	Food For All Mendocino is a coalition of community-based partners interested in promoting CalFresh and other federal food programs. The group meets

APPENDIX D

COUNTY PARTNER ORGANIZATIONS				
County	Frequency of Meetings	"OTHER" Frequency of Meetings	Committee/Task Force Name	Activities
MERCED	AS NEEDED		Public Health	Planning of outreach events
MODOC				
MONO	AS NEEDED		Mono County Schools	Presentations to staff and families with students on CalFresh information
MONTEREY	QUARTERLY		County Nutrition Action Plan (CNAP)	Partnering with the county health department, food banks and local school nutrition programs to identify and provide CalFresh outreach.
NAPA	AS NEEDED		WIC	We discuss upcoming community events and also attend a CNAP meeting created during our nutrition outreach grant.
NEVADA	OTHER*	Seasonal	Nevada City Farmer's Market	The use of EBT cards at Farmers Market
	OTHER*	Seasonal	Nevada County Farmers Market	The use of EBT cards at Farmers Market
	MONTHLY		Public Health	Provide outreach at local food distribution sites
	ANNUALLY		Grass Valley School District, Bell Hill School	Provide CF outreach and application assistance at their annual Family Fun Fair.
	ANNUALLY		Grass Valley School District, Scotten Scoot	Provide CF outreach and application assistance at their annual Scotten Family Fair.
ORANGE	MONTHLY		211 Nevada County; Nevada County Superintendent of Schools; & Partners Family Resource Centers	Application Assistance
	QUARTERLY		Orange County Health Care and Nutrition Services	Collaboration with several local agencies to develop and implement the County Nutrition Action Plan (CNAP). Provide CalFresh 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 Semi-Annual Reports. Provides presentations to agencies, schools and CBO's about the CalFresh program, and disseminates CF information via their Food Bank. Member of the CNAP workgroup.
	QUARTERLY		Catholic Charities	Provides workshops at Family Resource Centers to assist individuals with completing CalFresh applications. Member of the CNAP workgroup.
PLACER	MONTHLY		Children Health Initiative of Orange County	Certified Application Assistants help applicants to complete an electronic application One-e-App (OEA)
	OTHER*	CWD staff hosted a CalFresh nutritional/enrollment event twice at their site. Material are replenished as requested	Auburn Interfaith Food Closet	Auburn Interfaith volunteers provide CalFresh enrollment information to their clientele. They display posters, provide brochures and provide information on health food access/ nutritional information with CalFresh branding. CWD staff provided two fresh fruit/vegetable "taste sampling" events at their location.
	OTHER*	CWD staff hosted a CalFresh nutritional/enrollment events sites. Material are replenished as requested	Harvest Community Church Food Pantry, Elija's Jar Food Closet, Salvation Army Food Closet, Seventh Day Adventist Food Closet, and St. Vincent De Paul Food Closet.	Harvest Community Church Food Pantry volunteers, and others listed above, provide CalFresh enrollment information to their clientele. They display posters, provide brochures and provide information on health food access/ nutritional information with CalFresh branding.

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COUNTY PARTNER ORGANIZATIONS				
County	Frequency of Meetings	"OTHER" Frequency of Meetings	Committee/Task Force Name	Activities
PLACER	AS NEEDED		Placer Food Bank	Select staff from Placer Food Bank have been trained by CWD staff as application assisters. The organization has a CBO Portal and they provide application clinics throughout Placer County at a variety of locations. Additionally, they attend community events and provide CalFresh enrollment information and literature.
	MONTHLY	Monthly collaborative meetings are scheduled with CWD staff and designated members from each organization listed below. Meetings center around developing outreach supports and strategies.	Placer People of Faith Together, KidsFirst, North Tahoe Resource Center, Lighthouse Counseling and Family Resource Center, Advocates for the Mentally Ill House, Stand Up Placer	The above listed organizations are trained application assisters for both CalFresh and Healthcare programs. They attend community events, host events and provide program information and application assistance. Additionally, they In reach within their organizations to assist those who may qualify for CalFresh benefits or have family members or friends who may qualify for CalFresh benefits.
	QUARTERLY		Placer Food Closet Collaboration	Placer Food Closet Collaboration consists of Placer's local Food Closets, Human Services CalFresh, WIC, Community Health and Community Clinic staff and Faith Based Organizations. A common goal of Food Security for Placer's residents in need brings the organizations together. Strategizing on how best to leverage resources to meet the needs of Placer's residents is a key goal of the collaborative. CalFresh materials are made available for participants to disseminate within their organizations.
	OTHER*	Every other month	Health Education Council, Head Start, Latino Leadership Council, Human Services CalFresh and WIC, Placer County Office of Education, Placer Food Bank, Tahoe, Truckee Nutrition Coalition, Tahoe Truckee Unified School District, The Gathering Inn, UC Cooperative Extension, Sustain the Future Community Gardens.	The above organizations make up the Placer County Nutrition Action Plan Team (CNAP). The priority population of Placer County CNAP's is families/individuals living at or below 185% of the poverty level; homeless youth, families and individuals; Latino and other ethnic families and individuals; single mothers; students, including foster and transitional youth and elderly and disabled individuals. Members of CNAP have been provided with CalFresh education, information and outreach materials to display and promote within their organizations.
PLUMAS	AS NEEDED		Plumas Unified School District	Express Enrollment
	MONTHLY		Plumas Crisis and Intervention Center	Day Reporting Center
RIVERSIDE	WEEKLY		Department of Public Health, CalFresh Nutritional Services	Co-locate in booths at community events
	WEEKLY		UC CalFresh	Provides access to CWD offices to promote CF Nutrition
	WEEKLY		Find Food Bank	Provide training and coordination to complete applications for CalFresh
	WEEKLY		Community Action Partnership	Provide CalFresh materials to various programs
	QUARTERLY		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

APPENDIX D

COUNTY PARTNER ORGANIZATIONS					
County	Frequency of Meetings	"OTHER" Frequency of Meetings	Committee/Task Force Name	Activities	
SACRAMENTO	AS NEEDED		River City Food Bank	Neighborhood events, activities in the Sacramento Area, distribution of CalFresh Outreach materials and contact information	
	MONTHLY		Department of Health and Human Services	CNAP collaborative effort in Sacramento County, effort spearheaded by Health Educator -	
	AS NEEDED		Alchemist, Corp. Ltd.	CalFresh outreach at Farmer's markets	
	AS NEEDED		Sacramento Regional Transit	Bus ads with messaging for CalFresh	
	AS NEEDED		Sacramento News and Review	CalFresh advertisements in their paper, plus special pull out supplement for distribution county wide	
	OTHER*		every other month	Sacramento Housing Alliance/Hunger commission	Participate as a member in community collaboration to address local hunger and food access issues
SAN BENITO	AS NEEDED		Community Pantry	Assists applicants with completing applications.	
	AS NEEDED		Catholic Charities	Assists applicants with completing applications.	
SAN BERNARDINO	MONTHLY		Department of Aging and Adult Services (DAAS)	Provide information on CalFresh eligibility and the use of the C4Yourself on-line application. Lap-tops were provided to Social Workers to help potential customers apply for benefits.	
	AS NEEDED		Department of Veteran's Affairs (VA)	Collaboration between the VA and the Transitional Assistance Department (TAD) to increase CalFresh participation in the veteran community.	
	QUARTERLY		Department of Public Health (DPH)	Collaboration between DPH and TAD - Increase program and food access to the local community.	
	QUARTERLY		Catholic Charities (San Bernardino/Riverside)	Collaboration between Catholic Charities and TAD -Increase program and food access to the local community. Provide training on CalFresh regulations and the C4Yourself on-line application.	
	QUARTERLY		Fontana Police Department	Presentations on CalFresh offered on the 2nd and 4th Tuesday of every month for the probation and parolee population.	
	QUARTERLY		Hunger Coalition	Receive and process from this organization and its partner CBO's; Liaison between clients and HHSA	
SAN DIEGO	MONTHLY		San Diego Food Bank	County works in partnership with the SD Food Bank by participating at the CalFresh Taskforce Meeting to discuss new program changes or clarification of regulations. Partner provides application screening & assistance for customers & submits them by mail or by centralized FAX at our document processing ctr, a method installed specifically for food access allies like this partner.	
	MONTHLY		Feeding America	County works in partnership with Feeding America by participating at the CalFresh Taskforce Meeting to discuss new program changes or clarification of regulations. Partner provides application screening & assistance for customers & submits them by mail or by centralized FAX at our document processing ctr, a method installed specifically for food access allies like this partner.	
	MONTHLY		North County Interfaith	This North County partner works with the North Inland Family Resource Center to strategize ways to best deliver CalFresh services to mutual clients, including targeted discussions about their homeless winter shelters.	
	MONTHLY		Chaldean Middle Eastern Social Services	San Diego County works together with this partner in keeping the lines of communication open in order to expedite the application process.	
	MONTHLY				
	MONTHLY				
SAN FRANCISCO	OTHER*	every other month	San Francisco Food Bank	Outreach events at San Francisco Food Bank	
	BI-MONTHLY (twice a month)		Cameron House	Outreach and enrollment	
	AS NEEDED		Self Help for the Elderly	Debrief and learning circle	
	AS NEEDED		Wu Yee Children's Services	Debrief and learning circle	
	OTHER*		Every other month	Project Homeless Connect	Multi-service center for homeless and low-income individuals
	OTHER*		planning for spring outreach event	Skyline Community College	outreach and presentation. coordination with San Mateo County and area food banks (Second Harvest and San Francisco).
OTHER*					
SAN JOAQUIN	QUARTERLY		Catholic Charities	Meet to discuss CalFresh Outreach efforts.	
	QUARTERLY		Emergency Food Bank	Meet to discuss CalFresh Outreach efforts	

APPENDIX D

COUNTY PARTNER ORGANIZATIONS				
County	Frequency of Meetings	"OTHER" Frequency of Meetings	Committee/Task Force Name	Activities
SAN LUIS OBISPO	QUARTERLY		Catholic Charities	We have quarterly outreach meetings to discuss possible collaboration opportunities. Catholic Charities provides CalFresh Outreach assistance and application assistance. We also teamed together in May 2013 to give a community presentation regarding CalFresh, how to apply, and non-citizen eligibility.
	QUARTERLY		CNAP Meeting with many partners agencies including schools, WIC, Public Health Department, Food Bank, YMCA	We meet to discuss what each department is doing to improve healthy eating, fitness, availability of healthy foods and healthy snacks in schools and pre-schools, summer lunch programs. It is to avoid duplication of efforts and to collaborate on health and nutrition efforts.
	QUARTERLY		Food Bank	We have quarterly outreach meetings to discuss possible collaboration opportunities. Food Bank provides CalFresh Outreach assistance and application assistance. We also have regular contact regarding the need for outreach supplies or inquiries on applications.
	QUARTERLY		WIC	We have quarterly outreach meetings to discuss possible collaboration opportunities. WIC and DSS collaborated to create a WIC/CalFresh flyer that was printed in English/Spanish and put in 15,000 back to school packets. We meet quarterly but also have contact in between as needed.
	QUARTERLY		Public Health Department	We have quarterly outreach meetings to discuss possible collaboration opportunities. Public Health gave healthy eating demonstrations in our DSS lobbies several times throughout the summer to educate the public on the benefits of a healthy diet, how to prepare fruits and vegetables, and that applying for CalFresh can give them more money for healthier food choices. The Health Department also gave demonstrations at our local Farmer's Markets to promote healthy eating. We now have EBT accepted in 4 local Farmer's Markets so Public Health teamed with the market manager to give healthy eating demonstrations and hand out CalFresh information. the Farmers Market is offering a market match program up to \$10. For every dollar requested on the EBT card up to \$10 the market will match the amount dollar for dollar to increase the buying power and encourage EBT shoppers to shop at the Farmer's Market.
SAN MATEO	OTHER*	Every other month.	Second Harvest Food Bank	Receives countywide hotline calls. Provides assistance with CalFresh applications.
	OTHER*	Every other month	North Peninsula Neighborhood Services Center	Provides assistance with CalFresh applications.
	OTHER*	Every other month	Pacifica Resource Center	Provides assistance with CalFresh applications.
	OTHER*	Every other month	Jefferson Union High School District	Provides assistance with CalFresh applications.
	OTHER*	Every other month	JobTrain-Single Stop	Provides assistance with CalFresh applications.
	OTHER*	Every other month	Coastside Hope	Provides assistance with CalFresh applications.
SANTA BARBARA	AS NEEDED		Santa Barbara County School District.	The county provides the direct certification list.
	AS NEEDED		Center for Nutrition Policy.	Provide information on Brown Bag lunches for the elderly.
	AS NEEDED		Health Care Services.	Visiting nurse take CF applications during home visits.
	QUARTERLY		Food Bank of Santa Barbara County	Provide CF applications on an ongoing basis. Provides nutritional education.
	QUARTERLY		United Way	Provides CF applications.
	QUARTERLY		Santa Ynez Valley People Helping People	Provides CF applications.
SANTA CLARA	MONTHLY		Local School Districts	education
	QUARTERLY		Second Harvest Food Bank	Food distribution

APPENDIX D

COUNTY PARTNER ORGANIZATIONS				
County	Frequency of Meetings	"OTHER" Frequency of Meetings	Committee/Task Force Name	Activities
SANTA CRUZ	QUARTERLY		Second Harvest Food Bank of Santa Cruz and San Benito Counties	Contract to provide outreach and enrollment activities. Develop outreach materials and media.
	AS NEEDED		County of Santa Cruz Health Services Agency	Provides general CalFresh information, applications, staff assistance and initial application interviews.
	QUARTERLY		Homeless Services Center	Provide CalFresh Employment and Training services to CalFresh participants. The program provides employment activities in order to work towards paid employment.
	MONTHLY		Health Care Outreach Coalition	CAAs make referrals to the CalFresh program and provide general CalFresh outreach
SHASTA	MONTHLY		Shasta County Health and Human Services Agency	Joint outreach effort to reach underserved groups in the community
	MONTHLY		Shasta Food Group	Discussions about CalFresh and sharing information on matters of food insecurity
	MONTHLY		Homeless Continuum of Care	Discussions about CalFresh and sharing information on matters of food insecurity.
	MONTHLY		Project Homeless Connect	Discussions about CalFresh and sharing information on matters of food insecurity.
	MONTHLY		Community Corrections Partnership	Discussions about CalFresh and sharing information on matters of food insecurity.
	AS NEEDED		Northern Valley Catholic Social Services	Technical support for their CalFresh application assistance and outreach efforts
SIERRA				
SISKIYOU	AS NEEDED		Family/Community Resource Centers	Meet with Director and other staff to discuss challenges from customers and CBO perspective. Collaborate to improve processes and streamline processes as much as able. Provide presentations as needed.
	AS NEEDED		Public Health Department	Meet with staff to provide CF outreach materials and provide presentations as needed.
	AS NEEDED		Siskiyou Domestic Violence and Crisis Center	Meet with staff to provide CF outreach materials and provide presentations as needed.
	AS NEEDED		Local Hospitals	Meet with staff to provide CF outreach materials and provide presentations as needed.
	AS NEEDED		CBOs in Community	Meet with staff to provide CF outreach materials and provide presentations as needed.
	ANNUALLY		Siskiyou Child Care Center	Meet with staff to provide CF outreach materials and provide presentations as needed.
SOLANO	OTHER*	Every other month	Food Bank of Contra Costa and Solano	Presentations, Training materials, Applications
	OTHER*	Every other month	UC Cooperative Extension	Presentations, Training materials in the form of training Power Point, Applications
	OTHER*	Every other month	California Tribal TANF	Presentations, Informational materials (brochures, pamphlets), Applications,
	QUARTERLY		Local Housing Authorities	Informational materials (brochures, pamphlets), Applications
	OTHER*	Every other month	WIC	Presentations, Training materials in the form of Power Points, Applications
	OTHER*	Every other month	Local School Districts	Presentations, Informational materials (brochures and pamphlets), Applications
SONOMA	MONTHLY		Health Services Department	Collaborated on managing a contractor implementing a SNAP-Ed Grant to provide nutrition education and CalFresh information materials to the community.
	MONTHLY		Center for Well Being	Managed this contractor who was implementing a SNAP-Ed Grant to provide nutrition education and CalFresh information materials to the community.

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COUNTY PARTNER ORGANIZATIONS				
County	Frequency of Meetings	"OTHER" Frequency of Meetings	Committee/Task Force Name	Activities
STANISLAUS	QUARTERLY		Catholic Charities of San Joaquin	Provide outreach and CF awareness at community events and in homes of potential customers Provide application assistance Provide CF materials to households at community events
	QUARTERLY		Sierra Vista Children and Family Services	Provide outreach and CF awareness at community events and in homes of potential customers Provide application assistance Provide CF materials to households at community events
	QUARTERLY		Center for Human Services	Provide outreach and CF awareness at community events and in homes of potential customers Provide application assistance Provide CF materials to households at community events
SUTTER	QUARTERLY		Public Health Department	Collaboration with the Public Health Department on the Local Health Department SNAP Ed Project
TEHAMA	AS NEEDED		Tehama Community Action Agency	Tehama CAA is currently operating a SNAP ED grant which is a nutrition education outreach grant. This grant has specific 'contact' goals that need to be met.
TRINITY	AS NEEDED		Trinity County Office of Education	Share information on families receiving CF who may be eligible for free/reduced school lunches and vice versa
	AS NEEDED		Human Response Network	HRN assists with application completion and submission to the CWD
TULARE	AS NEEDED		CSET	Provided CalFresh application assistance
	AS NEEDED		United Way 2-1-1	Provided CalFresh application assistance
	AS NEEDED		Catholic Charities	Provided CalFresh application assistance
	AS NEEDED		Kings/Tulare Area Agency on Aging (KTAAA)	provided CalFresh application assistance
TUOLUMNE	AS NEEDED		Catholic Charities	Assists customers in completing application and submits application to county via mail or online.
VENTURA	AS NEEDED		FOOD Share, Inc.	Attend outreach activities, pre-screen and complete CalFresh applications on an ongoing basis.
	WEEKLY		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.
	BI-MONTHLY (twice a month)		Police and Corrections Team (PACT)	This activity is geared towards providing services for individuals who are paroled into Ventura County. We attend an orientation, provide information, answer questions and take applications.
YOLO	MONTHLY		Health Department WIC	Sharing information
	ANNUALLY		Woodland Joint Unified School District	Share CalFresh applications with free and reduced lunch recipients
	QUARTERLY		Yolo County Children's Alliance	Application distribution and screening
	WEEKLY		RISE Inc.	Share information and take applications
YUBA	OTHER*	Approximately once per month or once every other month depending on the activity and if the school is in session.	Yuba County Schools	Lone Tree Elementary, Cedar Lane Elementary, Ella Elementary, Yuba Gardens Intermediate, and Mary Covillaud Elementary have received one-time activities that were indirect (tabling/outreach activities) or direct education (speaking at classes, one time, regarding specific nutrition topics for more than 15 minutes).
	OTHER*	Six meetings in 2013	University of California Davis Cooperative Extension	Healthy YOUba meetings that allows for collaboration.
	WEEKLY		Farmers Market	Participated in outreach for 11 weeks promoting EBT use at farmers' market every Friday from May 31, 2013-August 23rd
	QUARTERLY		Yuba County Library	Held four evens in 2013 alone which randomly took place over the course of six months and were not part of a series. Also held three Healthy YOUba meetings at this location.
	OTHER*	one time	Yuba-Sutter Gleaners Food Bank, Inc.	Conducted indirect education (one time in March 2013) at an Emergency Food Distribution Site (organized/facilitated by Gleaners).

APPENDIX E

NEW OUTREACH ACTIVITIES IMPLEMENTED DURING FISCAL YEAR 2012-13		
COUNTY	TYPE OF ACTIVITY	OUTREACH ACTIVITIES
ALAMEDA	Ongoing	Launched 1st Annual CalFresh Awareness month - May 2013. Includes in-office food demonstrations, media campaign, staff training, and participation in multiple health and wellness events throughout the month.
ALPINE	Ongoing	Meals-On-Wheels Delivery twice weekly of meals to home bound seniors residing in Alpine County
AMADOR	One-Time	Attended a Health and Wellness fair
	One-Time	Made a presentation at an American Association of University Women (AAUW) function regarding Food Security in Amador County
	One-Time	Worked with a local grocery store that was putting together a table for nutritious eating, provided CF applications and other outreach materials
BUTTE	Ongoing	Contract with the Salvation Army
	Ongoing	Provide outstation assistance through local homeless shelter/facility.
HUMBOLDT	Ongoing	Outreach to seniors in partnership with Area 1 Agency on Aging included new media approaches, home visiting via Information and Assistance program, and post-hospitalization home visits to assess food security and assist with enrollment
	One-Time	Promotion of CalFresh by VITA (free tax preparation program) volunteers during counseling/review sessions at tax assistance events
	One-Time	Outreach to employers and job applicants via a local employment/personnel agency
	Ongoing	Linking CalFresh enrollment to healthcare coverage enrollment in local health clinics
INYO	Ongoing	Ran an Ad in the local paper in both English and Spanish
KERN	Ongoing	Senior Outreach (60+) - Outreach to seniors during mealtime at senior centers throughout the county by taking applications and providing information on CalFresh. Work with Office of Aging and Adult Services to provide CalFresh applications and fliers to all Meals on Wheels participants.
	Ongoing	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. Social Media CalFresh Outreach -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	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.
LASSEN	Ongoing	Farmers Markets-Information & presentations that EBT cards can be used at Farmers Markets
	Ongoing	How to grow your own food and how to cook food and purchase seeds to grow your own food presentations
LOS ANGELES	Ongoing	Partnership between Meeting Each Need with Dignity (MEND), LA Regional Food Bank and local DPSS District Office to co-locate partner agency staff to prescreen and complete CF application process, and provide application directly to EW for review and interactive CF interview.
	Ongoing	Partnership with LA City Family Resource Center to complete YBN applications for interested clients.
	Ongoing	CalFresh Awareness Month 2013, to join over 40 CalFresh partners in a comprehensive and coordinated effort to increase awareness, access, and participation in the CalFresh Program

APPENDIX E

NEW OUTREACH ACTIVITIES IMPLEMENTED DURING FISCAL YEAR 2012-13		
COUNTY	TYPE OF ACTIVITY	OUTREACH ACTIVITIES
MARIN	Ongoing	CalFresh Awareness Month which included CalFresh information available to the public through the media--radio broadcasts and newspaper inserts (in Spanish and English); assistor training; CalFresh outreach at the Canl Community Picnic and the Senior Healthy Eating Symposium; CalFresh in a Day event.
	Ongoing	CalFresh Presentation at Marin Food Policy Council
	One-Time	CalFresh Application Assister Training
MENDOCINO	Ongoing	Mendocino County developed a contract with the Family Resource Center Network of Mendocino County to reimburse community-based organizations for their work in assisting clients with applying for CalFresh. This contract has been particularly helpful for those clients living in geographically isolated communities who lack transportation to our main County offices in Fort Bragg or Ukiah.
MONO	Ongoing	Increase outreach to seniors through senior centers and meals on wheels programs.
	Ongoing	Improved County website access to C4Yourself.
	Ongoing	Outreached to Medi-Cal recipients with aid codes that could be eligible for CalFresh.
NEVADA	Ongoing	Eligibility staff worked with/assisted the Nutrition Education and Obesity Program (NEOP) project coordinator in promoting healthy eating at several locations including town activity centers, and community churches, and health fairs. CF application filing and assistance were available.
	One-Time	Eligibility staff attended the Fruit and Veggie Fest held at a local grocery store in a collaboration event with the Nevada County Public Health Dept, University of California Cooperative Ext, Family Resource Center, Live Healthy Nevada County, and a health education consultant.
	Ongoing	The county developed an outreach worker assigned to be available once a month (or more) at each of the following: local Food Banks, Community Business Organizations, Senior Centers, Medical Clinics, Drug and Alcohol Treatment Centers and local Probation
	Ongoing	Partner with 211 Nevada County for CalFresh application outreach and assistance
	Ongoing	Partner with Partners Family Resource Centers for CalFresh application outreach and assistance.
SACRAMENTO	Ongoing	Formal contract with River City to provide Outreach services (pilot) to potential CalFresh eligibles who frequent the food bank.
	One-Time	Contracted with Regional Transit for Bill board style ads on Regional Transit buses regarding CalFresh access and application
	One-Time	Contracted with Sacramento News and Review for full section pull-out regarding CalFresh access and application.
SAN DIEGO	Ongoing	Launched video interviewing with new Community Based Organizations
	Ongoing	Engaged First 5 Contractors to perform CalFresh Application assistance
	Ongoing	Participation on the Unaccompanied Youth Taskforce
	Ongoing	Application assistance with the Veteran's Affairs
SAN FRANCISCO	Ongoing	Restaurant Meals Program was implemented
	Ongoing	Partner with SF Unified School District on AB402 implementation. Free or reduced meals school lunch participants can be expedited into CalFresh.
	Ongoing	Perform educational workshops for aged Foster Care Youth (ILSP) between ages of 16 and 21.
	Ongoing	On-site interviews at Project Homeless Connect, with receipt of EBT cards the next business day.
	Ongoing	Partner with Code for America to provide text and e-mail notifications to clients.
	Ongoing	Implement EatFresh as an outreach tool for clients to have access to recipes on a CalFresh budget. Utilize Twitter, Facebook, and other social media technologies for CalFresh nutrition education information.

APPENDIX E

NEW OUTREACH ACTIVITIES IMPLEMENTED DURING FISCAL YEAR 2012-13		
COUNTY	TYPE OF ACTIVITY	OUTREACH ACTIVITIES
SAN LUIS OBISPO	Ongoing	SLO County implemented the Restaurant Meals Program. Our county has 10 restaurants currently providing hot meals and there are 4 more restaurants pending approval. Restaurant owners are now starting to give out information to other restaurant owners who are interested in becoming approved sites. There is information on the county website regarding what restaurants have been approved and how to become an approved site if a new restaurant owner is interested.
	Ongoing	EBT in the Farmer's Market. In Oct 2013 four local Farmer's Markets started accepting EBT. The county will be putting information on the county website to let the public know this is now an available option for them. I have two other Market Managers inquiring about how to get EBT approved for their Farmers Markets. This will be an ongoing effort to get EBT into all the local Farmer's Markets.
	One-Time	The county created a WIC/CalFresh flyer that went into 15,000 back to school packets to inform families that they can be on both programs at the same time to maximize their food budget. This will be a yearly collaborative outreach.
	One-Time	The Public Health Department gave healthy eating demonstrations in the county DSS lobbies. They explained food preparation, gave out food samples, and encouraged application of CalFresh benefits to boost the family food budget in order to purchase healthy foods.
	Ongoing	The Public Health Department gave healthy eating demonstrations at local Farmer's Markets. the explained food preparation, gave out food samples, and encouraged application for CalFresh benefits to boost the family food budget in order to purchase healthy foods.
SANTA CLARA	Ongoing	With the implementation of AB 402, Santa Clara county established partnership with several local school districts in order to increase CF participation.
SANTA CRUZ	Ongoing	Churn Reduction: In-Reach to closed cases with Over Payments, cold calls for Redetermination appointments
	One-Time	Outreach to K-12 School Lunch Programs in three school districts
	One-Time	CalFresh Awareness Month outreach activities
	One-Time	CalFresh in-reach to Healthy Families and Low Income Health Program clients transitioning to Medi-Cal
	Ongoing	Cold Calls to conduct intake phone interviews for My Benefits CalWIN applicants.
	Ongoing	CalFresh in-reach to Medi-Cal clients at Redetermination.
SISKIYOU	Ongoing	All supervisors are assigned a designated region in the County and are encouraged with their units, to perform monthly outreach activities. This was implemented as a result of the CalFresh Plan for Outreach submitted to the State.
SONOMA	Ongoing	Outstationed Eligibility Workers in the community assisting underserved clients in applying for CalFresh
	Ongoing	Attended events in the community promoting CalFresh
	Ongoing	Presentations and trainings promoting CalFresh in the community
TEHAMA	Ongoing	Tehama County participated in our Tehama County Fair this year in conjunction with Tehama CAA.
	Ongoing	Our Tehama CAA did many Nutrition Workshops which were part of a grant through USDA. These were not really outreaches but nutrition education which helps the community use healthier foods.
TRINITY	One-Time	Cooking demos - meals under \$5 or \$10
	One-Time	Calendars distributed with health eating facts and tips
VENTURA	Ongoing	CalFresh information and/or applications taken at city festivities, i.e. Summerfest, Feria del Mercado, Wheeled Sports Bike Rodeo, Beachfront Marathons.
	Ongoing	CalFresh information and/or applications taken at community events/fairs sponsored by local law enforcement agencies.
	Ongoing	CalFresh information and/or applications taken at Boys & Girls Club.
	Ongoing	CalFresh information and/or applications taken at community parks.
YOLO	One-Time	Yolo Food Connect - County Food Symposium
	One-Time	Mailed CalFresh applications to free and reduced lunch recipients
YUBA	Ongoing	Local Farmer's Market - Participated in outreach for 11 weeks promoting EBT use at farmers' market every Friday from May 31, 2013-August 23rd
	One-Time	Yuba-Sutter Transit Campaign - There was a one-time CDSS grant to campaign through the Yuba-Sutter Transit by providing posters at the bus stops and on the busses.

APPENDIX F

NEW OUTREACH ACTIVITIES PLANNED FOR FISCAL YEAR 2013-14		
COUNTY	TYPE OF ACTIVITY	OUTREACH ACTIVITIES
ALAMEDA	Ongoing	IHSS/CalFresh Outreach - Use IHSS Social Workers to assist IHSS applicants/recipients in completing CalFresh application during initial and annual home visits. Pilot to begin April 2014.
	Ongoing	Partner with Alameda County office of Education to provide outreach to families approved for NSLP. AB 402 Reverse Direct Certification. Approved NLSP applications will be submitted to CWD for CalFresh eligibility determination.
BUTTE	Ongoing	Looking into the possibility of having outstation workers in Hospitals, Library and neighboring towns.
CALAVERAS	Ongoing	Reopen outstation in Valley Springs
	Ongoing	Relocate Angels Camp outstation
FRESNO	Ongoing	Plan enrollment events due to the California Drought.
HUMBOLDT	Ongoing	linking / cross promoting with school meal programs and Harvest of the Month activities via our local Office of Education.
	Ongoing	Partnering with local affordable and transitional housing providers to outreach to clients
	Ongoing	Additional and new outreach to homeless populations
KERN	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)
LASSEN	Ongoing	Local hospital and Clinics- Presentations on information on program and educational materials
	Ongoing	Schools- Presentations on information on program and educational materials
	Ongoing	Child Support Services Department- Presentations on information on program and educational materials
	Ongoing	Senior Centers, Local Indian Tribes, Community College, Probation, Child and Family Resources, Child & Family Services, WIC- Presentations on information on program and educational materials
LOS ANGELES	Ongoing	CalFresh Awareness Month 2014: The 2014 campaign will invite CalFresh Partners to partake in sub-committees, allowing targeted outreach to increase awareness and CalFresh participation amongst various groups, including seniors, veterans, immigrants, low-income families, and retailers/food pantries.
MADERA	Ongoing	Train Community Based Organizations to assist clients with online applications.
MARIN	Ongoing	Participate on the Marin Food Policy Council
	Ongoing	Partnership with San Francisco Marin Food Bank
	One-Time	CalFresh Summit with Jarred Huffman's Office
	One-Time	CalFresh Awareness Month Activities
	One-Time	CalFresh in a Day Enrollment Event
	One-Time	CalFresh Application Assister Training
MARIPOSA	Ongoing	Aug. 2013 thru June 2014 -- Training CBOs on horizontal integration. (CF applications) Using the C4Yourself website to enter applications. Mariposa received a grant for this outreach.
MENDOCINO	Ongoing	Mendocino County is working on a contract with Mendocino County Office of Education for CalFresh outreach through school districts.
	Ongoing	Mendocino County hopes to implement a new contract with our Area Agency on Aging for CalFresh outreach at our senior center sites.
MERCED	Ongoing	Education of CalFresh benefits, healthy eating
MODOC	Ongoing	more media (local) saturation
	Ongoing	send more applications to community resource centers
NEVADA	Ongoing	Sheriff's Department: CalFresh application enrollment for AB109 or incarcerated individuals being released.
	Ongoing	Probation Department: CalFresh application enrollment for AB109 or incarcerated individuals being released.

APPENDIX F

NEW OUTREACH ACTIVITIES PLANNED FOR FISCAL YEAR 2013-14		
COUNTY	TYPE OF ACTIVITY	OUTREACH ACTIVITIES
ORANGE	Ongoing	Orange County will be working with partners via Covered OC to integrate CalFresh and Medi-Cal outreach.
	Ongoing	Orange County is in the process of planning in-reach activities to specific underserved populations.
	Ongoing	Orange County has pledged support of Health Insurance Counseling and Advocacy Program (HICAP) to continue to receive outreach grant funding.
PLACER	Ongoing	Placer's CNAP team will develop a CNAP Website that will include information on CalFresh.
	Ongoing	Placer will enter into a memorandum of understanding with a minimum of five local school districts to enable schools to share information submitted on the National School Lunch Program application with us. The shared information will serve as a request for a CalFresh application.
	Ongoing	Placer will work with grocery and convenience stores, that serve priority populations, to increase health food choices and to display CalFresh information.
SACRAMENTO	Ongoing	Have issued RFP and entered into contracts with other providers to provide CalFresh Outreach and assistance with BCW applications for CalFresh at their site/locations
	One-Time	Planning additional media placements, including multilingual outreach to the Sacramento community
SAN BENITO	Ongoing	Participate in local Farmers Market.
SAN BERNARDINO	Ongoing	Partnership with Fontana FIRST - Monthly resource fair, eligibility staff present CalFresh eligibility information to the community
	Ongoing	Glen Helen Rehabilitation Center - Quarterly resource fair, eligibility staff present CalFresh eligibility information to participants of the center
	Ongoing	Partnership with Rialto Police Department - Monthly resource fair - Transitional Assistance Department has a booth to distribute CalFresh information and answer questions from the community.
	Ongoing	Health Care Reform (HCR) and ongoing horizontal integration efforts to enroll participants in other programs they are eligible to
SAN DIEGO	Ongoing	Outstationed worker to Crawford High School
	Ongoing	MAAC Project (Metropolitan Area Advisory Committee). MAAC was founded upon a vision to provide a place where local families in need could find the means to self-sufficiency.
	Ongoing	CalFresh Presentations at Local Job Fairs and other community events
	Ongoing	Golden Advantage Nutrition Program at the Senior Centers
	Ongoing	CalFresh Outstationed Staff at Food Banks
SAN FRANCISCO	Ongoing	Outreach at Skyline Community College targeting part-time and full-time students with San Mateo County, Second Harvest, and SF Food Bank.
	Ongoing	Outreach to existing Medi-Cal recipients
	One-Time	Deep analysis into potential CalFresh clients
SAN MATEO	One-Time	CalFresh-in-a-Day event. Booths will be available at Skyline College where Eligibility Workers/Benefits Analysts will be stationed and will process applications on the same day.
	Ongoing	CalFresh In-Depth event. Information will be provided on the timing, completion and approval process of CalFresh applications. The event will include information from partners regarding the impact being made in the community and how immigrant populations are being assisted.
SANTA BARBARA	Ongoing	The Salvation Army. They will assist and provide CF applications at the church and at the homeless shelter. Implementation date was 11/13
SANTA CRUZ	Ongoing	Reverse Certification with school districts
	Ongoing	CalFresh in-reach to Medi-Cal expansion
	Ongoing	Inbound Redetermination appointments

APPENDIX F

NEW OUTREACH ACTIVITIES PLANNED FOR FISCAL YEAR 2013-14		
COUNTY	TYPE OF ACTIVITY	OUTREACH ACTIVITIES
SOLANO	Ongoing	Additional outreach to WIC clients
	Ongoing	Outreach through Network for Healthy California Public Health Nurses
	Ongoing	Provide additional outreach to the elderly population by collaborating with Adult Protective Service (APS) and In Home Support Service (IHSS).
	Ongoing	Provide 'in-reach' with Child Welfare Service (CWS) in an effort to reach more young adults aging out of the foster care system
VENTURA	Ongoing	CalFresh community outreach events.
	Ongoing	Presentations to CBOs.
	Ongoing	Use of media to market CalFresh.
YOLO	Ongoing	Contracting CBOs to provide outreach screenings, training and distributing CalFresh information throughout the County.
	Ongoing	Media coverage and exposure
	Ongoing	Campaigning on local university campuses
	Ongoing	Grant opportunity for USDA subsidized fresh produce delivery
	Ongoing	Creation of permanent CalFresh outreach team and steering committee
	One-Time	Business Process Review of CalFresh by outside Consultants

APPENDIX G

CERTIFICATION SITES CLOSED AS OF JUNE 30, 2013			
County	Size	Address	Zip Code
CALAVERAS	S	135 Laurel St., Valley Springs	95252
FRESNO	L	37387 Auberry Mission Road, Auberry, CA	93602
		927 O Street, Firebaugh, CA	93622
		517 S. Madera Ave., Kerman, CA	93630
		449 S. Madera Ave., Kerman, CA	93630
		121 Barboza Street, Mendota, CA	93640
		195 Smoot, Mendota, CA	93640
		445 11th Street, Orange Cove, CA	93646
		650 Zediker Ave., Parlier, CA	93648
		3567 W. Mt. Whitney Ave., Riverdale, CA	93656
		21890 Colorado Ave., San Joaquin, CA	93660
		2502 E. Jensen, Sanger, CA	93657
		32861 Sycamore Rd. #100, Tollhouse, CA	93667
		1110 Tucker Ave., Sanger, CA	93657
IMPERIAL	M	1177 N. 8th St., El Centro	92243
		480 N. Imperial, Rm 95, Brawley	92227
LOS ANGELES	L	12847 Arroyo Street, Sylmar	91342
		11390 W. Olympic Blvd, Los Angeles	90064
		2691 E. Victoria Street, Rancho Dominguez	90221
NEVADA	S	HHSA Mobile Van at 29190 Hwy 49, Nevada City, CA	95959
		HHSA Mobile Van at 31626 Relief Hill Rd, Washington, CA	95986
SAN BERNARDINO	L	881 W. Redlands Blvd., Redlands, CA	92373
SAN MATEO	S	Coastside Family Medical Clinic - 225 S. Cabrillo Hwy, Half Moon Bay	94019
		Sequoia Teen Resource Center - 1201 Brewster St., Redwood City	94063
		JobTrain - 1200 O'Brien Dr, Menlo Park	94025
		4031 Pacific Blvd, San Mateo 94403 (<i>new address for Samaritan House</i>)	
TUOLUMNE	S	1000 Greenley Rd Sonora	95370

TOTAL COUNTIES	8	TOTAL SITES	26
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APPENDIX H

CERTIFICATION SITES OPENED DURING FISCAL YEAR 2012-13

COUNTY	SIZE	NAME	ADDRESS	CITY	ZIP CODE	SERVICE CODES	DAYS OPEN	HOURS OPEN	EXTENDED HOURS
ALAMEDA	L		5669 Gibraltar Ave	Pleasanton	94588	All	M-F	8:30am-5pm	unknown
EL DORADO	S		3883 Ponderosa Road	Shingle Springs	95682	All	M-F	8am-5pm	12pm to 1pm
LOS ANGELES	L		9188 Glenoaks Blvd.	Sun Valley,	91352	ALL	M-F	8am-5pm	Lunch 12-1pm
			17600 B Santa Fe Ave.	Rancho Dominguez	90221	ALL	M-F	8am-5pm	Lunch 12-1pm
			337 East Ave K-10	Lancaster	93535	ALL	M-F	8am-5pm	Lunch 12-1pm
			2961 E. Victoria Street	Rancho Dominguez	90221	ALL	M-F	8am-5pm	Lunch 12-1pm
SACRAMENTO	L	RCCC- County jail	12500 Bruceville Rd	Elk Grove	95757	ALL	M-F	8am-5pm	N/A
		Probation Department day reporting	3201 Florin Perkins Rd	Sacramento	95826	ALL	M-F	8am-5pm	N/A
SAN BERNARDINO	L	Rialto TAD	1175 W. Foothill Blvd.	Rialto	92376	ALL	M-F	8:30 a.m. - 4:30 p.m.	7 - 8:30, 12:00 - 1:00, 4:30- 6:00
		Ontario Customer Service Center	1637 E. Holt Blvd.	Ontario	91761	ALL	M-F	7:30 a.m. - 5:30 p.m.	7 -7:30, 12:00 - 1:00, 5:30- 6:00
		Hesperia Customer Service Center	15980 Main St.	Hesperia	92345	ALL	M-F	7:30 a.m. - 5:30 p.m.	7 -7:30, 12:00 - 1:00, 5:30- 6:00
		Redlands TAD	1811 W. Lugonia Ave.	Redlands	92374	ALL	M-F	8:30am - 4:30 pm	7-8:30 am, 12-1 pm, 4:30-6 pm
SAN JOAQUIN	L	Boggs Tract	533 S. Los Angeles St.	Stockton	95203	All	Mon-Tue	8:00am-4:30pm	N/A
		North East	2805 E. Harding Way	Stockton	95202	All	Wed-Thu	8:00am-4:30pm	N/A
VENTURA	M	Moorpark Center	612 Spring Rd., Bldg. B, Suite 301	Moorpark	93021	ALL	M-F	8am-5pm	By Request Only
		Child Only Center (formerly at 4000 S. Rose Ave)	1001 Partridge Drive	Ventura 93003		ALL	M-F	8am-5pm	By Request Only

TOTAL COUNTIES	7							TOTAL SITES	15
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APPENDIX I

NUMBER OF CERTIFICATION SITES BY COUNTY																							
Total Sites		16 SMALL COUNTIES			15 SMALL COUNTIES			Total Sites		14 MEDIUM COUNTIES			Total Sites		13 LARGE COUNTIES								
Counties with Extended Hours								Counties with Extended Hours					Counties with Extended Hours										
1	Yes	Alpine	5	Yes	Napa (6)*	2	Yes	Butte	7	Yes	Alameda (6)*	1	Yes	Amador	7	Yes	Nevada (9)*	9	Yes	Contra Costa	15	Yes	Fresno (28)*
6	Yes	Calaveras (7)*	3	Yes	Placer	3	Yes	Humboldt	17	No	Kern	6	Yes	Colusa	1	Yes	Plumas	10	No	Imperial (12)*	31	Yes	Los Angeles (30)*
2	Yes	Del Norte	1	Yes	San Benito	5	Yes	Madera	12	Yes	Orange	2	Yes	El Dorado (5)*	7	Yes	San Luis Obispo	3	Yes	Merced	14	Yes	Riverside
2	Yes	Glenn	12	Yes	San Mateo (15)*	3	Yes	Monterey	18	Yes	Sacramento (16)*	2	Yes	Inyo	2	Yes	Sierra	4	Yes	San Francisco	21	Yes	San Bernardino (18)*
5	Yes	Kings	1	Yes	Siskiyou	4	Yes	Santa Barbara	12	Yes	San Diego (22)*	1	Yes	Lake	4	Yes	Sutter	3	Yes	Santa Cruz	7	Yes	San Joaquin (5)*
2	Yes	Lassen	2	Yes	Tehama	7	Yes	Shasta (5)*	5	Yes	Santa Clara	2	Yes	Marin	2	Yes	Trinity	3	Yes	Solano	7	Yes	Stanislaus (8)*
1	Yes	Mariposa	1	Yes	Tuolumne (2)*	3	Yes	Sonoma	21	Yes	Tulare	1	Yes	Mendocino	2	Yes	Yolo	11	Yes	Ventura (10)*			
1	Yes	Modoc	1	Yes	Yuba							4	Yes	Mono									
39	16	TOTALS	51	15	TOTALS	70	13	TOTALS	187	12	TOTALS												
Total Sites = 90						Total Sites = 70						Total Sites = 187											
Counties with Extended Office Hours = 31						Counties with Extended Office Hours = 13						Counties with Extended Office Hours = 12											
Sites/County Median= 2.0						Sites/County Median = 3.5						Sites/County Median= 14.0											

****County Size Definition:**
 Small Counties: 9,999 or fewer CalFresh Households
 Medium Counties: 10,000 - 39,999 CalFresh Households
 Large Counties: 40,000 or more CalFresh Households

*Number of certification sites during Fiscal Year 2011-12.

**Source: Food Stamp Program Participation and Benefit Issuance Report (DFA 256, January - December 2013)

APPENDIX J

CALFRESH COORDINATORS					
COUNTY	NAME	TITLE	E-MAIL ADDRESS	PHONE	EXT.
ALAMEDA	Danielle White	Program Specialist	dawhite@acgov.org	(510) 259-3825	0
ALPINE	Lucie Morotti	ICW III	lmorotti@alpinecountyca.gov	(530) 694-2235	231
AMADOR	Judy Brown	Staff Services Analyst	jbrown@amadorgov.org	(209) 223-6611	0
BUTTE	Ken MacKell	Program Manager	kmackell@buttecounty.net	(530) 879-3528	0
CALAVERAS	Sydney Prest	Supervisor	sprest@co.calaveras.ca.us	(209) 754-6549	0
COLUSA	Leslie Culp	Program Manager II	leslie.culp@colusadhhs.org	(530) 458-0867	0
CONTRA COSTA	Audry Gonsalvez	Social Service Program Analyst	agonsalvez@ehsd.cccounty.us	(925) 313-1641	0
DEL NORTE	Carmen Fong-Chavez	Program Manager	cchavez@co.del-norte.ca.us	(707) 464-3191	2600
EL DORADO	Jakki Cuffe	Eligibility Supervisor I	jacquelyn.cuffe@edcgov.us	(530) 642-7435	0
FRESNO	Martha Jue	CalFresh Program Specialist	mjue@co.fresno.ca.us	(559) 600-2762	0
GLENN	Becky Hansen	Program Manager Eligibility	bhansen@hra.co.glenn.ca.us	(530) 865-6104	0
HUMBOLDT	Mandy Gentle	Administrative Analyst I	mgentle-stiles@co.humboldt.ca.us	(707) 268-2787	0
IMPERIAL	Charles Cruz	Program Manager	charliecruz@co.imperial.ca.us	(760) 337-7462	0
INYO	Becky Allen	Human Services Supervisor	ballen@inyocounty.us	(760) 872-1394	0
KERN	Martha Esparza	Assistant Program Director	esparzm@co.kern.ca.us	(661) 633-7337	0
KINGS	Antoinette Gonzales	Program Manager	antoinette.gonzales@countyofkings.com	(559) 852-4280	0
LAKE	Kathy Harrison	Program Manager	kharrison@dss.co.lake.ca.us	(707) 995-4290	0
LASSEN	Bill Jost	Program Manager	bjost@co.lassen.ca.us	(530) 251-8346	0
LOS ANGELES	Lino Rios	Human Services Administrator III	linorios@dpss.lacounty.gov	(562) 908-6345	0
MADERA	Cindy Chandler	Program Manager	cindy.chandler@co.madera.ca.us	(559) 675-2336	0
MARIN	Ronna Buccelli	Eligibility Program Manager	rbuccelli@marincounty.org	(415) 473-3503	0
MARIPOSA	Nancy Bell	Deputy Director	nbell@mariposahsc.org	(209) 742-0919	0
MENDOCINO	Rosemary Martin del Campo	Program Manager	martinr@co.mendocino.ca.us	(707) 463-7875	0
MERCED	Lupe Cisneros	Staff Services Analyst II	lcisneros@hsa.co.merced.ca.us	(209) 385-3000	5301
MODOC	Carol Houseman	Eligibility Specialist III Lead Worker	carolhouseman@co.modoc.ca.us	(530) 233-6501	1307
MONO	Francie Avitia	Program Manager	favitia@mono.ca.gov	(760) 924-1789	0
MONTEREY	Christine Alvarez	CalFresh Mgt. Analyst II	alvarezlc@co.monterey.ca.us	(831) 796-1544	0
NAPA	Alli Muller	Staff Services Analyst	alli.muller@countyofnapa.org	(707) 253-6180	0
NEVADA	Sara Connor	Eligibility Supervisor	sara.connor@co.nevada.ca.us	(530) 265-7195	0

APPENDIX J

CALFRESH COORDINATORS					
COUNTY	NAME	TITLE	E-MAIL ADDRESS	PHONE	EXT.
ORANGE	Pamela Andrade	Administrative Manager I	Pamela.Andrade@ssa.ocgov.com	(714) 541-7862	0
PLACER	Linda Zelhart	Program Manager	lzelhart@placer.ca.gov	(530) 889-7617	0
PLUMAS	Suzanne Wilson	Benefits Assistance Supervisor	suzannewilson@countyofplumas.com	(530) 283-6441	0
RIVERSIDE	Jennifer Hahner	CF Program Specialist II	jhahner@riversidedpss.org	(951) 358-3970	0
SACRAMENTO	Rhonda Noller	Human Services Program Planner B	nollerr@saccounty.net	(916) 875-3525	0
SAN BENITO	Shawni Ramos	Staff Services Analyst	sramos@cosb.us	(831) 261-2938	0
SAN BERNARDINO	Maria Contreras	Program Specialist II	contrerasm@hss.sbcounty.gov	(909) 383-9704	0
SAN DIEGO	Deanna Helenihi	CF Program Specialist II	Deanna.Helenihi@sdcounty.ca.gov	(619) 338-2726	0
SAN FRANCISCO	Leo O'Farrell	Program Director	Leo.O'farrell@sfgov.org	(415) 558-1157	0
SAN JOAQUIN	Alisa Rosas	Staff Analyst II	arosas@sjgov.org	(209) 468-2043	0
SAN LUIS OBISPO	Suzanne Garcia	Program Manager	sgarcia@co.slo.ca.us	(805) 781-1895	0
SAN MATEO	Nancy Rodriguez	Program Specialist	nrodriguez@smchsa.org	(650) 802-6423	0
SANTA BARBARA	Eloise Aguilon	Dept. Business Specialist I	E.Aguillon@sbcsocialserv.org	(805) 346-8213	0
SANTA CLARA	Irina Zhuravleva	Application & Decision Support Specialist	Irina.Zhuravleva@ssa.sccgov.org	(408) 755-7540	0
SANTA CRUZ	Lainie Gray	Associate Human Services Analyst	lainie.gray@hsd.co.santa-cruz.ca.us	(831) 763-8764	0
SHASTA	Jean Keyes	Staff Services Analyst	jkeyes@co.shasta.ca.us	(530) 225-5022	0
SIERRA	Lori McGee	ICW Supervisor	lmcgee@sierracounty.ws	(530) 993-6725	0
SISKIYOU	Patricia Barbieri	Program Manager	tbarbieri@co.siskiyou.ca.us	(530) 841-2754	0
SOLANO	Juanita Fleming	Program Specialist	jmmccord-fleming@solanocounty.com	(707) 784-3807	0
SONOMA	Shaydra Ennis	CalFresh Analyst	sennis@schsd.org	(707) 565-2524	0
STANISLAUS	Maria DeAnda	Manager IV	DeAndMa@stancounty.com	(209) 558-2671	0
SUTTER	David Nagra	Program Manager	dsnagra@co.sutter.ca.us	(530) 822-7239	0
TEHAMA	Laurie Nelson	SSA II	lnelson@tcdss.org	(530) 528-4116	0
TRINITY	Morgan Talkington	Eligibility Supervisor	mtalkington@trinitycounty.org	(530) 623-8247	0
TULARE	Idalia Gonzalez	CalFresh Program Specialist	igonzale@tularehhsa.org	(559) 623-0142	0
TUOLUMNE	Laurie Darby	Eligibility Supervisor	ldarby@co.tuolumne.ca.us	(209) 533-5753	0
VENTURA	Margarita Cabral	Program Analyst	margarita.cabral@ventura.org	(805) 477-5363	0
YOLO	Jennifer Martinez	Administrative Services Analyst	jennifer.martinez@yolocounty.org	(530) 661-2789	0
YUBA	Carla Jara	Program Specialist	cjara@co.yuba.ca.us	(530) 749-6411	0

APPENDIX K

DATA SUMMARY Fiscal Year 2012-13

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 forms.
 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.

Application Sites	Number of Counties				
	General CalFresh Information	CalFresh Application Forms	County Staff Presentations	County Staff Provide Assistance	Non-County Staff Provide Assistance
Community Events (Health/Job/Info Fairs, Harvest Festivals, etc.)	47	42	30	37	24
Community-Based Organizations	40	38	29	15	30
One Stop Centers/Family Resource Centers	43	41	22	22	23
Food Banks	43	37	19	12	32
Direct Mail/Internet/Telephone/Fax Request	41	38	6	32	11
Hospitals/Clinics	38	32	12	25	15
Government Offices Other than CWD (WIC, SSA, EDD, etc.)	36	25	19	17	15
C4Yourself Website	31	33	5	20	6
In-Home Visits	25	27	4	28	6
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	33	20	13	13	11
Schools	30	16	18	11	14
Farmers' Markets	33	15	10	9	16
Senior Centers	26	17	17	11	8
Alcohol/Drug Rehabilitation Centers	26	17	11	11	8
USDA Food Distribution Sites	24	15	7	6	15
MyBenefitsCalWIN Website	18	17	5	10	13
Churches	22	11	12	5	10
Mobile Sites	15	13	8	9	8
Senior Housing/Living Centers	20	11	10	5	7
Employment Sites	23	10	8	4	5
Senior Congregate Meal Sites	19	11	11	5	3
Volunteers In Tax Assistance (VITA) sites	18	10	4	6	9
Libraries	20	7	5	3	8
Child Care Facilities	19	4	5	2	9
Family Planning	15	4	3	4	3
Grocery Stores	16	3	4	1	4
Migrant Camps	9	4	5	5	4
Other*	4	4	2	4	1

*For a list of "Other" responses, see TABLE on page 7.

2. Did the county provide county and/or non-county staff to assist clients in completing CalFresh application forms and answering questions?	# of counties	% of 58 cos.
Yes	57	98.3%
No	1	1.7%
Totals	58	100.0%

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2a. Indicate how the county used staff to assist clients in completing CalFresh application forms and answering questions. Select <i>ALL</i> that apply.	# of counties	% of 58 cos.
Provided Eligibility Workers/Support Staff to Assist Clients with Filling Out Applications and Answering Questions	55	94.8%
Provided Eligibility Workers who Complete Applications Jointly (Interactive Interview) with Clients	53	91.4%
Provided Bilingual Assistance	51	87.9%
Provided Eligibility Screening through a Streamlined Application Process	42	72.4%
Provided Outreach Staff	42	72.4%
Used Community-Based Organizations to Provide Application Assistance	42	72.4%
Conducted In-Home Visits	30	51.7%
Conducted Hospital Visits	18	31.0%
Other*	10	17.2%

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

Expedited Services (ES)

3. Are all applications screened for determination of ES entitlement? If you answered No, please explain why.	# of counties	% of 58 cos.
Yes	58	100.0%
No	0	0.0%
Totals	58	100.0%

3a. Does screening for determination of ES entitlement include all applications filed on-line, including those not selecting "ES" on application? If you answered No, please explain why.	# of counties	% of 58 cos.
Yes	57	98.3%
No*	1	1.7%
Totals	58	100.0%

*For explanation, see APPENDIX A.

3b. Is the procedure for ES screening different for on-line applications and multi-program applications?	# of counties	% of 58 cos.
Yes	2	3.4%
No	56	96.6%
Totals	58	100.0%

3c. Indicate when screening for ES is <i>MOST OFTEN</i> completed. Choose <i>ONLY ONE</i> answer.	# of counties	% of 58 cos.
When application is submitted	52	89.7%
When application is requested	3	5.2%
During the interview	2	3.4%
When ES questions are completed	1	1.7%
Other	0	0.0%
Totals	58	100.0%

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3d. Indicate who <i>MOST OFTEN</i> conducts the screening for ES. Choose <i>ONLY ONE</i> answer.	# of counties	% of 58 cos.
Eligibility Worker	44	75.9%
Application Screening Unit	8	13.8%
Clerical/Receptionist	6	10.3%
Supervisor	0	0.0%
Other	0	0.0%
Totals	58	100.0%

3e. Did the clerical staff use a screening form?	# of counties	% of 6 cos.
Yes	6	100.0%
No	0	0.0%
Totals	6	100.0%

4. Did the county use translated languages (other than English) in its CalFresh applications?	# of counties	% of 58 cos.
Yes	57	98.3%
No	1	1.7%
Totals	58	100.0%

4a. Indicate the translated languages (other than English) in which CalFresh applications were <i>USED</i> in the county.	Select <i>ALL</i> that apply	
Non-English Languages*	# of counties	% of 57 cos.
Spanish	57	100.0%
Vietnamese	14	24.6%
Chinese	13	22.8%
Tagalog	13	22.8%
Russian	12	21.1%
Farsi	10	17.5%
Hmong	9	15.8%
Cambodian	8	14.0%
Arabic	7	12.3%
Laotian	7	12.3%
Korean	6	10.5%
Armenian	5	8.8%
Japanese	3	5.3%
Portuguese	2	3.5%
Samoan	2	3.5%
Mien	1	1.8%
Punjabi	1	1.8%
Somali	1	1.8%
Ukrainian	1	1.8%
Other**	1	1.8%

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

**For a list of "Other" responses, see TABLE on page 12.

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Outstationed Eligibility Workers

5. Did the county provide outstationed CalFresh eligibility workers at sites other than CWDs?	# of counties	% of 58 cos.
Yes	41	70.7%
No	17	29.3%
Totals	58	100.0%

5a. How often are eligibility workers outstationed? Choose <i>ONLY ONE</i> answer.	# of counties	% of 41 cos.
Monday to Friday	17	41.5%
As needed	7	17.1%
More than once a week	7	17.1%
Once a week	2	4.9%
Once a month	1	2.4%
Bi-monthly (every two months)	0	0.0%
Bi-weekly (every two weeks)	0	0.0%
More than once a month	0	0.0%
Other*	7	17.1%
Totals	41	100.0%

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

5b. Indicate the sites where eligibility workers were outstationed in the county. Select <i>ALL</i> that apply.	# of counties	% of 41 cos.
Community Events (Health/Job/Info Fairs, Harvest Festivals, etc.)	27	65.9%
Hospitals/Clinics	24	58.5%
Community-Based Organizations	20	48.8%
One Stop Centers/ Family Resource Centers	20	48.8%
In-Home Visits	14	34.1%
Government Offices other than CWD (WIC, SSA, EDD, etc.)	11	26.8%
Schools	11	26.8%
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	10	24.4%
Farmers' Market	9	22.0%
Food Banks	7	17.1%
Senior Centers	7	17.1%
Alcohol/Drug Rehabilitation Centers	6	14.6%
C4Yourself Website	6	14.6%
Mobile Sites (Van)	6	14.6%
Senior Congregate Meal Sites	5	12.2%
Employment Sites	3	7.3%
Migrant Camps	3	7.3%
MyBenefitsCalWIN Website	3	7.3%
USDA Food Distribution Sites	3	7.3%
Volunteers in Tax Assistance (VITA) Sites	3	7.3%
Senior Housing/Living Centers	2	4.9%
Family Planning	1	2.4%
Other*	6	14.6%

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

APPENDIX K

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On-line Applications

6. Does the county website provide the ability for clients to submit an on-line application?	# of counties	% of 58 cos.
Yes	51	87.9%
No	7	12.1%
Totals	58	100.0%

6a. Indicate the type(s) of on-line application available to clients in the county. Select ALL that apply.	# of counties	% of 51 cos.
C4Yourself	32	62.7%
MyBenefitsCalWIN	18	35.3%
One E-Application	2	3.9%
YourBenefitsNow	1	2.0%
BenefitsSF	0	0.0%

6b. Indicate ALL features that apply to the type(s) of on-line application selected above.	Number of Counties				
	C4Yourself	MyBenefits CalWIN	BenefitsSF	YourBenefits Now	One E-Application
Easy to Use with Clear Instructions and Simple Language	32	18	0	1	3
Establish the Application Filing Date (incl. submitting appl. with only the name, date, and signature)	32	18	0	1	3
Submit Application Electronically with an Electronic Signature (E-Signature)	31	18	0	1	3
Help Tools Available either On-Line, by Phone or via other means	31	17	0	1	3
Partially Complete and Save Application until Later	30	18	0	1	3
Provide Confirmation that the On-Line Application has been Submitted	30	18	0	1	3
Print the Application Form	30	17	0	1	3
Easy to Locate and Access from the County's Website	31	16	0	1	2
Submit Application for Recertification	29	15	0	0	2
Process Expedited Service Entitlement	26	14	0	1	3
Check the Status of the Application	30	10	0	1	2
Send Message to County	23	13	0	0	3
Report Changes Prior to Application Processing	26	8	0	0	1
If no E-Signature is Available, Obtain a Signature	10	2	0	0	1
Other*	3	4	0	0	0

*For a list of "Other" responses, see TABLE on page 10.

APPENDIX K

DATA SUMMARY Fiscal Year 2012-13

6e. Indicate when on-line applications are <i>VIEWED</i> electronically by district office staff. Select <i>ALL</i> that apply.	# of counties
Before the eligibility interview	48
During the eligibility interview	25
After the eligibility interview	13
Other*	1

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

6f. Indicate when on-line applications are <i>MODIFIED</i> electronically by district office staff. Select <i>ALL</i> that apply.	# of counties
During the eligibility interview	39
Before the eligibility interview	8
After the eligibility interview	5
Other*	5

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

6g. If "During the Eligibility Interview" is selected above, is the applicant provided a copy of the changes made to their electronic application at the interview, or by mail if it is a phone interview?	# of counties	% of 39 cos.
Yes	30	76.9%
No	9	23.1%
Totals	39	100.0%

6h. What date is used when an on-line application is filed outside of your county's hours of operation? Select <i>ALL</i> that apply.	# of counties	% of 51 cos.
Same Day, if filed before office opens	36	70.6%
Next Business Day, if filed after office closes	32	62.7%
Next Business Day, during weekends	29	56.9%
Same Day, if filed after office closes	15	29.4%
Other	0	0.0%

6i. Which method is used <i>MOST OFTEN</i> to inform clients of the option to apply on-line? Choose <i>ONLY ONE</i> answer.	# of counties	% of 51 cos.
Through Outreach Materials	28	54.9%
When a Client Calls the CWD	13	25.5%
By Telephone Hotline Messages	3	5.9%
Through Mass Mailing Notices	3	5.9%
Through Public Advertisement	2	3.9%
Not Currently Promoting	0	0.0%
Other*	2	3.9%
Totals	51	100.0%

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

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6j. Indicate the languages which were available for on-line applications. Select ALL that apply.	# of counties	% of 51 cos.
English	49	96.1%
Spanish	49	96.1%
Chinese	14	27.5%
Vietnamese	10	19.6%
Armenian	8	15.7%
Cambodian	8	15.7%
Farsi	7	13.7%
Portuguese	6	11.8%
Other*	1	2.0%

*For a list of "Other" responses, see TABLE on page 12.

Kiosks or Computer Terminals

6k. Are there kiosks or computer terminals available for applicants to apply on-line?	# of counties	% of 51 cos.
Yes	26	51.0%
No	25	49.0%
Totals	51	100.0%

6l. Are there staff available to assist applicants in using kiosks or computer terminals?	# of counties	% of 26 cos.
Yes	25	96.2%
No	1	3.8%
Totals	26	100.0%

6m. Is there sufficient privacy so others cannot easily see the information being entered in kiosks or computer terminals?	# of counties	% of 26 cos.
Yes	24	92.3%
No	2	7.7%
Totals	26	100.0%

6n. Are kiosks or computer terminals accessible outside of normal business hours?	# of counties	% of 26 cos.
Yes	3	11.5%
No	23	88.5%
Totals	26	100.0%

6o. Indicate how community-based organizations (CBOs) assist clients with on-line applications. Select ALL that apply.	# of counties	% of 51 cos.
CBOs have unique identifiers	29	56.9%
County can track the outcomes of the applications submitted by the CBOs.	24	47.1%
CBOs have the ability to check the status of the application	19	37.3%
Application Assister Portal	15	29.4%
Not currently partnering	14	27.5%
Other*	5	9.8%

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

6p. Number of CBOs contracted by 37 counties	181
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*For a list of CBOs, see APPENDIX B.

APPENDIX K

DATA SUMMARY Fiscal Year 2012-13

Face-to-Face Interview Waivers

7. 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	31	55
In Person	27	3
Webcam	0	0
Totals	58	58

7a. ESTIMATE the percentage of applications that had face-to-face interviews waived by the county during FY 2012-13.	Number of Counties				
Types of Application	0 to 25% waived	26 to 50% waived	51 to 75% waived	76 to 99% waived	100% waived
Hardship at Intake	23	6	6	9	14
Elderly and Disabled at Recertification	12	3	7	23	13
Elderly and Disabled Households at Intake	18	9	6	13	12
Households at Recertification	10	5	8	24	11
Quarterly Reporting Households at Recertification	11	3	8	25	11
Households at Intake	18	9	10	12	9

7b. 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.	# of counties	% of 58 cos.
When the Application is Submitted	26	44.8%
When the Client Receives an Application	15	25.9%
Through Outreach Materials	4	6.9%
When a Client Calls the CWD	4	6.9%
When the Eligibility Worker Sees a Potential Need	4	6.9%
By Telephone Hotline Messages	0	0.0%
Other*	5	8.6%
Totals	58	100.0%

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

Program Access

8. Has the county implemented (during FY 2012-13) or is the county planning to implement at a future date (FY 2013-14 or later) Business Process Re-engineering efforts (BPR)?	# of counties	% of 58 cos.
Yes	42	72.4%
No	16	27.6%
Totals	58	100.0%

APPENDIX K

DATA SUMMARY Fiscal Year 2012-13

8a. Please answer EACH BPR effort listed below and provide the implementation date or when implementation is planned to begin. If Not Applicable is selected, please leave the Implementation Date box blank.

BPR Efforts	Number of Counties		
	Implemented (7/1/12 - 6/30/13)	Planning to Implement (7/1/13 and later)	NOT APPLICABLE (implemented prior to 7/1/12)
Client Kiosks or Terminals	3	20	19
Task-Based Case Management	7	12	23
Customer Call Center	7	8	27
Same Day Application/Interview Process	4	11	27
Office Process Standardization	1	11	30
Partner with Community-Based Organizations (CBO)	3	5	34
Centralized Mail-In	2	4	36
Interactive Voice Imaging (IVR)	3	3	36
Document Imaging	3	2	37
Face to Face Waiver	5	0	37
Electronic Case Management (ECM)	2	2	38
Telephone Interviews	4	0	38
Dual Workers	0	3	39
On-Line Application Process	2	0	40
Electronic Inter-County Transfer	1	0	41
Other*	4	11	

*For a list of "Other" responses, see TABLE on page 15.

9. How does the county provide the PUB 275 for Modified Categorical Eligibility? Select ALL that apply.

	# of counties	% of 58 cos.
Included in application and/or recertification packets	53	91.4%
Flyer (mailed or handed out)	41	70.7%
Linked to on-line application system	23	39.7%
Poster	5	8.6%
Other*	2	3.4%

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

Telephone Systems

10. Indicate what telephone system(s) the county used to provide information regarding CalFresh. Select ALL that apply.

	CalFresh Programs in General	Information Aimed at Noncitizens
General County Main Number	54	20
Eligibility Worker direct line	49	23
Interactive Voice Response (IVR)	53	17
EBT toll-free number (877-328-9677)	36	15
Call Center	31	16
County number "211"	28	14
Change/Service Center	21	14
Hotline number 1-877-847-FOOD (3663)	19	8
Hotline	17	8
Contact Center	13	6
Spanish Hotline 888-926-6432 (888-9COMIDA)	12	6
Other*	6	0

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

APPENDIX K

DATA SUMMARY Fiscal Year 2012-13

10c. Indicate which telephone system(s) provide clients the ability to leave messages after hours of operation. Select <i>ALL</i> that apply.	# of counties
Eligibility Worker direct line	47
General County Main Number	27
Interactive Voice Response (IVR)	22
Call Center	10
County number "211"	5
Hotline	5
Change/Service Center	2
EBT toll-free number (877-328-9677)	1
Hotline number 1-877-847-FOOD (3663)	1
Spanish Hotline 888-926-6432 (888-9COMIDA)	1
Contact Center	0
Other*	2

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

10d. Indicate what options clients have when connected to a recorded message. Select <i>ALL</i> that apply.	# of counties	% of 58 cos.
Leave a voicemail message	49	84.5%
Connect directly to Eligibility Worker	33	56.9%
Call another number	26	44.8%
Speak to a Supervisor	16	27.6%
Send an e-mail	6	10.3%
Other*	11	19.0%

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

10e. How quickly do you respond to hotline messages? Select <i>ALL</i> that apply.	# of counties	% of 19 cos.
Next Business Day, if received after office closes	18	94.7%
Next Business Day, if received during weekends	17	89.5%
Same Day, if received before office opens	11	57.9%
Same Day, if received after office closes	3	15.8%
Other*	3	15.8%

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

10f. What is the policy regarding Hotline messages left after hours or on weekends?	19
For a list of responses, see Appendix C.	

10g. If the county had IVR, Call Center, Change/Service Center and/or Contact Center, indicate how many calls were received on average per day. Choose <i>ONLY ONE</i> answer.	# of counties	% of 56 cos.
Over 150 calls	28	50.0%
1 to 50 calls	21	37.5%
101 to 150 calls	5	8.9%
51 to 100 calls	2	3.6%
Totals	56	100.0%

APPENDIX K

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10h. If the county has a Call/Service Center, does it offer any type of quality service survey opportunity to its clients?	# of counties	% of 34 cos.
Yes	13	38.2%
No	21	61.8%
Totals	34	100.0%

10i. Based on telephone methods selected, did the county use other languages (other than English) in any of its telephone system(s)?	# of counties	% of 58 cos.
Yes	51	87.9%
No	7	12.1%
Totals	58	100.0%

10j. Indicate the languages (other than English) that were used in the county's telephone systems. Select ALL that apply.	# of counties
Spanish	51
Vietnamese	10
Russian	9
Farsi	8
Tagalog	6
Chinese - Cantonese	5
Hmong	5
Cambodian	4
Chinese - Mandarin	4
Laotian	3
Arabic	2
Armenian	1
Korean	1
Mien	1
Japanese	0
Portuguese	0
Punjabi	0
Ukrainian	0
Other*	1

*For a list of "Other" responses, see TABLE on page 12.

10k. Does the county utilize bilingual staff to assist clients?	# of counties	% of 58 cos.
Yes	56	96.6%
No	2	3.4%
Totals	58	100.0%

10l. Does the county use contracted language services?	# of counties	% of 58 cos.
Yes	56	96.6%
No	2	3.4%
Totals	58	100.0%

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10m. Indicate who accesses language line services when interpreter services are needed. Select ALL that apply.	# of counties	% of 56 cos.
Eligibility Worker	53	94.6%
Supervisor	44	78.6%
Clerical/Receptionist	33	58.9%
Application Screening Unit	17	30.4%
Other*	6	10.7%

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

11. Please enter COMPLETE telephone information: telephone number(s), type (recording/operator), specific type of information/services available and, days <i>and</i> hours of operation.	Number of Telephone Systems		
Types of Telephone Systems	Recording Only	Operator Only	Both Recording and Operator
For Call Center, Change/Service Center, Contact Center, EBT 8773289677, EW Direct Line, General County Main Number, Hotline, Hotline 877847FOOD, Interactive Voice Response (IVR), Spanish Hotline 8889COMIDA, and "211"	32	25	103

Document Imaging

12. 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%

12a. Are document imaging activities centralized or decentralized?	# of counties	% of 57 cos.
Centralized	35	61.4%
Decentralized	22	38.6%
Totals	57	100.0%

12b. Are imaged documents accessible to Eligibility Workers during interviews?	# of counties	% of 57 cos.
Yes	57	100.0%
No	0	0.0%
Totals	57	100.0%

12c. Are all imaging of clients' CalFresh documents current and up-to-date?	# of counties	% of 57 cos.
Yes	54	94.7%
No	3	5.3%
Totals	57	100.0%

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13. Does the 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	20	5
No	38	53
Totals	58	58

Outreach Activities

14. Select <i>ALL</i> CalFresh outreach activities the county conducted during FY 2012-13.	Most Used Outreach Activities		Single Most Effective	
14a. What is the county's <i>SINGLE MOST EFFECTIVE</i> outreach activity during FY 2012-13?	Select <i>ALL</i> that apply		Choose <i>ONLY ONE</i> answer	
Outreach Activities	# of counties	% of 58 cos.	# of counties	% of 58 cos.
Outstation Eligibility Workers	37	63.8%	13	22.4%
Partner with Various Agencies and Organizations	47	81.0%	12	20.7%
Cross-Train Staff to Accept and Process Applications	45	77.6%	9	15.5%
Participate in Community Events (Health/Job/Information fairs, Harvest Festivals, etc.)	49	84.5%	8	13.8%
Provide Training and Informational Materials to CBOs	48	82.8%	5	8.6%
Provide Informational Brochures/Flyers Regarding CalFresh	54	93.1%	2	3.4%
Provide Extended Office Hours (Upon Request, Before 8 am, Lunch [12-1pm], After 5 pm)	50	86.2%	2	3.4%
Use Organizations to Provide DFA A1 Applications, Organizations Advise Clients to Mail In	31	53.4%	1	1.7%
Use Organizations to Provide DFA A1 Applications, Organizations Send in to CWD for Clients	30	51.7%	1	1.7%
Conduct Activity Booths Aimed at Family Nutrition and Physical Activity	26	44.8%	1	1.7%
Use Organizations to Provide DFA A2 Applications electronically through a CBO portal	21	36.2%	1	1.7%
Increase Certification Sites	8	13.8%	1	1.7%
Use Organizations to Provide DFA A2 Applications, Organizations Advise Clients to Mail In	24	41.4%	0	0.0%
Use Local Media to Enable and Enhance Awareness	21	36.2%	0	0.0%
Develop a Website	20	34.5%	0	0.0%
Use Organizations to Provide DFA A2 Applications, Organizations Send in to CWD for Clients	20	34.5%	0	0.0%
Use Organizations to Provide DFA A1 Applications electronically through a CBO portal.	19	32.8%	0	0.0%
Provide a Mobile Intake Unit to go into the Community	10	17.2%	0	0.0%
Other*	5	8.6%	2	3.4%
Totals			58	100.0%

*For a list of "Other" responses, see TABLE on page 20.

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14b. Does the 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%

15. Did the county provide any <i>MIGRANT-SPECIFIC</i> educational materials or presentations with materials to sites/organizations for <i>MIGRANT WORKERS</i> ?	# of counties	% of 58 cos.
Yes	12	20.7%
No	46	79.3%
Totals	58	100.0%

15a. Indicate if <i>Migrant-Specific</i> educational materials or presentations with materials were provided for each applicable sites/organizations. Select <i>ALL</i> that apply.	Materials Only	Presentations with Materials
Community Events (Health/Job/Information/Fairs, Harvest Festivals, etc.)	5	5
Community-Based Organizations	4	3
Farmers' Markets	4	3
Migrant Camps	1	6
Food Banks	2	3
Hospitals/Clinics	2	3
Migrant Education Sites	3	2
Senior Centers	1	3
Senior Congregate Meal Sites	1	3
Child Care Facilities	1	2
CWD/Certification Sites	3	0
Homeless Shelters	2	1
Libraries	2	1
Volunteers In Tax Assistance (VITA) sites for income tax preparation	2	1
Family Planning	2	0
MyBenefitsCalWIN Website	2	0
Senior Housing/Living Centers	2	0
USDA Food Distribution Sites	0	2
C4Yourself Website	1	0
Career Service Centers	0	1
Other*		1

*For a list of "Other" responses, see TABLE on page 24.

16. Did the 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%

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16a. Did the 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	27	46.6%
No	31	53.4%
Totals	58	100.0%

16b. Indicate if <i>Noncitizen-Specific</i> educational materials or presentations with materials were provided for each applicable sites/organizations. Select <i>ALL</i> that apply.	Materials Only	Presentations with Materials
Community-Based Organizations	11	13
Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	12	11
One Stop Centers/ Family Resource Centers	10	8
Food Banks	9	8
Government Offices Other than CWD (WIC, SSA, EDD, etc.)	7	8
CWD/Certification Sites	10	4
Hospitals/Clinics	8	6
Schools	4	9
Farmers' Markets	8	4
Churches	4	6
Libraries	7	2
Senior Centers	5	4
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	6	3
MyBenefitsCalWIN website	8	0
Senior Congregate Meal Sites	4	4
Alcohol/Drug Rehabilitation Centers	5	2
Mobile Sites	4	3
Senior Housing/Living Centers	4	3
USDA Food Distribution Sites	4	3
Family Planning	5	1
In-Home Visits	2	4
Migrant Camps	4	2
Volunteers In Tax Assistance (VITA) sites for income tax preparation	4	2
C4Yourself website	3	2
Child Care Facilities	2	2
Grocery Stores	1	1
Other*		3

*For a list of "Other" responses, see TABLE on page 24.

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17. Did the 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%

17a. Enter COMPLETE Partner Organization information. Select the frequency of meetings then indicate the partner organization names and activities.	180
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For a list of County Partner Organizations, see APPENDIX D.

18. Did the county implement any NEW CalFresh outreach activities during FY 2012-13 (July 1, 2012 to June 30, 2013)?	# of counties	% of 58 cos.
Yes	26	44.8%
No	32	55.2%
Totals	58	100.0%

18a. Describe the NEW outreach activities implemented in FY 2012-13 and indicate whether they were one-time or ongoing activities.	Number of activities	% of Total
One-Time Activity	19	25.7%
Ongoing Activity	55	74.3%
Totals	74	100.0%

For a Description of **NEW** Outreach Activities Implemented during FY 2012-13, see APPENDIX E.

19. Does the county have any NEW CalFresh outreach activities planned for implementation during the next fiscal year FY 2013-14 (July 1, 2013 through June 30, 2014)?	# of counties	% of 58 cos.
Yes	28	48.3%
No	30	51.7%
Totals	58	100.0%

19a. Describe the NEW outreach activities planned for FY 2013-14 and indicate whether they will be one-time or ongoing activities.	Number of activities	% of Total
One-Time Activity	8	11.4%
Ongoing Activity	62	88.6%
Totals	70	100.0%

For a Description of **NEW** Outreach Activities Planned for FY 2013-14, see APPENDIX F.

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PART B - CERTIFICATION

Certification Sites

20. Did any of the certification sites reported during last year's (FY 2011-12) survey <i>CLOSE</i> as of June 30, 2013?	# of counties	% of 58 cos.
Yes	8	13.8%
No	50	86.2%
Totals	58	100.0%

20a. Please refer to last year's (FY 2011-12) survey and enter the certification site address(es) that <i>CLOSED</i> as of June 30, 2013.	26
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For a list of certification sites closed as of June 30, 2013, see APPENDIX G.

21. Does the county have any certification site(s) that <i>OPENED</i> during FY 2012-13 (July 1, 2012 through June 30, 2013)?	# of counties	% of 58 cos.
Yes	7	12.1%
No	51	87.9%
Totals	58	100.0%

21a. NEW certification sites <i>OPENED</i> during FY 2012-13	15
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For a list of certification sites opened during FY 2012-13, see APPENDIX H.

22. As of June 30, 2013, how many certification sites were there in the county?	347
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For a list of counties and number of certification sites, see APPENDIX I.

22a. Did any of the certification sites indicated above have extended office hours?	# of counties	% of 58 cos.
Yes	56	96.6%
No	2	3.4%
Totals	58	100.0%

22b. If the county provided extended office hours during FY 2012-13, 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)	14	40
Upon Request Only	34	9
After 5 pm	31	11
Before 8 am	23	14
Other*	5	2

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

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Determination of Operational and Extended Hours

23. What methods did the county use during FY 2012-13 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 the county conduct a needs assessment)? <i>Select ALL that apply</i>	# of counties	% of 58 cos.
Clients Requested As Needed	41	70.7%
Historical Data on Hours Meeting Working Clients' Needs were Available in the County	26	44.8%
Working Clients were Polled at CWD Offices or Certification Sites	4	6.9%
Other County Agencies were Polled	3	5.2%
Surveys or Questionnaires were Mailed to Working Recipients	1	1.7%
Other*	7	12.1%

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

24. Other than extended office hours, what were the <i>TOP THREE</i> access methods working clients used during FY 2012-13? <i>Select the TOP THREE ONLY.</i>	# of counties	% of 58 cos.
On-Line Application	51	87.9%
Telephone Interviews were Conducted: Monday through Friday, During Hours of Operation	37	63.8%
Clients Mail Required Documents to the CWD	28	48.3%
Drop Boxes in Which Documents May Be Deposited After Normal Hours Were Used	21	36.2%
Call Center/IVR	18	31.0%
Telephone Interviews were Conducted: During Extended Office Hours (Upon Request, Before 8am, Lunch Hour, After 5pm)	11	19.0%
In-Home Visits	2	3.4%
Authorized Representatives were Appointed to Come in During Hours of Operation	1	1.7%
Other*	5	8.6%

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



CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
Will Lightbourne, Director