

FOOD STAMP PROGRAM OPERATIONS AND ACCESS REPORT

July 1, 2006 – June 30, 2007

FOOD STAMP BRANCH

December 2007

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SUMMARY

State regulations require that all County Welfare Departments (CWDs) provide an annual report on their operations and activities associated with the administration of Food Stamp Program (FSP) benefits, including a review of their hours of operation. In accordance with these regulations, the Food Stamp Branch (FSB) of the California Department of Social Services (CDSS) requested that all counties complete the annual Food Stamp Program Survey of Operations and Access (ACIN I-33-07, June 19, 2007). The information requested by the survey is instrumental 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 the FSP in California.

This report provides survey results of FSP information collected in two primary areas—Access and Awareness activities conducted in State Fiscal Year (SFY) 2006/2007 and Certification activities based on county operations as of June 30, 2007. It also contains information regarding face-to-face interview waivers and extended office hours.

ACCESS AND AWARENESS

Application Access

- Other than County Welfare Department (CWD) offices and certification sites, the most frequently utilized methods and sites for making food stamp applications accessible were direct mail, internet, and telephone/facsimile requests; community events, in-home visits, one stop centers/family resource centers, community-based organizations, and hospitals/clinics.
 - Fifty-five counties provided application assistance. The most frequently utilized methods of assistance were eligibility worker/support staff assistance in filling out applications/answering questions, bilingual staff, and eligibility workers assisting via interactive interviews.
 - Fifty-six counties utilized food stamp applications translated in languages other than English. Spanish, Vietnamese, and Russian were the languages most frequently used.
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- Forty-three counties (92.2 percent of statewide FSP households*) provided outstationed eligibility workers at sites other than CWDs. The top three most frequently utilized sites for outstationed eligibility workers were hospitals/clinics, community events, and one stop centers/family resource centers.

Face-to-Face Interview Waivers

- Twenty-three counties (18.6 percent of statewide FSP households*) indicated that clients first become aware of the option to waive the face-to-face interview when the eligibility worker sees a potential need and informs the client.
- Forty-six counties (88.1 percent of statewide FSP household*) used eligibility workers to conduct the face-to-face waiver screenings. Standardized questions were used by the eight counties that engaged clerical staff to conduct this process.
- Forty-nine counties (96.7 percent of statewide FSP households*) waived face-to-face interviews for clients. Of the 49 counties, 31 waived 1 to 5 percent of all face-to-face interviews. Three counties waived over 20 percent of their face-to-face interviews.
- When asked to identify the top three reasons face-to-face interviews were waived, counties cited household members age 65 or older with no earned income, illness, and physically disabled household members with no earned income.
- Telephone interviews were the primary replacement method used by 42 of the 49 counties that waived the face-to-face interview.

Program Access

- Twenty-three counties (76.4 percent of statewide FSP households*) maintained an FSP hotline telephone number that provided general FSP information. Of these 23 counties, four indicated their hotline also included information about noncitizen eligibility, and seven indicated their hotline provided information pertaining to outreach activities.

*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA256). The statewide average was computed based on monthly household totals for the 12-month period July 2006 through June 2007.

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- Twelve counties (60.2 percent of statewide FSP households*) utilized local media public service announcements to provide general FSP information. This is a decrease from last year when 14 counties, representing 29.9 percent of statewide FSP households, provided general FSP information via local media. Of these 11 counties, 6 also included information about noncitizen eligibility.
 - Providing extended (specific to the county) office hours was utilized by all 58 counties. Providing informational brochures/flyers was used by 51 counties. The single most effective outreach effort, utilized by 18 counties (50.4 percent of statewide FSP households*), was outstationed eligibility workers.
 - All 58 counties utilized various sites/methods for distributing material and/or conducting presentations about the food stamp program in general. Community events, community-based organizations, and one stop centers/family resource centers continue to be the most frequently utilized sites/methods.
 - Nine counties (7.8 percent of statewide FSP households*) provided FSP educational materials and/or conducted presentations specifically for migrant workers. The most frequently utilized sites/organizations were community events, community-based organizations, and migrant education sites.
 - Twenty-one counties (59.9 percent of statewide FSP households*) provided FSP educational materials and/or presentations specifically for noncitizens. Community-based organizations and community events continue to be the most frequently utilized.
 - To improve FSP outreach efforts, 46 counties (94.9 of statewide FSP households*) partnered with other Health and Human Services agencies, schools and community-based organizations. This is an increase of 5 counties over last year.
 - Twenty-one counties (59.7 percent of statewide FSP households*) implemented new FSP outreach activities during SFY 2006/2007. The majority of the activities were ongoing, rather than one-time only.
 - Twenty-eight counties (75.1 percent of statewide FSP households*) indicated plans to implement new FSP outreach activities during SFY 2007/2008. The majority of the anticipated activities are ongoing, rather than one-time only.

*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA256). The statewide average was computed based on monthly household totals for the 12-month period July 2006 through June 2007.

CERTIFICATION

Certification Sites

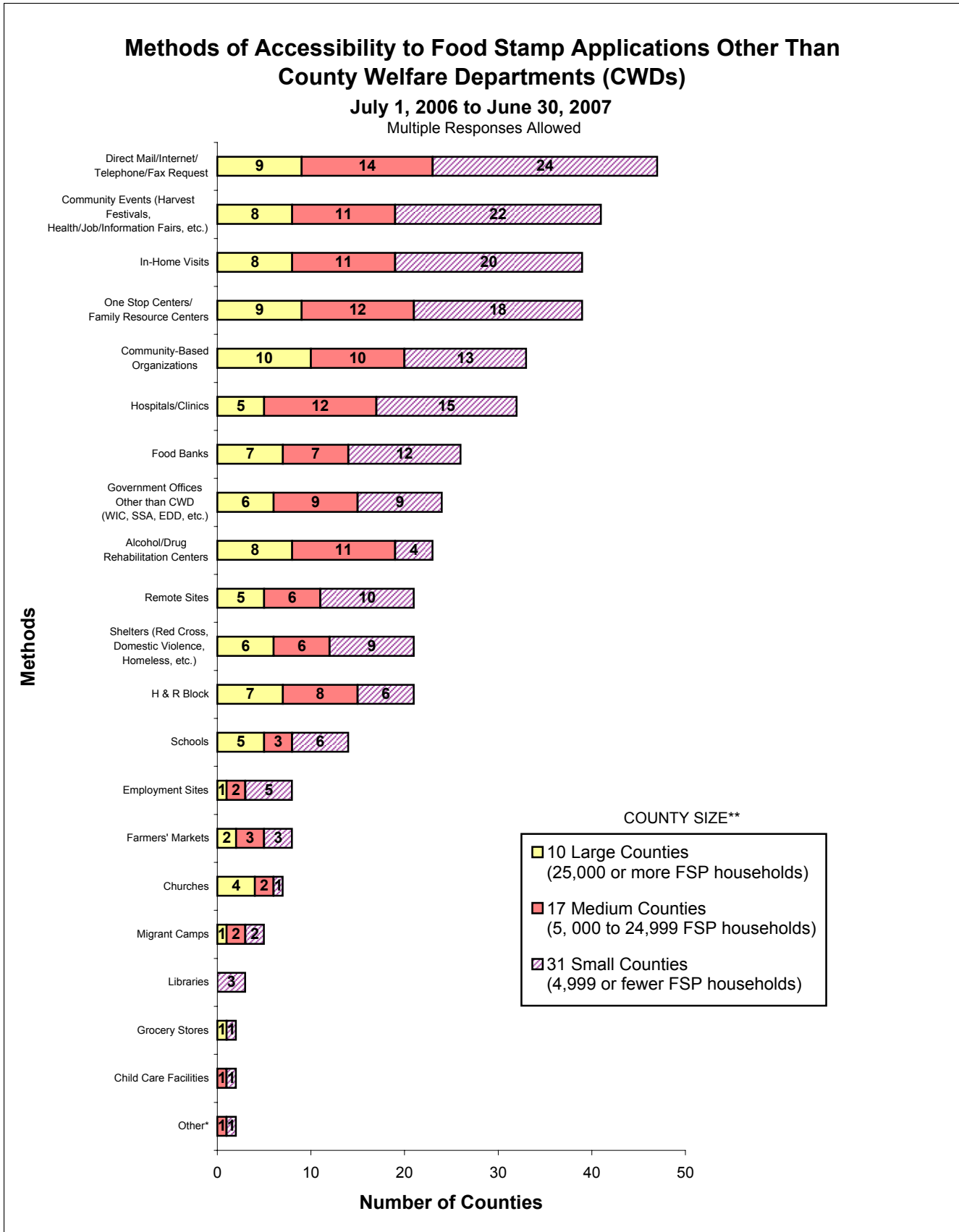
- There were 380 FSP certification sites statewide; a 3.8 percent increase over 366 sites last year.
- Extended office hours (Upon Request Only, Before/After Hours of Operation and Lunch) were offered by all 58 counties in 305 of the 380 certification sites.

Determination of Operational and Extended Hours

- The primary method used by counties to determine operational and extended hours of service to meet the needs of working clients was client requests as needed.
 - The top three access methods, other than extended office hours, most frequently utilized by working clients continue to be: (1) mailing required documents to CWD, (2) depositing documents in after hour drop boxes at the CWD, and (3) telephone interviews conducted Monday through Friday, during hours of operation.
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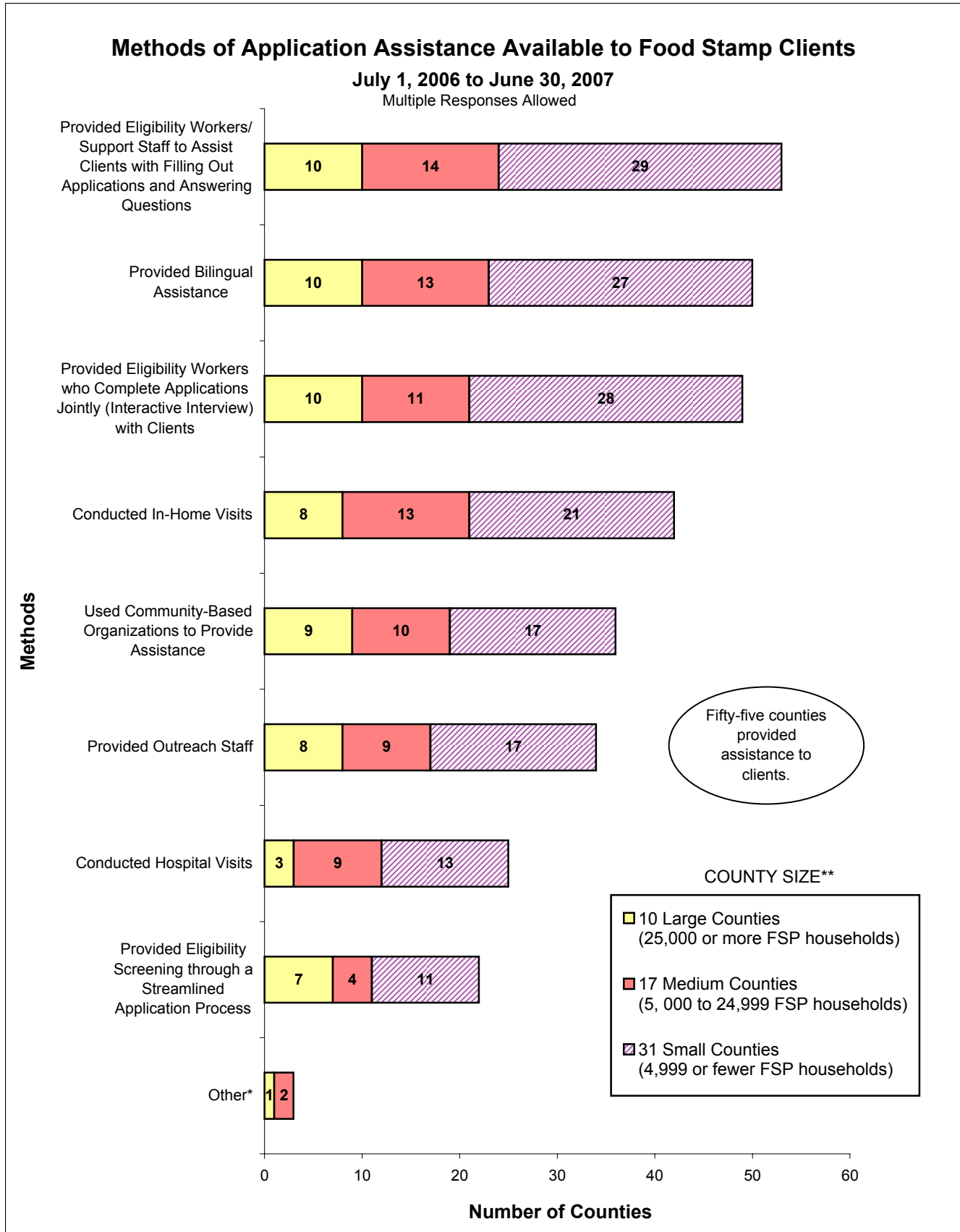
CHARTS AND MAPS

Application Access



*For "Other" methods, see Appendix A, page 26.

**For county size, see Appendix F, page 45.

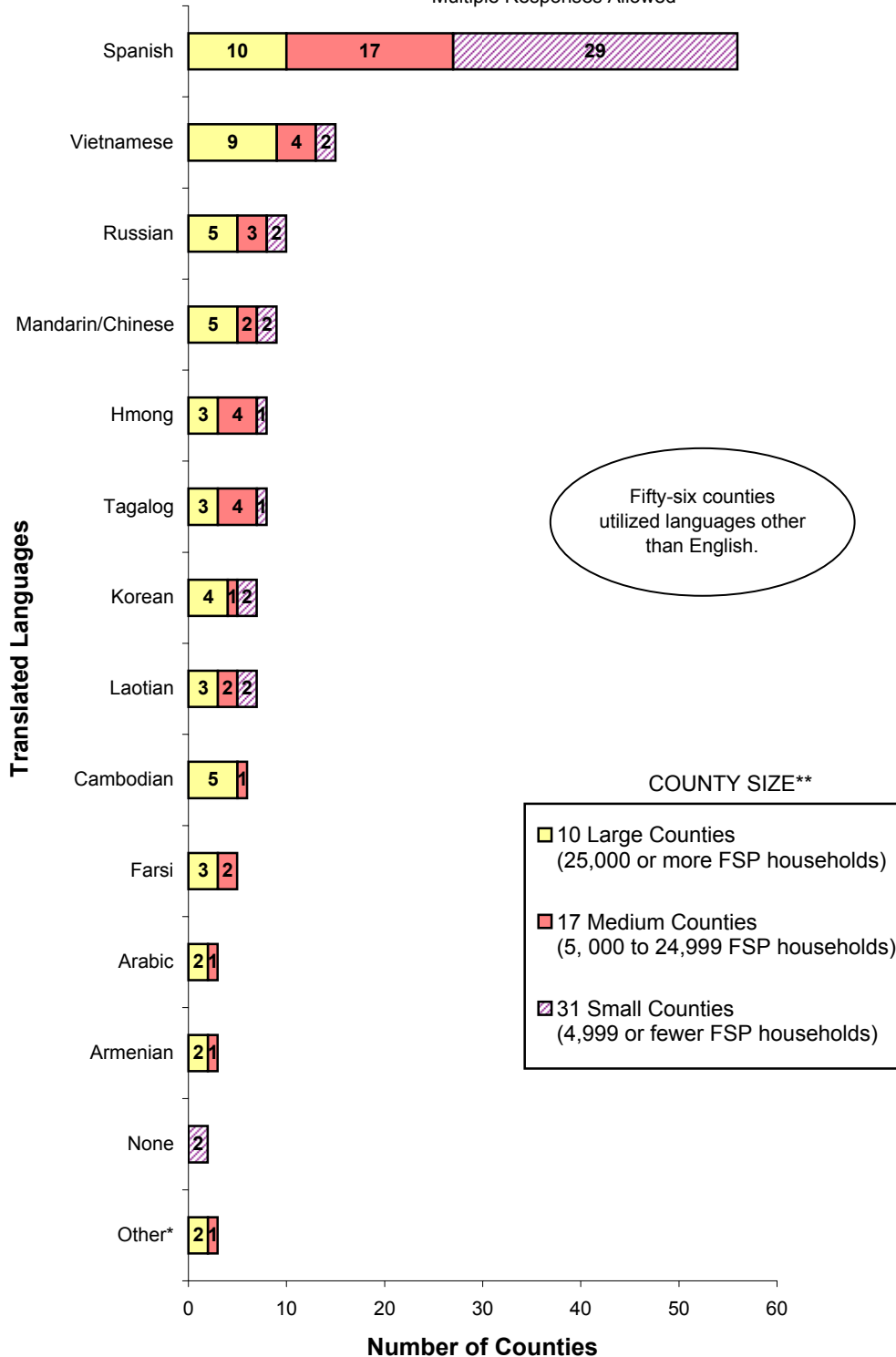


*For "Other" application sites, see Appendix A, page 26.

Translated Languages (Other Than English) Used by County Welfare Departments for Food Stamp Applications

July 1, 2006 to June 30, 2007

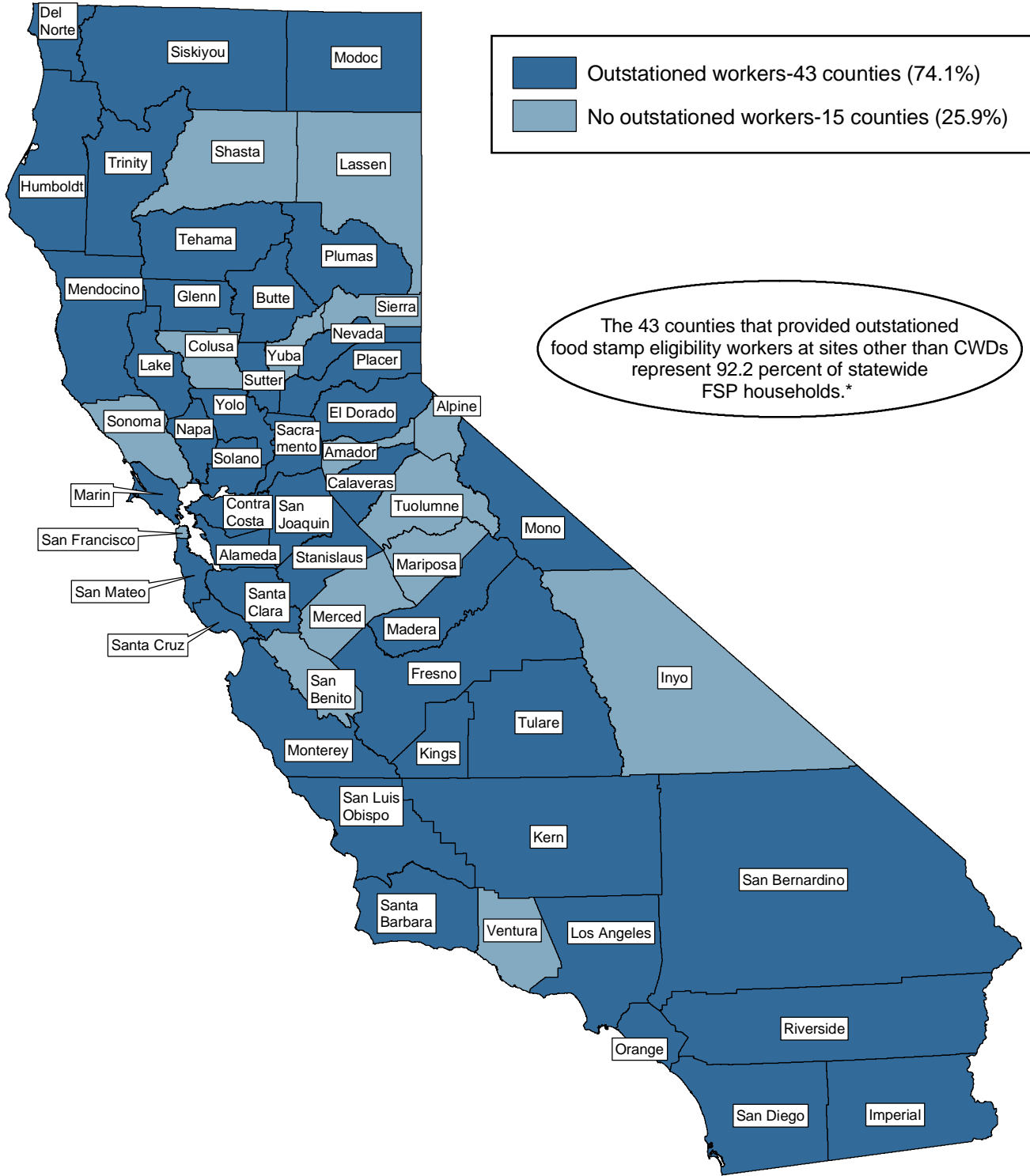
Multiple Responses Allowed



*For "Other" application sites, see Appendix A, page 26.

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

July 1, 2006 to June 30, 2007



*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA256). The statewide average was computed based on monthly household totals for the 12-month period July 2006 through June 2007.

Outstationed Eligibility Worker Sites Other Than County Welfare Departments (CWDs)

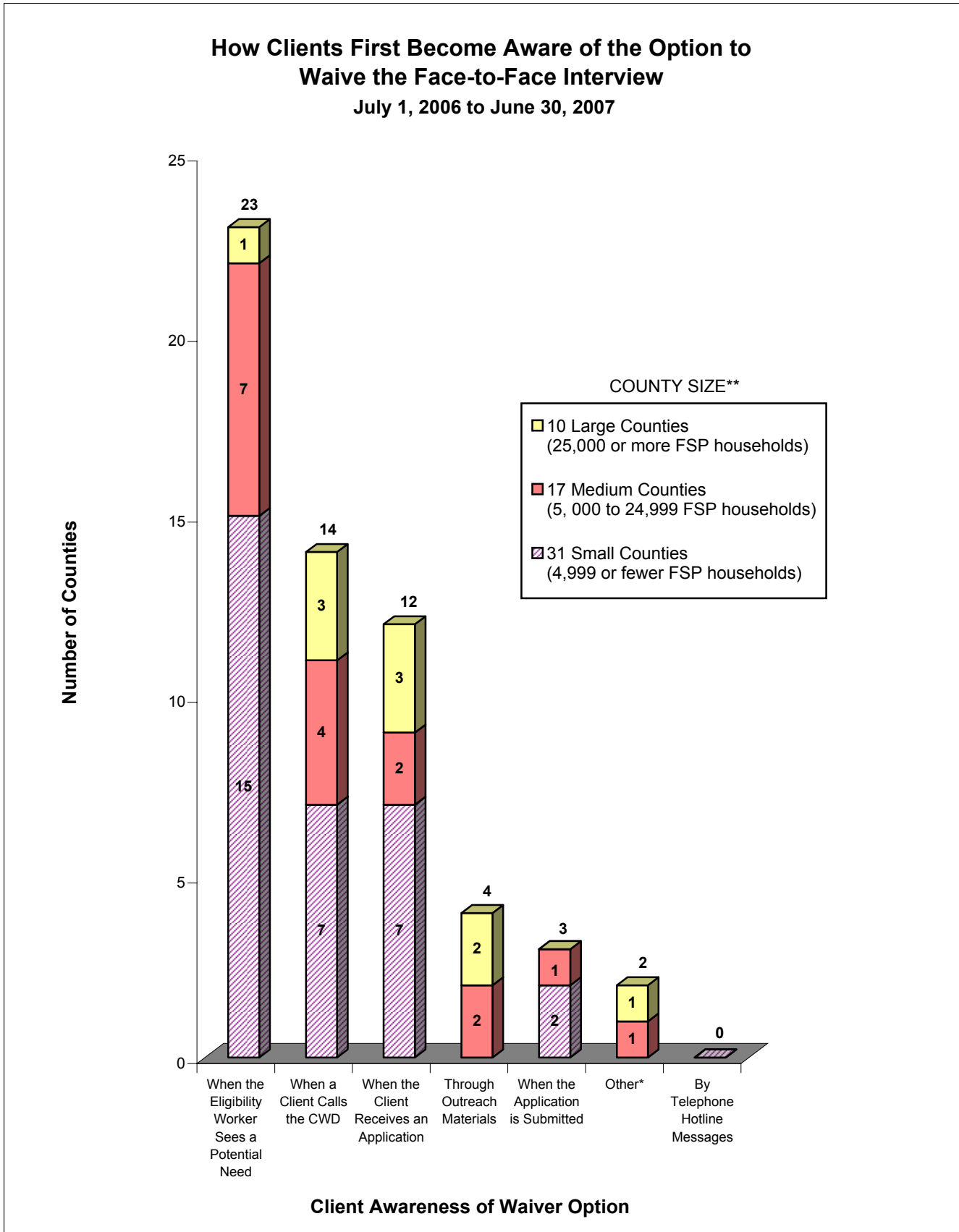
July 1, 2006 to June 30, 2007

Multiple Responses

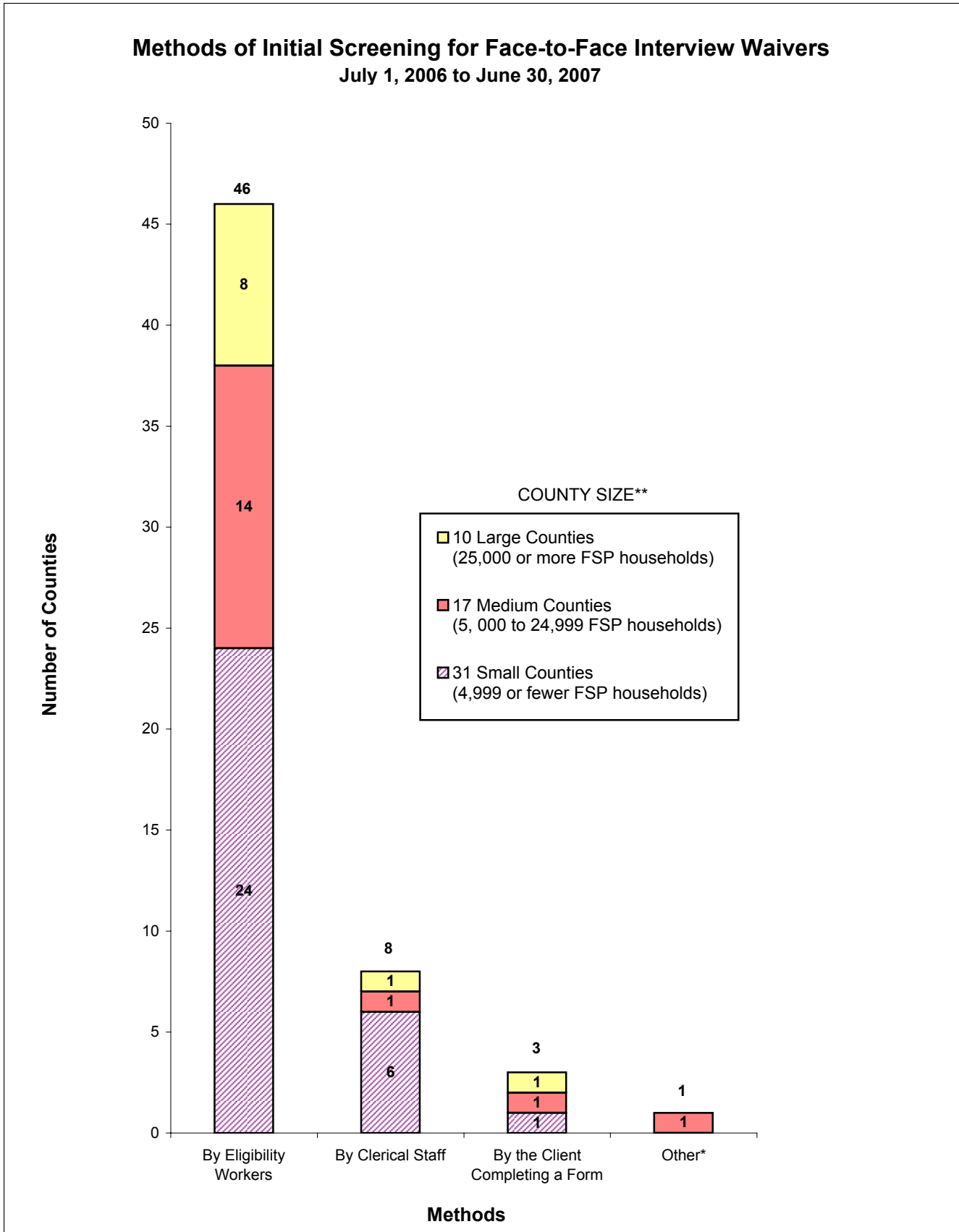


*For "Other" application sites, see Appendix A, page 26.

Face-to-Face Interview Waivers

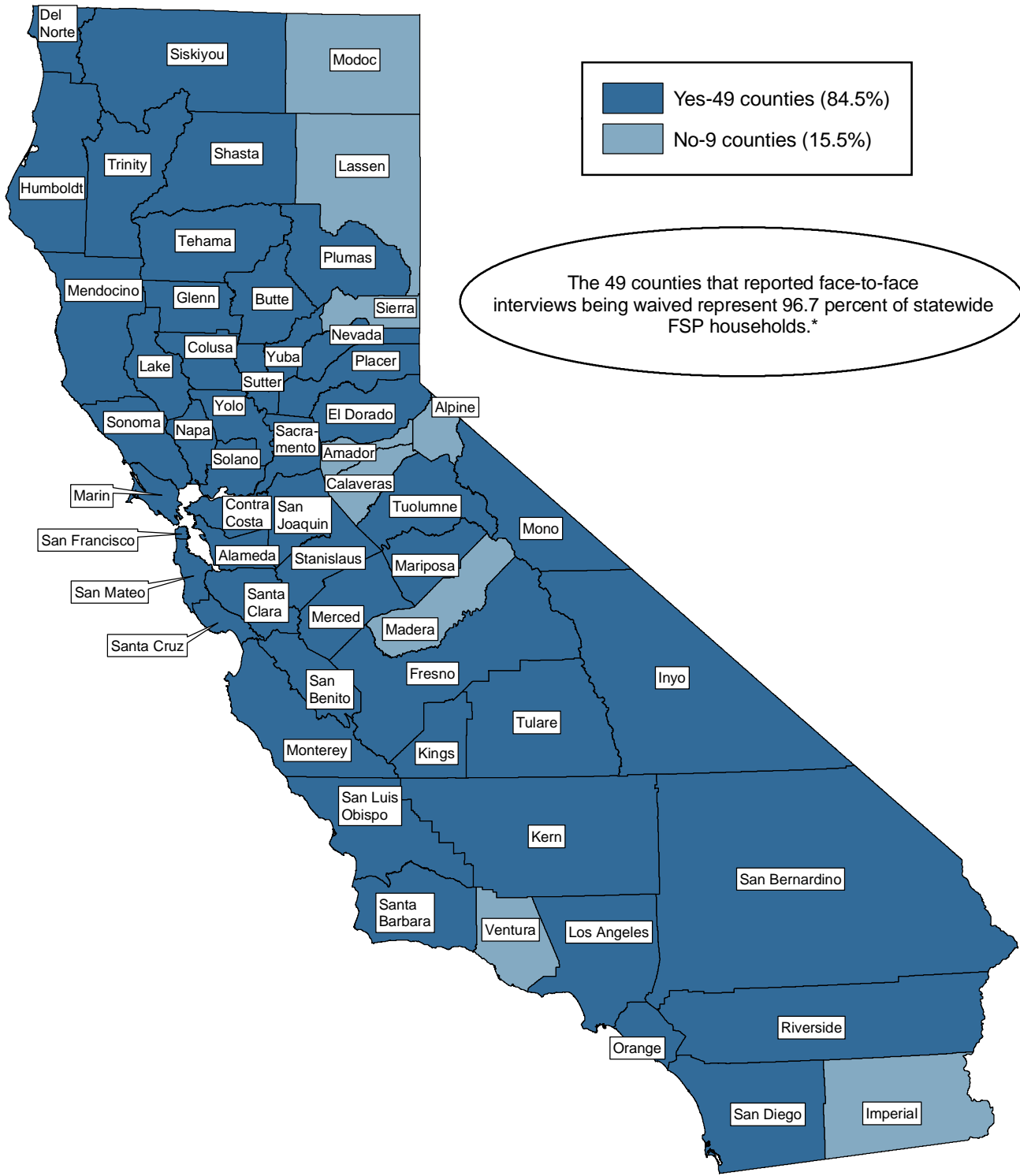


*For "Other" application sites, see Appendix A, page 26.

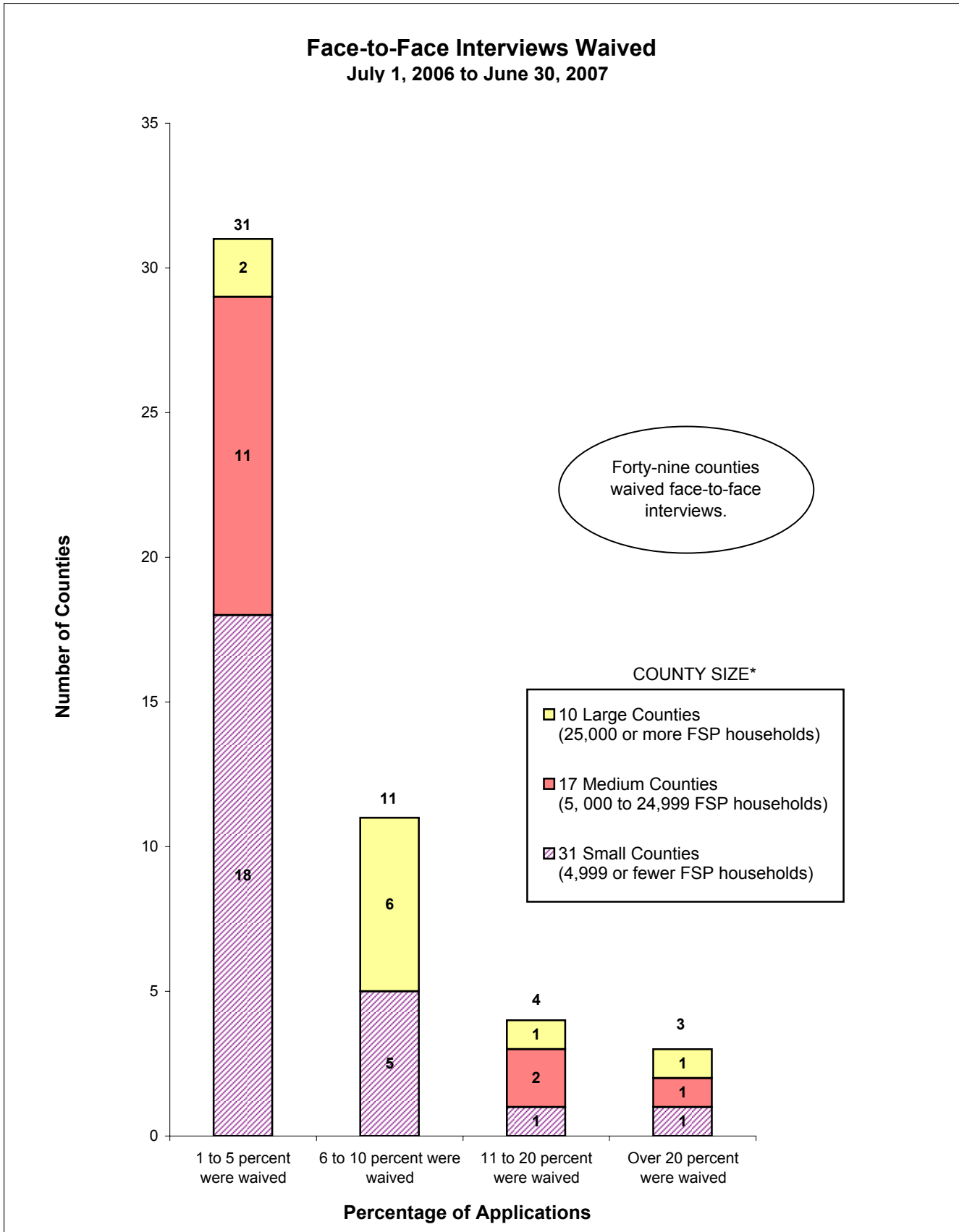


*For "Other" application sites, see Appendix A, page 26.

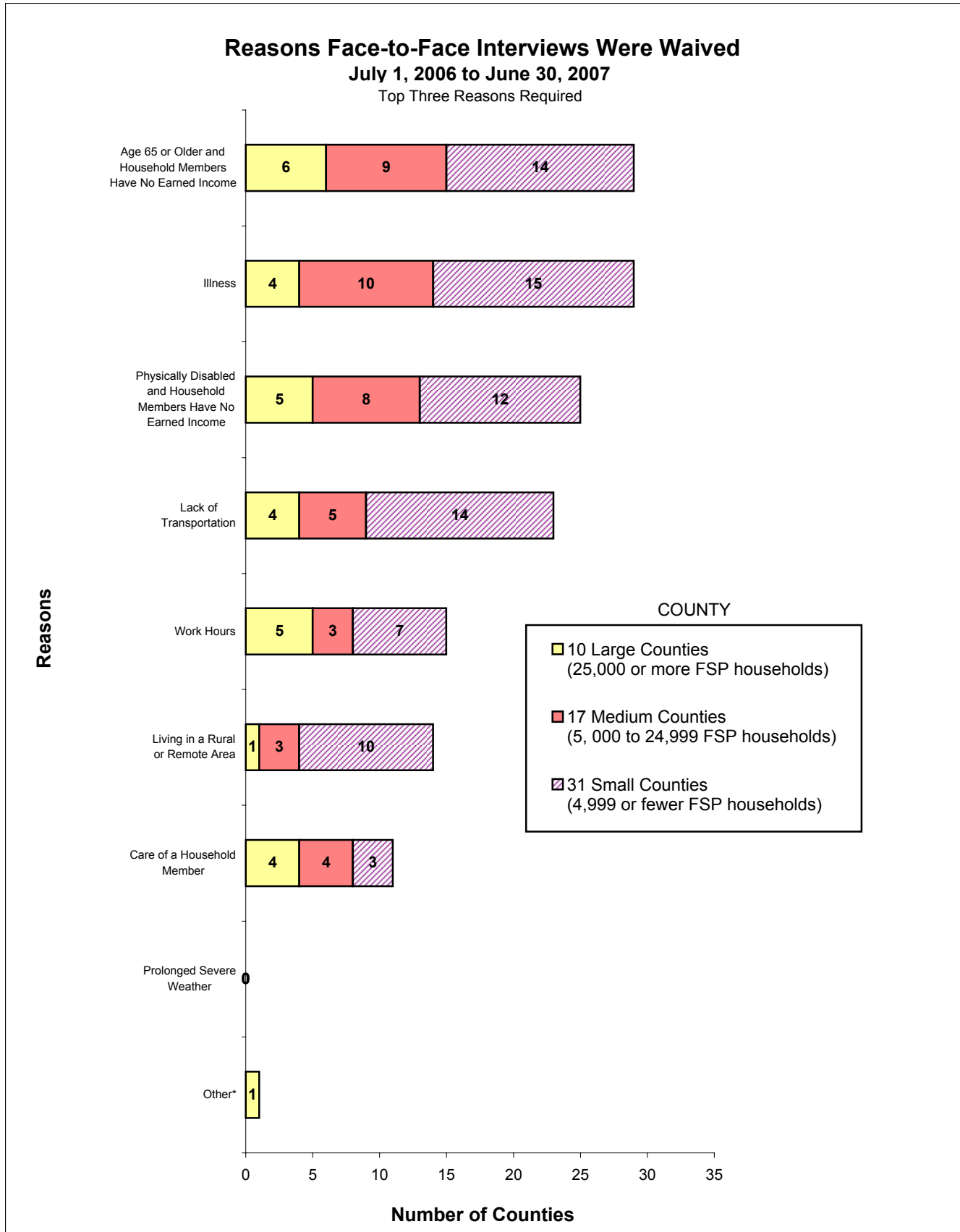
Counties That Waived Face-to-Face Interviews July 1, 2006 to June 30, 2007



*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA256). The statewide average was computed based on monthly household totals for the 12-month period July 2006 through June 2007.



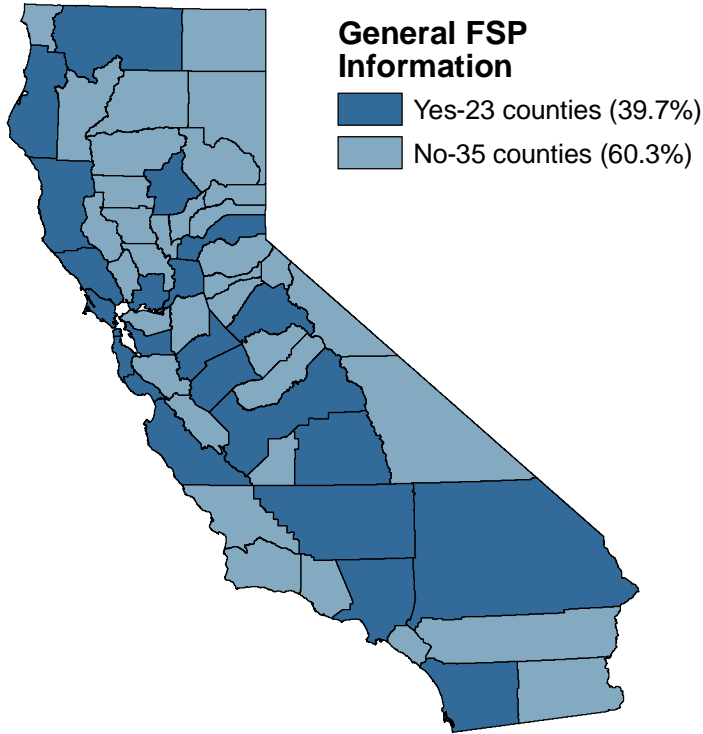
*For "Other" application sites, see Appendix A, page 26.



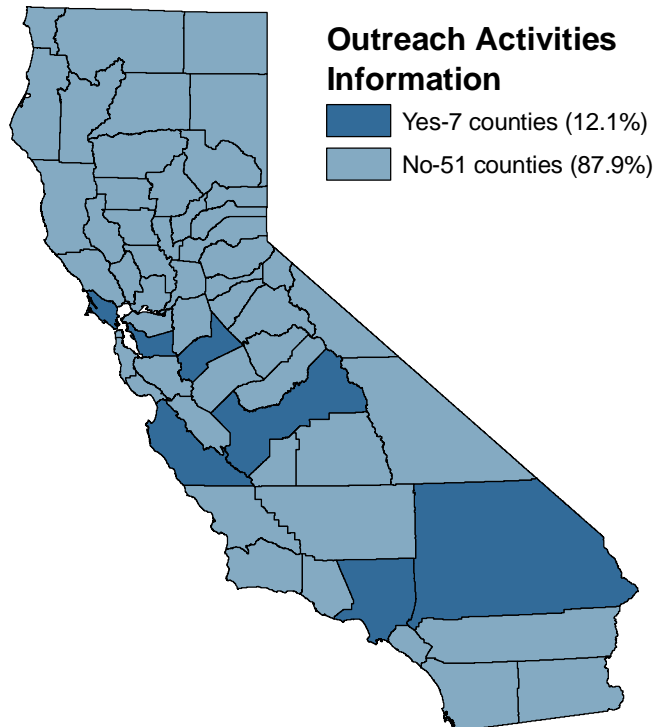
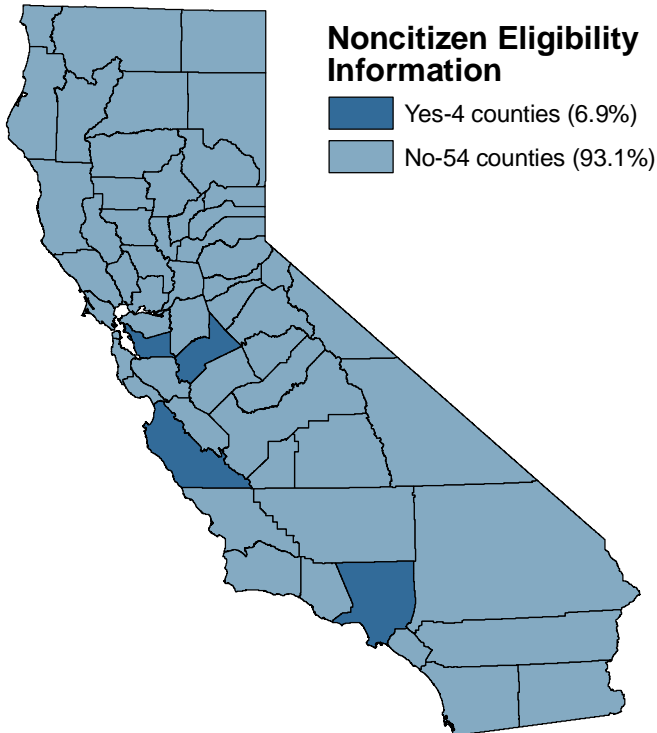
*For "Other" application sites, see Appendix A, page 26.

Program Access

Counties With Food Stamp Program (FSP) Hotline Telephone Number(s) July 1, 2006 to June 30, 2007



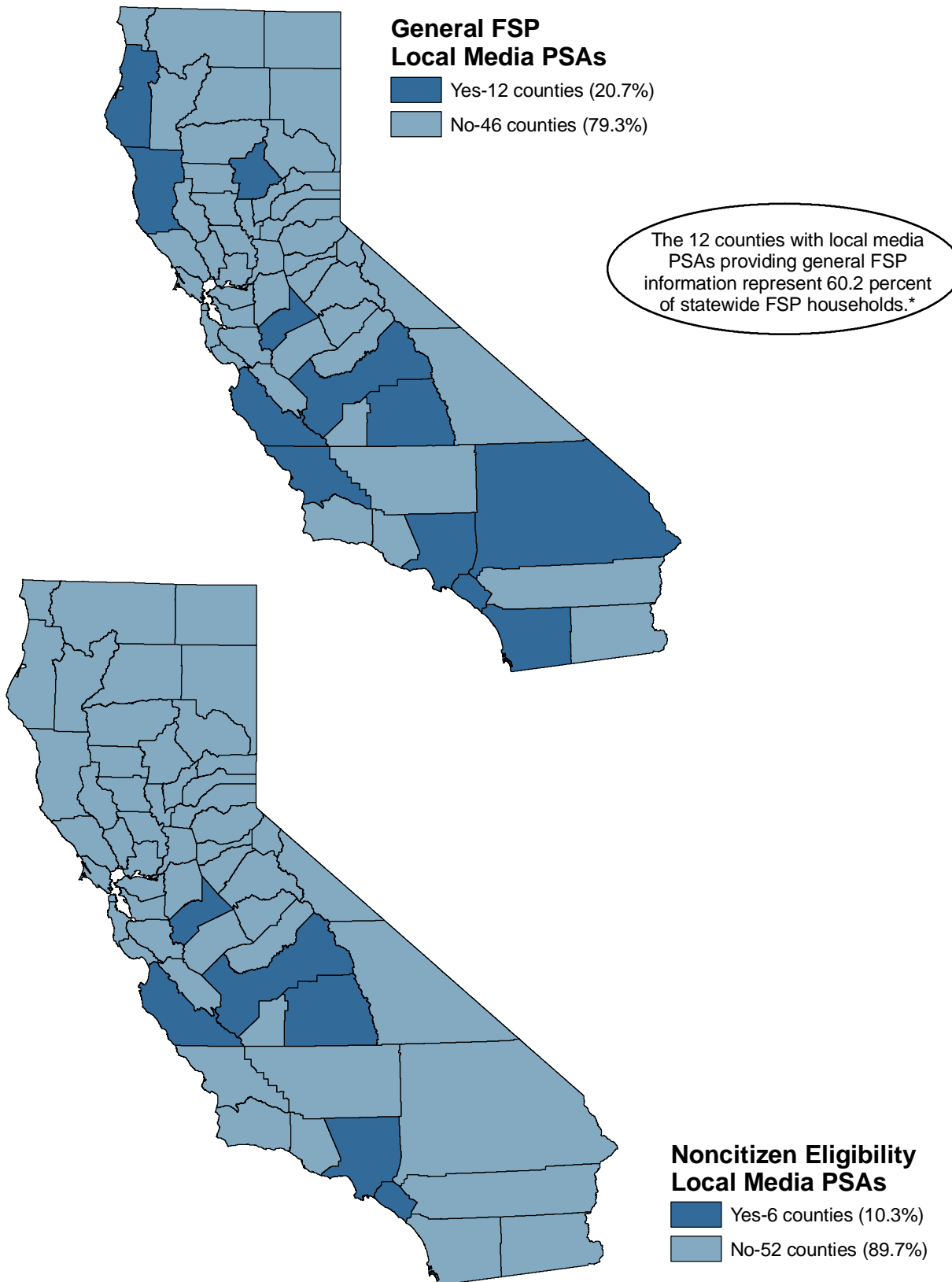
The 23 counties with hotlines providing general FSP information represent 76.4 percent of statewide FSP households.*



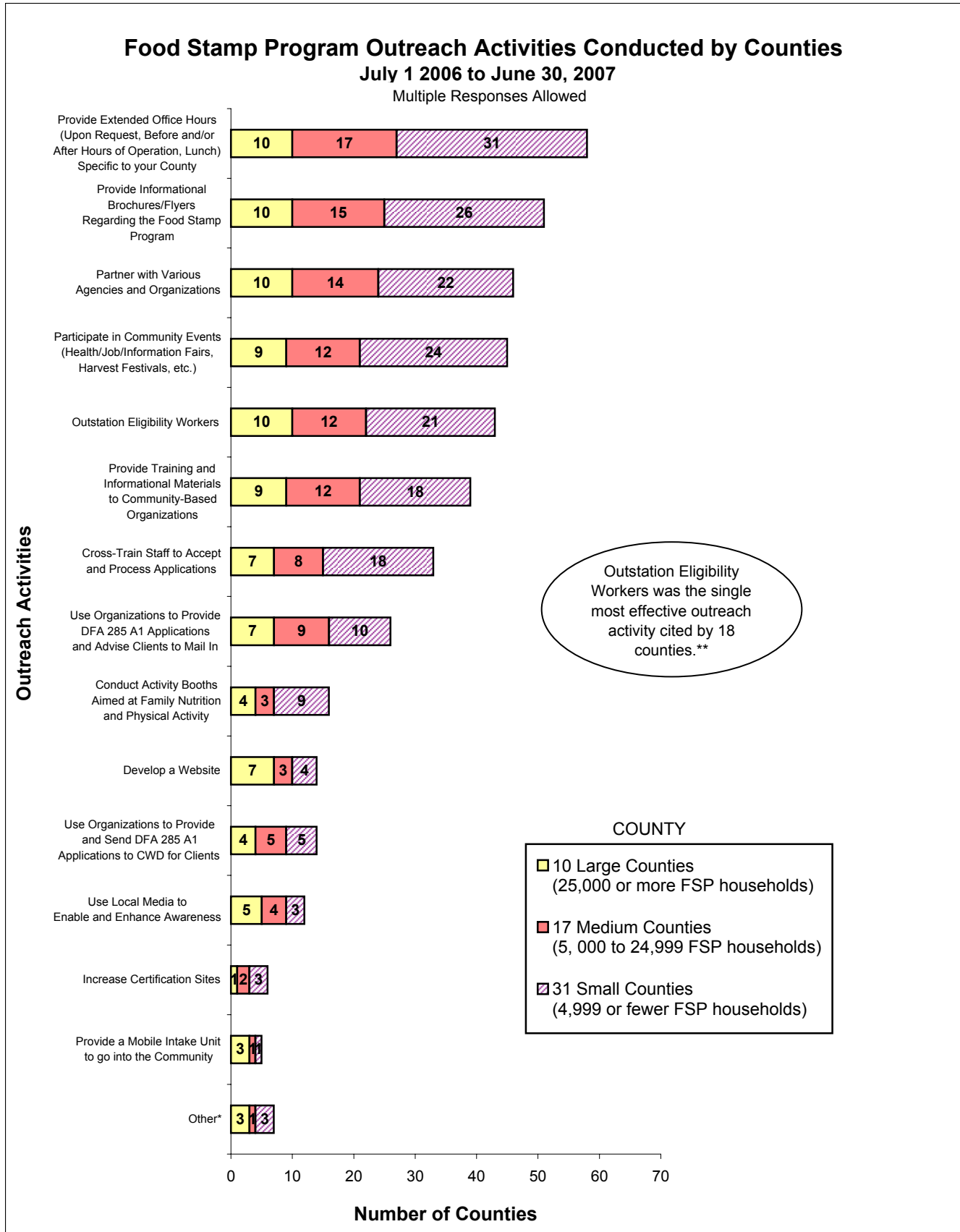
*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA256). The statewide average was computed based on monthly household totals for the 12-month period July 2006 through June 2007.

Counties Using Local Media to Broadcast Food Stamp Program (FSP) Eligibility Public Service Announcements (PSAs)

July 1, 2006 to June 30, 2007



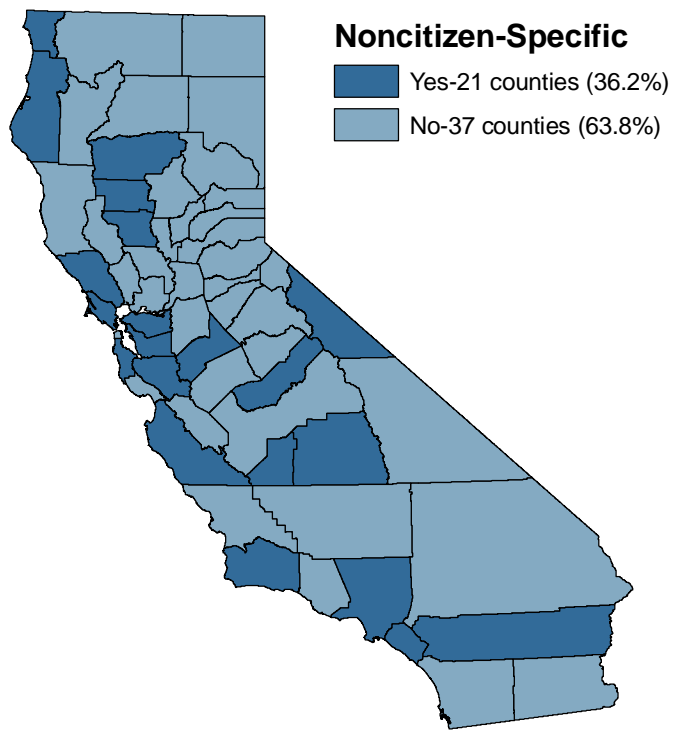
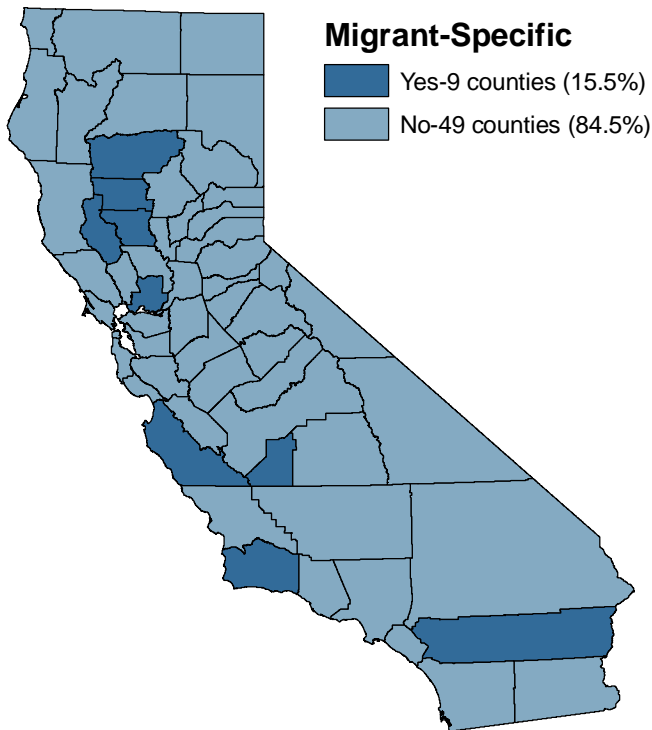
*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA256). The statewide average was computed based on monthly household totals for the 12-month period July 2006 through June 2007.



*For "Other" application sites, see Appendix A, page 26.

Counties That Provided Educational Materials and/or Presentations for Food Stamp Clients

July 1, 2006 to June 30, 2007



**Sites/Organizations That Provided Educational Materials and/or Presentations for
 Food Stamp Clients - By Counties
 July 1, 2006 to June 30, 2007
 Multiple Responses Allowed**

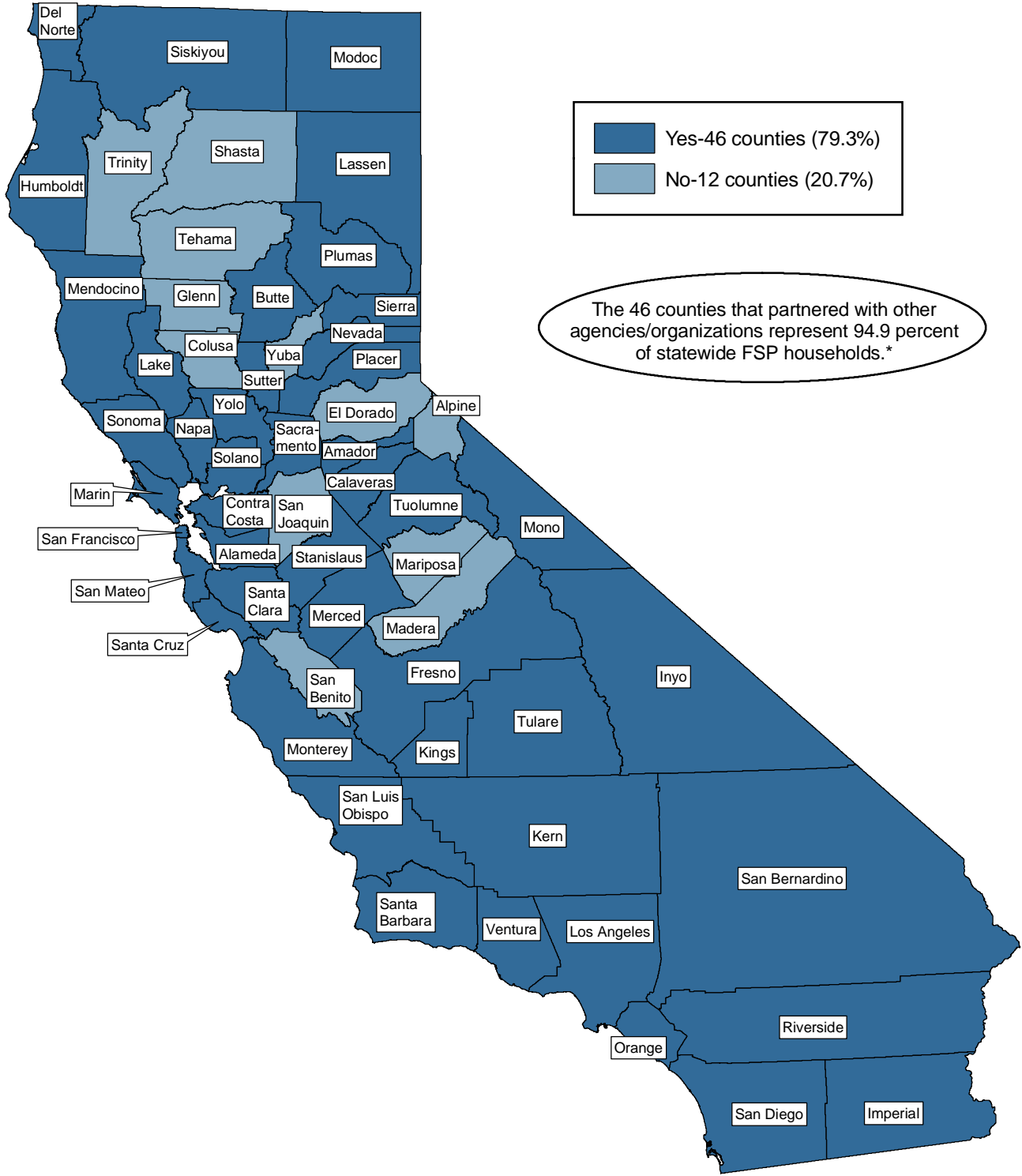
SITES/ ORGANIZATIONS	INFORMATION								
	GENERAL FOOD STAMPS			MIGRANT-SPECIFIC			NONCITIZEN-SPECIFIC		
	A	B	A + B	A	B	A + B	A	B	A + B
	Materials Only	Presentations with Materials	Total Number of Counties	Materials Only	Presentations with Materials	Total Number of Counties	Materials Only	Presentations with Materials	Total Number of Counties
Alcohol/Drug Rehabilitation Centers	18	4	22	N/A	N/A	N/A	2	1	3
Career Service Centers	N/A	N/A	N/A	1	0	1	N/A	N/A	N/A
Child Care Facilities	6	1	7	1	0	1	0	0	0
Churches	6	3	9	N/A	N/A	N/A	2	2	4
Community-Based Organizations	21	23	44	3	2	5	8	10	18
Community Events (Health/Job/Info Fairs, Harvest Festivals, etc.)	27	18	45	4	2	6	7	8	15
CWD/Certification Sites	N/A	N/A	N/A	2	1	3	8	4	12
Employment Sites	6	4	10	N/A	N/A	N/A	N/A	N/A	N/A
Farmers' Markets	8	2	10	0	1	1	2	2	4
Food Banks	19	10	29	1	1	2	6	6	12
Government Offices Other than CWD (WIC, SSA, EDD, etc.)	21	8	29	N/A	N/A	N/A	8	3	11
Grocery Stores	1	1	2	N/A	N/A	N/A	2	1	3
H & R Block	14	3	17	1	1	2	2	2	4
Hospitals/Clinics	21	10	31	2	1	3	6	5	11
In-Home Visits	16	9	25	N/A	N/A	N/A	4	4	8
Libraries	5	0	5	1	0	1	2	0	2
Materials Provided by Direct Mail/Internet/Telephone/Fax Request	31	0	31	N/A	N/A	N/A	N/A	N/A	N/A
Migrant Camps	4	2	6	2	2	4	1	1	2
Migrant Education Sites	N/A	N/A	N/A	3	2	5	N/A	N/A	N/A
One Stop Centers/Family Resource Centers	22	15	37	N/A	N/A	N/A	6	3	9
Remote Sites	14	7	21	N/A	N/A	N/A	5	3	8
Schools	11	9	20	N/A	N/A	N/A	2	4	6
Senior Centers	N/A	N/A	N/A	N/A	N/A	N/A	2	2	4
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	14	11	25	N/A	N/A	N/A	2	3	5
Other*	2	4	6	1	1	2	2	0	2
# OF COUNTIES	58			9			21		

*For "Other" sites/organizations, see Appendix A, pages 28 and 29.

N/A = Not Applicable

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

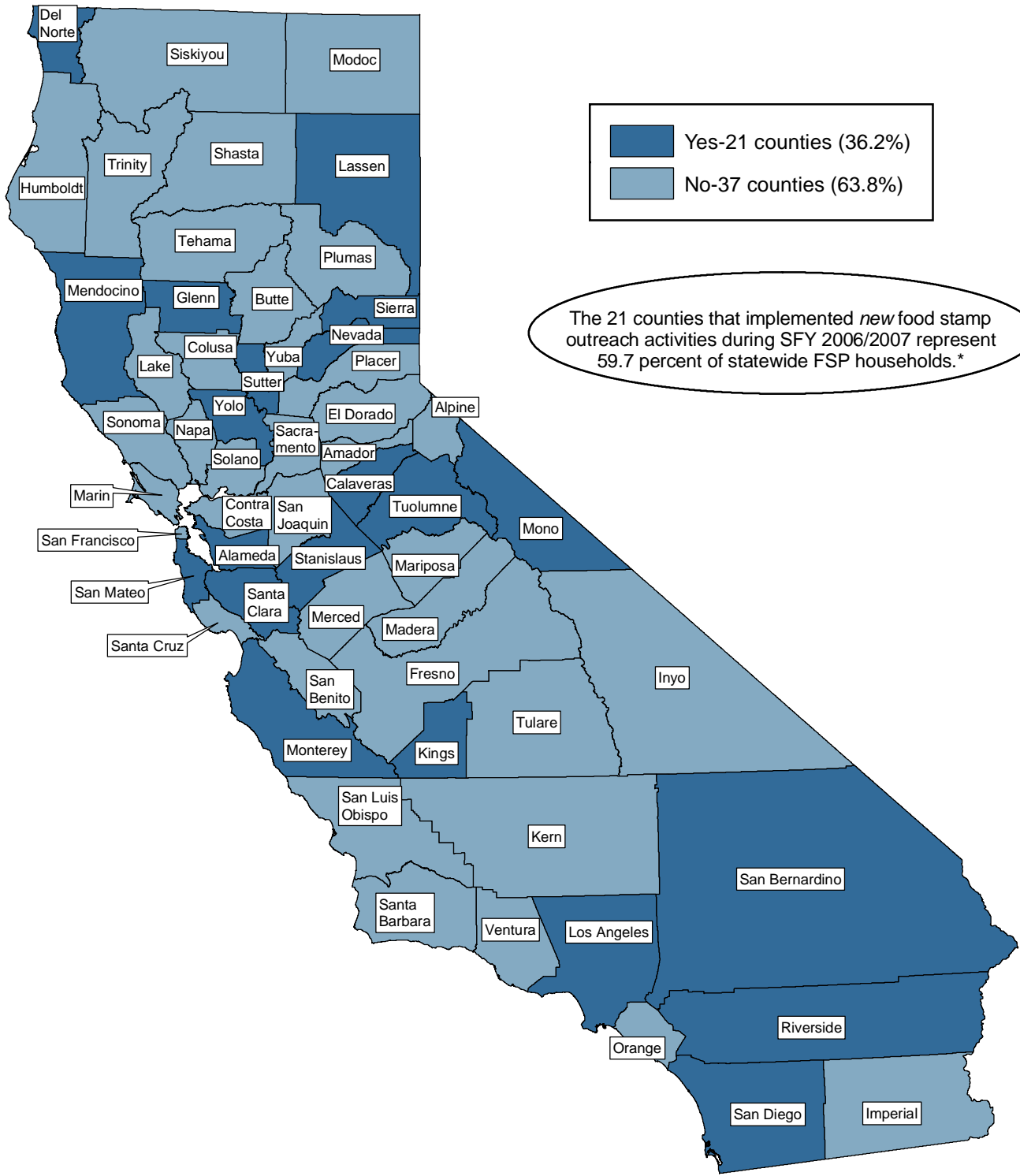
July 1, 2006 to June 30, 2007



*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA256). The statewide average was computed based on monthly household totals for the 12-month period July 2006 through June 2007.

Counties That Implemented *NEW* Food Stamp Outreach Activities During State Fiscal Year (SFY) 2006/2007

July 1, 2006 to June 30, 2007

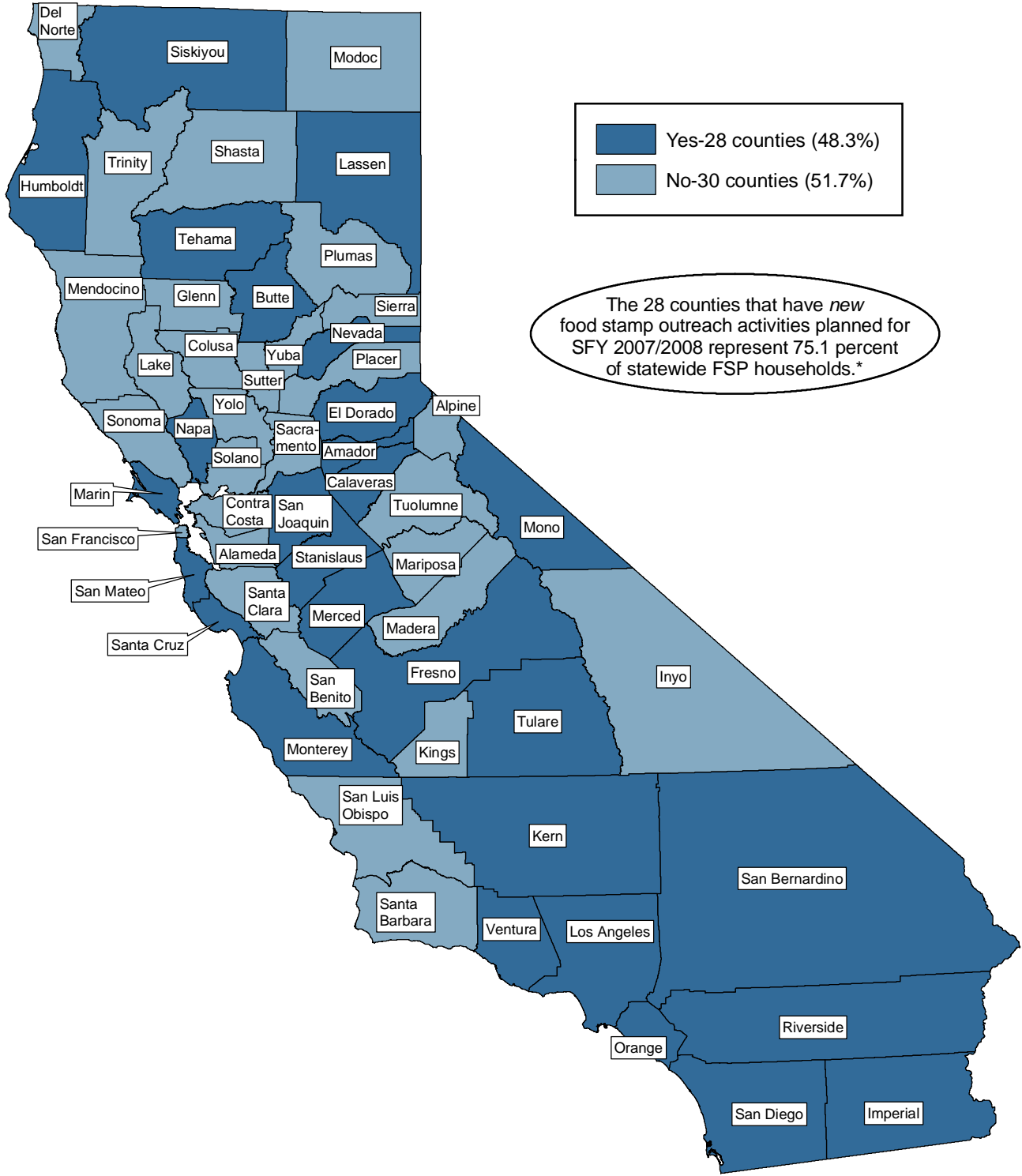


The 21 counties that implemented *new* food stamp outreach activities during SFY 2006/2007 represent 59.7 percent of statewide FSP households.*

*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA256). The statewide average was computed based on monthly household totals for the 12-month period July 2006 through June 2007.

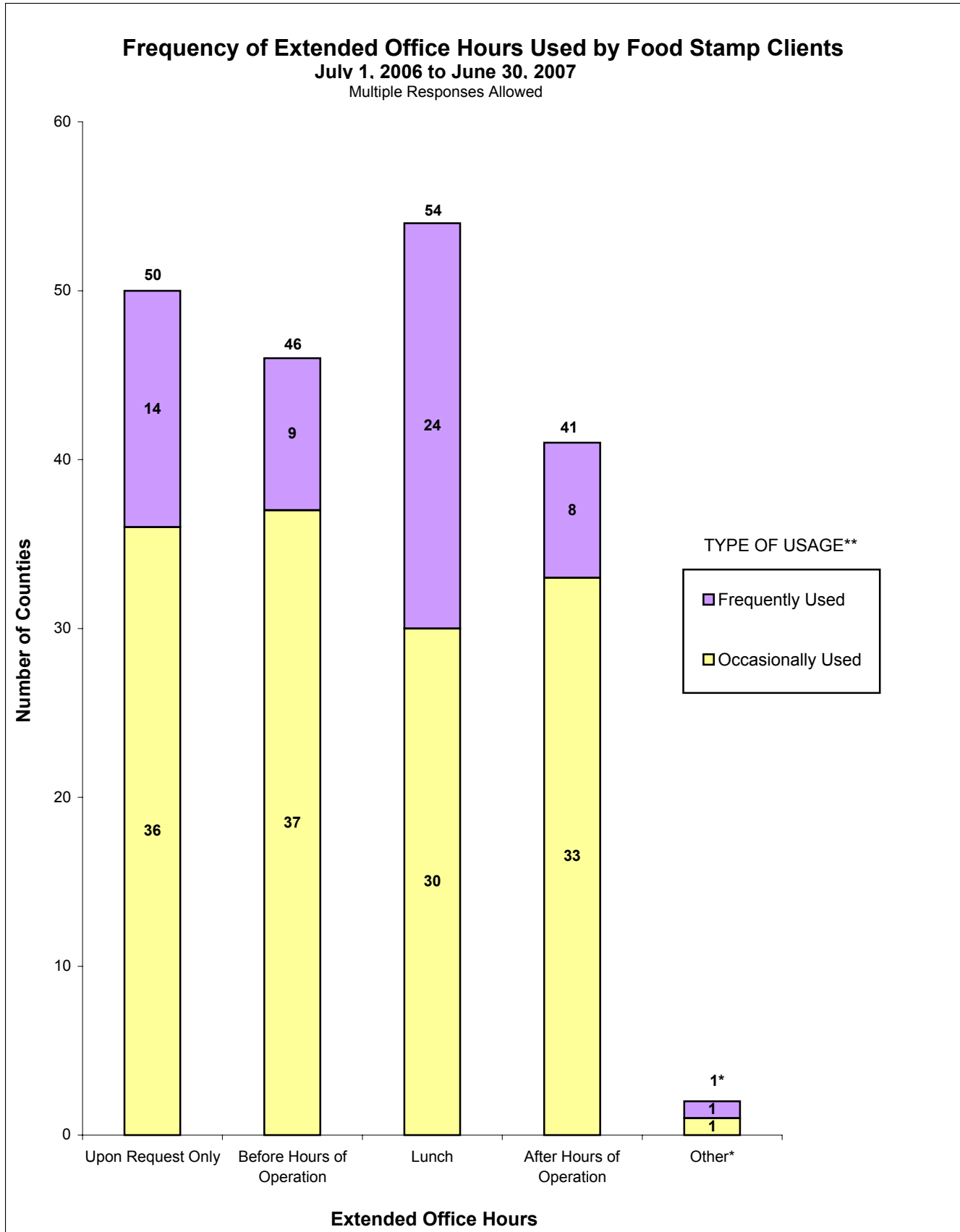
Counties That Have *NEW* Food Stamp Outreach Activities Planned for Implementation During State Fiscal Year (SFY) 2007/2008

July 1, 2006 to June 30, 2007

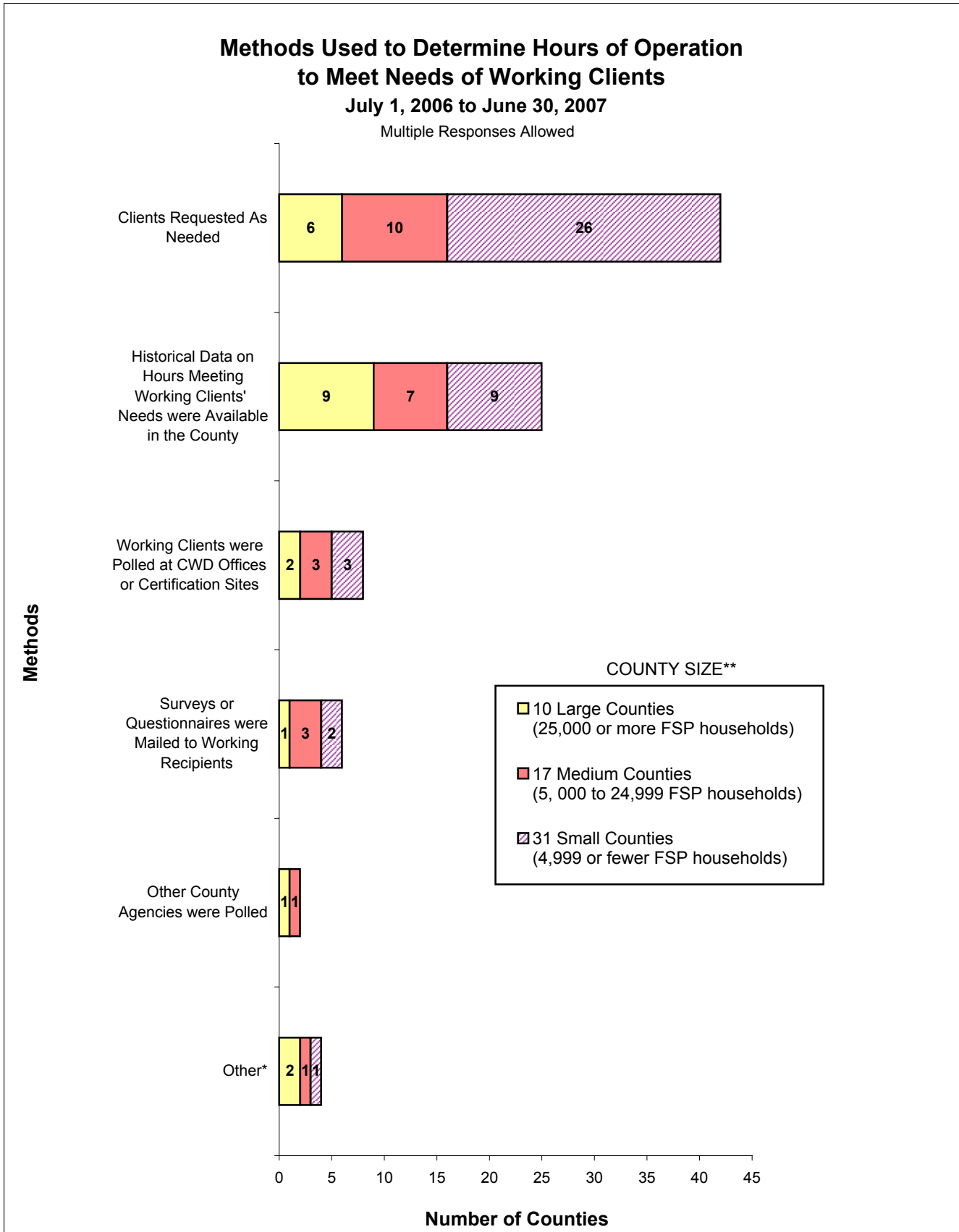


*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA256). The statewide average was computed based on monthly household totals for the 12-month period July 2006 through June 2007.

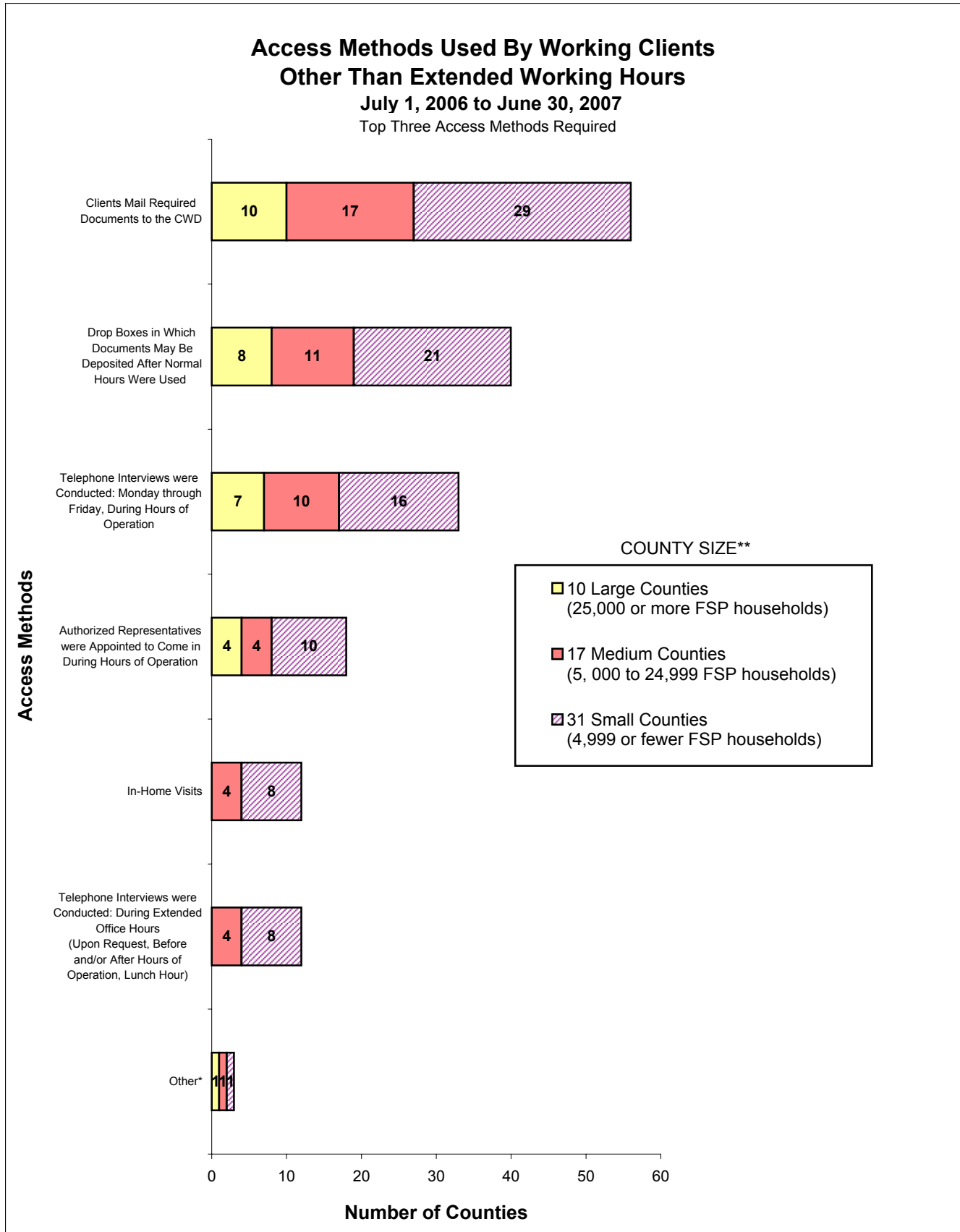
Hours of Operation



*For "Other" application sites, see Appendix A, page 26.



*For "Other" application sites, see Appendix A, page 26.



*For "Other" application sites, see Appendix A, page 26.

APPENDICES

Appendix A	“Other” Responses
Appendix B	Hotline Number, Hotline Type, Days/Hours of Operation, and Type of Information Available
Appendix C	Committee/Task Force Name, Frequency of Meetings and Activities
Appendix D	Description of <i>New Outreach Activities</i> Implemented in State Fiscal Year 2006/2007
Appendix E	Description of <i>New Outreach Activities</i> Planned for State Fiscal Year 2007/2008
Appendix F	County Size Based on Number of Food Stamp Program Households
Appendix G	Statewide Certification Sites
Appendix H	Data Summary
Appendix I	Survey Form

APPENDIX A
"Other" Responses

ITEM 1: Other than County Welfare Departments (CWD) Offices/Certification Sites, indicate the following:

- A. Column A, ALL application sites accessible to clients.
- B. Column B, sites where staff assist clients in completing application forms and answering questions.

COUNTY	"OTHER" APPLICATION SITES
EL DORADO	Local Assistance Center (LAC), Red Cross evacuation center during declared emergencies
SANTA BARBARA	Health Care Services-Visiting Nurses

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

COUNTY	"OTHER" APPLICATION ASSISTANCE PROCESS
ORANGE	Outstationed Eligibility Technicians complete application interviews at Family Resource Centers CalWORKs (Intake) Social Workers attend Family Reunification meetings when a financial need is identified to assist with applications including food stamps.
SANTA BARBARA	Health/Job Information Fairs Eligibility Staff help out with applications and Q & As
STANISLAUS	Applications are taken, if possible at outreach events

ITEM 3: Indicate the translated languages (other than English) in which food stamp applications were USED in your county.

COUNTY	"OTHER" NON-ENGLISH LANGUAGES
IMPERIAL	American Sign Language
ORANGE	To comply with ACL 03-05, Food Stamp case carrying staff certified in obscure bilingual languages have a desktop shortcut to the CDSS translated forms website on their computers. However, obscure language form utilization is not tracked.
SAN DIEGO	Somali Japanese Sign-Language

ITEM 4: Did your county provide outstationed food stamp eligibility workers at sites other than CWDs?

ITEM 4a: If you answered "YES" to Item 4, indicate the sites where eligibility workers were outstationed.

COUNTY	"OTHER" OUTSTATIONED ELIGIBILITY WORKER SITES
EL DORADO	Local Assistance Center (LAC) during declared emergency
SAN DIEGO	Local Assistance Center - Freeze disaster (Approx. three months)
SANTA BARBARA	Health Care Services - Visiting Nurses

APPENDIX A
"Other" Responses

ITEM 5: Primarily, how did clients *FIRST* become aware of the option to have a face-to-face interview waived?

COUNTY	"OTHER" WAYS CLIENTS FIRST BECAME AWARE OF FACE-TO-FACE INTERVIEW WAIVER
LOS ANGELES	When the EW sees a potential need, or when a client calls the CWD, or through outreach.
VENTURA	State's Website mentions

ITEM 6: How was the initial screening usually conducted when determining the need to have the face-to-face interview waived?

COUNTY	"OTHER" WAYS TO DETERMINE THE NEED FOR FACE-TO-FACE INTERVIEW WAIVERS
SONOMA	By eligibility Supervisors

ITEM 7: Did your county waive any face-to-face interviews?

ITEM 7a: If you answered "YES" to Item 7, check the TOP THREE reasons face-to-face interviews were waived.

COUNTY	"OTHER" REASONS FOR WAIVING FACE-TO-FACE INTERVIEWS
ALAMEDA	Any other hardship that the customer may have reported - ie. Lack of child care

APPENDIX A
"Other" Responses

ITEM 10: Tell us about your county's food stamp outreach activities:

A. In column A, indicate ALL food stamp program outreach activities your county conducted.

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

COUNTY	"OTHER" OUTREACH ACTIVITIES
ALAMEDA	Food Bank emails the DFA 285 A1 with verifications directly on line
MONTEREY	Home visits after 5pm
NAPA	Participate in Safety Net Food Committee meetings with local CBOs. Looked at feasibility of conducting a "Hunger 101" program in 2008.
ORANGE	Our Agency internet site provides general Food Stamp eligibility information, a link to the CDSS Internet Site for Food Stamp Benefits, and county location where to submit applications.
SAN DIEGO	Memorandum of Understanding with San Diego Hunger Coalition (SDHC) San Diego Food Stamp (SDFS) Outreach Colaborative Project Submitting a Food Stamp Participation Grant to USDA FNS to improve F/S participation
SAN MATEO	Advertised the Food Stamp Program on an ad sent through ValPak mailing
YUBA	Beale Air Force Base - Provide Informational Brochures Veteran's Stand Down - Provide Informational Brochures and Accept Applications Community Connections for Recent Parolees - Provide Informational Brochures

ITEM 11: Indicate ALL sites/methods, other than CWD Offices/Certification Sites, that your county used for distributing materials and/or conducting presentations to clients about the food stamp program in general.

COUNTY	"OTHER" SITES/METHODS USED FOR DISTRIBUTION OF MATERIALS AND/OR CONDUCTING PRESENTATIONS	TYPE USED
FRESNO	Mexican Consulate Office	Materials Only
LAKE	Senior Centers	Presentations with Materials
LOS ANGELES	Dept. of Community and Senior Service's WorkSource Centers	Presentations with Materials
ORANGE	Mexican Consulate	Presentations with Materials
	Senior Centers	Presentations with Materials
	Family Resource Centers	Presentations with Materials
	Orange County Housing and Community Development	Materials Only
SAN DIEGO	San Diego Conference on Hunger	Presentations with Materials
	East County Action Network	Presentations with Materials
	Wells Park Senior Center	Presentations with Materials
YUBA	Beale Air Force Base	Materials Only
	Veteran's Stand Down	Materials Only
	Community Connections for Recent Parolees	Materials Only

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

APPENDIX A
"Other" Responses

ITEM 12: Did your county provide any *MIGRANT-SPECIFIC* educational materials and/or presentations to sites/organizations for *MIGRANT WORKERS*?

ITEM 12a: If you answered "YES" to Item 12, indicate the sites/organizations.

COUNTY	"OTHER" SITES/ORGANIZATIONS FOR PROVIDING EDUCATIONAL MATERIALS OR PRESENTATIONS FOR MIGRANT WORKERS	TYPE USED
KINGS	One Stop Centers	Presentations with Materials
LAKE	California Human Development Corporation - CHDC	Materials Only

ITEM 13: Did your county provide any *NONCITIZEN-SPECIFIC* educational materials and/or presentations to sites/organizations for *NONCITIZENS*?

ITEM 13a: If you answered "YES" to Item 13, indicate the sites/organizations.

COUNTY	"OTHER" SITES/ORGANIZATIONS FOR PROVIDING EDUCATIONAL MATERIALS OR PRESENTATIONS FOR NONCITIZENS	TYPE USED
LOS ANGELES	County Jails	Materials Only
ORANGE	Mexican Consulate	Materials Only

ITEM 18a: If extended office hours were indicated in items 10 and 18, identify the frequency (in general) that clients *USED* those extended hours. If a category does NOT apply, leave "Not Applicable" selected.

COUNTY	"OTHER" EXTENDED OFFICE HOURS	FREQUENCY OF USE
MONTEREY	Mexican Consulate 7:30 - 2pm Saturdays	Frequently
	Family Resource Center 1:00 - 6pm	Frequently
	SCORE Greenfield 9:00 - 4pm Sundays	Occasionally

ITEM 19: What methods did your county use when determining its hours of operation to ensure that the needs of working clients (applicants and recipients) were met pursuant to Manual of Policies and Procedures (MPP) Section 63-205.1 (i.e., how did your county conduct a needs

COUNTY	"OTHER" METHODS USED TO DETERMINE HOURS OF OPERATION
LOS ANGELES	Collaborative efforts of the Department and other stakeholders to meet the needs of the public.
ORANGE	Extended office hours were available in previous years with minimal utilization that did not justify further use of those hours
SHASTA	We reviewed reception log reports to determine the best hours of operation to serve all clients.
SIERRA	Sierra County eligibility determination staff will work variable hours in order to meet the needs of employed applicants or recipients.

ITEM 20: Other than extended office hours, what were the TOP THREE access methods working clients used?

COUNTY	"OTHER" ACCESS METHODS USED OTHER THAN EXTENDED OFFICE HOURS
LOS ANGELES	Access to non-traditional sites.
NEVADA	Clients visit office during working hours
SANTA CRUZ	working clients who cannot come in during regular office hours may make an appointment outside of those hours

APPENDIX B

Hotline Number, Hotline Type, Days/Hours of Operation, and Type of Information Available

ITEM 8: Did your county maintain a telephone "hotline" that included information regarding food stamp programs, noncitizens' potential eligibility for these programs, and/or food stamp outreach activities?

ITEM 8a: If you answered "Yes" to any category in Item 8, provide the telephone "hotline" number(s), "hotline" type, days AND hours of operation, and/or specific type of information available through the "hotline."

COUNTY	HOTLINE TELEPHONE NUMBER	HOTLINE TYPE	DAYS/HOURS OF OPERATION	TYPE OF INFORMATION AVAILABLE
ALAMEDA	(888) 999-4772	Both	M-F 8:30 - 5:00 PM	Directions to an office via public transportation or vehicle. Office hours and locations. Status of your case. If you QR 7 has been received or not.
BUTTE	(800) 499-9189	Both	M-F 8am-noon / 1pm-5pm	7 days/24 hours per day
FRESNO	(559) 453-4998	Both	Monday through Friday; 8:00 a.m. to 5:00 p.m.	The person at this extension is not available to take your call. Please leave a message at the tone.
	(559) 453-4363	Both	Monday through Friday; 8:00 a.m. to 5:00 p.m.	The person at this extension is not available to take your call. Please leave a message at the tone.
HUMBOLDT	(707) 269-3590	Both	7 days/24 hours	Recorded message provides office hours
	(707) 268-3471	Both	7 days/24 hours	Recording informs client that we are unable to answer their call or are busy on another line
KERN	(661) 631-6000	Both	M-TH 7:30am - 5:30pm	Option to apply by phone or leave address for application to be mailed.
	(661) 631-6062	Recording Only		FS Application Hotline - can have telephone call returned or leave address for application to be mailed.
	(631) 326-2840	Both	F 8:00 am - 5:00 pm	MediCal Emergencies
	(800) 690-1997	Both	M-Th 7:30 am - 5:30 pm and F 8:00 - 5:00 pm	MediCal Emergencies
LOS ANGELES	(877) 597-4777	Both	M-F 8am-5pm	Days and Hours of operation
	(877) 481-1044	Both	M-F 8am-5pm	Days and Hours of operation
MARIN	(415) 473-3400	Both	Supervisors and Lead Workers are assigned as Duty Workers of the Day to field questions from the public regarding Food Stamps and other Public Assistance Programs.	Recording in English and Spanish can connect public directly to Food Stamp Intake .or On-going Departments. Our line also gives transportation and Free Shuttle Information to the Food Stamp office. Gives days and office hours. Any calls received on our voice mail system before or after office hours are promptly returned the next business day.
MENDOCINO	(707) 463-7700	Both	M-F 8-12 & 1-5	Briefly states what the Food Stamp Program is
	(707) 463-2437	Both	M-F (8-12, 1-5)	Briefly states what the Food Stamp Program is
	(877) 327-1677	Live Only	M-F (8-12, 1-5)	
	(707) 962-1000	Live Only	M-F (8-12, 1-5)	
MERCED	(209) 385-3000	Both	M-F 8am- 5pm	General FS Info, office hours, etc.
MONTEREY	1-866-361-0477	Live Only	M-F 8am-5pm	
PLACER	(916) 784-6000	Both	M-F 8am-5pm	Description of programs including FS how to apply, office hours, locations, both English and Spanish.
	(530) 889-7611	Both	M-F 8am-5pm	Description of programs including FS how to apply, office hours, locations, both English and Spanish.
	(530) 584-1900	Both	M-F 8am-5pm	Description of programs including FS how to apply, office hours, locations, both English and Spanish.

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APPENDIX B

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ITEM 8: Did your county maintain a telephone "hotline" that included information regarding food stamp programs, noncitizens' potential eligibility for these programs, and/or food stamp outreach activities?

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COUNTY	HOTLINE TELEPHONE NUMBER	HOTLINE TYPE	DAYS/HOURS OF OPERATION	TYPE OF INFORMATION AVAILABLE
SACRAMENTO	(916) 874-2072	Both	M-F 8am - 5pm	They can answer questions about several programs, Food Stamps included.
	(916) 685-9273	Live Only	M - F, 8am - 5pm	
	(209) 745-3484	Live Only	M - F, 8am - 5pm	
SAN BERNARDINO	(909) 383-9826	Live Only	M-F 7:30 am to 5:30 pm	
	(909) 386-9502	Both	M-F 7:30 am to 5:30 pm	General Information #, including FS application information for Main office.
SAN DIEGO	(866) 262-9881	Both	MWTHF - 8:30am 5:00pm & T - 9:00am to 5:00pm	Food Stamp general eligibility, Benefit of using F/S EBT card. Office locator by zip code, operator assistance option
	"211"	Both	24/7	Preliminary F/S Assessment and Referral to local Public Assistance
SAN FRANCISCO	(415) 558-4186	Both	Recording available 24/7	General info as in location and work hours. May be transferred to Customer Service numbers.
	(415) 558-1070	Both	8:30-11:30 AM and 1:30-4:30 PM	Answers generic questions on eligibility. Specialist returns clients' CALLS
	(415) 558-1074	Both	8:30-11:30 AM and 1:30-4:30 PM	Calls to respond to questions clients may have left on voicemail
SAN MATEO	(800) 223-8383	Both	M-F 8am-5pm	EBT card access; application process and where to apply; status of pending application; information on CBOs
	(877) 847-3663	Both	M-F, 9am-12pm; 1pm-5pm	Food Stamp Information Line - How to apply in you county by typing zip code
SANTA CRUZ	(888) 421-8080	Both	M-F, 8am-5pm	Benefits Call Center toll free number; will provide info on how to apply for Food Stamps & answer gen. eligibility questions.
SISKIYOU	(800) 662-7031	Both	M-F 8am-5pm	Information provided includes location of office and office hours
SOLANO	(800) 400-6001	Live Only	M-F 8am-5:30	
SONOMA	(800) 331-2278	Both	Monday through Friday 8 AM to 5 PM	General information about when & where to apply for Food Stamps (English and Spanish).
STANISLAUS	(209) 558-2777	Both	M-F 8am-5pm	Information provided on hours of operation, hours to apply, and other contact numbers
	(209) 558-9000	Recording Only		Automated case information
	(866) 852-2288	Recording Only		Automated case information
TULARE	(800) 834-7121	Both	M-Th 7:30-5:30 F 8am - 12pm	After 5:30 pm the recording give the District Office hours, states if this is an emergency call 911, otherwise leave your name and number and your call will be returned.
TUOLUMNE	(209) 533-5711	Both	M-F 8:00 am-4:00pm	"for emergency food, call Interfaith M-F 10:00 A.M to 1:00 P.M at 532-0905

APPENDIX C

Committee/Task Force Name, Frequency of Meetings and Activities

ITEM 14: Did your county partner with other Health and Human Services Agencies, schools, community-based organizations, etc., to improve food stamp outreach efforts?

ITEM 14a: If you answered "YES" to Item 14, indicate the partner organization names, frequency of meetings, and activities.

COUNTY	COMMITTEE/TASK FORCE NAME	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS	ACTIVITIES
ALAMEDA	Alameda County Community Food Bank	Quarterly		Providing eligibility training materials and update outreach materials used in order for CBOs to screen clients for potential FS eligibility and provide DFA 285 A1.
	H&R Block	Other	As needed during tax season.	Providing eligibility training to tax preparers to screen clients for potential FS eligibility and provide DFA 285 A1.
	Alameda County Nutrition Action Plan (CNAP)	Monthly		Providing eligibility training materials and update outreach materials used in order for CBOs to screen clients for potential FS eligibility and provide DFA 285 A1.
AMADOR	Food Security for Amador county. Agencies include WIC, HRC, Community Centers, 1st Five, Interfaith Food Bank, Amador Tuolumne Community Action Agency	Other	every other month? This is new	Our goal is to promote FS and other food resources to the community. Other agencies will help promote the FS program by handing out informational flyers, giving the clients access to the online applications, assisting them with the application, etc.
	Connecting Hands. Includes all of the above agencies for Amador and Calaveras County. Also includes UC Davis extension	Monthly		A committee formed to increase nutrition awareness for residence of Amador and Calaveras County. Food Stamp outreach is encouraged.
BUTTE	Private Industry Council	Other	As needed	Ensure their staff are aware of the benefits of the food stamp program & where their clients may apply.
	Behavioral Health	Other	As needed	Ensure their staff are aware of the benefits of the food stamp program & where their clients may apply.
	Public Health	Other	As needed	Ensure their staff are aware of the benefits of the food stamp program & where their clients may apply.
	Child Support Services	Other	As needed	Ensure their staff are aware of the benefits of the food stamp program & where their clients may apply.
CALAVERAS	Mark Twain Saint Joseph Hospital	Other	Weekly	Provide a full service outstation office at medical clinics in two of our remote areas
	Behavioral Health	Other	As needed	Assigned eligibility staff are on call to assist clients at the Behavioral Health office in the completion of applications for Food Stamps when needed.
	Human Resources Council (HRC)	Other	As needed	One evening per month an eligibility worker is assigned to provide and assist in completing FSP applications at the HRC office during their evening extended hours. HRC is a CBO which includes a Food Bank and other community services.
CONTRA COSTA	Food and Nutrition Policy Consortium	Quarterly		Conduct Quarterly nutrition awareness activities in the community; train CBO volunteers in nutrition and basic food stamp eligibility
DEL NORTE	Del Norte High School/Nutrition Network	Other	Each event was scheduled separately	County Fair, Health Fair, Back to School night, Open House at Schools
	Del Norte High School/Nutrition Network	Bi-Monthly		Nutrition Network Meetings
	Del Norte County Community Health Center	Other	Total of 4 hours per month	Outstationed worker at this location to answer questions, accept applications, and/or to meet with clients concerning their application or ongoing benefits.
FRESNO	California Food Policy Advocates	Monthly		Discuss Outreach, Food Stamp Population, etc.

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APPENDIX C

Committee/Task Force Name, Frequency of Meetings and Activities

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COUNTY	COMMITTEE/TASK FORCE NAME	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS	ACTIVITIES
HUMBOLDT	Food Stamp Task Force with Food Bank, Project Lean, Public Health, Senior Resource Center, and Head Start Childrens Program	Quarterly		Health Fairs, TV and radio spots, department website, collaboration with community agencies to increase accessibility and public awareness.
	Senior Resource Center	Other	when requested	Provided written materials, publication in Senior Directory, and presentations as requested.
IMPERIAL	Imperial County Office of Education/Family Resource Centers (FRC)	Monthly		Meetings and case management in collaboration with the school district and/or the Imperial County Office of Education
	Clinicas de Salud Del Pueblo	Other	weekly	Coordination and Case Management
	Volunteers of America	Other	weekly	Coordination and Case Management
	Imperial Valley Food Bank	Other	as needed	Collaboration and Referrals
	Catholic Charities-Homeless Women's Services, Imperial Valley Shelter Programs	Monthly		Collaborate and coordinate services to the county's homeless population
	Guadalupe Men's Shelter	Quarterly		Provide Food Stamp and information to shelter residents
INYO	WIC and Public Health	Other	annually	Health Fairs
	First 5	Other	annually	Education Family Fun Day
KERN	Neighborhood Partnerships (Network for Children)	Monthly		Information shared at monthly meeting. Sponsors community events.
	Multi-Service Disciplinary Team meetings - Neighborhood Partnerships (Bakersfield)	Other	bi-weekly	Team meeting to evaluate family situations and provide resource needs.
	Outstation Clinic Committee - Bakersfield	Bi-Monthly		Information shared at monthly meetings.
	Bakersfield Homeless Collaborative	Monthly		Information sharing.
	Greater Bakersfield Legal Assistance and Bakersfield Homeless Center	Monthly		Share information and resolve mutual issues.
KINGS	KCAO	Other	As requested	Program info and app assistance
	Family Resource Centers	Monthly		Program info and app assistance
	Schools	Monthly		Program info and app assistance
	Health Department	Other	Daily Outstation	Program info and app assistance

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APPENDIX C

Committee/Task Force Name, Frequency of Meetings and Activities

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COUNTY	COMMITTEE/TASK FORCE NAME	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS	ACTIVITIES	
LAKE	Hunger Task Force	Monthly		Assess counties citizen hunger needs and other resources available to meet these needs. Community Garden, Make A Difference Day, Canning Project, Materials at Farmer's Market	
	ARBOR	Monthly		Nutrition Information/classes for WtW participants.	
	UCEE - University of California Cooperative Extension	Monthly		Food Stamp Nutrition Education Program.	
	Sutter Lakeside Services	Monthly		Parenting for CWS	
LASSEN	Lassen Family Services, Domestic Violence Services	Other	Annually	Cross training of staff, presentation, provide materials	
	Crossroads Shelter	Quarterly		Presentations, materials, cross-referrals of clients	
	Family Resource Centers	Monthly		Application assistance, Cross training of staff and provide materials	
LOS ANGELES	California Food Policy Advocates, L.A. Coalition to End Hunger and Homelessness, and L.A. Regional Food Bank	Quarterly			Meetings to discuss and recommend resolutions to barriers to food stamp participation, as well as providing updates as they pertain to expanding our outreach efforts.
	Daughters of Charity, WIC, and Harbor Interfaith	Quarterly	Collaborative partners of our Countywide Outreach in providing households the ability to apply for FS at non-traditional sites. Meetings are held to discuss the food stamp participation and provide updates on our efforts.		
	Department of Community and Senior Services	Quarterly	Collaborative partners of our Countywide Outreach Campaign in providing the opportunity for individuals and families to apply for FS at non-traditional sites. Currently we are conducting a pilot in their WorkSource Centers.		
	Los Angeles County Probation Department	Other	As needed.		Collaborative partners of our Countywide Outreach Campaign in providing the opportunity for released inmates to apply for Food Stamps and other services at mandatory orientations scheduled by the Probation Department.
	Los Angeles Unified School District	Quarterly			L. A. County is partnering with LAUSD to make available outreach workers at health centers located on school premises.
MARIN	H & H S-Community Health & Prevention Services-Nutrition Wellness Program	Other	As needed	Meetings to discuss nutrition education outreach and to plan & conduct surveys and hand out educational materials. Meetings to assess food security issues.	
	Marin City Multi-Disciplinary Team Outreach and Services	Monthly		Meetings to discuss coordinated services for clients with Outreach Workers Stationed at Marin City Office.	
MENDOCINO	Food Banks	Monthly		Meetings, training, provide materials	
	Nuestra Casa	Monthly		Meetings, training, provide materials	
	Nutritional Advisory Committee-Public Health	Quarterly		Meetings, training, provide materials	
MERCED	WIC	Monthly		Monthly meetings for information sharing, Food Summit planning, and	
	Head Start	Monthly		Monthly meetings for information sharing, and Q&As.	
	Food Banks	Monthly		Monthly meetings for information sharing, and Q&As.	

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APPENDIX C

Committee/Task Force Name, Frequency of Meetings and Activities

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COUNTY	COMMITTEE/TASK FORCE NAME	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS	ACTIVITIES
MODOC	Teach, Inc	Other	as needed	Provide applications for Teach to use for the Food Bank and Shelter
	Modoc Medical Center	Other	as needed	Provide application for their clients
	Modoc County Health Fair	Other	yearly	Provide applications and Eligibility Workers at Fair
	Local Schools	Other	as needed	Provide applications and information
MONO	MONO COUNTY HEALTH DEPT	Other	As Needed	TRAINED FIRST FIVE VISITING HEALTH CARE PROVIDERS, FOOD STAMP APPLICATION PACKETS GIVEN
	IMACA-CHILD CARE	Other	As Needed	TRAINED FIRST FIVE VISITING HEALTH CARE PROVIDERS, FOOD STAMP APPLICATION PACKETS GIVEN
	MAMMOTH HOSPITAL	Other	As Needed	ALL SERVICES
	SCHOOLS	Other	As Needed	PROVIDE FLYERS FOR ORIENTATION PACKETS
	MAMMOTH MOUNTAIN	Other	As Needed	PROVIDED FOOD STAMP APPLICATION PACKETS AT HUMAN RESOURCES
	COUNTY WIDE COMMUNITY FAIRS AND HEALTH FAIRS	Other	As Needed	PROVIDE FOOD STAMP ALLPICATION PACETS
MONTEREY	WIC Offices	Monthly		WIC group meetings throughout Monterey County
	Food Bank	Monthly		Food Bank presentations
	USDA Sites	Monthly		Presentation of program materials
	Farmers Markets	Monthly		Presentation of program materials
	Holy Trinity Church	Monthly		Presentation of program materials
	Family Markets	Monthly		Presentation of program materials
NAPA	Food Bank	Other	Random/as needed or requested	Send Community Aide to the Food Bank to tell consumers about the program, pass out applications, and help people fill out the applications. The Food Bank also refers people to the CWD.
	Safety Net Food Committee	Other	Bi-monthly until the holiday season, then monthly.	Attend meetings with CBOs like the Salvation Army, St. Vincent de Paul, Food Bank, Senior Nutrition Program, Area Agency on Aging--to see if the FSP can meet community needs & encourage local CBOs to refer people to apply. We also give updates on changes in the FSP.D307:AA452
NEVADA	UC Davis Cooperative Extension	Other	As new information becomes available.	Lobby display on food safety. Quarterly "Foodlines" newsletter.
ORANGE	Orange County Department of Education	Other	Semi-annually	Participates in a coordinated effort to disseminate information regarding Food Stamps, free and reduced school lunches via community fairs, school events, school readiness coordinators, as well as distributing Food Stamp information and brochures to schools throughout Orange County.
	Orange County Hunger Coalition	Other	Semi-annually	Participates in a coordinated effort to disseminate Food Stamp and nutrition education information via senior centers, DMV, as well as other governmental agencies, and distributing Food Stamp information and brochures along with the Coalition's annual Emergency Food Resource Guide.
	Orange County Health Care Agency Nutrition Services	Other	Semi-annually	Participates in a coordinated effort to disseminate information regarding nutrition education, and free and reduced school lunch information as it relates to nutrition education. Also has the primary responsibility for distributing nutrition education information throughout Orange County via community fairs and events, mobile van, WIC, hospitals and medical facilities.

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APPENDIX C

Committee/Task Force Name, Frequency of Meetings and Activities

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COUNTY	COMMITTEE/TASK FORCE NAME	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS	ACTIVITIES
ORANGE	Children and Families Commission	Other	Semi-annually	Participates in a coordinated effort to disseminate Food Stamp, free and reduced school lunches, and nutrition program information via Bridges for Newborn's program at hospitals, mobile van, Family Resource Centers, School Readiness Coordinators, and other Commission collaboratives.
	Community Action Partnership of Orange County	Other	Semi-annually	A county collaborative partner in the Food Stamp Assisted Application Project, providing workshops to assist individuals with completing the Food Stamp application process. Also provides presentations to agencies, schools, and CBOs about the Assisted Application Project and provides information about Food Stamps via VITA sites, their Food Bank, and the local Mexican Consulate.
	Over 21 agencies, schools, community based organizations, food banks, and Nutrition Network affiliated organizations	Other	Semi-annually	Food Stamp, free and reduced lunches, and other nutrition education information is disseminated via community fairs, school events, mobile van, hospitals, family resource centers, as well as distributing Food Stamp information and brochures to over 35 different agencies/organizations with a total distribution to over 200 sites.
PLACER	WIC Health Fair	Quarterly		Partner in providing information and outreach materials to the community health fair.
	St. Vincent - Roseville	Quarterly		Provide outreach at the St. Vincent community/church based organization to provide on-site applications for food stamps.
	The Gathering Inn	Other	Monthly during winter months of operation.	Provide partnership with other Placer HHS divisions to homeless population in the County. Outstation food stamp staff to provide application service in the mornings during the winter months, when the center is open.
	EDD - One Stop	Monthly		One-stop center, have eligibility staff available to provide food stamp information and materials, and do continuing CalWORKs and Food stamp eligibility for recipients.
PLUMAS	Work Connection - One Stop Center	Other	daily	County Welfare Staff are stationed at our local One-Stop Center. Applications are taken and processed on site.
	Community-based organizations	Other	daily	Food Stamp applications and SAWS 1s are available on clients to pick up. Resource center staff have been trained on how to help clients fill out applications and clients use the resource centers to FAX applications and required documents to CWD
RIVERSIDE	Simpson Senior Center, Hemet	Other	do not conduct regular meetings	The senior center provide application assistance for both Food Stamp and Medi-Cal applications
	Riverside County Mental Health, County Wide	Quarterly		Mental Health offices assist customers with application completion
	Family Resource Center, Mecca	Other	a worker is stationed there 1/2 day Monday - Thursday	Assists customers with application completion, accepts verifications.
	Longfellow Elementary School, Riverside	Monthly		Assist customers with application completion, complete interviews.
	Victory Outreach, Riverside, Indio, Hemet, Norco/Corona	Other	Application assistance only, no meetings held	Assist customers with application completion and sometimes accompany the customer to the office for interviews or appointments.
	MFI Recovery, Riverside, Whiteside Manor, Teen Challenge and Recovery Options Center (ROC) Riverside	Other	Meetings are held when customers need assistance	Assist customers with application completion and sometimes accompany the customer to the office for interviews or appointments.

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APPENDIX C

Committee/Task Force Name, Frequency of Meetings and Activities

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COUNTY	COMMITTEE/TASK FORCE NAME	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS	ACTIVITIES
SACRAMENTO	Hunger Commission	Quarterly		Attend meetings, provide applications.
	Social Worker meetings	Other	One time	Presentation on the FS program, requesting outreach.
SAN BERNARDINO	Veterans Affairs	Monthly		Eligibility staff collaborating with VA to increase potential FS participation of VA beneficiaries
	Public Health	Other	Meetings are held on a quarterly basis.	Collaboration between Public Health, Department of Aging & Adult Services, Transitional Assistance Department, United Way, Preschool Services, San Bernardino County School districts and other departments discussing the Food and Nutrition Program.
SAN DIEGO	San Diego Hunger Coalition (SDHC)	Monthly		Provide flyers and overview of Food Stamps Program Application and track level of enrollment of outreach-sponsored clients.
	Aging and Independence Services (AIS)	Monthly		Distributing flyers and FNS materials informing clients of F/S benefits. Monitoring and tracking the number of Seniors Food Stamps enrollment of AIS outreach efforts.
	Women, Infants, Children (WIC)	Quarterly		Provide flyers and overview of Food Stamps Program and Application.
	Chula Vista Community Collaborative	Quarterly		Provide Flyers and overview of Food Stamps program and Application.
SAN FRANCISCO	Farmers' Markets	Quarterly		Strategy meetings (SF Food Security Task Force)
	SF Food Bank	Monthly		Strategy meetings (SF Food Security Task Force)
	Environmental Health Department	Monthly		Strategy meetings (SF Food Security Task Force)
	Unified School District St Anthony's	Monthly		Strategy meetings (SF Food Security Task Force)
SAN LUIS OBISPO	Economic Opportunity Commission	Other	One time effort	Provided informational materials , applications and support.
	Food Bank Coalition	Monthly		Provided informational materials and support.
	Santa Rosa and San Benito Elementary Schools in Atascadero	Other	providing outreach at open enrollment	Provided informational materials and applications.
SAN MATEO	Family Resource Centers	Monthly		Accept and certify Food Stamp applications
	Second Harvest Food Bank of Santa Clara and San Mateo Counties	Monthly		Coordinate outreach activities
	Core Community-Based Organization (CBO)	Monthly		Coordinate outreach activities
	San Mateo County School Districts	Other	Once a year or as needed	Coordinate with school directors in evaluation of students' eligibility for school lunch program
SANTA BARBARA	Santa Barbara County School District	Other	Annually	Direct Certification Listing
	Center for Nutrition Policy	Monthly		Enclosing FS information in Brown Bag lunches for the elderly.
	Health Care Services	Other	Varies upon need	Visiting Nurses take FS applications on home visits. Nurses contact FS supervisors directly with eligibility questions to help identify the applicants potential eligibility.

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SANTA CLARA	Nutrition & Wellness Santa Clara County Department of Public Health	Other	As requested	Presented on Food Stamp program, application process and general eligibility.	
	Second Harvest Food Bank	Other	As requested	Presented on Food Stamp program, application process and general eligibility. Partner to streamline and simplify the Food Stamp application process.	
	Safety Net Committee	Other	As requested	Ensure that there is a safety net to meet the basic needs of the community (i.e. shelter, food, utilities)	
	CalWORKs Advisory/Refugee Immigrant Forum	Other	As requested	Provide updates and presentations regarding any changes in the Food Stamp Program.	
	Opportunity Center, Sacred Heart Community Services, St. Joseph's Family Center, New Direction, Sunnyvale community Services.	Other	as requested	Partner to streamline and simplify the Food Stamp application process.	
SANTA CRUZ	Second Harvest Food Bank	Other	as needed	Food Bank outreach staff assist people in applying for Food Stamps at various non-CWD sites including the Watsonville Farmer's Market and Food For Children distribution sites.	
SIERRA	Sierra County Public Health	Other	annually	Health Fair	
	Family Resource Center	Other	annually	Annual event co-sponsored by community groups	
SISKIYOU	Family/Community Resource Centers	Quarterly		Attend meetings and presented materials	
	College of the Siskiyous	Quarterly		Attend quarterly meetings; yearly presentations to new students;	
SOLANO	Food Bank	Quarterly		Presentations for food providers, Child Support, Family Resource Centers,Planned Parenthood,	
	WIC	Quarterly		Presentations for staff, bulletin boards	
	UCD Cooperative Extention	Quarterly		Presentations for staff, monthly food tasting in FS offices	
	Housing Authorites (Benicia, Vallejo, Fairfield & Vacaville)	Quarterly		Presentation and materials given to staff.	
SONOMA	Redwood Empire Food Bank	Quarterly		Provide training and informational meetings to staff of Food Bank along with their partner agencies. Assist Food Bank Outreach coordinator with their outreach efforts.	
	Police and Corrections Team (PACT)	Monthly		Provide presentations to parolees recently released from prison	
	Department of Health Services	Other		Annually	Provide application packets and instructions on how to help clients apply to staff at WIC, Catholic Charities, and other local agencies
	Continuum of Care Planning Group (SITIM)	Other		Semi-annually	Provide information to coordinators of shelters, drug rehabilitation centers, mental health facilities, etc. on general Food Stamp information and how to help clients apply
	Face to Face - Sonoma County	Other	Annually	Provide information to face to face employees as well as their partner organizations, including Kaiser on general food stamp information and how to apply for food stamp information	

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

APPENDIX C

Committee/Task Force Name, Frequency of Meetings and Activities

ITEM 14: Did your county partner with other Health and Human Services Agencies, schools, community-based organizations, etc., to improve food stamp outreach efforts?

ITEM 14a: If you answered "YES" to Item 14, indicate the partner organization names, frequency of meetings, and activities.

COUNTY	COMMITTEE/TASK FORCE NAME	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS	ACTIVITIES
STANISLAUS	Stanislaus County Nutrition Action Plan Committee	Monthly		Collaboration with County's nutrition assistance programs (Health Services Agency, WIC, Area on Aging, Child Nutrition Program, Nutrition Network, Schools) to promote nutrition education
	Westside Collaborative	Monthly		Collaboration and community outreach neighborhood service delivery
	El Concilio	Monthly		Collaboration and outreach
	Homeless Coalition	Monthly		Collaboration and meeting the needs of the homeless population
	Turlock Community Collaborative	Monthly		Collaboration and sharing information regarding programs
	Family Resource Center Multi-Disciplinary Team	Monthly		Collaboration and information sharing
SUTTER	Veterans Administration	Other	Yearly	Veteran Stand Down
	Leo Chesney Center	Quarterly		Pre-release orientation
TULARE	Food Link of Visalia	Other	As needed	Partners of Food Link were trained by Tulare County to assist applicants with the DFA 285-A1 and submitted the completed applications to the county on behalf of the applicant.
TUOLUMNE	A-TCAA Amador Tuolumne Community Action Agency	Other	Semi-annually	Activities are reduced to phone calls since implementation and training occurred last fiscal year
VENTURA	Gold Coast Champions for Change	Other	As scheduled permits	Provide nutrition education to staff at our local food stamp offices.
	Our Lady of Guadalupe Church Health Fair	Other	Yearly	Provide nutrition education and applications to participants during fair
	El Rio School District Mixteco Outreach	Other	Yearly	Provide nutrition education and applications to attendees
YOLO	County of Yolo health Department Public Health	Other	As needed	Provide on an as needed basis printed materials

APPENDIX D

Description of New Outreach Activities Implemented in State Fiscal Year (SFY) 2006/2007

ITEM 15: Did your county implement any NEW food stamp program outreach activities during SFY 2006/2007?

ITEM 15a: If you answered "YES" to item 15, describe the NEW outreach activities implemented in SFY 2006/2007 and indicate whether they were one-time or ongoing activities.

COUNTY	DESCRIPTION OF NEW OUTREACH ACTIVITIES	TYPE OF ACTIVITY
ALAMEDA	We are accepting on line applications directly from the Alameda County Community Food Bank.	Ongoing
	We partnered with the Alameda County Community Food Bank to create and "Opt Out" card for any sponsored noncitizen that the CBO screens that wants to opt out.	Ongoing
CALAVERAS	Partnered with Mark Twin Saint Joesph's hospital to open a new outstation in medical clinics in two of our remote communities. FSP applications are provided, interviews conducted and EBT cards are made available.	Ongoing
	Increased the number of community events where eligibility workers staff booths to provide information on, and applications for, the FSP.	Ongoing
	Made eligibility staff available to offer FSP applications to individual's waiting to pick up groceries at the monthly food distribution site.	Ongoing
	Eligibility workers staffed booths to provide information and applications for the FSP at all of the County's High Schools and elementary school's Back to School nights.	Ongoing
	Partnering with a CBO to provide an eligibility staff member at one of our comminutie's WIC and Mobil Pantry day to provide information and applications for the FSP.	Ongoing
DEL NORTE	Attended Veteran Stand Down Activity in Humboldt County - 3 days in May 2007 - Annual Event.	One-Time
GLENN	The Customer Service Team was developed to provide better up-front service delivery to clients. Clients will be screened for ALL programs offered by the agency, including Food Stamps.	Ongoing
KINGS	Expanded into 2 additional One Stop Centers	Ongoing
LASSEN	Increased the variety of materials made available to outreach sites	Ongoing
LOS ANGELES	Countywide Outreach Campaign implemented in July 2005, provides dedicated Eligibility Workers to offer households the opportunity to apply for Food Stamps at non-traditional sites. There are a total of 23 district offices participating in this campaign.	Ongoing
MENDOCINO	Provided a Food Stamp Advocacy training for the community - people in attendance included: Laytonville Clinic, Long Valley Health Center, Ukiah Community Center, ARCH, Ukiah Community Center Board, Ukiah City Council, Anderson Valley Health Center, Healthy Kids Mendocino	Ongoing
MONO	FOOD STAMP APPLICATIONS MADE AVAILABLE AT IMACA-CHILD CARE OFFICE	Ongoing
	FOOD STAMP APPLICATIONS MADE AVAILABLE AT MAMMOTH MOUNTAIN HUMAN RESOURCES OFFICE	Ongoing
	FOOD STAMP APPLICATIONS MADE AVAILABLE AT HEALTH DEPARTMENT FOR FIRST FIVE PROGRAM	Ongoing
MONTEREY	National Night Out	Ongoing
	Seventh Day Adventist Church	Ongoing
	Back to School Gabilan School	Ongoing
	Greenfield High Oaxcan Meetings	Ongoing
	King City Sun Street Meetings	Ongoing
	Our Lady of Solitud Church	Ongoing
NEVADA	www.dial211.com, Nevada County Community Resource Directory Public directory of area resources. Contains information on all programs with a page specific to the Food Stamp Program	Ongoing
	Video Eligibility Program - video conferencing equipment at six locations to facilitate client interviews for those unable to come to the office. Additional information in "Part C--General Comments"	Ongoing
RIVERSIDE	Family Resource Center, Mecca - during the freeze two full-time workers were stationed at the resource center to accept and process food stamp applications from customers impacted.	One-Time
SAN BERNARDINO	Veterans Affairs - researching potential FS participants amongst VA beneficiaries	Ongoing
	Contact with Native American Alliance - in the process of establishing contacts to do FS outreach	Ongoing
	Public Health - attending the County Nutrition Action Plan (CNAP) meetings and giving information on the benefits of the FS program.	Ongoing
	Department of Aging & Adult Services - researching potential participants amongst the Senior Citizen population.	Ongoing

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

APPENDIX D

Description of New Outreach Activities Implemented in State Fiscal Year (SFY) 2006/2007

ITEM 15: Did your county implement any *NEW* food stamp program outreach activities during SFY 2006/2007?

ITEM 15a: If you answered "YES" to item 15, describe the *NEW* outreach activities implemented in SFY 2006/2007 and indicate whether they were one-time or ongoing activities.

COUNTY	DESCRIPTION OF NEW OUTREACH ACTIVITIES	TYPE OF ACTIVITY
SAN DIEGO	Provide AIS call Center with F/S outreach materials, brochures and applications.	Ongoing
	Provide San Diego Hunger Coalition with on going training and support to outreach partners/workers.	Ongoing
	Monitor and track Food Stamp applications and outcomes received from Outreach partners	Ongoing
	Manned a Food Stamps information table at the Women's Resource Fair (provide informational brochures/flyers regarding the F/S program) Give presentation about the Food Stamp program at the Senior Center	One-Time
	Develop Training Materials for Community and County Staff	Ongoing
SAN MATEO	Food Stamps Outreach Initiative Pilot	One-Time
	Advertised the Food Stamp Program on an ad sent through ValPak mailing	One-Time
SANTA CLARA	Chronic Homeles Food Stamp Pilot partner with CBOs to streamline and simplify the Food Stamp application process.	Ongoing
	Food Stamp Outreach Grant Pilot partner with CBOs to streamline and simplify the Food Stamp application process.	Ongoing
SIERRA	Health Fair	One-Time
	Annual event co-sponsored by community groups	One-Time
STANISLAUS	Turlock Alternatives To Gangs (TAG)	Ongoing
	Collaboration with Health Net of California events	Ongoing
	Turlock Family Fun Day	Ongoing
SUTTER	Sutter County Sheriff's Department - Domestic Violence Victim Awareness	One-Time
	Sutter County Children & Family Commission - Bright Futures Program - Ages 0 to 5 Family Wellness & Health Fair	Ongoing
TUOLUMNE	Food Stamp information booth at the first annual Food Bank walk-a-thon fund raiser	Ongoing
YOLO	Set up booth at Farmers Market to distribute food stamp program materials	One-Time
	Set up booth at Schools to distribute food stamp program materials	One-Time
	Set up booth for a Health Fair in Woodland Park to distribute food stamp program materials.	One-Time

APPENDIX E

Description of New Outreach Activities Planned for State Fiscal Year (SFY) 2007/2008

ITEM 16: Does your county have any *NEW* food stamp program activities planned for implementation during the next fiscal year, July 1, 2007 through June 30, 2008 (SFY 2007/2008)?

ITEM 16a: If you answered "YES" to Item 16, describe the *NEW* outreach activities planned for SFY 2007/2008 and indicate whether they will be one-time or ongoing activities.

COUNTY	DESCRIPTION OF NEW OUTREACH ACTIVITIES	TYPE OF ACTIVITY
AMADOR	With the new Amador Food Security meetings we are hoping to have a worker at the food bank the two last weeks of the month. The food bank has also requested permission to come to the county office when they have fresh produce distribution. HRC has also partnered up with us. They have a FS display board that is utilized at their classes along with FS applications and brochures.	Ongoing
BUTTE	Exploring options for extending business hours for a couple of days a week. If successful it would be an ongoing activity.	Ongoing
CALAVERAS	Partnering with two different CBOs to open outstations at two additional communities within our county, one of which is a remote site.	Ongoing
	Giving a presentation at our County's Senior Center on the FSP. FSP applications and assistance on completing those applications will be made available.	One-Time
	Staff will be located at our County's Senior Center one afternoon every month to provide FSP applications, assistance in completing those application and to answer questions.	Ongoing
EL DORADO	Developed a website with food stamp information and application	Ongoing
FRESNO	Using More information from USDA for Education and Outreach	Ongoing
HUMBOLDT	Update County Web Site with more current Food Stamp information and outreach activities	One-Time
	Partner with local Community Switchboard for use of the Statewide 800# for Food Stamp outreach activities, referrals and information	One-Time
IMPERIAL	There are plans to implement bi-monthly ET visits to the Ocotillo Community Center (a remote area) to accept and process Food Stamp applications and recertifications.	Ongoing
KERN	Increase participation in community events	Ongoing
LASSEN	Media outreach PSA's with radio, weekly newspaper	Ongoing
	Training Mental Health and Alcohol&Drug Treatment staff to assist with applications	Ongoing
	Presentations to Rural Health Clinics and provide them with FS outreach materials	Ongoing
	Mail Food Stamp Program outreach materials with the Mail-In MediCal App's	Ongoing
LOS ANGELES	We will be contracting with CBOs/FBOs to take FS applications and provide all documentation in order to receive a \$40 payment. Target date to implement is August 2007.	Ongoing
	We are developing a newspaper advertisement campaign in threshold languages other than Spanish and English to run for 8 weeks by the end of 2007.	One-Time
MARIN	The Food Stamp Program is collaborating with H & H S Nutrition Wellness Program in the development of a new Food Stamp Nutrition Education outreach program, utilizing the Food Stamp Kiosk, hand out materials, recipes and videos developed by USDA/California Nutrition Network.	Ongoing
MERCED	"C4 Yourself" Website for online applications	Ongoing
	Provide Nutritional information and how Food Stamps can help during Social Worker's home visits	Ongoing
	Provide Nutritional information and how Food Stamps can help during all intake and recert interviews.	Ongoing
MONO	PLAN TO MEET WITH LOCAL JUNIOR COLLEGE TO HAVE FS APPLICATIONS AVAILABLE AT FINANCIAL AID OFFICE	Ongoing
	PLAN TO GO TO SITES WHERE FOOD COMMODITIES ARE DISTRIBUTED	Ongoing
	PLAN TO HAVE FOOD STAMP APPLICATIONS AVAILABLE AT WIC INTERVIEWS	Ongoing
	PLAN TO DEVELOP MORE COUNTY WIDE PARTNERS WHERE FOOD STAMP APPLICATIONS CAN BE DISTRIBUTED	Ongoing

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

APPENDIX E

Description of New Outreach Activities Planned for State Fiscal Year (SFY) 2007/2008

ITEM 16: Does your county have any *NEW* food stamp program activities planned for implementation during the next fiscal year, July 1, 2007 through June 30, 2008 (SFY 2007/2008)?

ITEM 16a: If you answered "YES" to Item 16, describe the *NEW* outreach activities planned for SFY 2007/2008 and indicate whether they will be one-time or ongoing activities.

COUNTY	DESCRIPTION OF NEW OUTREACH ACTIVITIES	TYPE OF ACTIVITY
MONTEREY	Senior Center in Marina	Ongoing
	Family Resource Center Castroville	Ongoing
	Apostolic Community Life Center	Ongoing
	First Day Festival Back to School Bash	Ongoing
	SCORE Dia Del Trabajador	Ongoing
	Marina Family Market	Ongoing
NAPA	Participate in planning and development of a Hunger 101 presentation with local CBOs (Food Bank, Domestic Violence Shelter, St. Vincent De Paul). I'm not sure if it will be a one time or ongoing activity, so I'm checking one time just in case we don't continue it.	One-Time
NEVADA	Placement of kiosks county locations with access to www.dial211.com	One-Time
	Looking into software that will allow applicants to self-screen for possible eligiblity to Food Stamps	Ongoing
	Plan to add a Food Stamps page to the Nevada County Department on Social Services website including downloadable forms and links to other State and Federal resources for the Food Stamp Program.	Ongoing
ORANGE	Increase the number of Family Resource Center locations for conducting Food Stamp Outreach workshops.	Ongoing
	Increase the number of Family Resouce Center locations where portable SFIS equipment is used to photo and finger image applicants.	Ongoing
	Implement a Mobile Response Vehicle to be used in an emergency to accept and process assistance applications, including Food Stamps.	Ongoing
	Expand the number of Food Stamp Outreach workshops to include Vietnamese.	Ongoing
	Expand to a Community Center in Garden Grove.	Ongoing
RIVERSIDE	We anticipate the implementation of C-4Yourself - an on-line program designed to allow customers to apply for Food Stamps on the internet. We will partner with community organizations to assure they can assist customers with the application process.	Ongoing
SAN BERNARDINO	San Bernardino County Human Services (HS), Transitional Assistance Department (TAD) is partnering with other HS deparments for the outreach effort. TAD will provide general information on eligibility, office locations, nutrition pamphlets. The targeted agencies are Aging & Adult Services and Public Health along with the school districts in San Bernardino County.	Ongoing
	Potential Promotion/Outreach with Markets. Eligibility staff are stationed in local markets for two day events. At these events, FNS informational pamphlets on nutrition were distributed and FS eligibility explained. FS applications were taken as appropriate.	Ongoing
	San Bernardino County along with three other California Counties have created an on-line FS application that can be completed and submitted via the Internet. The FS application is called C4 Yourself.	Ongoing
	The Program Development Division will be giving a presentation to all the San Bernardino County TAD offices for the 30th anniversay of the FS program. The intention is to make eligibility staff aware of the importance of the FS program and that it is a Food and Nutrition Program not a welfare program. Educating staff on assisting customers with the completion of the paperwork and working with them for on going eligibility.	One-Time

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

APPENDIX E

Description of New Outreach Activities Planned for State Fiscal Year (SFY) 2007/2008

ITEM 16: Does your county have any *NEW* food stamp program activities planned for implementation during the next fiscal year, July 1, 2007 through June 30, 2008 (SFY 2007/2008)?

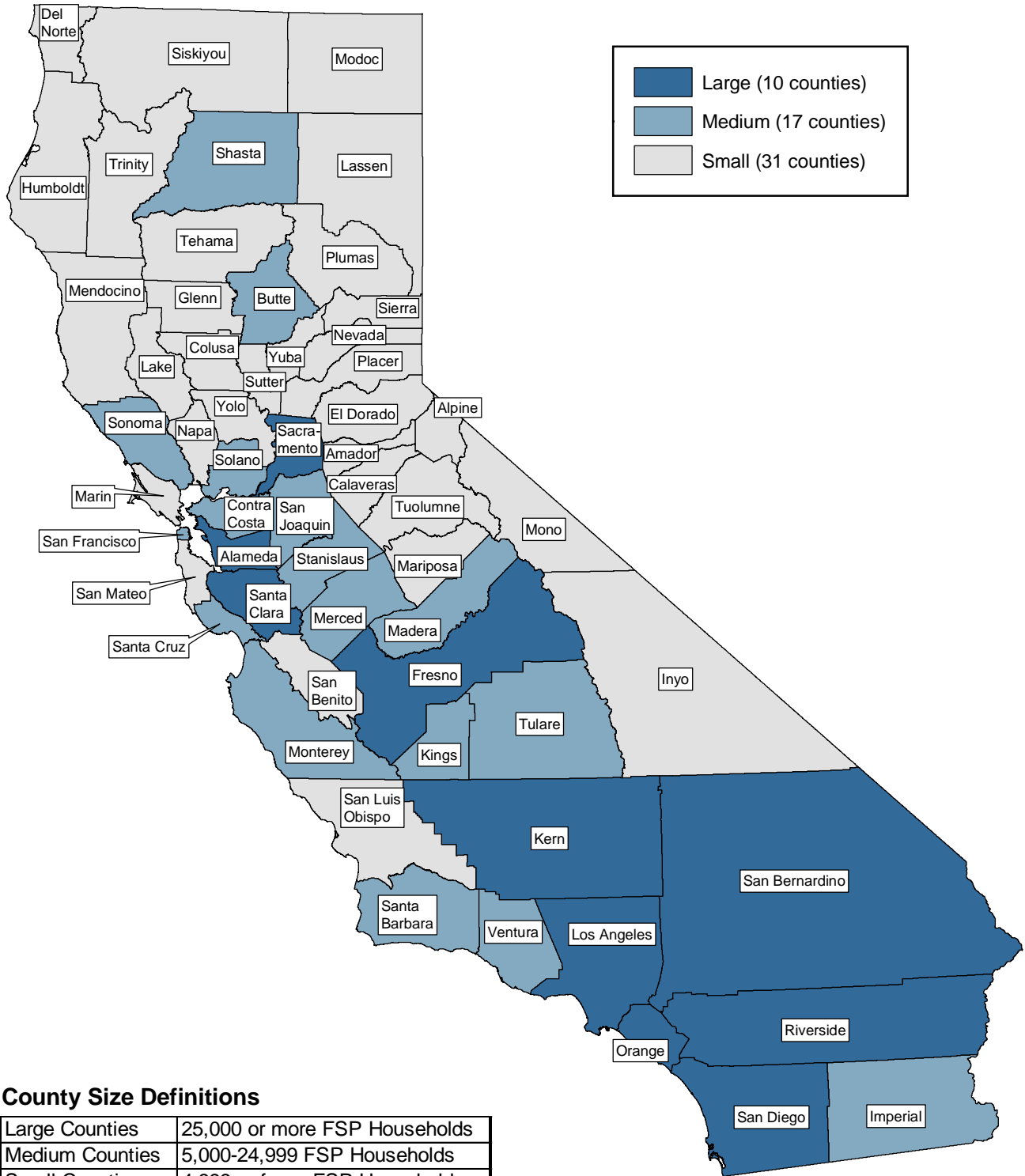
ITEM 16a: If you answered "YES" to Item 16, describe the *NEW* outreach activities planned for SFY 2007/2008 and indicate whether they will be one-time or ongoing activities.

COUNTY	DESCRIPTION OF NEW OUTREACH ACTIVITIES	TYPE OF ACTIVITY
SAN DIEGO	Expand the distribution of Updated Food Stamp Program Flyers and brochures to promote the FSP and good nutrition using the educational kit.	Ongoing
	Increase awareness of benefit to apply for Food Stamp program by distributing updated flyers and brochure to Mental Health Clinics, Public Health Centers, Senior Centers, County Libraries, One stop Career Centers, State Employment Development Division and Housing development, Community Clinic, Housing and Community Development field offices.	Ongoing
	Create Nutrition Education material to support outreach and train community partners. Seek additional public service announcements from USDA/FNS.	Ongoing
	Remarket FSP as a financial supplement to support low-income families	Ongoing
SAN JOAQUIN	Released a Request for Proposal for Food Stamp Outreach. One year contract expected to be in place by October 1, 2007.	Ongoing
SAN MATEO	Incentive program for core CBO and faith-based organization to assist Food Stamp applicants with the application process	Ongoing
	Partnering with Second Harvest Food Bank	Ongoing
SANTA CRUZ	Veteran's Services Stand Down	One-Time
SISKIYOU	We will be sending eligibility workers to various outlying areas of our County to take applications	Ongoing
	All Family/Community Resource Centers will be distributing Food Stamp applications	Ongoing
STANISLAUS	Mexican Independence Day Celebration	One-Time
	Stanislaus County Binational Health Week	Ongoing
	CSA Health Fair	One-Time
	Haven's Street Fair	Ongoing
	Cancer, Nutrition and Health Fair	One-Time
	Lights On to Health and Fitness	One-Time
TEHAMA	We are planning to use the Food Stamp Office Resource Kit "Good Food in Action" at our Health Spree and Latino Outreach. With an emphasis on using fresh food in preparation.	Ongoing
	We are planning to put in an information line. This information line will direct clients on how to obtain applications and where to send them. There will be a flyer put in our grocery stores on how to contact the information line	Ongoing
TULARE	Outstationed Staff at local WIC offices to assist with taking applications.	Ongoing
	Partnering with School District to provide applications to Low Income Working Families	Ongoing
	Partnering with Senior Centers, IHSS, K/TAAA to Identify potentially eligible Elderly or Disable people.	Ongoing
	Partnering with the Homeless Shelters to provide Food Stamp Information.	Ongoing
	Case Retention: 1. Telephone RC process for all Non-Assistance Food Stamp Households. 2. In the 5th month of Transitional Food Stamps an application is send out to the Clients.	Ongoing
VENTURA	Provide nutrition education and food stamp applications to the community at various community functions.	Ongoing

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

APPENDIX F

County Size Based on Number of Food Stamp Program (FSP) Households*



*Source: Food Stamp Program Participation and Benefit Issuance Report (DFA 256), Jan-Dec 2006, average monthly households.

APPENDIX G Statewide Certification Sites

Number of Certification Sites by County Size*

31 SMALL COUNTIES			17 MEDIUM COUNTIES			10 LARGE COUNTIES		
1	Alpine	4	Napa	2	Butte	6	Alameda	
1	Amador	10	Nevada	8	Contra Costa	17	Fresno	
1	Calaveras	3	Placer	11	Imperial	17	Kern	
1	Colusa	2	Plumas	9	Kings	30	Los Angeles	
3	Del Norte	1	San Benito	4	Madera	13	Orange	
4	El Dorado	6	San Luis Obispo	3	Merced	13	Riverside	
2	Glenn	25	San Mateo	3	Monterey	33	Sacramento	
3	Humboldt	2	Sierra	5	San Francisco	18	San Bernardino	
2	Inyo	1	Siskiyou	1	San Joaquin	12	San Diego	
1	Lake	3	Sutter	5	Santa Barbara	7	Santa Clara	
2	Lassen	2	Tehama	4	Santa Cruz	Total Sites = 166		
2	Marin	2	Trinity	3	Shasta	Median/County = 15.0		
1	Mariposa	2	Tuolumne	5	Solano	Sites with Extended Office Hours = 146		
2	Mendocino	3	Yolo	3	Sonoma			
1	Modoc	2	Yuba	14	Stanislaus			
4	Mono			26	Tulare			
Total Sites = 99				9	Ventura			
Median/County = 2.0				Total Sites = 115				
Sites with Extended Office Hours = 68				Median/County = 5.0				
				Sites with Extended Office Hours = 91				

Total Number of Certification Sites = 380
 Total Number of Certification Sites with Extended Hours = 305
 Total Number of Certification Sites without Extended Hours = 75

County Size Definition:	
Small Counties:	4,999 or fewer FSP Households
Medium Counties:	5,000 - 24,999 FSP Households
Large Counties:	25,000 or more FSP Households

*Source: Food Stamp Program Participation and Benefit Issuance Report (DFA 256), Jan-Dec 2006, average monthly households.

APPENDIX G Statewide Certification Sites

ITEM 18: As of June 30, 2007, indicate your county's certification site addresses, days and hours of operation, extended office hours, and types of services based on the following service codes: AP = Applications Provided, AA = Applications Accepted, ESS = Expedited Service Screening, IC = Interviews Conducted, ALL = All of the Above.

If applicable, please indicate the extended office hours that were offered for each certification site.

COUNTY INFORMATION		CERTIFICATION SITES				
County	Site	Number of Sites	Days	Hours Open to Public	Services	Sites with Extended Hours Per County
ALAMEDA	L	6	M-F	8:30am - 5pm	ALL	6
ALPINE	S	1	M-F	8 AM TO 5 PM	ALL	1
AMADOR	S	1	M-F	8 am - 5 pm	ALL	1
BUTTE	M	2	M-F	7:30am - 5pm	ALL	2
CALAVERAS	S	1	M-F	8:00 am - 5:00 pm	ALL	1
COLUSA	S	1	M-F	8:00 am - 4:30 pm	ALL	1
CONTRA COSTA	M	7	M - F	8:00 - 5:00. Other hours available upon request	ALL	7
		1	M - F	8:00 - 5:00 phone calls and staff meet clients at the district offices	ALL	
DEL NORTE	S	1	M-F	8am - 5pm	ALL	1
		1	M-F	8am - 5pm	AP, AA	
		1	M	3pm-5pm	AP, AA, IC	
EL DORADO	S	4	M-F	8am - 5pm	ALL	4
FRESNO	L	1	M-F	8am - 5pm	AP, AA, ESS	17
		6	M-F	7:30am-5pm	ALL	
		5	M-F	8am - 5pm	ALL	
		1	M, Th, Fri	9:00 am to 4:00 pm	Info. Drop Only	
		1	W	9am-3pm	ALL	
		1	Tues & Thurs	9:00 am to 3:00 pm	ALL	
		1	1st M	9am-3pm	ALL	
		1	M, W	9:00am-3:00pm	ALL	
GLENN	S	2	M,Tu,Th, F	8am-5pm; other hours available on request	ALL	2
			W	8am-7pm		
HUMBOLDT	M	1	M-Th	8:30am - 12noon and 1pm - 5pm other hours available upon request	ALL	2
			F	10am - 12pm and 1pm - 5pm		
IMPERIAL	M	2	M-F	8:30am - 12pm and 1pm - 5pm	ALL	8
		1	Tu,W & every other F	7am - 5pm	ALL	
		1	M,W,F	8am - 4pm	ALL	
		1	M,Tu,W,F	7am - 5pm	ALL	
		1	M,Tu	9am - 4pm	ALL	
		1	Tu,F	7am - 5pm	ALL	
		1	W, F	7am - 5pm	ALL	
		1	2nd & 4th Th of mo.	9am - 4pm	ALL	
		1	M	9am - 4pm	ALL	
		1	T, Th	8:15 am - 11:30 am	ALL	
INYO	S	1	M-F	8am-5pm	ALL	2
		1	M-F	8am-12pm 1pm-5pm	ALL	

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

APPENDIX G Statewide Certification Sites

ITEM 18: As of June 30, 2007, indicate your county's certification site addresses, days and hours of operation, extended office hours, and types of services based on the following service codes: AP = Applications Provided, AA = Applications Accepted, ESS = Expedited Service Screening, IC = Interviews Conducted, ALL = All of the Above.

If applicable, please indicate the extended office hours that were offered for each certification site.

COUNTY INFORMATION		CERTIFICATION SITES				
County	Size	Number of Sites	Days	Hours Open to Public	Services	Sites with Extended Hours Per County
KERN	L	13	M-Th	7:30 am to 5:30 pm	ALL	14
		1	M-Th F	7:30 am to 5:30 pm 8:00 am to 5:00 pm	ALL	
		1	M-W	8:00 am to 5:00 pm	AP, AA ESS	
		1	M-Tu	8:30 am to 5:00 pm	ALL	
		1	T-TH	8:00 am to 5:00 pm	AP, AA ESS	
KINGS	M	2	M-F	8:30am - 4:00pm	ALL	2
		1	3rd W	9:00am - 4:00pm	AP, AA, IC	
		1	2nd W	1:00pm - 4:00pm	AP, AA, IC	
		1	T	8:00pm - 5:00pm	AP, AA, IC	
		1	2nd and 4th Th	9:00pm - 3:00pm	AP, AA, IC	
		1	4th W	1:00pm - 4:00pm	AP, AA, IC	
		1	On Call	On Call	AP, AA, IC	
		1	Th	9:00am - 4:00pm	AP, AA, IC	
LAKE	S	1	M-F	8am - 4pm; other hours available upon request	ALL	1
LASSEN	S	2	M-F	7am-6pm	ALL	2
LOS ANGELES	L	30	M-F	8am - 5pm	ALL	30
MADERA	M	4	M-F	8am - 5pm	ALL	4
MARIN	S	1	M-F	8am - 4:45pm	ALL	2
		1	M-F	8:30am - 5:00pm	ALL	
MARIPOSA	S	1	M-F	9:00am - 4:00pm	ALL	1
MENDOCINO	S	2	M-F	7am-12pm; 1pm-5pm	ALL	2
MERCED	M	1	MTWF Th	8am - 5pm 5pm - 7pm	ALL	3
		2	M-F	8am - 5pm	ALL	
MODOC	S	1	M-F	10:00am-4:00pm	ALL	1
MONO	S	3	M-F	8am - 5pm	ALL	4
		1	M-F	9am - 4pm	ALL	
MONTEREY	M	3	M-F	8am - 5pm	ALL	3
NAPA	S	4	M-F	8am - 5pm	ALL	4
NEVADA	S	1	M-F	8am - 4pm	ALL	4
		1	M-F	8am - 12 pm and 1pm - 5pm	ALL	
		1	M-F	8am - 5pm	ALL	
		1	Tu-F	7:30am - 12:30 pm and 1:30pm - 6:30pm	ALL	
		1	M, F	3:30pm - 4:30pm	ALL	
		1	Tu	1:00pm - 3:30pm	ALL	
		1	Th	9:15am - 11:30am	ALL	
		1	2nd Th	9:15am - 10:15am	ALL	
		1	2nd Th	10:30am - 11:30am	ALL	
		1	3rd Th	9:30am - 11:30am	ALL	
ORANGE	L	9	M-F	7 AM - 5 PM	ALL	13
		4	M-F	7 AM - 5 PM	IC	

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

APPENDIX G Statewide Certification Sites

ITEM 18: As of June 30, 2007, indicate your county's certification site addresses, days and hours of operation, extended office hours, and types of services based on the following service codes: AP = Applications Provided, AA = Applications Accepted, ESS = Expedited Service Screening, IC = Interviews Conducted, ALL = All of the Above.

If applicable, please indicate the extended office hours that were offered for each certification site.

COUNTY INFORMATION		CERTIFICATION SITES				
County	Site	Number of Sites	Days	Hours Open to Public	Services	Sites with Extended Hours Per County
PLACER	S	3	M-F	8am - 5pm	ALL	3
PLUMAS	S	1	M-F	7 am - 5:30 pm	ALL	1
		1	M-F	8am - 5pm	ALL	
RIVERSIDE	L	13	M-F	7:30 am - 5:30 pm	ALL	13
SACRAMENTO	L	1	M-F	8am - 6pm	ALL	17
		16	M-F	8am - 5pm	ALL	
		3	M-F	8am - 4:30pm	ALL	
		1	M-F	7:30am - 4pm	ALL	
		3	M-F	7:30am - 5pm	ALL	
		2	M-F	7am - 4:30pm	ALL	
		3	M-F	7am - 5pm	ALL	
		1	M, W, Th, F Tu	8:00am - 5:00pm 8:00am - 6:00pm	ALL	
		1	M, W, Th, F Tu	8:00am - 5:00pm 8:00am - 7:00pm	ALL	
		2	M-F	7:30am - 4:30pm	ALL	
SAN BENITO	S	1	M-F	8am - 5pm	ALL	1
SAN BERNARDINO	L	17	M-F	8:30 am - 4:30 pm	ALL	18
		1	M-Th every other Fri	8:30 am - 4:30 pm	ALL	
SAN DIEGO	L	2	M-F	7:15am - 5pm	ALL	11
		2	M-F	8am - 5pm	ALL	
		5	M-F	6:45am - 5pm	ALL	
		1	M-F	7:45am - 5:00pm	ALL	
		2	M-F	7am - 5pm	ALL	
SAN FRANCISCO	M	5	M-F	7:30am - 5pm	ALL	5
SAN JOAQUIN	M	1	M-F	8am - 5pm	ALL	1
SAN LUIS OBISPO	S	6	M-F	8am - 5pm	ALL	6
SAN MATEO	S	22	M-F	8am - 5pm	ALL	7
		1	M-F	8am - 5pm	AP, AA, IC	
		1	M-F	1pm - 5pm	ALL	
		1	T-W-Th	8am - 5pm	ALL	
SANTA BARBARA	M	5	M-F	8am - 4:30pm	ALL	5
SANTA CLARA	L	7	M-F	8AM-5PM	ALL	7
SANTA CRUZ	M	4	M-F	8am-5pm	ALL	4
SHASTA	M	2	M-F	7:30am-5:30 pm	ALL	3
		1	M-F	8:00am-5:00pm	ALL	
SIERRA	S	2	M-F	8am - 12pm, 1pm - 5pm	ALL	2
SISKIYOU	S	1	M-F	8:00am - 5:00pm	ALL	1
SOLANO	M	4	M-F	8am - 5:30pm	ALL	5
		1	M-F	8:30am - 5pm	ALL	

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

APPENDIX G Statewide Certification Sites

ITEM 18: As of June 30, 2007, indicate your county's certification site addresses, days and hours of operation, extended office hours, and types of services based on the following service codes: AP = Applications Provided, AA = Applications Accepted, ESS = Expedited Service Screening, IC = Interviews Conducted, ALL = All of the Above.

If applicable, please indicate the extended office hours that were offered for each certification site.

COUNTY INFORMATION		CERTIFICATION SITES				
County	Site	Number of Sites	Days	Hours Open to Public	Services	Sites with Extended Hours Per County
SONOMA	M	1	M-F	8am - 5pm	ALL	3
		2	M-F	8am - 5pm	AP, AA, IC	
STANISLAUS	M	6	M-F	8am - 5pm	ALL	9
		1	W	8am - 5pm	ALL	
		1	1st and 3rd Friday	8:30am-12:30pm	ALL	
		1	Tuesday	8:30am-4pm	ALL	
		1	2nd and 4th Monday	8:30am-12:30pm	ALL	
		1	1st and 3rd Wed	8:30am-12:30pm	ALL	
		1	Th	8:30am - 12:30pm	ALL	
		2	M-F, W	8am-5pm, 8am-7pm	ALL	
		3	M-F	8am-5pm, other hours available between 7am & 8am and until 6pm	ALL	
TEHAMA	S	2	M-F	7:30am - 5:00pm	ALL	2
TRINITY	S	1	M-F	8am-5pm	ALL	2
		1	W	8am-5pm	ALL	
TULARE	M	6	M-Th F	7:30am - 6:00pm 8am - 5pm	ALL	16
		5	M-F	8am-5pm	ALL	
		2	M-F	8am-6pm	ALL	
		1	M-Th	7am - 6pm	ALL	
		1	M-Th	7am - 5:30 pm	ALL	
		1	M-F	7:30am - 4:30 pm	ALL	
		1	M - Tu	3:00 pm - 4:00pm	ALL	
		1	M	1:00 pm - 3:00 pm	ALL	
		1	T	1:00 pm - 5:00 pm	ALL	
		1	T	9:00 am - 12:00 pm	ALL	
		1	W	3:15 pm - 4:15 pm	ALL	
		1	W	10:00 am - 3:00 pm	ALL	
		1	W	8:00 am - 12:00 pm	ALL	
		1	W	9:00 am - 12:00 pm	ALL	
		1	Th	10:00 am -12:00 pm	ALL	
1	F	9:00 am - 11:00 pm	ALL			
TUOLUMNE	S	1	M-F	8am - 4pm	ALL	1
		1	every 3rd Tu	10am - 12pm	AP, AA	
VENTURA	M	9	M-F	8am - 5pm	ALL	9
YOLO	S	3	M-F	8am-5pm	ALL	3
YUBA	S	2	M-F	8:00am - 5:00pm	ALL	2

TOTAL SITES = 380

TOTAL SITES with EXTENDED OFFICE HOURS = 305

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

APPENDIX H

Food Stamp Program Survey of Operations and Access

State Fiscal Year 2006/2007

Data Summary

PART A - ACCESS AND AWARENESS		
Application Access		
1. Other than County Welfare Department (CWD) Offices/Certification Sites, indicate the following: A. Column A, ALL application sites accessible to clients. B. Column B, sites where staff assist clients in completing application forms and answering questions.	Check ALL that apply	
Application Sites	Column A # of cos.	Column B # of cos.
Direct Mail/Internet/Telephone/Fax Request	47	20
Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	41	26
In-Home Visits	39	37
One Stop Centers/Family Resource Centers	39	31
Community-Based Organizations	33	21
Hospitals/Clinics	32	27
Food Banks	26	19
Government Offices Other than CWD (WIC, SSA, EDD, etc.)	24	14
Alcohol/Drug Rehabilitation Centers	23	15
Remote Sites	21	16
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	21	11
H & R Block	21	5
Schools	14	11
Employment Sites	8	3
Farmers' Markets	8	3
Churches	7	4
Migrant Camps	5	4
Libraries	3	2
Grocery Stores	2	1
Child Care Facilities	2	0
Other*	2	1

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

2. If application assistance was selected in Item 1, column B, indicate how your county used staff to assist clients in completing food stamp application forms and answering questions.	Check ALL that apply	
Application Assistance Process	#	% of 55 cos.
Provided Eligibility Workers/Support Staff to Assist Clients with Filling Out Applications and Answering Questions	53	96.4%
Provided Bilingual Assistance	50	90.9%
Provided Eligibility Workers who Complete Applications Jointly (Interactive Interview) with Clients	49	89.1%
Conducted In-Home Visits	42	76.4%
Used Community-Based Organizations to Provide Assistance	36	65.5%
Provided Outreach Staff	34	61.8%
Conducted Hospital Visits	25	45.5%
Provided Eligibility Screening through a Streamlined Application Process	22	40.0%
Other*	3	5.5%

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

APPENDIX H

Food Stamp Program Survey of Operations and Access

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Data Summary

3. Indicate the translated languages (other than English) in which food stamp applications were <i>USED</i> in your county.	Check ALL that apply	
	#	% of 56 cos.
Non-English Languages		
None	2	3.6%
Spanish	56	100.0%
Vietnamese	15	26.8%
Russian	10	17.9%
Mandarin/Chinese	9	16.1%
Hmong	8	14.3%
Tagalog	8	14.3%
Korean	7	12.5%
Laotian	7	12.5%
Cambodian	6	10.7%
Farsi	5	8.9%
Arabic	3	5.4%
Armenian	3	5.4%
Other*	3	5.4%

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

4. Did your county provide outstationed food stamp eligibility workers at sites other than CWDs?	#	% of 58 cos.
Yes	43	74.1%
No	15	25.9%
Totals	58	100.0%

4a. If you answered "YES" to Item 4, indicate the sites where eligibility workers were outstationed.	Check ALL that apply	
	#	% of 43 cos.
Outstationed Eligibility Worker Sites		
Hospitals/Clinics	27	62.8%
Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	25	58.1%
One Stop Centers/Family Resource Centers	22	51.2%
In-Home Visits	20	46.5%
Remote Sites	13	30.2%
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	12	27.9%
Schools	11	25.6%
Government Offices Other than CWD (WIC, SSA, EDD, etc.)	10	23.3%
Community-Based Organizations	9	20.9%
Alcohol/Drug Rehabilitation Centers	8	18.6%
Food Banks	7	16.3%
Employment Sites	4	9.3%
Farmers' Market	2	4.7%
Migrant Camps	2	4.7%
Other*	3	7.0%

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

APPENDIX H

Food Stamp Program Survey of Operations and Access

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Data Summary

Face-to-Face Interview Waivers		
5. Primarily, how did clients <i>FIRST</i> become aware of the option to have a face-to-face interview waived?	#	% of 58 cos.
When the Eligibility Worker Sees a Potential Need	23	39.7%
When a Client Calls the CWD	14	24.1%
When the Client Receives an Application Through Outreach Materials	12	20.7%
When the Application is Submitted	4	6.9%
By Telephone Hotline Messages	3	5.2%
Other*	0	0.0%
Totals	2	3.4%
Totals	58	100.0%

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

6. How was the initial screening usually conducted when determining the need to have the face-to-face interview waived?	#	% of 58 cos.
By Clerical Staff	8	13.8%
By Eligibility Workers	46	79.3%
By the Client Completing a Form	3	5.2%
Other*	1	1.7%
Totals	58	100.0%

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

6a. If you answered "By Clerical Staff" in Item 6, did the clerical staff ask standardized questions?	#	% of 8 cos.
Yes	8	100.0%
No	0	0.0%
Totals	8	100.0%

7. Did your county waive any face-to-face interviews?	#	% of 58 cos.
Yes	49	84.5%
No	9	15.5%
Totals	58	100.0%

7a. If you answered "YES" to Item 7, check the <u>TOP THREE</u> reasons face-to-face interviews were waived.	Check the <u>TOP THREE ONLY</u>	
Reasons for Waiving Face-to-Face Interviews	#	% of 49 cos.
Age 65 or Older and Household Members Have No Earned Income	29	59.2%
Illness	29	59.2%
Physically Disabled and Household Members Have No Earned Income	25	51.0%
Lack of Transportation	23	46.9%
Work Hours	15	30.6%
Living in a Rural or Remote Area	14	28.6%
Care of a Household Member	11	22.4%
Prolonged Severe Weather	0	0.0%
Other*	1	2.0%

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

APPENDIX H

Food Stamp Program Survey of Operations and Access

State Fiscal Year 2006/2007

Data Summary

7b.	If you answered "YES" to Item 7, <u>ESTIMATE</u> the percentage of applications that had face-to-face interviews waived.	#	% of 49 cos.
	1 to 5 percent were waived	31	63.3%
	6 to 10 percent were waived	11	22.4%
	11 to 20 percent were waived	4	8.2%
	Over 20 percent were waived	3	6.1%
	Totals	49	100.0%

7c.	If you answered "YES" to Item 7, indicate the primary replacement method that was used.	#	% of 49 cos.
	In-Home Visits	7	14.3%
	Telephone Interviews	42	85.7%
	Other*	0	0.0%
	Totals	49	100.0%

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

Program Access				
8.	Did your county maintain a telephone "hotline" that included information regarding food stamp programs, noncitizens' potential eligibility for these programs, and/or food stamp outreach activities?	Food Stamp Programs in General	Information Aimed at Noncitizens	Outreach Activities
	Yes	23	4	7
	No	35	54	51
	Totals	58	58	58

8a. If you answered "YES" to any category in Item 8, provide the telephone "hotline" number(s), "hotline" type, days AND hours of operation, and/or specific type of information available through the "hotline."

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

9.	Did your county use local media for broadcasting public service announcements that included information regarding food stamp programs and noncitizens' potential eligibility for these programs?	Food Stamp Programs in General	Noncitizens' Eligibility
	Yes	12	6
	No	46	52
	Totals	58	58

APPENDIX H

Food Stamp Program Survey of Operations and Access

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Data Summary

10. Tell us about your county's food stamp outreach activities: <u>A.</u> In Column A, indicate <i>ALL</i> food stamp program outreach activities your county conducted. <u>B.</u> In Column B, select the <i>SINGLE MOST EFFECTIVE</i> activity.	Column A Check <i>ALL</i> Outreach Activities that Apply	Column B Select the <i>SINGLE MOST EFFECTIVE</i> activity	
Outreach Activities	# of Counties		% of 58 cos.
Outstation Eligibility Workers (must agree with response in Item 4)	43	18	31.0%
Partner with Various Agencies and Organizations (must agree with response in Item 14)	46	9	15.5%
Cross-Train Staff to Accept and Process Applications	33	9	15.5%
Provide Extended Office Hours (Appointments and Non-Appointments: Before 8am, Lunch, and After 5pm) Specific to Your County (must agree with response in Item 18a)	58	5	8.6%
Provide Informational Brochures/Flyers Regarding the Food Stamp Program	51	4	6.9%
Participate in Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	45	4	6.9%
Provide Training and Informational Materials to Community-Based Organizations	39	3	5.2%
Use Organizations to Provide DFA 285 A1 Applications and Advise Clients to Mail In	26	3	5.2%
Conduct Activity Booths Aimed at Family Nutrition and Physical Activity	16	1	1.7%
Use Organizations to Provide and Send DFA 285 A1 Applications to CWD for Clients	14	1	1.7%
Develop a Website	14	0	0.0%
Use Local Media to Enable and Enhance Awareness (must agree with response in Item 9)	12	0	0.0%
Increase Certification Sites	6	0	0.0%
Provide a Mobile Intake Unit to go into the Community	5	0	0.0%
Other*	7	1	1.7%
Totals		58	100.0%

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

APPENDIX H

Food Stamp Program Survey of Operations and Access

State Fiscal Year 2006/2007

Data Summary

11. Indicate <i>ALL</i> sites/methods, other than CWD Offices/Certification Sites, that your county used for distributing materials and/or conducting presentations to clients about the food stamp program in <i>general</i> .	Check ALL that apply		
Sites/Methods	Materials Only	Pres. w/ Matls.	TOTAL
Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	27	18	45
Community-Based Organizations	21	23	44
One Stop Centers/Family Resource Centers	22	15	37
Hospitals/Clinics	21	10	31
Materials Provided by Direct Mail/Internet/Telephone/Fax Request	31	0	31
Food Banks	19	10	29
Government Offices Other than CWD (WIC, SSA, EDD, etc.)	21	8	29
In-Home Visits	16	9	25
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	14	11	25
Alcohol/Drug Rehabilitation Centers	18	4	22
Remote Sites	14	7	21
Schools	11	9	20
H & R Block	14	3	17
Employment Sites	6	4	10
Farmers' Markets	8	2	10
Churches	6	3	9
Child Care Facilities	6	1	7
Migrant Camps	4	2	6
Libraries	5	0	5
Grocery Stores	1	1	2
Other*	2	4	6

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

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

12a. If you answered "YES" to Item 12, indicate sites/organizations.	Check ALL that apply		
Sites/Organizations	Materials Only	Pres. w/ Matls.	TOTAL
Community Events (Migrant/Health/Job/Information Fairs, Harvest Festivals, etc.)	4	2	6
Community-Based Organizations	3	2	5
Migrant Education Sites	3	2	5
Migrant Camps	2	2	4
CWD/Certification Sites	2	1	3
Hospitals/Clinics	2	1	3
Food Banks	1	1	2
H & R Block	1	1	2
Career Service Centers	1	0	1
Child Care Facilities	1	0	1
Farmers' Markets	0	1	1
Libraries	1	0	1
Other*	1	1	2

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

APPENDIX H

Food Stamp Program Survey of Operations and Access

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13. Did your county provide any <i>NONCITIZEN-SPECIFIC</i> educational materials and/or presentations to sites/organizations for <i>NONCITIZENS</i> ?	#	% of 58 cos.
Yes	21	36.2%
No	37	63.8%
Totals	58	100.0%

13a. If you answered "YES" to Item 13, indicate sites/organizations.	Check ALL that apply		
Sites/Organizations	Materials Only	Pres. w/ Matls.	TOTAL
Community-Based Organizations	8	10	18
Community Events (Migrant/Health/Job/Information Fairs, Harvest Festivals, etc.)	7	8	15
CWD/Certification Sites	8	4	12
Food Banks	6	6	12
Government Offices Other than CWD (WIC, SSA, EDD, etc.)	8	3	11
Hospitals/Clinics	6	5	11
One Stop Centers/Family Resource Centers	6	3	9
In-Home Visits	4	4	8
Remote Sites	5	3	8
Schools	2	4	6
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	2	3	5
Churches	2	2	4
Farmers' Markets	2	2	4
H & R Block	2	2	4
Senior Centers	2	2	4
Alcohol/Drug Rehabilitation Centers	2	1	3
Grocery Stores	2	1	3
Libraries	2	0	2
Migrant Camps	1	1	2
Child Care Facilities	0	0	0
Other*	2	0	2

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

14. Did your county partner with other Health and Human Services Agencies, schools, community-based organizations, etc., to improve food stamp outreach efforts?	#	% of 58 cos.
Yes	46	79.3%
No	12	20.7%
Totals	58	100.0%

14a. If you answered "YES" to Item 14, indicate the partner organization names, frequency of meetings, and activities.
 For a list of Partner Organization Names, Frequency of Meetings & Activities, see APPENDIX C.

15. Did your county implement any <i>NEW</i> food stamp program outreach activities during SFY 2006/2007?	#	% of 58 cos.
Yes	21	36.2%
No	37	63.8%
Totals	58	100.0%

APPENDIX H

Food Stamp Program Survey of Operations and Access

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Data Summary

15a.	If you answered "YES" to Item 15, describe the <i>NEW</i> outreach activities implemented in SFY 2006/2007 and indicate whether they were <u>one-time or ongoing activities</u> .	# of activities
	One-Time Activity	11
	Ongoing Activity	38

For a Description of *NEW* Outreach Activities Implemented in SFY 2006/2007, see APPENDIX D.

16.	Does your county have any <i>NEW</i> food stamp program activities planned for implementation during the next fiscal year, July 1, 2007 through June 30, 2008 (SFY 2007/2008)?	#	% of 58 cos.
	Yes	28	48.3%
	No	30	51.7%
	Totals	58	100.0%

16a.	If you answered "YES" to Item 16, describe the <i>NEW</i> outreach activities planned for SFY 2007/2008 and indicate whether they will be <u>one-time or ongoing activities</u> .	# of activities
	One-Time Activity	12
	Ongoing Activity	57

For a Description of *NEW* Outreach Activities Planned for SFY 2007/2008, see APPENDIX E.

PART B - CERTIFICATION

Certification Sites

17.	As of June 30, 2007, how many certification sites were there in your county?	380
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18.	As of June 30, 2007, indicate your county's certification site addresses, days and hours of operation, extended office hours, and types of services based on the following service codes: AP = Applications Provided, AA = Applications Accepted, ESS = Expedited Service Screening, IC = Interviews Conducted, ALL = All of the Above. If applicable, please indicate the extended office hours that were offered for each certification site.
-----	---

For a List of Site Addresses, Days and Hours of Operation, Extended Office Hours, and Service Codes, see APPENDIX G.

18a.	If extended office hours were indicated in items 10 and 18, identify the frequency (in general) that clients USED those extended hours. If a category does <i>NOT</i> apply, leave "NOT APPLICABLE" selected.	Frequency of Use of Extended Hours	
	Extended Office Hours Offered	Occasionally Used	Frequently Used
	Upon Request Only	36	14
	Before Hours of Operation	37	9
	Lunch	30	24
	After Hours of Operation	33	8
	Other*	1	1

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

APPENDIX H

Food Stamp Program Survey of Operations and Access

State Fiscal Year 2006/2007

Data Summary

Determination of Operational and Extended Hours		
19.	What methods did your county use when determining its hours of operation to ensure that the needs of working clients (applicants and recipients) were met pursuant to Manual of Policies and Procedures (MPP) Section 63-205.1 (i.e., how did your county conduct a needs assessment)?	Check ALL that apply
	Methods Used to Determine Hours of Operation	# % of 56 cos.
	Clients Requested As Needed	42 75.0%
	Historical Data on Hours Meeting Working Clients' Needs were Available in the County	25 44.6%
	Working Clients were Polled at CWD Offices or Certification Sites	8 14.3%
	Surveys or Questionnaires were Mailed to Working Recipients	6 10.7%
	Other County Agencies were Polled	2 3.6%
	Other*	4 7.1%

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

20.	Other than extended office hours, what were the <i>TOP THREE</i> access methods working clients used?	Check the <i>TOP THREE ONLY</i>
	Access Methods Working Clients Used Other Than Extended Office Hours	# % of 58 cos.
	Clients Mail Required Documents to the CWD	56 96.6%
	Drop Boxes in Which Documents May Be Deposited After Normal Hours Were Used	40 69.0%
	Telephone Interviews were Conducted: Monday through Friday, During Hours of Operation	33 56.9%
	Authorized Representatives were Appointed to Come in During Hours of Operation	18 31.0%
	In-Home Visits	12 20.7%
	Telephone Interviews were Conducted: During Extended Office Hours (Upon Request, Before and/or After Hours of Operation, Lunch Hour)	12 20.7%
	Other*	3 5.2%

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

PART C - GENERAL COMMENTS (OPTIONAL)

General Comments will be given to Program under separate cover.

FOOD STAMP PROGRAM (FSP) SURVEY OF OPERATIONS AND ACCESS

STATE FISCAL YEAR [SFY] 2006/2007

(July 1, 2006 through June 30, 2007)

**CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
 FOOD STAMP BRANCH**

COUNTY:

COUNTY CODE:

DATE COMPLETED:

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

SURVEY STARTS HERE

Please click on the *"Instructions"* button located on the top toolbar and read the background and instructional information prior to completing this survey. Technical information regarding the electronic submission of this survey is available by clicking on the *"Automated E-mail Features"* and *"System Requirements"* buttons.
 *****RETURN SURVEY BY AUGUST 15, 2007*****

PART A--ACCESS AND AWARENESS

Provide information based on activities that occurred at any time during SFY 2006/2007 unless another time frame is specified.

Application Access

1. Other than County Welfare Department (CWD) Offices/Certification Sites, indicate the following:
 - A. Column A, ALL application sites accessible to clients.
 - B. Column B, sites where staff assist clients in completing application forms and answering questions.

Application Sites	Column A Check All Application Sites That Apply	Column B Check if Application Assistance is Provided
Alcohol/Drug Rehabilitation Centers	<input type="checkbox"/>	<input type="checkbox"/>
Child Care Facilities	<input type="checkbox"/>	<input type="checkbox"/>
Churches	<input type="checkbox"/>	<input type="checkbox"/>
Community-Based Organizations	<input type="checkbox"/>	<input type="checkbox"/>
Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Direct Mail/Internet/Telephone/Fax Request	<input type="checkbox"/>	<input type="checkbox"/>
Employment Sites	<input type="checkbox"/>	<input type="checkbox"/>
Farmers' Markets	<input type="checkbox"/>	<input type="checkbox"/>
Food Banks	<input type="checkbox"/>	<input type="checkbox"/>
Government Offices Other than CWD (WIC, SSA, EDD, etc.)*	<input type="checkbox"/>	<input type="checkbox"/>
Grocery Stores	<input type="checkbox"/>	<input type="checkbox"/>
H & R Block	<input type="checkbox"/>	<input type="checkbox"/>
Hospitals/Clinics	<input type="checkbox"/>	<input type="checkbox"/>
In-Home Visits	<input type="checkbox"/>	<input type="checkbox"/>
Libraries	<input type="checkbox"/>	<input type="checkbox"/>
Migrant Camps	<input type="checkbox"/>	<input type="checkbox"/>
One Stop Centers/Family Resource Centers	<input type="checkbox"/>	<input type="checkbox"/>
Remote Sites	<input type="checkbox"/>	<input type="checkbox"/>
Schools	<input type="checkbox"/>	<input type="checkbox"/>
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Other Application Sites (Specify):		
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>

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

2. If application assistance was selected in Item 1, column B, indicate how your county used staff to assist clients in completing food stamp application forms and answering questions.

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

3. Indicate the translated languages (other than English) in which food stamp applications were USED in your county.

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

4. Did your county provide outstationed food stamp eligibility workers at sites other than CWDs?

YES NO

•If you answered "**YES**," continue to Item 4a.
 •If you answered "**NO**," go to Item 5.

4a. If you answered "YES" to Item 4, indicate the sites where eligibility workers were outstationed.

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

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

Face-to-Face Interview Waivers

5. Primarily, how did clients *FIRST* become aware of the option to have a face-to-face interview waived?

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

6. How was the initial screening usually conducted when determining the need to have the face-to-face interview waived?

By Clerical Staff	<input type="radio"/>
By Eligibility Workers	<input type="radio"/>
By the Client Completing a Form	<input type="radio"/>
Other (Specify):	<input type="radio"/>

•If you answered "**By Clerical Staff**," continue to Item 6a.
 •If you did **NOT** answer "**By Clerical Staff**," go to Item 7.

6a. If you answered "**By Clerical Staff**" in Item 6, did the clerical staff ask standardized questions?

<input type="radio"/> YES	<input type="radio"/> NO
---------------------------	--------------------------

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

<input type="radio"/> YES	<input type="radio"/> NO
---------------------------	--------------------------

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

7a. If you answered "YES" to Item 7, check the **TOP THREE** reasons face-to-face interviews were waived.

Reasons for Waiving Face-to-Face Interviews	Check the TOP THREE ONLY
Age 65 or Older and Household Members Have No Earned Income	<input type="checkbox"/>
Care of a Household Member	<input type="checkbox"/>
Illness	<input type="checkbox"/>
Lack of Transportation	<input type="checkbox"/>
Living in a Rural or Remote Area	<input type="checkbox"/>
Physically Disabled and Household Members Have No Earned Income	<input type="checkbox"/>
Prolonged Severe Weather	<input type="checkbox"/>
Work Hours	<input type="checkbox"/>
Other Waiver Reasons (Specify):	
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

7b. If you answered "YES" to Item 7, **ESTIMATE** the percentage of applications that had face-to-face interviews waived.

1 to 5 percent were waived	<input type="radio"/>
6 to 10 percent were waived	<input type="radio"/>
11 to 20 percent were waived	<input type="radio"/>
Over 20 percent were waived	<input type="radio"/>

7c. If you answered "YES" to Item 7, indicate the primary replacement method that was used.

In-Home Visits	<input type="radio"/>
Telephone Interviews	<input type="radio"/>
Other (Specify):	<input type="radio"/>

Program Access

8. Did your county maintain a telephone "hotline" that included information regarding food stamp programs, noncitizens' potential eligibility for these programs, and/or food stamp outreach activities?

Food Stamp Programs In General		Information Aimed at Noncitizens		Outreach Activities	
<input type="radio"/> YES	<input type="radio"/> NO	<input type="radio"/> YES	<input type="radio"/> NO	<input type="radio"/> YES	<input type="radio"/> NO

- If you answered "YES" to *any* category, continue to Item 8a.
- If you answered "NO" to *all* categories, go to Item 9.

8a. If you answered "YES" to any category in Item 8, provide the telephone "hotline" number(s), "hotline" type, days AND hours of operation, and/or specific type of information available through the "hotline."

Telephone "Hotline" Number(s)	"Hotline" Type			Column A Indicate the Specific Type of Information Provided by the Recording	Column B Indicate the Days AND Hours an Operator is Available
	Recording ONLY (Complete Column A)	Operator ONLY (Complete Column B)	Both (Complete Columns A and B)		
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		

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9. Did your county use local media for broadcasting public service announcements that included information regarding food stamp programs and noncitizens' potential eligibility for these programs?

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

10. Tell us about your county's food stamp outreach activities:

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

Outreach Activities	Column A Check ALL Outreach Activities That Apply	Column B Select the SINGLE MOST EFFECTIVE activity
Conduct Activity Booths Aimed at Family Nutrition and Physical Activity	<input type="checkbox"/>	<input type="radio"/>
Cross-Train Staff to Accept and Process Applications	<input type="checkbox"/>	<input type="radio"/>
Develop a Website	<input type="checkbox"/>	<input type="radio"/>
Increase Certification Sites	<input type="checkbox"/>	<input type="radio"/>
Outstation Eligibility Workers (must agree with response in Item 4)	<input type="checkbox"/>	<input type="radio"/>
Participate in Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	<input type="checkbox"/>	<input type="radio"/>
Partner with Various Agencies and Organizations (must agree with response in Item 14)	<input type="checkbox"/>	<input type="radio"/>
Provide a Mobile Intake Unit to Go Into the Community	<input type="checkbox"/>	<input type="radio"/>
Provide Extended Office Hours (Upon request, Before and/or After Hours of Operation, Lunch Hour) Specific to Your County (must agree with response in Item 18a)	<input type="checkbox"/>	<input type="radio"/>
Provide Informational Brochures/Flyers Regarding the Food Stamp Program	<input type="checkbox"/>	<input type="radio"/>
Provide Training and Informational Materials to Community-Based Organizations	<input type="checkbox"/>	<input type="radio"/>
Use Local Media to Enable and Enhance Awareness (must agree with response in Item 9)	<input type="checkbox"/>	<input type="radio"/>
Use Organizations to Provide DFA 285 A1 Applications •Organizations Advise Clients to Mail In OR •Organizations Send in to CWD for Clients	<input type="checkbox"/>	<input type="radio"/>
Other Outreach Activities (Specify):		
	<input type="checkbox"/>	<input type="radio"/>
	<input type="checkbox"/>	<input type="radio"/>
	<input type="checkbox"/>	<input type="radio"/>

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11. Indicate ALL sites/methods, other than CWD Offices/Certification Sites, that your county used for distributing materials and/or conducting presentations to clients about the food stamp program in general.

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

Sites/Methods	Materials ONLY	Presentations With Materials	Sites/Methods	Materials ONLY	Presentations With Materials
Alcohol/Drug Rehabilitation Centers	<input type="radio"/>	<input type="radio"/>	Libraries	<input type="radio"/>	<input type="radio"/>
Child Care Facilities	<input type="radio"/>	<input type="radio"/>	Materials Provided by Direct Mail/Internet/Telephone/Fax Request	<input type="radio"/>	<input type="radio"/>
Churches	<input type="radio"/>	<input type="radio"/>	Migrant Camps	<input type="radio"/>	<input type="radio"/>
Community-Based Organizations	<input type="radio"/>	<input type="radio"/>	One Stop Centers/Family Resource Centers	<input type="radio"/>	<input type="radio"/>
Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	<input type="radio"/>	<input type="radio"/>	Remote Sites	<input type="radio"/>	<input type="radio"/>
Employment Sites	<input type="radio"/>	<input type="radio"/>	Schools	<input type="radio"/>	<input type="radio"/>
Farmers' Markets	<input type="radio"/>	<input type="radio"/>	Shelters (Red Cross, Domestic Violence, Homeless, etc.)	<input type="radio"/>	<input type="radio"/>
Food Banks	<input type="radio"/>	<input type="radio"/>	Other Sites (Specify):		
Government Offices Other than CWD (WIC, SSA, EDD, etc.)*	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>
Grocery Stores	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>
H & R Block	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>
Hospitals/Clinics	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>
In-Home Visits	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>

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

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

YES NO

- If you answered "YES," continue to Item 12a.
- If you answered "NO," go to Item 13.

12a. If you answered "YES" to Item 12, indicate sites/organizations.

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

Sites/Organizations	Materials ONLY	Presentations With Materials	Sites/Organizations	Materials ONLY	Presentations With Materials
Career Service Centers	<input type="radio"/>	<input type="radio"/>	Libraries	<input type="radio"/>	<input type="radio"/>
Child Care Facilities	<input type="radio"/>	<input type="radio"/>	Migrant Camps	<input type="radio"/>	<input type="radio"/>
Community-Based Organizations	<input type="radio"/>	<input type="radio"/>	Migrant Education Sites	<input type="radio"/>	<input type="radio"/>
CWD/Certification Sites	<input type="radio"/>	<input type="radio"/>	Other Sites (Specify):		
Community Events (Migrant/Health/Job/Information Fairs, Harvest Festivals, etc.)	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>
Farmers' Markets	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>
Food Banks	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>
H & R Block	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>
Hospitals/Clinics	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>

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

YES NO

- If you answered "YES," continue to Item 13a.
- If you answered "NO," go to Item 14.

13a. If you answered "YES" to Item 13, indicate sites/organizations.

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

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

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

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

YES NO

•If you answered "YES," continue to Item 14a.
 •If you answered "NO," go to Item 15.

14a. If you answered "YES" to Item 14, indicate the partner organization names, frequency of meetings, and activities. If more space is needed, please go to Part C, "General Comments."

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

15. Did your county implement any NEW food stamp program outreach activities during SFY 2006/2007?

YES NO

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

15a. If you answered "YES" to Item 15, describe the NEW outreach activities implemented in SFY 2006/2007 and indicate whether they were one-time or ongoing activities. If more space is needed, please go to Part C, "General Comments."

Description of <i>NEW</i> Outreach Activities Implemented in SFY 2006/2007	Type of Activity	
	One-Time Activity	Ongoing Activity
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>

16. Does your county have any **NEW** food stamp program outreach activities planned for implementation during the next fiscal year, July 1, 2007 through June 30, 2008 (SFY 2007/2008)?

YES NO

•If you answered "**YES**," continue to Item 16a.
 •If you answered "**NO**," go to Item 17.

16a. If you answered "**YES**" to Item 16, describe the **NEW** outreach activities planned for SFY 2007/2008 and indicate whether they will be one-time or ongoing activities. If more space is needed, please go to Part C, "General Comments."

Description of <i>NEW</i> Outreach Activities Planned for SFY 2007/2008	Type of Activity	
	One-Time Activity	Ongoing Activity
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>

PART B--CERTIFICATION

For Items 17 and 18, provide certification site information as of June 30, 2007. For Items 18a, 19, and 20, provide information based on activities that occurred at any time during SFY 2006/2007.

Certification Sites

17. As of June 30, 2007, how many certification sites were there in your county?

18. As of June 30, 2007, indicate your county's certification site addresses, days and hours of operation, extended office hours, and types of services based on the following service codes:

AP = Applications Provided, AA = Applications Accepted,

ESS = Expedited Service Screening, IC = Interviews Conducted, ALL = All of the Above.

If applicable, please indicate the extended office hours that were offered for each certification site.

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

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

APPENDIX I

Item 18 Continued (use only if necessary--please do not repeat information listed above)

Address/City	Zip Code	Days	Hours of Operation	Extended Office Hours			Service Codes
				N/A	Upon Request Only	Hours Currently Provided	
				<input type="radio"/>	<input type="radio"/>		
				<input type="radio"/>	<input type="radio"/>		
				<input type="radio"/>	<input type="radio"/>		
				<input type="radio"/>	<input type="radio"/>		
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				<input type="radio"/>	<input type="radio"/>		
				<input type="radio"/>	<input type="radio"/>		
				<input type="radio"/>	<input type="radio"/>		

APPENDIX I

Item 18 Continued (use only if necessary--please do not repeat information listed above)

Address/City	Zip Code	Days	Hours of Operation	Extended Office Hours			Service Codes
				N/A	Upon Request Only	Hours Currently Provided	
				<input type="radio"/>	<input type="radio"/>		
				<input type="radio"/>	<input type="radio"/>		
				<input type="radio"/>	<input type="radio"/>		
				<input type="radio"/>	<input type="radio"/>		
				<input type="radio"/>	<input type="radio"/>		
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				<input type="radio"/>	<input type="radio"/>		
				<input type="radio"/>	<input type="radio"/>		
				<input type="radio"/>	<input type="radio"/>		
				<input type="radio"/>	<input type="radio"/>		
				<input type="radio"/>	<input type="radio"/>		
You have entered		0	sites.	This matches the number provided in Item 17. Thank you.			

18a. If extended office hours were indicated in Items 10 and 18, identify the frequency (in general) that clients USED those extended hours. If a category does NOT apply, leave "Not Applicable" selected.

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

Determination of Operational and Extended Hours

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

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

Please check at least ONE method

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

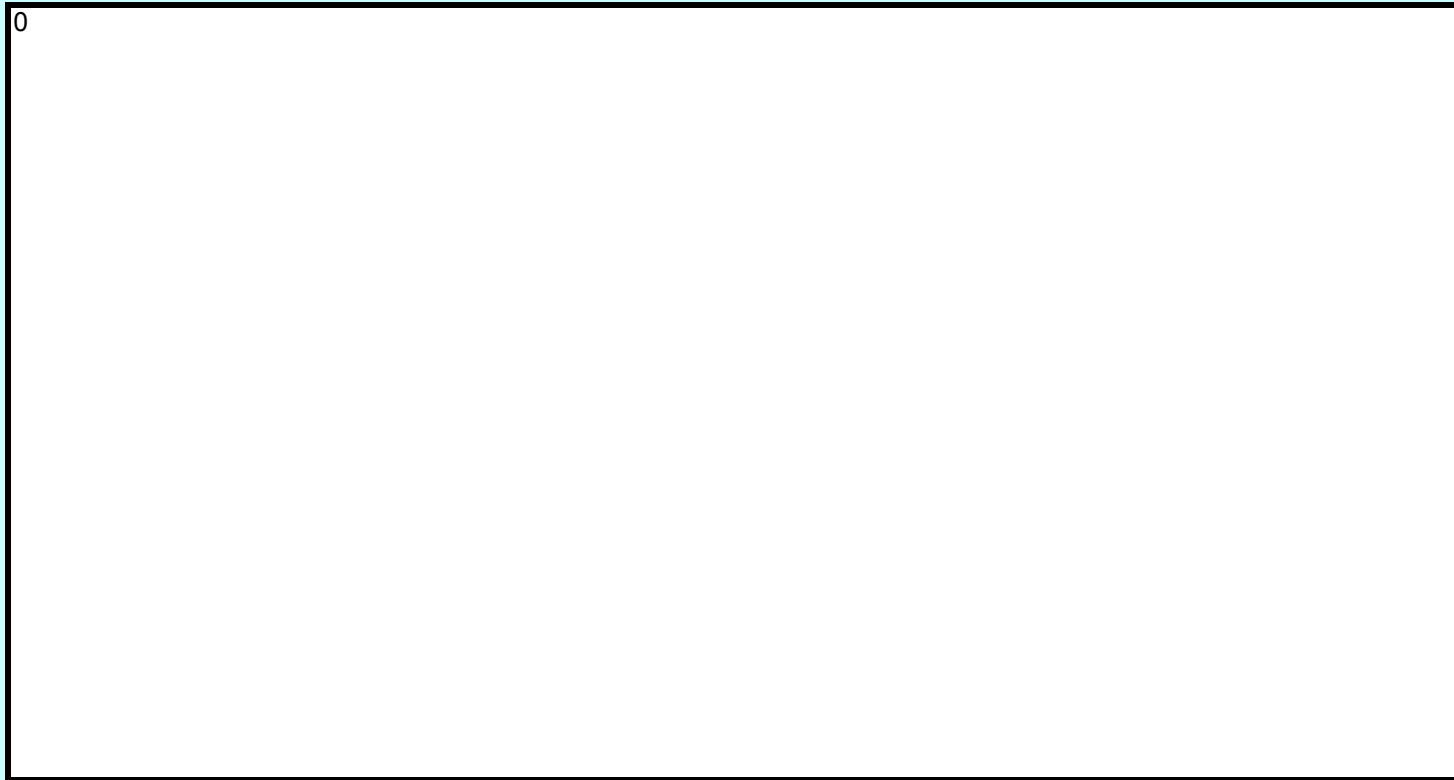
Access Methods Working Clients Used Other Than Extended Office Hours	Check the TOP THREE ONLY
Authorized Representatives were Appointed to Come in During Hours of Operation	<input type="checkbox"/>
Clients Mail Required Documents to the CWD	<input type="checkbox"/>
Drop boxes in which Documents May Be Deposited After Normal Hours were Used	<input type="checkbox"/>
In-Home Visits	<input type="checkbox"/>
Telephone Interviews were Conducted: <ul style="list-style-type: none"> ▪ Monday through Friday, During Hours of Operation ▪ During Extended Office Hours (Upon Request, Before and/or After Hours of Operation, Lunch Hour) 	<input type="checkbox"/> <input type="checkbox"/>
Other Alternatives Used (Specify):	
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

Please check the top THREE

PART C--GENERAL COMMENTS (OPTIONAL)

COUNTY

0



END OF SURVEY ITEMS

PROCEED TO PART D--SUBMISSION INSTRUCTIONS

PART D--SUBMISSION INSTRUCTIONS

******* RETURN SURVEY BY AUGUST 15, 2007 *******

E-mail Submission of Survey

- ▶ Click the "E-mail Survey" button located on the top toolbar of the survey page. This function will automatically open your default e-mail as a new e-mail message and attach the completed survey as an e-mail attachment. It will also automatically insert a designated e-mail address and your county's information on the "Subject" line. Click the "Send" button and the completed survey will be submitted to the California Department of Social Services.
- ▶ If you are unable to e-mail the survey, check for red circles which indicate that there are unanswered questions or invalid data. Please make any necessary corrections and try to e-mail the survey again.
- ▶ For additional troubleshooting and technical information, click the "Automated E-mail Features" and "System Requirements" buttons located on the top toolbar of the survey document. You may also call Kevin Andagan at (916) 657-4354 or send an e-mail by clicking the "Questions or Problems?" button for further technical assistance.
- ▶ For all *nontechnical* questions related to the completion of this survey, please contact Rosie Avena at (916) 654-1514.

Mailing the Survey and Other Requested Information

- ▶ Please be sure you have answered all items and have the additional information requested in Items 11, 12a, and 13a (if applicable) ready for mailing. Send the information for Items 11, 12a, and 13a to the mailing address below. You may also mail a hard copy of this entire survey to the address below if you are unable to submit the survey via e-mail.

**Attention: Rosie Avena
California Department of Social Services
Food Stamp Branch
744 P Street, MS 16-32
Sacramento, CA 95814**



CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

John A. Wagner, Director