

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

**FOOD STAMP PROGRAM
OPERATIONS AND ACCESS REPORT**

July 1, 2008 – June 30, 2009

Prepared by:
Data Systems and Survey Design Bureau
Administration Division
June 2010

*Annual Report of County Operations and Activities Associated With The Administration
of Food Stamp Program Benefits in California*

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FOOD STAMP PROGRAM SURVEY OF OPERATIONS AND ACCESS

ANNUAL REPORT

STATE FISCAL YEAR 2008/2009

SUMMARY

BACKGROUND

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) requests that all counties complete an annual Food Stamp Program Survey of Operations and Access; the most recent request occurred via ACIN I-55-09, dated July 23, 2009. The information requested by the survey is helpful to CDSS in meeting statewide program needs, responding to a variety of information requests, and evaluating legislative proposals and regulatory changes regarding the administration of 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) 2008/2009, and Certification activities based on county operations as of June 30, 2009. It also contains information regarding face-to-face interview waivers and extended office hours. Any initiative implemented in SFY 2009-2010 would not be reflected in this report, but may be included in the next survey.

ACCESS AND AWARENESS

Application Access

- Other than County Welfare Department (CWD) offices and certification sites, the top five methods and sites most frequently used for distributing general food stamp program information and application forms were community events, community-based organizations, hospitals/clinics, one stop centers/family resource centers, and direct mail/internet and telephone/facsimile requests. (*item 1*)

- Fifty-three counties provided application assistance outside the CWD. The most frequently utilized methods of assistance were eligibility worker/support staff assistance in filling out applications/answering questions (50 counties), bilingual staff (49 counties), and eligibility workers assisting via interactive interviews (49 counties). *(item 2)*
- All 58 counties utilized food stamp applications translated in languages other than English. Spanish translated applications were used in all 58 counties. Vietnamese and Russian translated applications were the next most frequently used. *(item 3)*
- Forty-seven counties (98.2 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 (32 counties), one stop centers/family resource centers (30 counties), and community events (28 counties). *(items 4, 4a)*
- Websites in five counties (17.2 percent of statewide FSP households*) provided the ability for clients to complete an on-line Food Stamp application. County use of outreach materials was the primary manner in which clients first became aware of the availability of the on-line application. *(items 5, 5b)*

Face-to-Face Interview Waivers

- Twenty-three counties (40.8 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. *(item 6)*
- Forty-six counties (81.9 percent of statewide FSP household*) used eligibility workers to conduct the face-to-face waiver screenings. Standardized questions were used by seven of the eight counties that engaged clerical staff to conduct this process. *(items 7, 7a)*
- Fifty-two counties (98.0 percent of statewide FSP households*) waived face-to-face interviews for clients who were eligible for such waiver. Of these 52 counties, 26 waived 1 to 5 percent of all face-to-face interviews for eligible households. Twelve counties waived over 20 percent of their face-to-face interviews, a 100 percent increase over last year. *(items 8, 8d)*
- Hardship, utilized by 31 counties, was the most common type of waiver. *(item 8a)*

*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2008 through June 2009.

- When asked to identify the top three reasons face-to-face interviews were waived, counties cited lack of transportation, physically disabled household members with no earned income, and household members age 60 or older with no earned income. (*item 8b*)
- Telephone interviews were the primary replacement method, used by 48 counties, in lieu of face-to-face interviews. (*item 8c*)

Program Access

- Hotline, Interactive Voice Response, Call Center, Change/Service Center, and General County Main Number were the various telephone methods used by 51 counties (94.6 percent of statewide FSP households*) to provide general FSP information and information about noncitizen eligibility. General County Main Number was most prevalent. (*item 9*)
- Twenty-five of the 51 counties (34.2 percent of statewide FSP households*) that utilized various telephone methods indicated the methods provided clients the ability to leave messages after hours of operation. (*item 9c*)
- Fifteen counties (56.4 percent of statewide FSP households*) utilized local media public service announcements to provide general FSP information. Six of these counties also included information about noncitizen eligibility. (*item 10*)
- Extended office hours (upon request, before 8 a.m., lunch, after 5 p.m.), utilized by 56 counties, was the most common outreach effort. The *single most effective* outreach effort, utilized by 18 counties (52.2 percent of statewide FSP households*), was outstationed eligibility workers. (*item 11*)
- Twenty-five counties (36.8 percent of statewide FSP households*) expended County Administrative funds to conduct Food Stamp Program outreach activities. (*item 12*)
- Nine counties (12.2 percent of statewide FSP households*) provided FSP educational materials and/or conducted presentations specifically for migrant workers. Migrant camps and education sites were the most frequently utilized. (*items 13, 13a*)
- Nineteen counties (55.6 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 methods. (*items 14, 14a*)

*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2008 through June 2009.

- To improve FSP outreach efforts, 41 counties (94.6 percent of statewide FSP households*) partnered with other health and human services agencies, schools and community-based organizations. *(item 15)*
- Twenty-eight counties (83.7 percent of statewide FSP households*) implemented new FSP outreach activities during SFY 2008/2009. The majority of the activities (68.9 percent) were ongoing, rather than one-time only. *(items 16, 16a)*
- Thirty-six counties (84.4 percent of statewide FSP households*) indicated plans to implement new FSP outreach activities during SFY 2009/2010. The majority of the anticipated activities (90.9 percent) are ongoing, rather than one-time only. *(items 17, 17a)*

CERTIFICATION

Certification Sites

- There were 387 FSP certification sites statewide, a 3.7 percent decrease in 402 sites last year. *(item 18)*
- Extended office hours (upon request, before 8 a.m., lunch, after 5 p.m.) were offered by 56 counties at 281 (72.6 percent) of the 387 certification sites. Lunch was most frequently utilized method and upon request only was occasionally used. *(items 18a, 19a)*

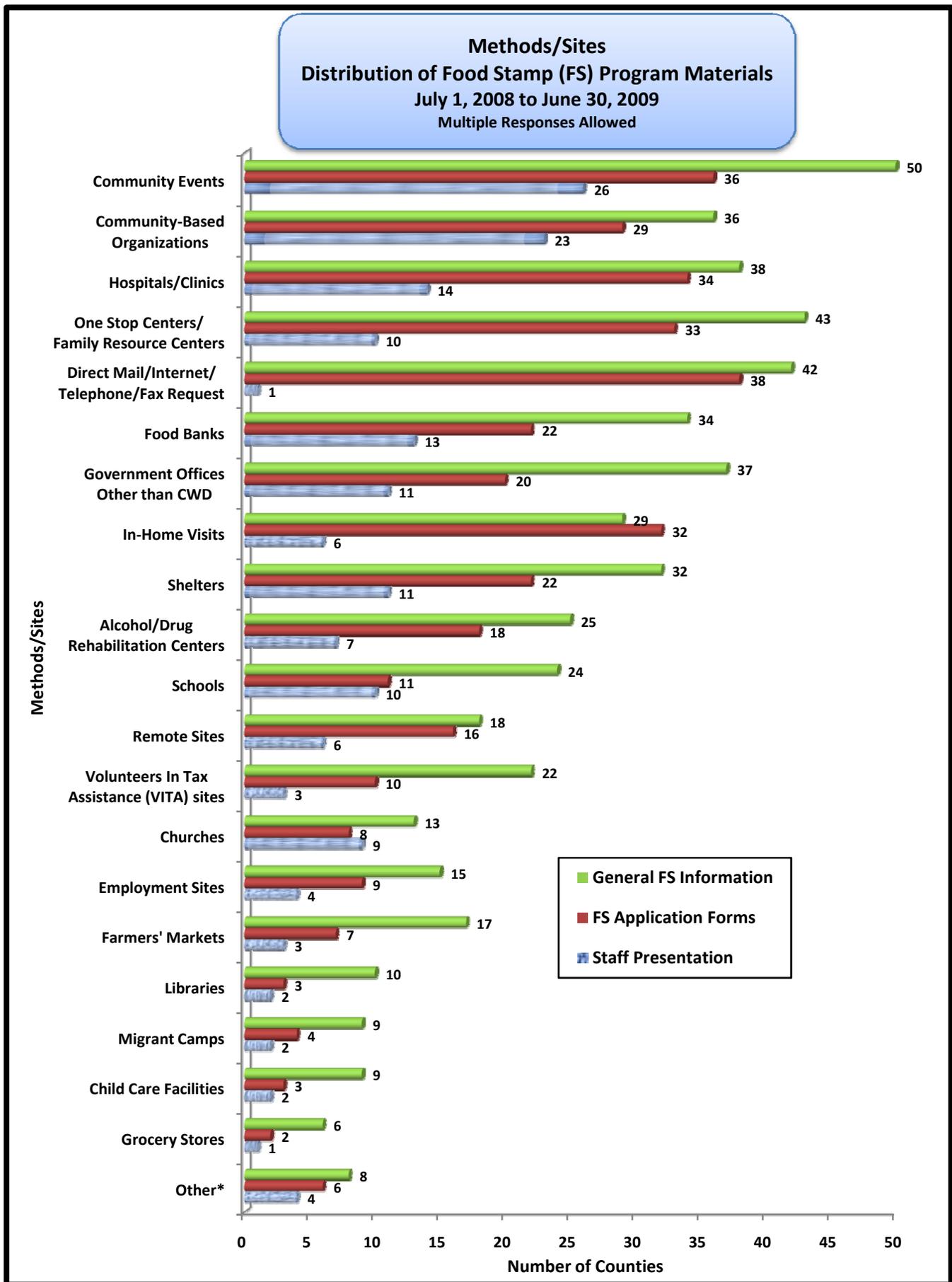
Determination of Operational and Extended Hours

- Client request was the primary (42 out of 58 counties) method used to determine operational and extended hours of service to meet the needs of working clients. *(item 20)*
- Other than extended office hours, the top three access methods most frequently utilized by working clients continue to be mailing required documents to CWD, depositing documents in after hour drop boxes at the CWD, and telephone interviews conducted Monday through Friday, during regular hours of operation. *(item 21)*

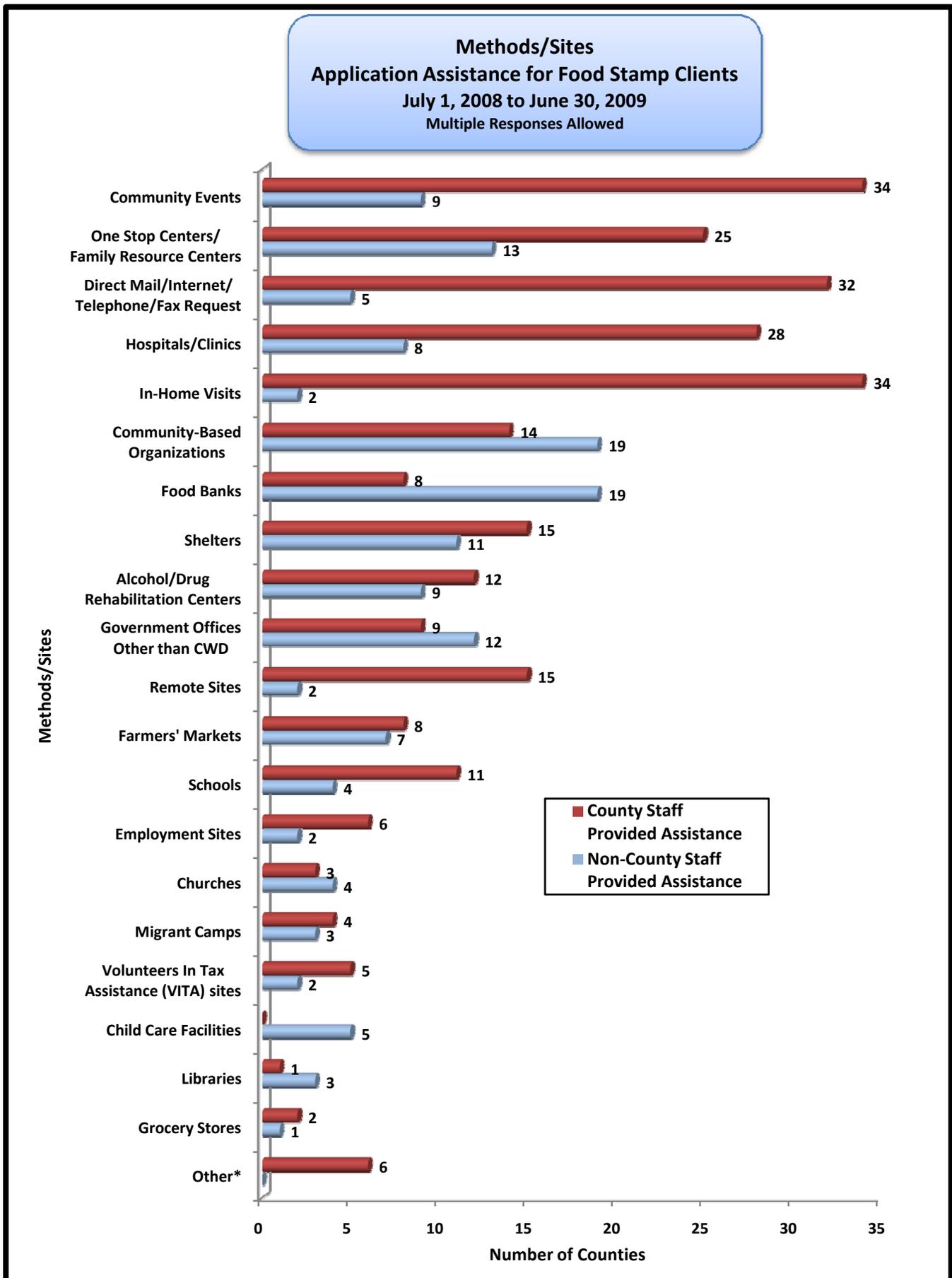
*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2008 through June 2009.

CHARTS AND MAPS

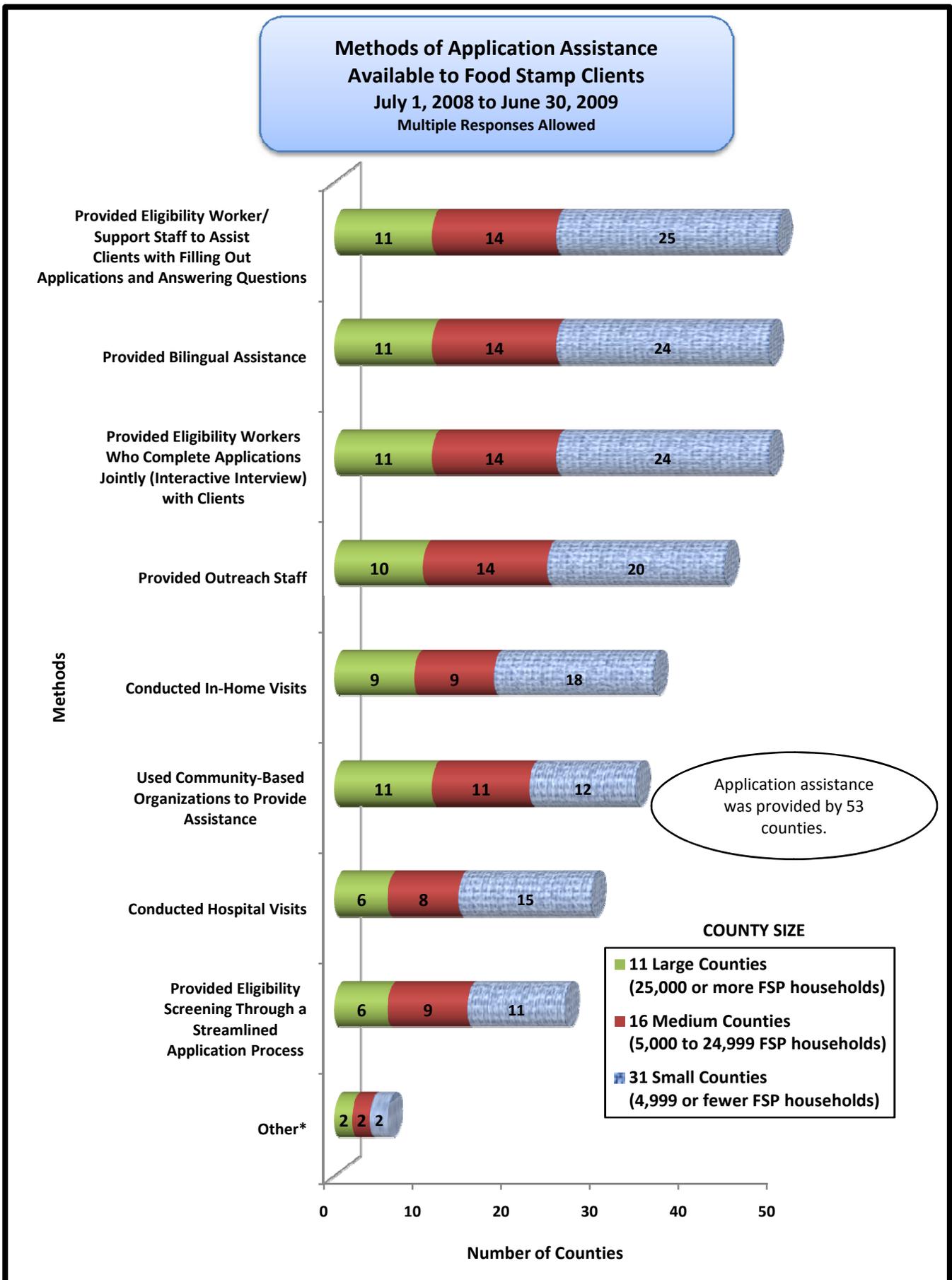
Application Access



*For "Other" methods/sites, see Appendix A, page 27, Item 1.



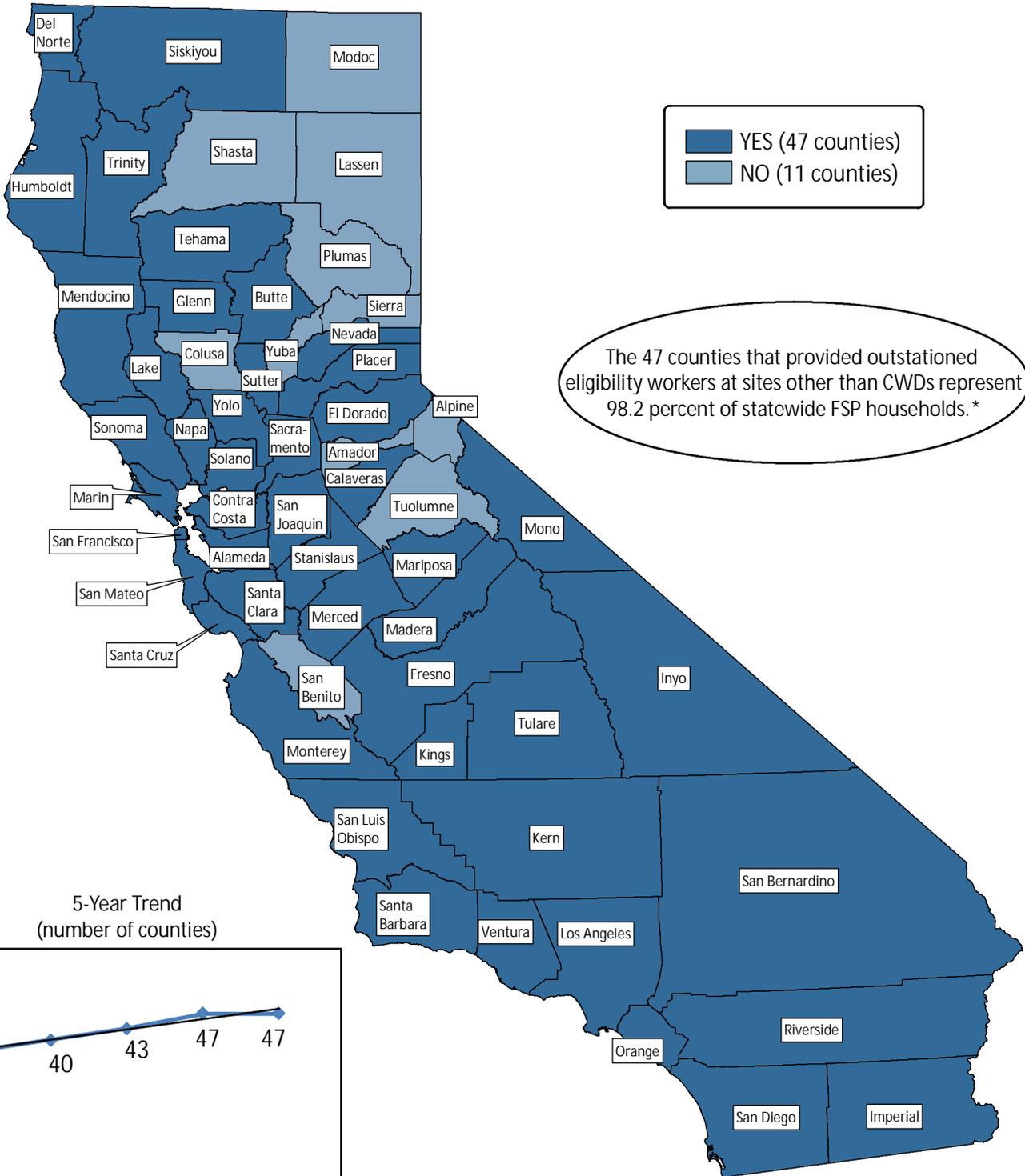
*For "Other" methods/sites, see Appendix A, page 27, Item 1.



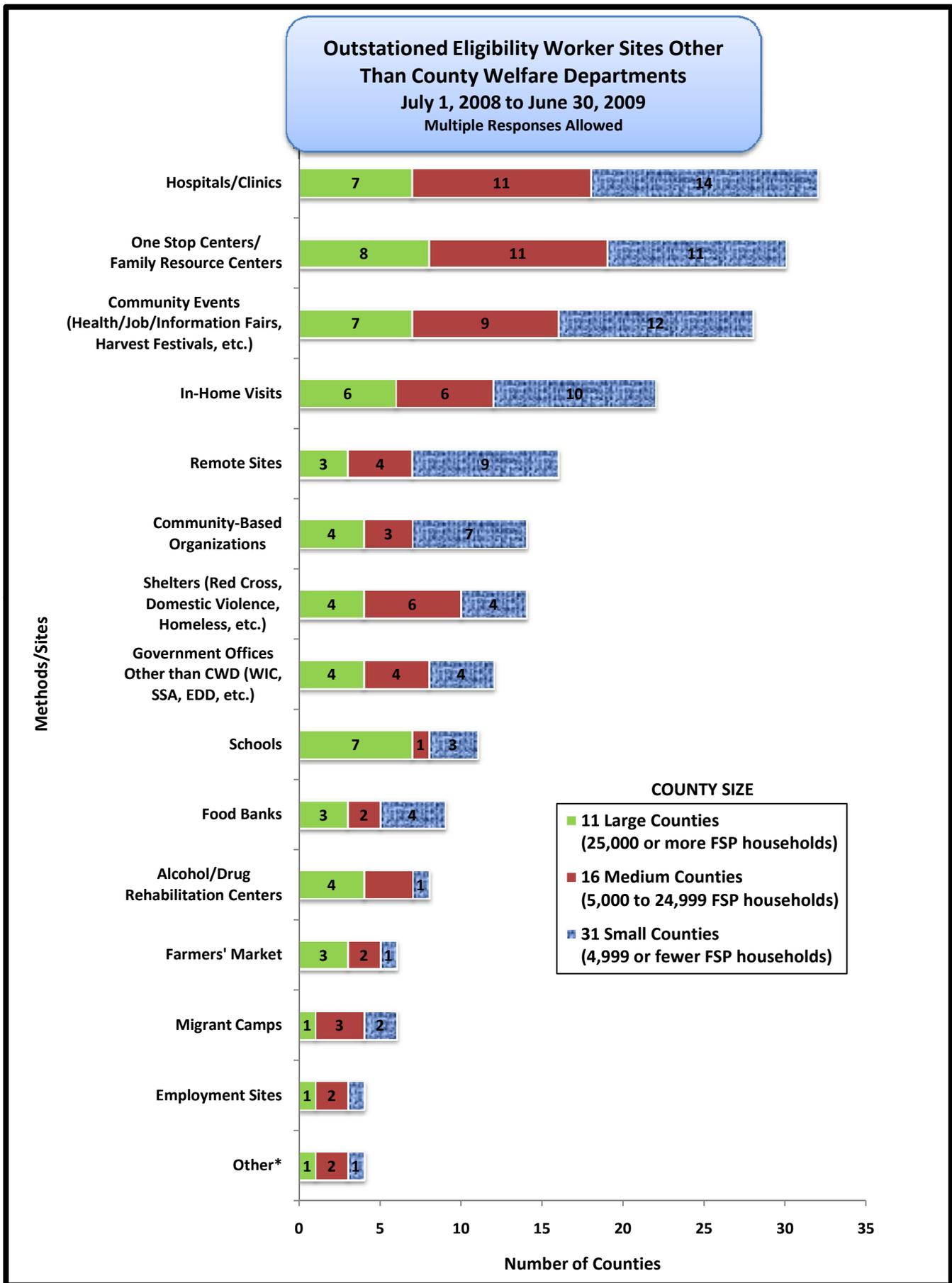
*For "Other" methods, see Appendix A, page 27, Item 2.

Outstationed Eligibility Workers at Sites Other Than County Welfare Departments

July 1, 2008 to June 30, 2009

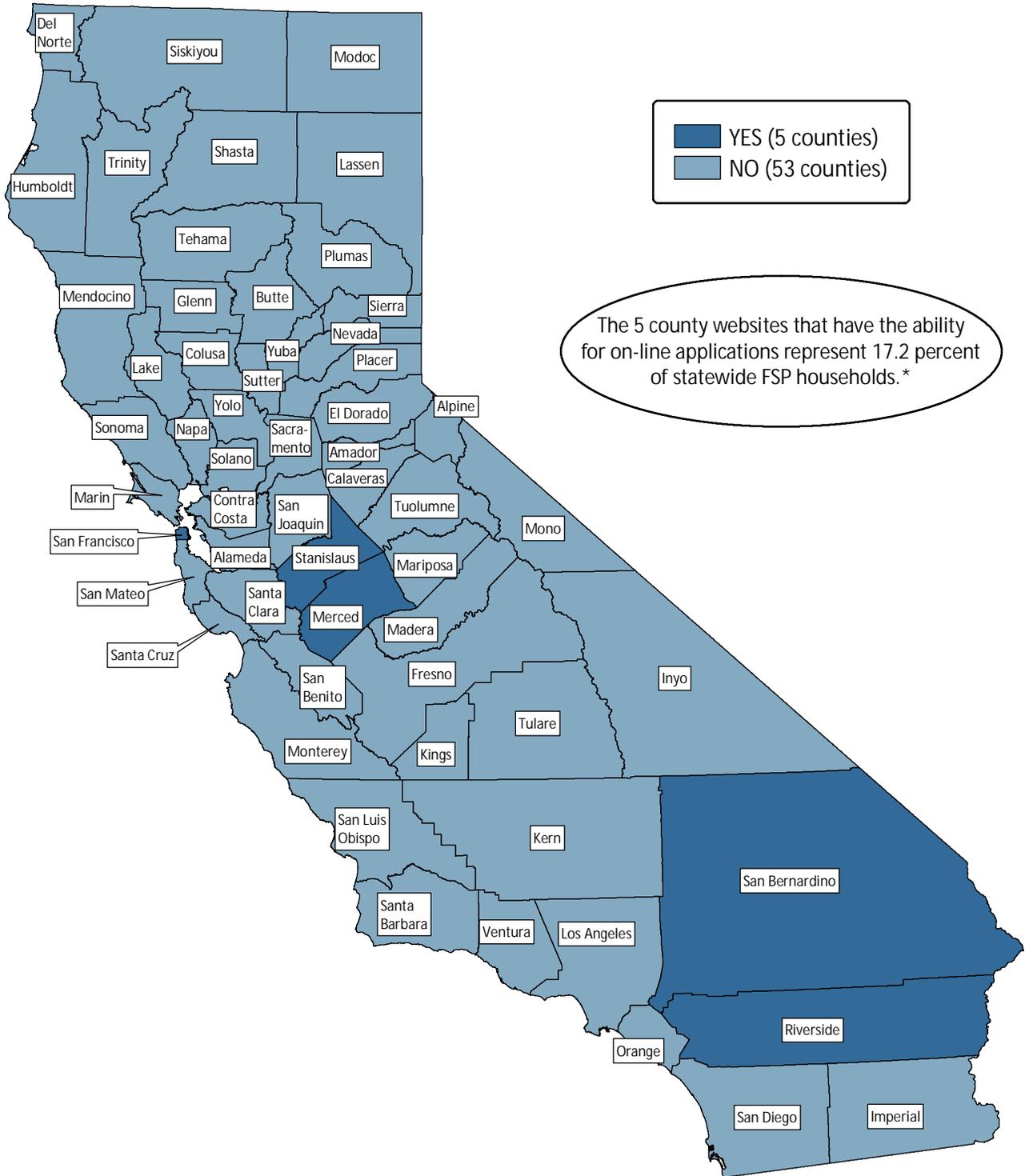


*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2008 through June 2009.



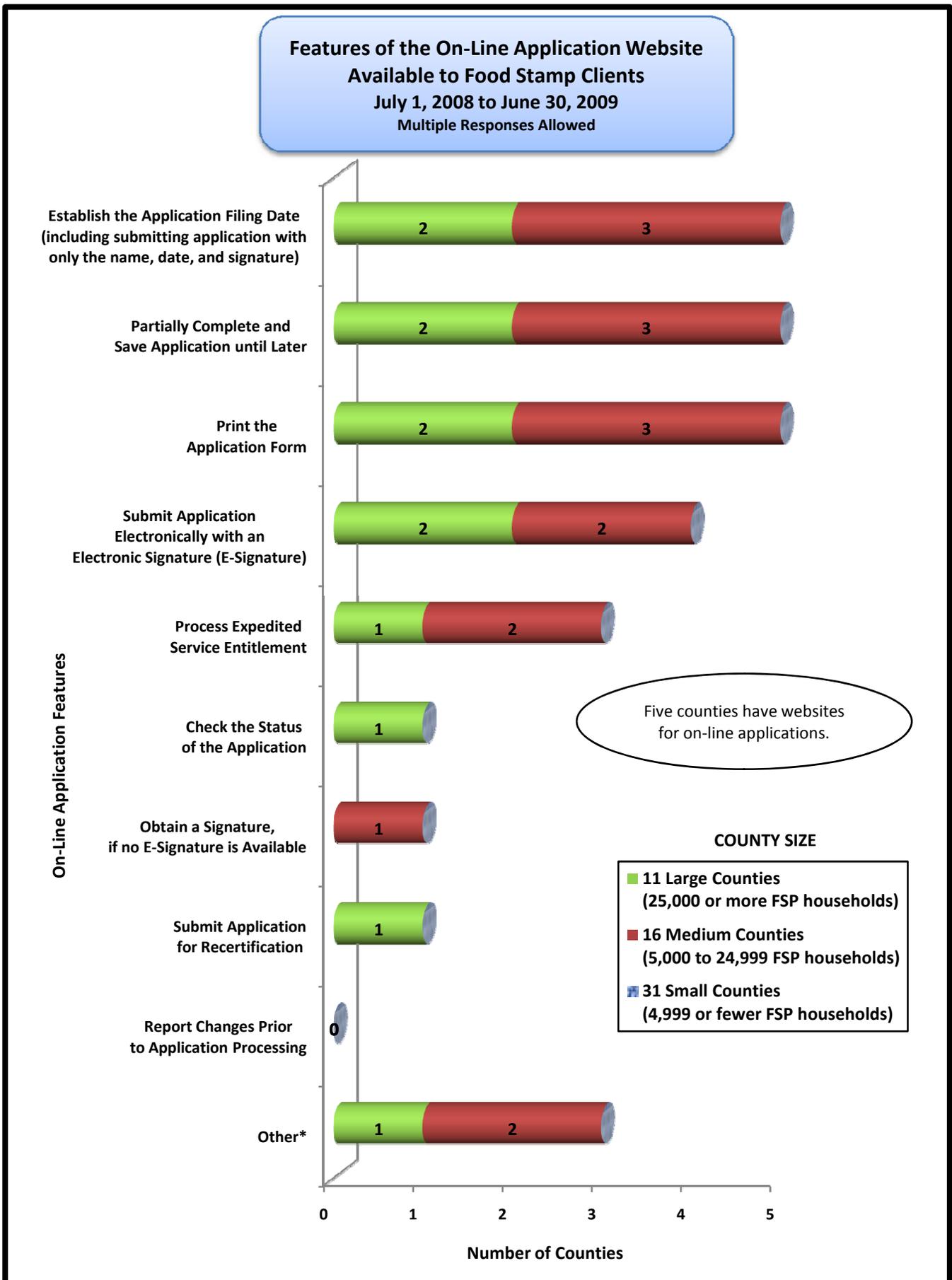
*For "Other" methods/sites, see Appendix A, page 28, Item 4a.

County Websites That Provide the Ability for Clients to Complete an On-Line Application July 1, 2008 to June 30, 2009



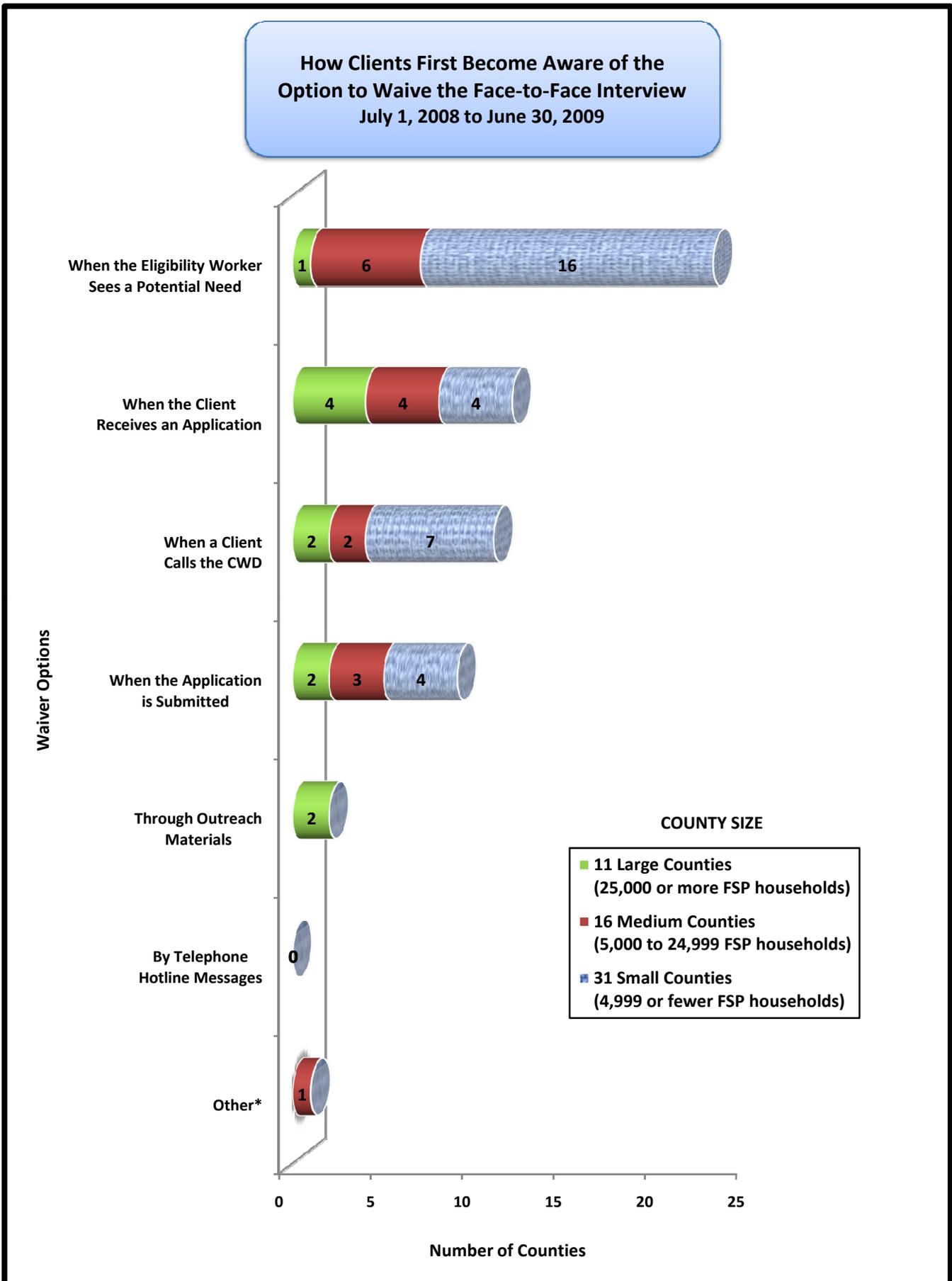
The 5 county websites that have the ability for on-line applications represent 17.2 percent of statewide FSP households.*

*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2008 through June 2009.



*For "Other" methods, see Appendix A, page 28, Item 5c.

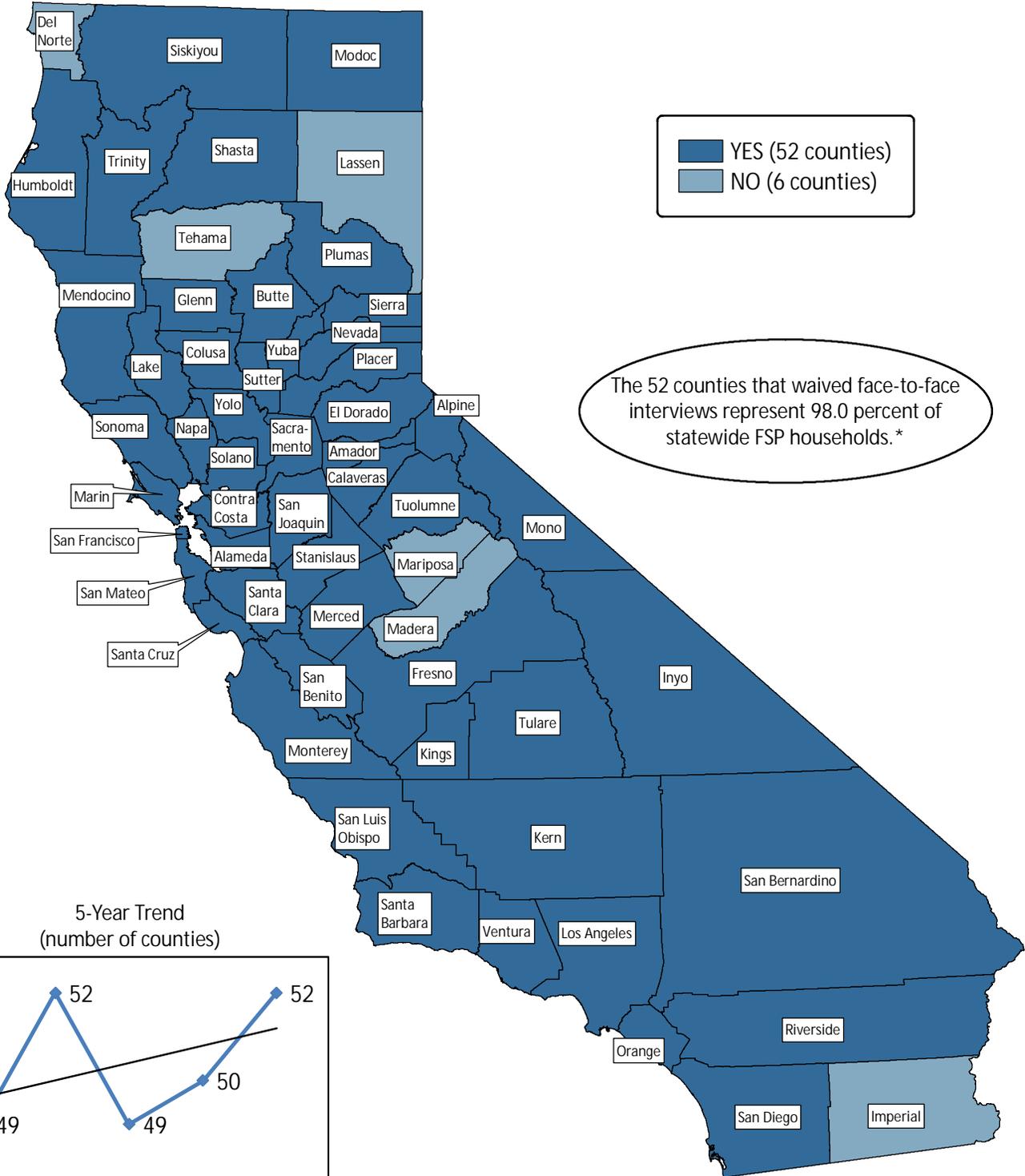
Face-to-Face Interview Waivers



*For "Other" waiver options, see Appendix A, page 28, Item 6.

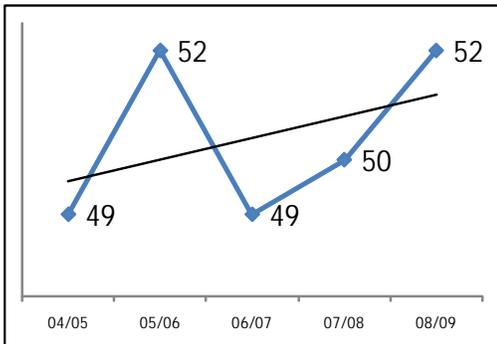
Face-to-Face Interviews Waived

July 1, 2008 to June 30, 2009



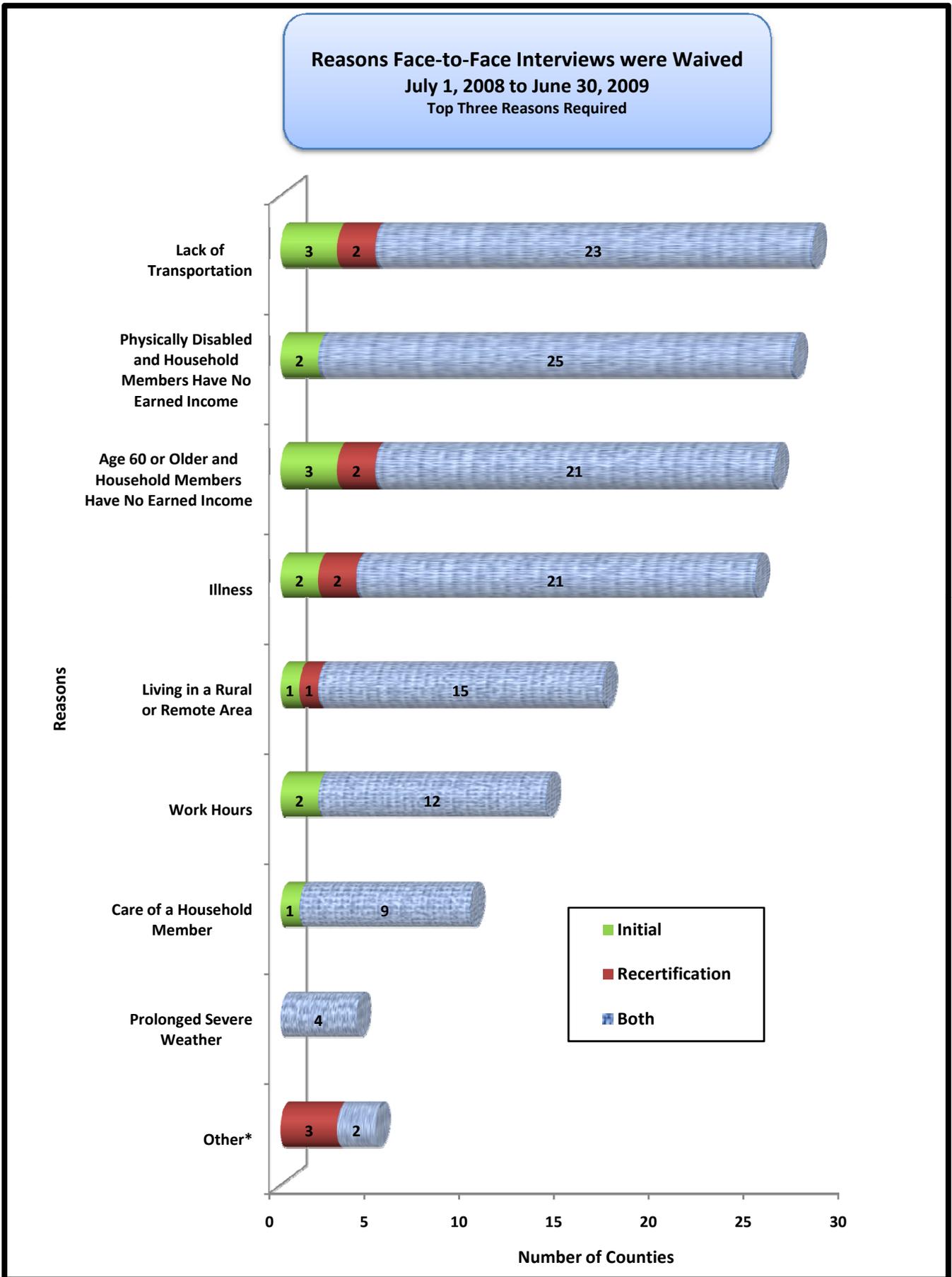
The 52 counties that waived face-to-face interviews represent 98.0 percent of statewide FSP households.*

5-Year Trend
(number of counties)



State Fiscal Year

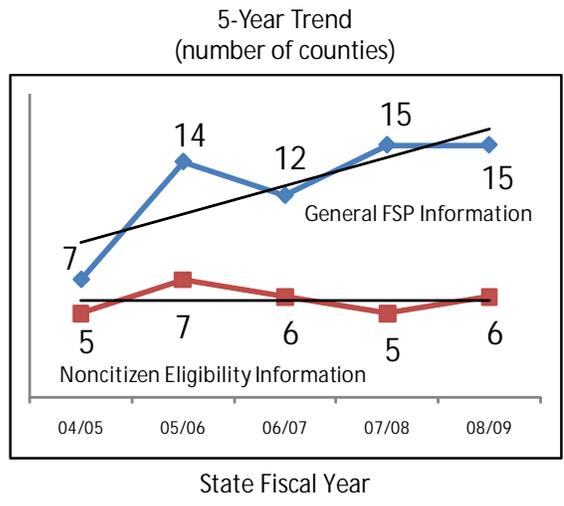
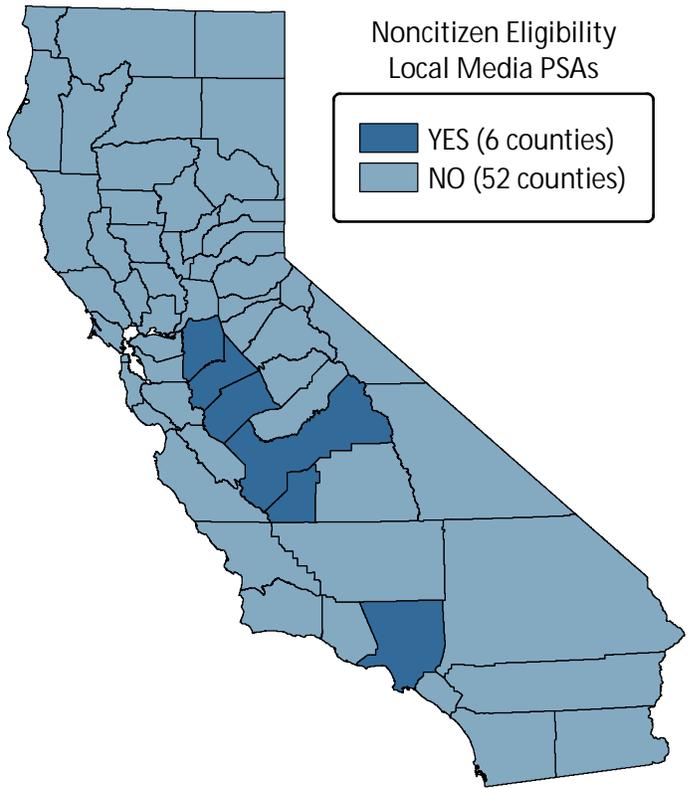
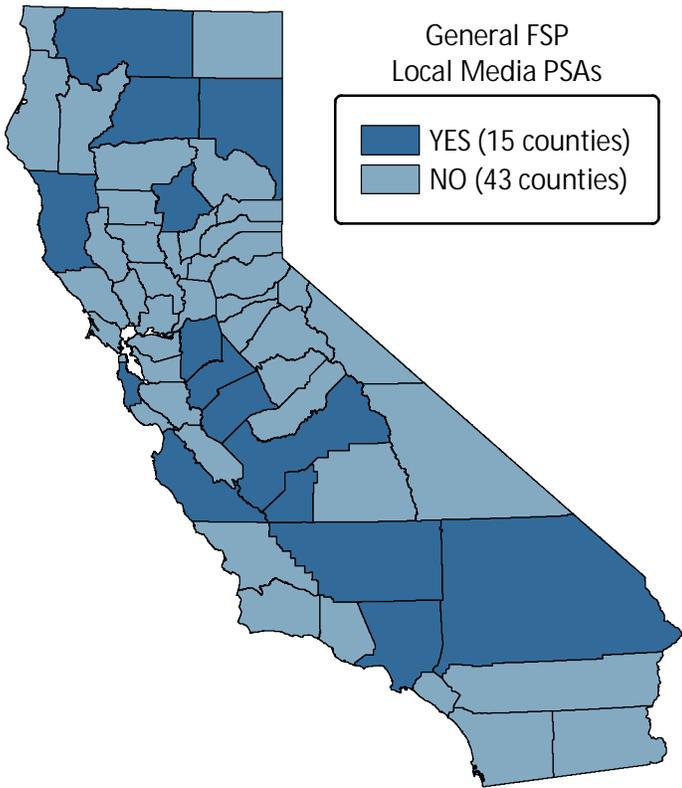
*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2008 through June 2009.



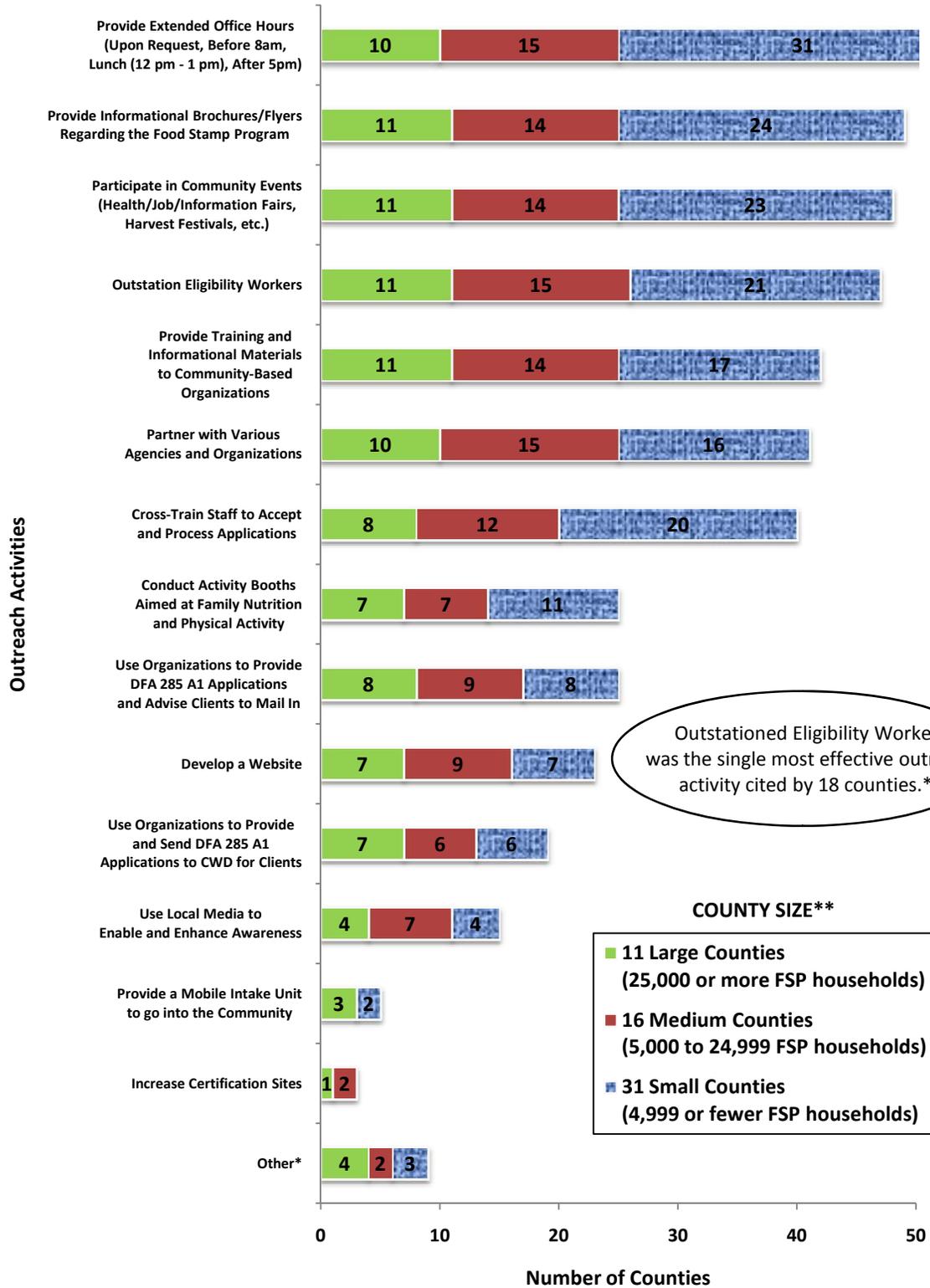
*For "Other" reasons, see Appendix A, page 29, Item 8b.

Program Access

Food Stamp Program (FSP) Eligibility Public Service Announcements (PSAs) July 1, 2008 to June 30, 2009

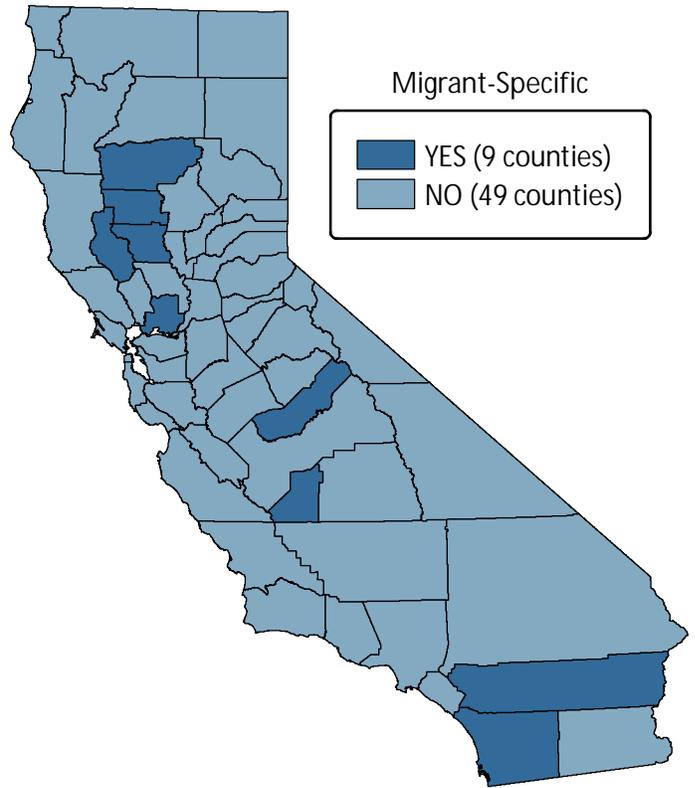
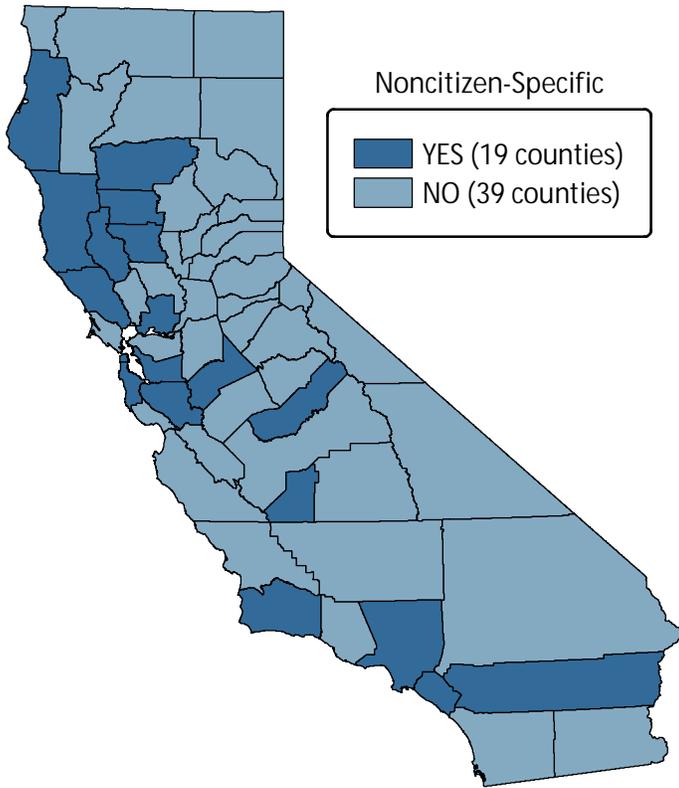


Food Stamp Program Outreach Activities
 July 1, 2008 to June 30, 2009
 Multiple Responses Allowed

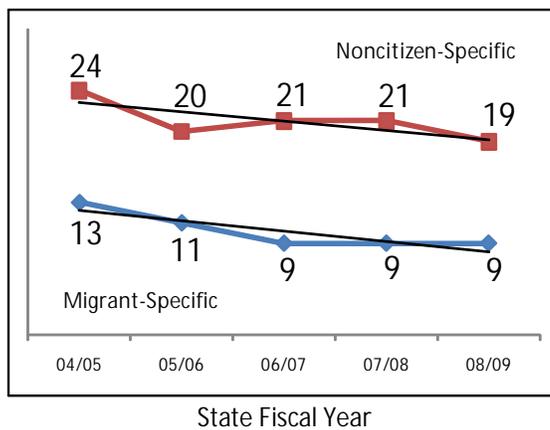


*For "Other" outreach activities, see Appendix A, page 30, Item 11.

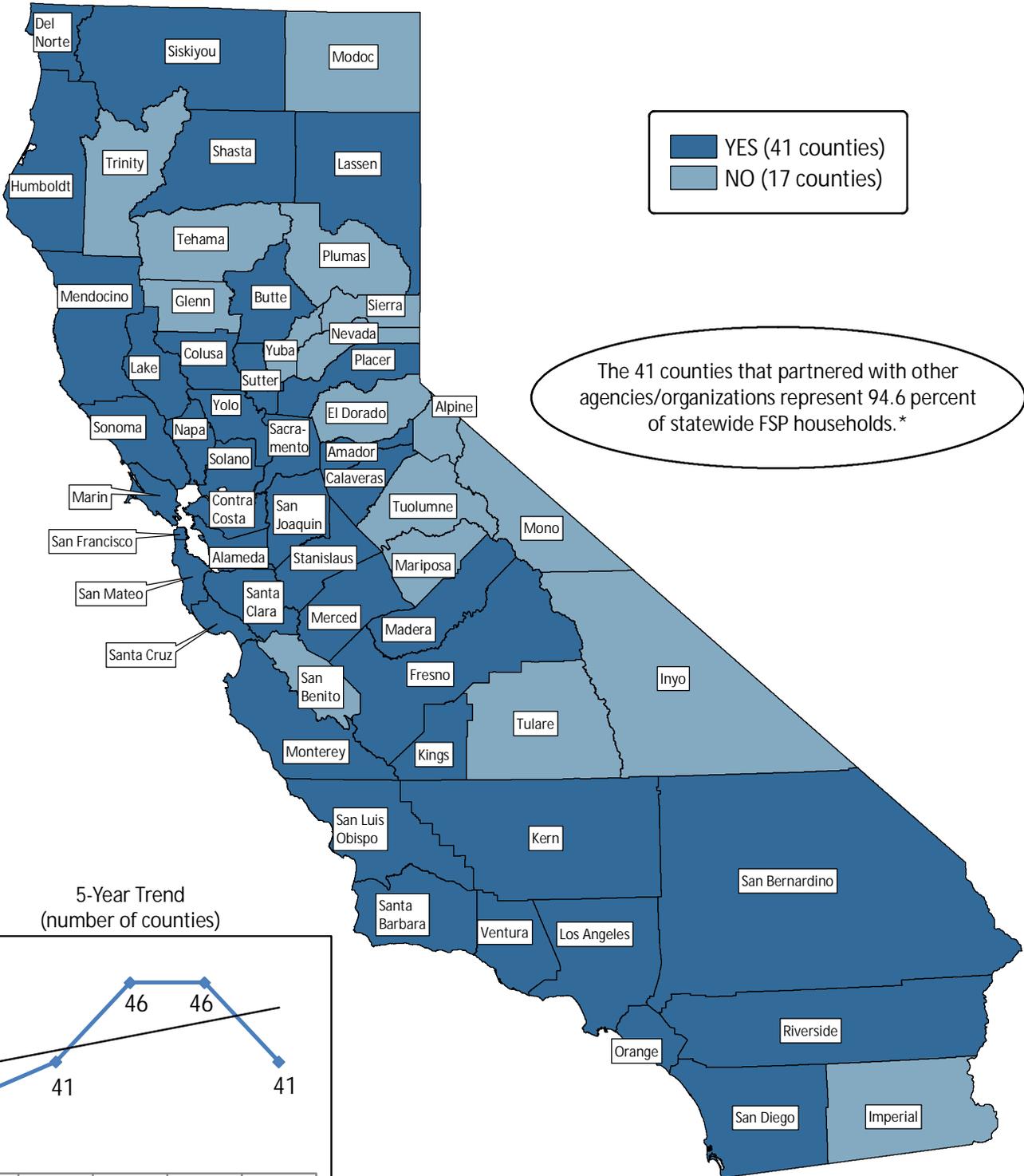
Educational Materials and/or Presentations July 1, 2008 to June 30, 2009



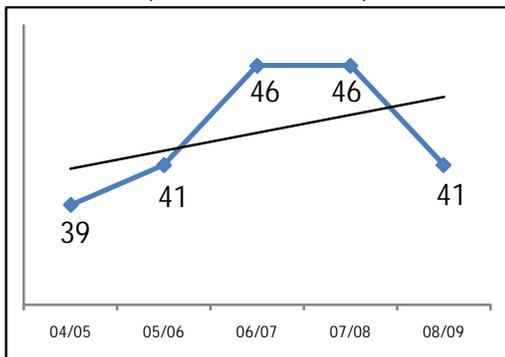
5-Year Trend
 (number of counties)



Partnered with Other Health and Human Services Agencies,
 Schools, and Community-Based Organizations to Improve Outreach Efforts
 July 1, 2008 to June 30, 2009



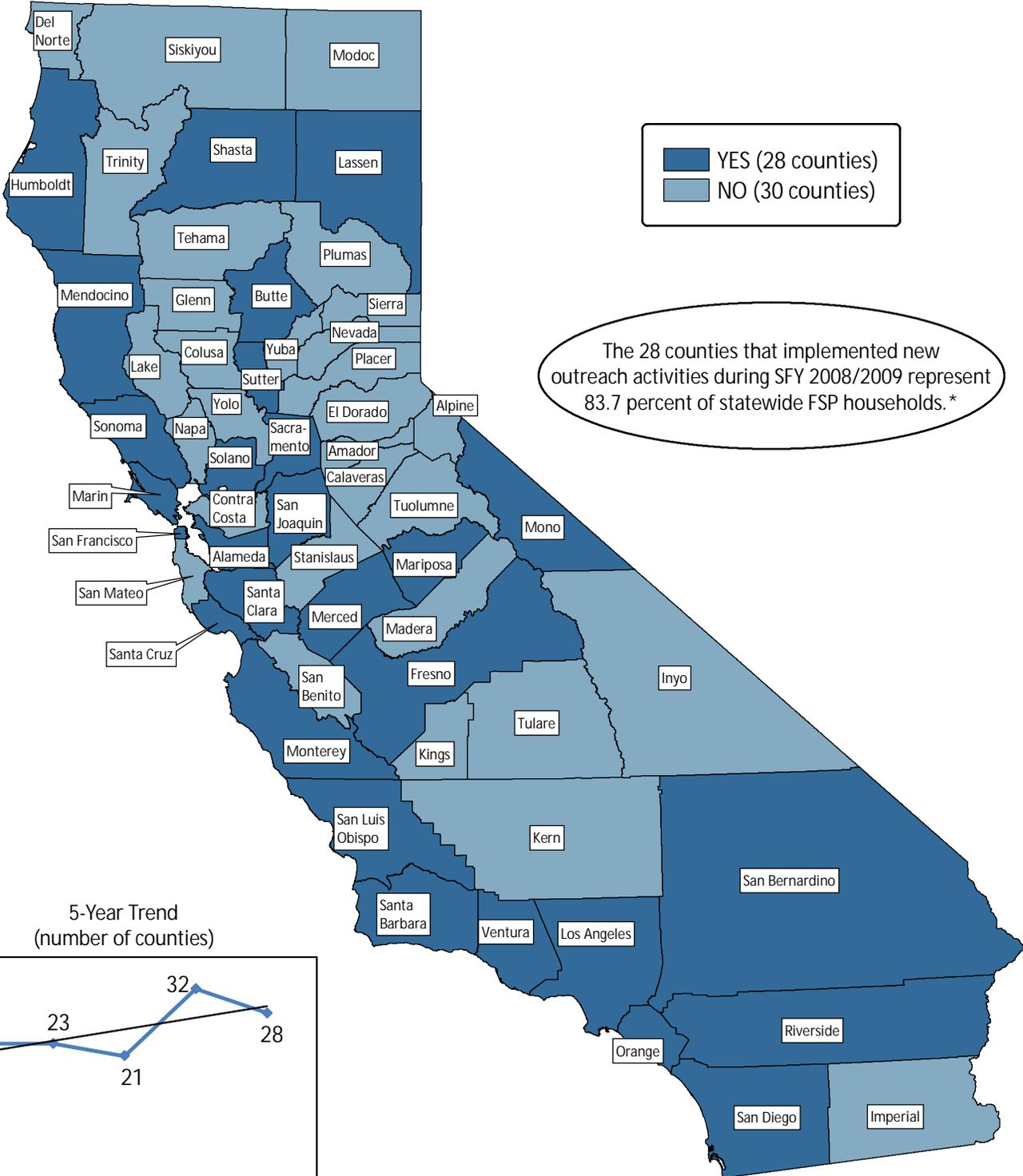
5-Year Trend
 (number of counties)



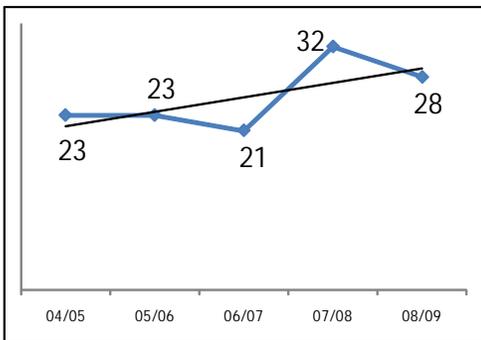
State Fiscal Year

*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2008 through June 2009.

Implemented New Food Stamp Outreach Activities During State Fiscal Year (SFY) 2008/2009 July 1, 2008 to June 30, 2009



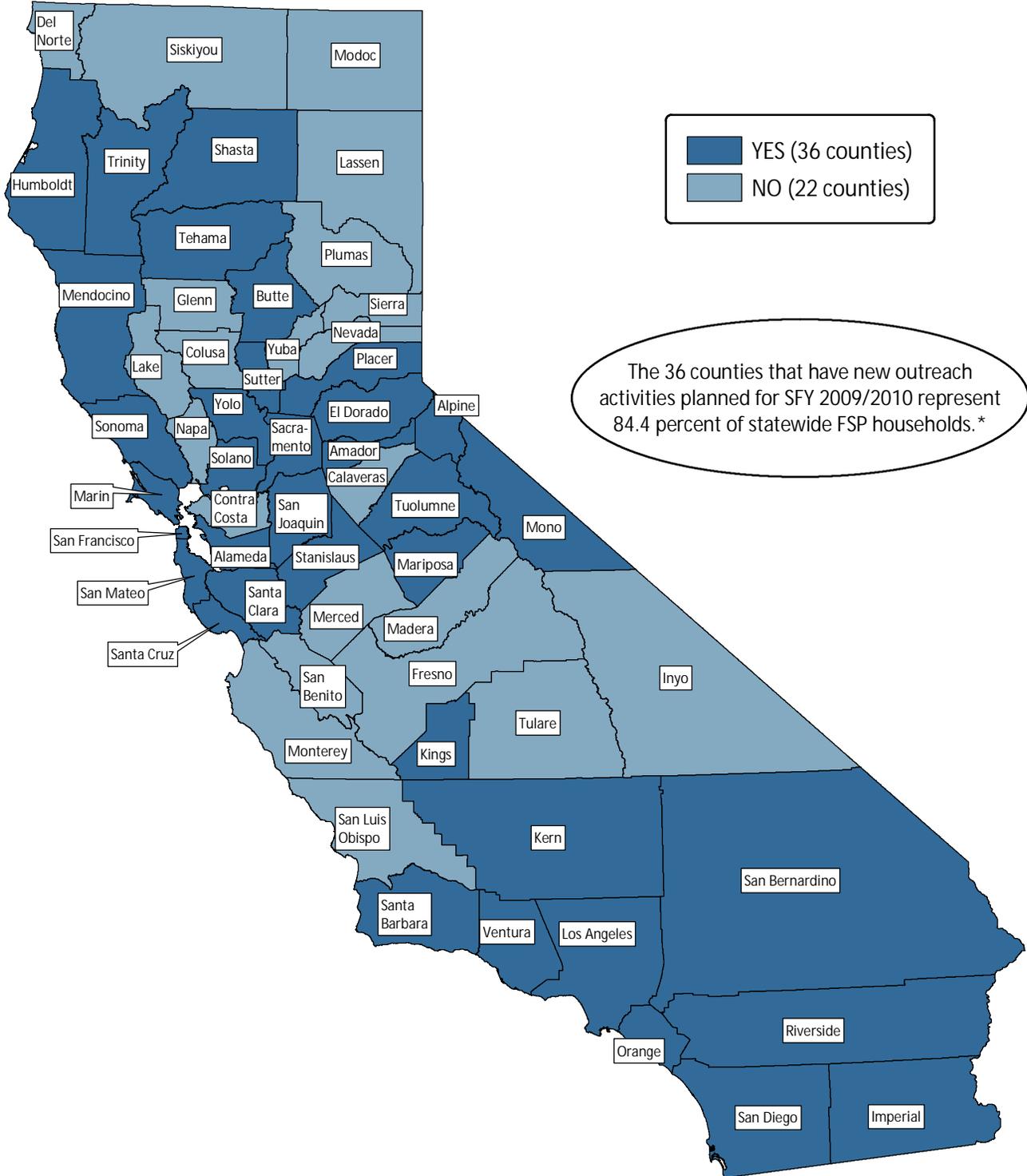
5-Year Trend
 (number of counties)



*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2008 through June 2009.

New Food Stamp Outreach Activities Planned for Implementation In State Fiscal Year (SFY) 2009/2010

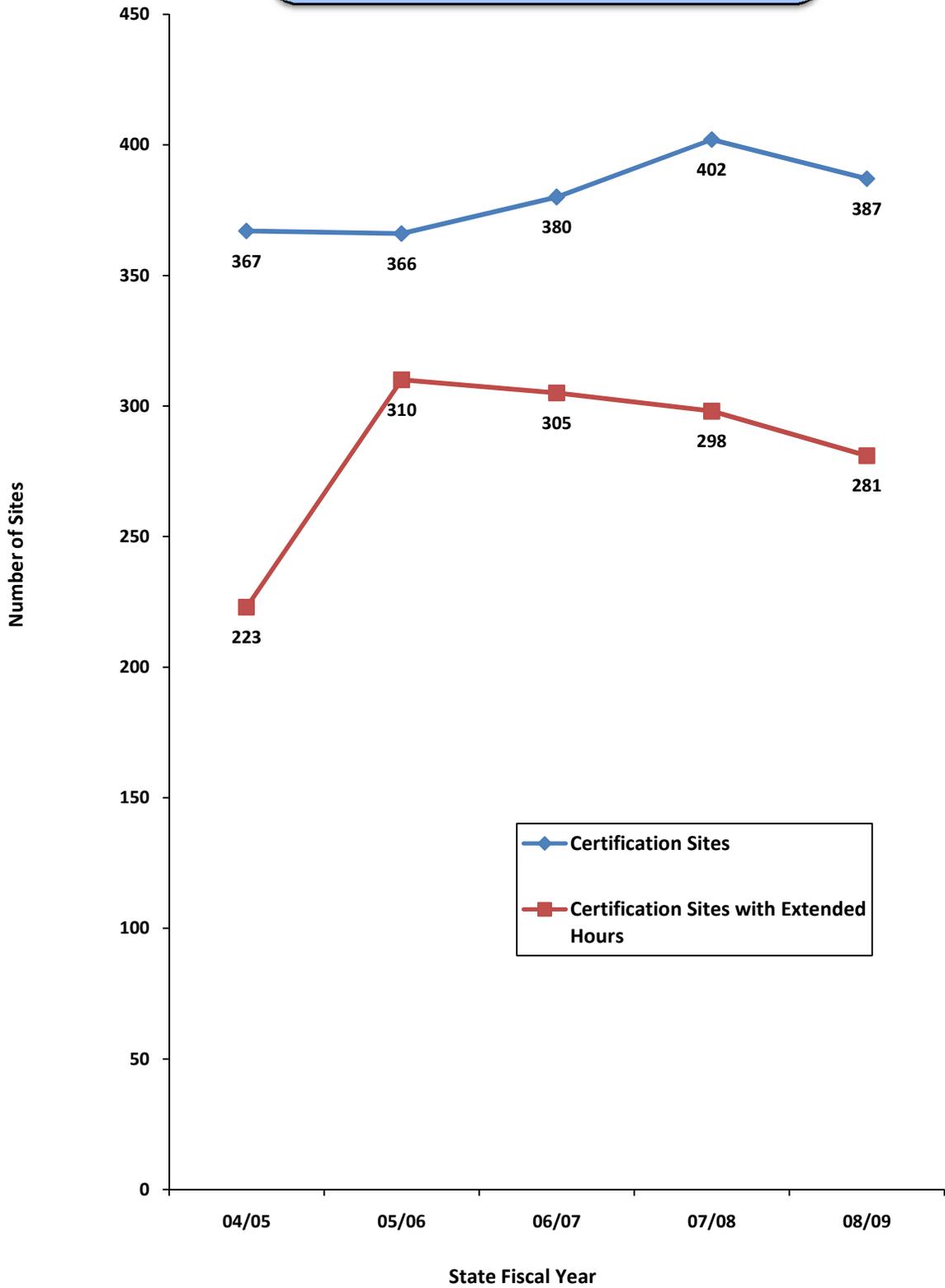
July 1, 2008 to June 30, 2009

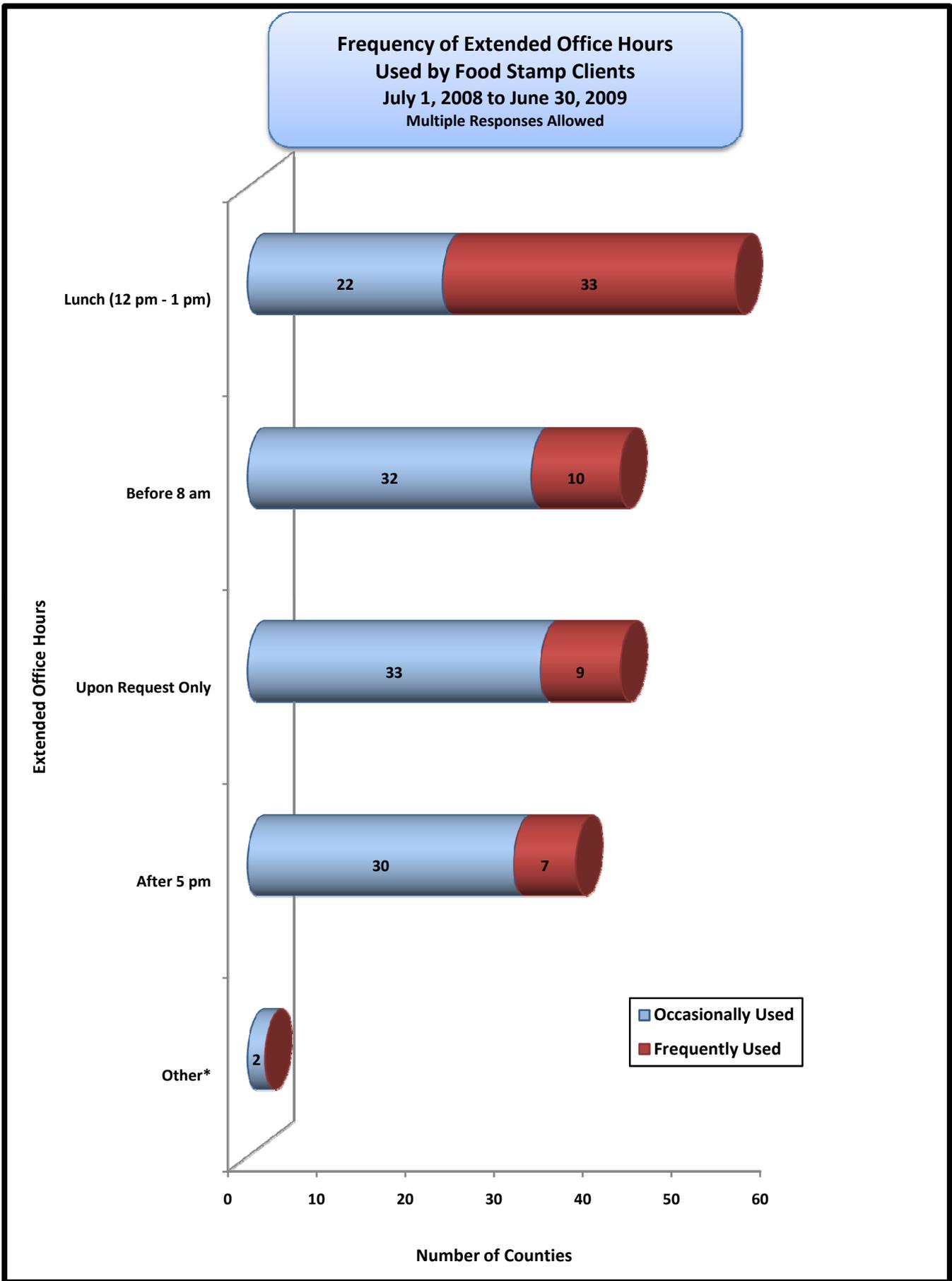


*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2008 through June 2009.

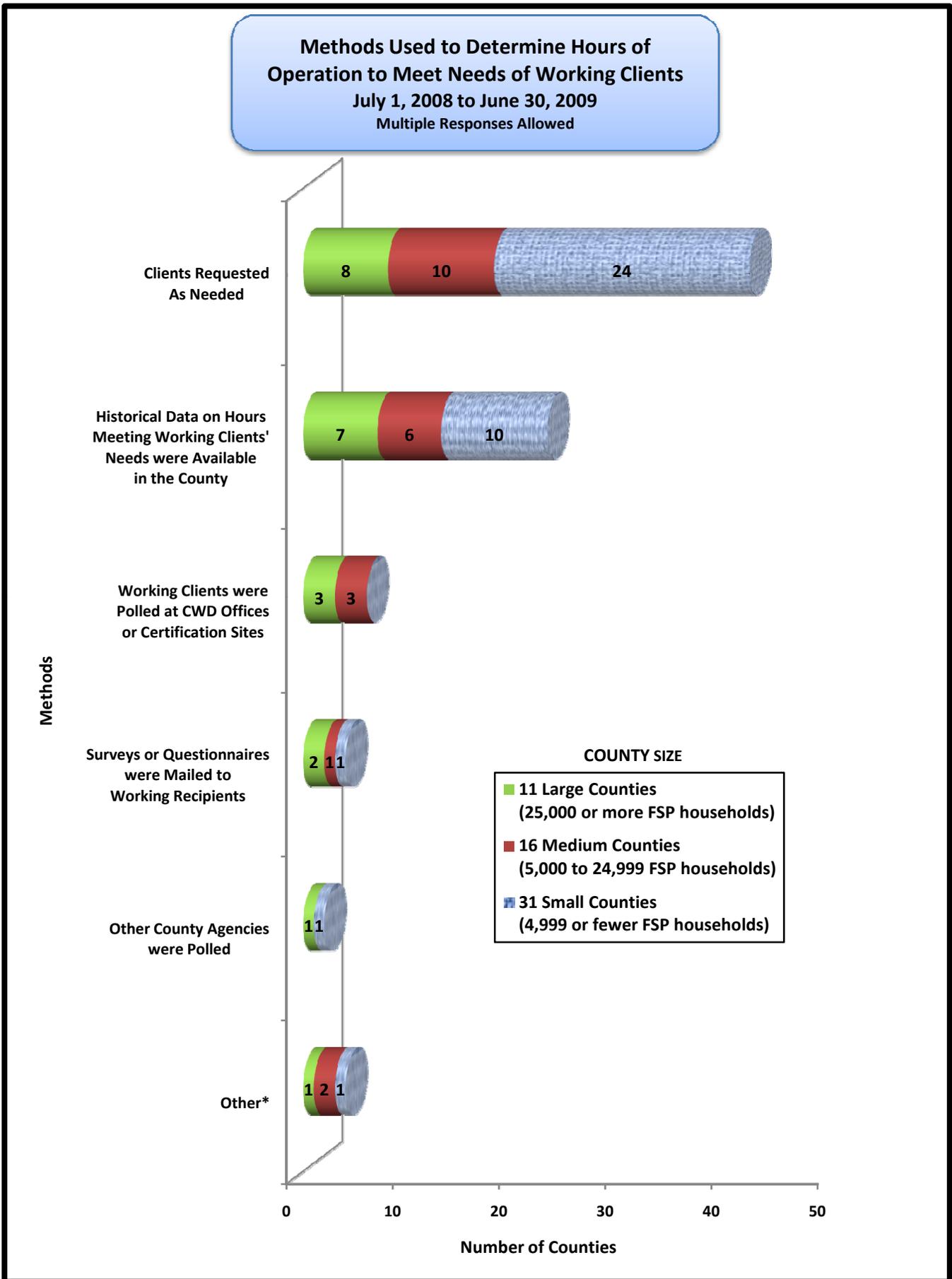
Certification Sites/Hours of Operation

**Food Stamp Program Certification Sites
Statewide Annual Comparisons
State Fiscal Years 2004/2005 to 2008/2009**

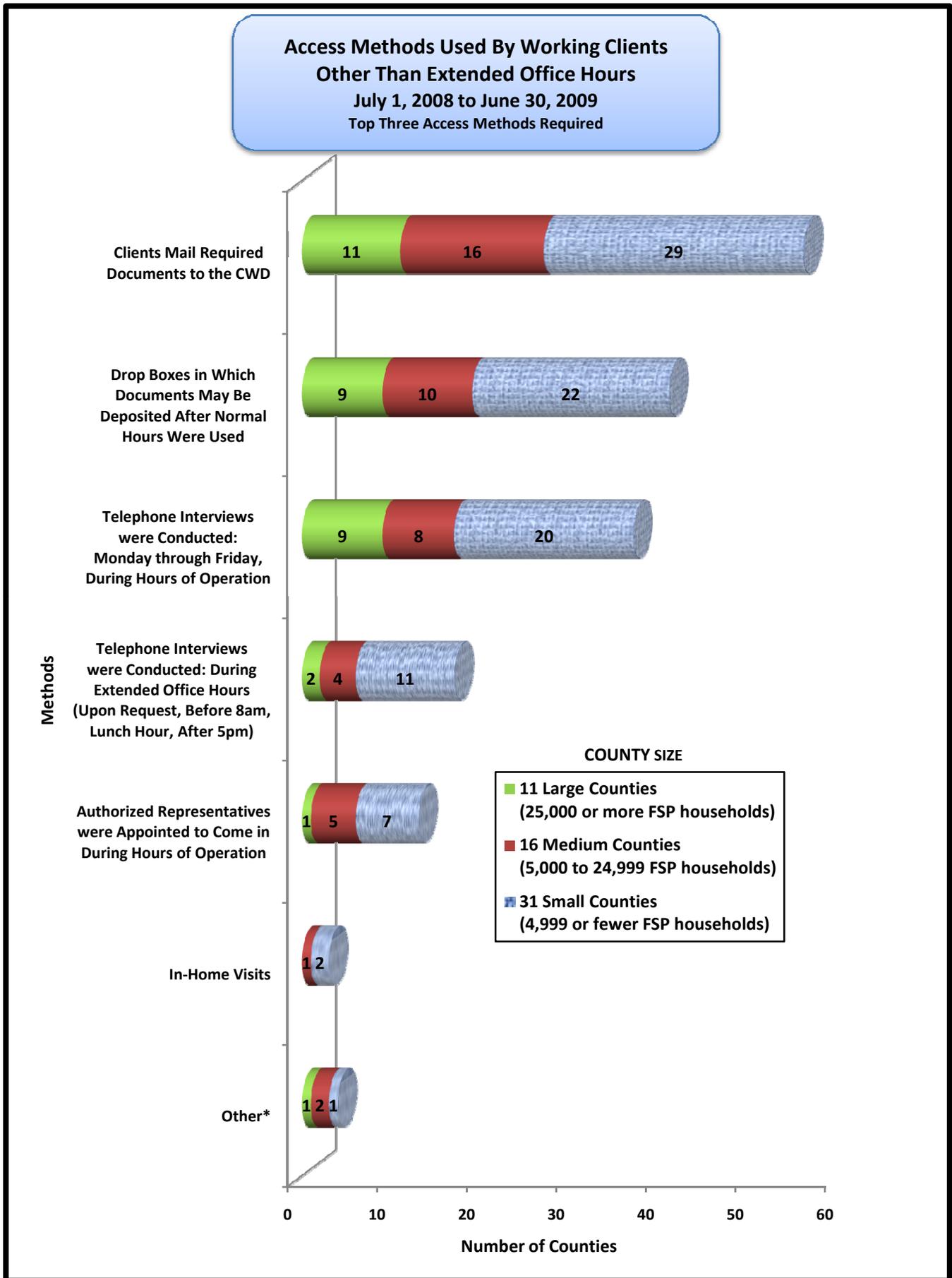




*For "Other" extended office hours, see Appendix A, page 31, Item 19a.



*For "Other" methods, see Appendix A, page 31, Item 20.



*For "Other" methods, see Appendix A, page 31, Item 21.

APPENDICES

Appendix A	“Other” Responses
Appendix B	County Website Addresses
Appendix C	Telephone Methods: Hotline, IVR System, Call Center, Change/Service Center, and General County Main Number
Appendix D	Partner Organization Names, Frequency of Meetings and Activities
Appendix E	Description of <i>New Outreach Activities</i> Implemented in State Fiscal Year 2008/2009
Appendix F	Description of <i>New Outreach Activities</i> Planned for State Fiscal Year 2009/2010
Appendix G	County Size Based on Number of Food Stamp Program Households
Appendix H	Statewide Certification Sites
Appendix I	Data Summary
Appendix J	Survey Form

APPENDIX A "Other" Responses

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

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

COUNTY	"OTHER" METHODS/SITES USED FOR DISTRIBUTION OF FOOD STAMP PROGRAM MATERIALS
CALAVERAS	Senior Center (Columns A, B, C, E)
EL DORADO	El Dorado County Community Health Center (Columns A, B)
HUMBOLDT	Mobile Engagement Vehicle (Eligibility Van) (Columns A, B, C)
LOS ANGELES	Jails (Columns A, B, C)
SAN DIEGO	Food Banks Consortium (Columns A, E)
SAN JOAQUIN	County Community Centers (Columns A, B, C)
SANTA BARBARA	Health Care Services - Visiting Nurses (Columns A, B, C)
SHASTA	Presentation to Domestic Violence Shelter and Hotline volunteers (Column E)
SUTTER	Sutter County Children & Families Commission - Bright Future (Columns A, C, E)
	Leo Chesney Women's Prison (Columns A, C)
	Parole Action and Community Team (PACT) (Columns A, C)

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

COUNTY	"OTHER" METHODS OF APPLICATION ASSISTANCE AVAILABLE TO FOOD STAMP CLIENTS
CALAVERAS	Provided Eligibilit Workers at outstations located in remote areas
LASSEN	Provided staff-application assistance-one stops-remote areas-set schedule
LOS ANGELES	Jails - Provided Eligibility Workers/Support Staff to Assist Clients with Filling Out Applications and Answering Questions
MERCED	FSR - Going out to Homeless shelters / camps
ORANGE	Outstationed Eligibility Technicians complete application interviews at Family Resource Centers and other offsite locations including Community Events, El Sol Family and Children Center, and the Community Court location.
	CalWORKs (Initial Services) Social Workers attend Family Unification meetings when a financial need is identified to assist with applications including Food Stamps.
	CalWORKs (Initial Services) Social Workers are regularly scheduled at Anaheim Justice Center and Tustin Family Campus to assist with applications including Food Stamps.
SANTA BARBARA	Health/Job information fairs Eligibility staff help out with applications and Q & As

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

COUNTY	"OTHER" NON-ENGLISH LANGUAGES*
ALPINE	Native American languages
BUTTE	As needed for other languages
KERN	Chinese
SAN DIEGO	Cantonese/Chinese
	Somali
	Swahili
SANTA BARBARA	Oaxacan dialects (Mexico)

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

APPENDIX A "Other" Responses

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
HUMBOLDT	Mobile Engagement Vehicle
LOS ANGELES	Jails
SAN JOAQUIN	County Community Centers
SANTA BARBARA	Health Care Services - Visiting nurses

ITEM 5b: Primarily, how did clients *FIRST* become aware of the option to apply on-line?

COUNTY	"OTHER" WAYS CLIENTS FIRST BECAME AWARE OF ON-LINE APPLICATION
SAN FRANCISCO	Press release and Community Based Organizations

ITEM 5c: Indicate the features of your on-line application website.

COUNTY	"OTHER" FEATURES OF ON-LINE APPLICATION WEBSITES
MERCED	Application for recertification maybe available in 11/09
RIVERSIDE	e-signature is available
SAN FRANCISCO	Attach scanned in verification, select phone, in-office or webcam interview if at a Community Organization.

ITEM 5d: Indicate the languages which were available for on-line applications.

COUNTY	"OTHER" LANGUAGES AVAILABLE FOR ON-LINE APPLICATIONS
SAN FRANCISCO	Chinese

ITEM 6: 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
SAN FRANCISCO	On www.benefitssf.org

APPENDIX A "Other" Responses

ITEM 8: For those eligible for a waiver, did your county waive any face-to-face interviews?

ITEM 8b: Check the TOP THREE reasons that face-to-face interviews were waived.

COUNTY	"OTHER" REASONS FACE-TO-FACE INTERVIEWS WERE WAIVED	TYPE
AMADOR	County Waiver Option for Recerts	Recert
LOS ANGELES	Elderly/Disabled regardless of income	Initial & Recert
RIVERSIDE	statewide waiver	Initial & Recert
SANTA CRUZ	Statewide recertification face-to-face waiver	Recert
VENTURA	QR Households at Recertification	Recert

ITEM 8: For those eligible for a waiver, did your county waive any face-to-face interviews?

ITEM 8c: Indicate the primary replacement method that was used for initial application and the primary replacement for recertification.

COUNTY	"OTHER" METHODS USED TO REPLACE FACE-TO-FACE INTERVIEWS	TYPE
KINGS	In home visits	Initial & Recert
MERCED	Home Visits	Initial
SANTA BARBARA	In home visits	Initial
YOLO	Mail Only	Initial & Recert

ITEM 9: What telephone method(s) did your county use to provide information regarding the food stamp program?

COUNTY	"OTHER" TELEPHONE METHODS USED TO PROVIDE INFO REGARDING THE FS PROGRAM	TYPE OF INFO
EL DORADO	When information is requested through the County Human Services main number regarding the Food Stamp Program the call is transferred to an Eligibility Worker to answer questions.	FS in General & Noncitizens
HUMBOLDT	Mail in application request line	FS in General

ITEM 9a: Indicate the telephone Hotline, IVR System, Call Center, and/or Change/Service Center languages (other than English) that were used in your county.

COUNTY	"OTHER" NON-ENGLISH LANGUAGES
CONTRA COSTA	Cantonese
NAPA	Language line as needed

ITEM 9c: Did the telephone method (Hotline, IVR system, Call Center, Change/Service Center, General County Main Number) maintained by your county provide clients the ability to leave messages after hours of operation?

ITEM 9d: If you answered "YES" to item 9c, indicate the telephone method(s) in which messages were allowed after hours of operation.

COUNTY	"OTHER" TELEPHONE METHODS
ALAMEDA	WEB e-mail messaging
SAN BERNARDINO	EW telephone voice mail

APPENDIX A "Other" Responses

ITEM 11: 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
FRESNO	Developed a Bilingual DVD with Food Stamp Information
KERN	Collaborating with the Public Health Department by assisting their partnering Farmer's Market manager in becoming a FNS certified site to allow our customers to use their FS through the use of the EBT System.
MERCED	Homeless camps outreach
MONTEREY	Direct delivery of services at non-tradition sites, i.e., community organizations, WIC, etc. (Single Most Effective)
NAPA	Participate in Safety Net Food Committee meetings with local CBOs. Display posters, play "Good Food TV" DVD, have brochures & recipes available in lobby.
ORANGE	Our Agency internet site provides general Food Stamps eligibility information, a link to the CDSS Internet site for Food Stamps benefits and county locations where applications may be submitted.
SAN BERNARDINO	Utilizing CBO/FBO to assist potential customers with completing the FS application (Single Most Effective)
YOLO	Migrant Camp Outreach
YUBA	Veteran's Stand Down Community Connections for Recent Parolees

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

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

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

ITEM 14: Did your county provide any *NONCITIZEN-SPECIFIC* educational materials and/or presentations to sites/organizations for *NONCITIZENS* ?

ITEM 14a: If you answered "YES" to Item 14, indicate the sites/organizations.

COUNTY	"OTHER" SITES/ORGANIZATIONS FOR PROVIDING EDUCATIONAL MATERIALS OR PRESENTATIONS FOR NONCITIZENS	TYPE USED
ORANGE	Mexican Consulate	MatOnly
SANTA BARBARA	Presentation made upon request	Pres/Mat

APPENDIX A "Other" Responses

ITEM 19a: If extended office hours were indicated in items 11 and 19, identify the frequency (in general) that clients *USED* those extended hours.

COUNTY	"OTHER" EXTENDED OFFICE HOURS OFFERED	FREQUENCY
GLENN	By appointment with the case worker.	Occasionally
MONTEREY	Saturday hours necessary to meet regulatory processing timeframes	Occasionally

ITEM 20: What methods did your county use when determining its hours of operation to ensure that the needs of working clients (applicants and recipients) were met pursuant to Manual of Policies and Procedures (MPP) Section 63-205.1 (i.e., how did your county conduct a needs assessment)?

COUNTY	"OTHER" METHODS USED TO DETERMINE HOURS OF OPERATION
IMPERIAL	Employee feedback
LOS ANGELES	Collaborative efforts of the Department and other stakeholders to meet the needs of the public.
SAN BENITO	Standard hour of operation (8am - 5pm)
SANTA CRUZ	Customer Service Survey (includes questions on our office hours)

ITEM 21: 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
SAN FRANCISCO	www.benefitsSF.org
SAN JOAQUIN	Faxed required documents to CWD
	E-mailed required documents to CWD

APPENDIX B

County Website Addresses

ITEM 5: Does your county website provide the ability for clients to complete an on-line application?

ITEM 5a: If you answered "YES" to item 5, indicate the website address to access the on-line application.

COUNTY	WEBSITE ADDRESSES
KERN*	http://www.dss.cahwnet.gov/foodstamps/
MERCED	C4Yourself.com
RIVERSIDE	C4Yourself.com
SAN BERNARDINO	c4yourself.com
SAN FRANCISCO	www.benefitsSF.org
SAN JOAQUIN*	www.sjgov.org/HSA/foodstamps
SHASTA*	http://www.co.shasta.ca.us/html/DSS/dss_index/.htm
STANISLAUS	www.C4Yourself.com
YOLO*	www.yolocounty.org

*The county website address links to CDSS web page to download/print the state application forms.

APPENDIX C

Telephone Methods: Hotline, IVR System, Call Center, Change/Service Center, and General County Main Number

ITEM 9: What telephone method(s) did your county use to provide information regarding food stamp program?

ITEM 9b: Based on the telephone method(s) selected in item 9, provide the telephone number(s), type (recording/operator), specific type of information/services available and, days *and* hours or operation.

COUNTY	TELEPHONE NUMBER	TYPE	TYPE OF INFORMATION AVAILABLE	DAYS/HOURS OF OPERATION	Hotline and/or IVR System	Call Center, Change/Service Center and/or General County Main Number
ALAMEDA	(888) 999-4772	Both	general information and case specific information	24 hours per day/7 days per week	X	
	(877) 999-4772	LiveOnly		Monday-Friday 8:30 am - 5:00 pm		X
ALPINE	(530) 694-2235	LiveOnly		Monday - Friday; 8am - 5pm		X
AMADOR	(209) 223-6550	Both	Fridays only, the recording states that we are closed on Fridays but that applications are available online and outside of our office	Monday thru Thursday 8-5		X
BUTTE	(800) 499-9189	Both	Office hours/days open recording is 7 days/24 hours per day	M-F 7:30am-5pm	X	
	(530) 538-7711	Both	Customers caling have the option to leave a message & their call will be returned	M-F 7:30am-5pm		X
	(530) 879-3845	Both	Customers caling have the option to leave a message & their call will be returned	M-F 7:30am-5pm		X
CALAVERAS	(209) 754-6448	Both	For holidays that fall under the Blanco Court Case the recording provides information on how to apply for the Food Stamp program.	8:00 am through 5:00 pm Monday - Fridays except for holidays.		X
COLUSA	(530) 458-0250	Both	days and hours of operation, holidays, special information	8am - 4:30pm		X
CONTRA COSTA	(866) 663-3225	Both	after business hours the recording provides basic program information and options	M - F 8:00 - 5:00		X
	(877) 847-3663	Both	Statewide information line. Toll free number	24 hours		X
DEL NORTE	(707) 464-3191	LiveOnly		Monday-Friday 8AM-5PM		X
EL DORADO	(530) 642-7300	LiveOnly		Mon - Fri 8:00am to 5:00pm		X
	(530) 573-3200	LiveOnly		Mon - Fri 8:00am to 5:00pm		X
FRESNO	(559) 453-4357	LiveOnly		8am-5pm M-F	X	
	(559) 453-4998	Both	Information on where to apply	Sun-Sat 24 hrs	X	
	*211	Both	Information on where to apply	Sun-Sat 24 hrs	X	
	(559) 453-3998	Both	Report Changes on Case Information	7:30am - 5pm, M-F		X
GLENN	(530) 934-6514	Both	FS general Information	M-F, 8am-5pm		X

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APPENDIX C

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COUNTY	TELEPHONE NUMBER	TYPE	TYPE OF INFORMATION AVAILABLE	DAYS/HOURS OF OPERATION	Hotline and/or IVR System	Call Center, Change/Service Center and/or General County Main Number
HUMBOLDT	(707) 269-3590	Both	Recorded message provides office hours	7 days/24 hours		X
	(707) 268-3471	Both	Recording informs client that we are unable to take their call; prompts client to leave information for mailing application	7 days/24 hours		X
IMPERIAL	(760) 337-6800	LiveOnly		M-F 7am-5pm		X
INYO	(760) 872-1394	LiveOnly		Monday- Friday 8:00am to 5:00pm		X
	(760) 876-5545	LiveOnly		Monday- Friday 8:00am to 5:00pm		X
KERN	(661) 631-6062	RecOnly	FS Application Hotline - Customer can leave a message to have their call returned or can leave their address and FS application will be mailed to them		X	
	(661) 336-5200	LiveOnly		M - F 8am - 5pm	X	
	(888) 506-2200	RecOnly	FS Application Hotline - Customer can leave a message to have their call returned or can leave their address and FS application will be mailed to them		X	
	(661) 631-6000	LiveOnly		M - F 8am - 5pm		X
	(800) 472-7702	LiveOnly		M - F 8am - 5pm		X
KINGS	(559) 582-3241	LiveOnly		5 days/wk from 8:30 a.m. to 4 p.m.		X
LASSEN	(530) 251-8152	LiveOnly		Mon--Fri 8a--5p		X
	(530) 251-8200	LiveOnly		Mon--Fri 8a--5p		X
LOS ANGELES	(877) 597-4777	Both	Days and hours of operation	M-F 8am-5pm	X	
	(866) 613-3777	Both	General, basic eligibility, how to apply for benefits, office location, and hours of operation	7 days per week, 24 hours	X	
	(877) 481-1044	Both	Days and hours of operation	M-F 8am - 5pm		X
	(866) 613-3777	Both	Days and hours of operation, case specific questions, office location and general information	M-F 8am - 5pm		X
MADERA	(555) 675-2300	LiveOnly		Monday-Friday 8AM-5PM		X

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APPENDIX C

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COUNTY	TELEPHONE NUMBER	TYPE	TYPE OF INFORMATION AVAILABLE	DAYS/HOURS OF OPERATION	Hotline and/or IVR System	Call Center, Change/Service Center and/or General County Main Number
MARIN	(415)473-3400	Both	Recording refers clients to Food Stamps office and daily Duty Workers to answer questions regarding Food Stamps	Voice mail 24 hours 7 days a week. M-F 8am to 5:30pm live operator	X	
	(415) 473-3400	RecOnly	Address, Directions, Office Hours, Phone numbers.for Public Assistance Services			X
	(415) 473-3470	Both	Voice Mail 24 hours 7 days	Monday thru Friday 8am to 5pm		X
	(415) 473-3804	Both	Voice Mail 24 hours 7 days	Monday thru Friday 8:30 - 12 + 1 - 5pm		X
	(415) 473-3460	Both	Voice Mail 24 hours 7 days	Monday thru Friday 8:30 to 5pm		X
MARIPOSA	(209) 966-3609	LiveOnly		M-F 8am-5pm		X
MENDOCINO	(707) 462-7323	Both	Bilingual staff available to answer questions about the FSP and help clients complete forms.	M - Thurs. 8-12 & 1 - 5	X	
	(707) 463-7700	Both	Briefly states what the FSP is.	M - Thurs. 8-12 & 1 - 5		X
	(707) 463-2437	Both	Briefly states what the FSP is.	M - Thurs. 8-12 & 1 - 5		X
	(877) 327-1677	LiveOnly		M - Thurs. 8-12 & 1 - 5		X
	(707) 962-1000	LiveOnly		M - Thurs. 8-12 & 1 - 5		X
MERCED	(209) 385-3000	RecOnly	General FS information, Office Hours, etc..		X	
	(209) 385-3000	Both	General FS information, Office Hours, etc..	Monday - Friday 8-5		X
MODOC	(530) 233-6501	LiveOnly		M-F 8:30am - 12pm; 1-5pm		X
MONTEREY	(866) 323-1953	Both	Worker availability, application information, EBT contact number	M-F 8-5pm		X
	(866) 361-0477	Both	Outreach locations and schedule	M-F 8-5pm		X
NAPA	(707) 253-4511	LiveOnly		M-F 8-5		X
NEVADA	(530) 265-1340	LiveOnly		M-F 8am-5pm		X

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APPENDIX C

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COUNTY	TELEPHONE NUMBER	TYPE	TYPE OF INFORMATION AVAILABLE	DAYS/HOURS OF OPERATION	Hotline and/or IVR System	Call Center, Change/Service Center and/or General County Main Number
PLACER	(916) 784-6000	RecOnly	Description of programs including Food Stamps, how to apply, office hours and locations		X	
	(530) 889-7611	RecOnly	Description of programs including Food Stamps, how to apply, office hours and locations		X	
	(530) 584-1900	RecOnly	Description of programs including Food Stamps, how to apply, office hours and locations		X	
	(916) 784-6000	Both	Description of programs including Food Stamps, how to apply, office hours and locations	M-F 8am-5pm		X
	(530) 889-7611	Both	Description of programs including Food Stamps, how to apply, office hours and locations	M-F 8am-5pm		X
	(530) 584-1900	Both	Description of programs including Food Stamps, how to apply, office hours and locations	M-F 8am-5pm		X
PLUMAS	(530) 283-6350	LiveOnly		Monday thru Friday 8am - 5 pm		X
RIVERSIDE	(800) 816-7260	Both	office hours, holiday hours, specific case information, overissuance, worker contact, changes made to the case 24 hours or more before the call	24 hours per day, 7 days per week	X	
	(951) 358-3000	Both	information regarding programs, office locations etc.	M - Thu 7 - 6		X
SACRAMENTO	(916) 874-2072	Both	Questions about Medi-Cal, CalWORKs and Food Stamps can be answered by the operator	M - F, 7:30am - 5pm	X	X
	(916) 648-0894	Both	Questions about Medi-Cal, CalWORKs and Food Stamps can be answered by the operator	M - F, 8am - 5pm	X	X
	(209) 745-3484	Both	Questions about Medi-Cal, CalWORKs and Food Stamps can be answered by the operator	M - F, 8am - 5pm		X
	(916) 874-2256	Both	Questions about Medi-Cal, CalWORKs and Food Stamps can be answered by the operator	M - F, 7:30am - 5pm	X	X
SAN BENITO	(831) 636-4180	Both	Name of Agency, office hours and instructions to leave a message for a call back	Monday - Friday 8:00 am to 5:00 pm		X

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APPENDIX C

Telephone Methods: Hotline, IVR System, Call Center, Change/Service Center, and General County Main Number

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COUNTY	TELEPHONE NUMBER	TYPE	TYPE OF INFORMATION AVAILABLE	DAYS/HOURS OF OPERATION	Hotline and/or IVR System	Call Center, Change/Service Center and/or General County Main Number
SAN BERNARDINO	(800) 247-5816	RecOnly	Benefit Information, Allotment amount, if benefits are in hold, Allotment amount for next month, QR 7 reporting cycle, When QR 7 is due, What months the QR 7 is due, OI information		X	
	(909) 383-9826	LiveOnly		M-F 7:30 am - 5:30 pm		X
SAN DIEGO	(866) 262-9881	Both	General information on medical, Food Stamps Nutrition and Cash Aid assistance programs; route to agent of particular skill required to answer general info or change request; Educational delay messages	Monday to Friday from 8 am to 5 pm excluding County observed holidays.		X
SAN FRANCISCO	(415) 558-4186	Both	Office location, hours application accepted, alternate call service center number (days & hours of operations). Alternate application via online @ www.benefitsSF.ORG	24/7	X	
	(415) 558-1070	Both	FAQs'. Specialist returns customers	8:30 - 11:30 AM and 1:30 - 4:30 PM	X	
	(415) 558-1074	Both	Calls to respond to questions customers may have left on voice mail	8:30 - 11:30 AM and 1:30 - 4:30 PM	X	
	(415) 558-1001	Both	FAQ's 24/7	Full eligibility services M-F 8-5		X
	(415) 558-1000	LiveOnly		M-F 8-5		X
SAN JOAQUIN	(209) 468-1000	LiveOnly		Monday thru Friday 8:00 am to 5:00 pm		X
SAN MATEO	(800) 984-3663	Both	Food Stamp information line	M-F, 8am-5pm	X	
	(800) 223-8383	Both	EBT card access; application process & where to apply; status of pending application; provide ongoing services such as QR7 & NOA clarification; reschedule recertification appointments, add persons; update FS household circumstances; information on CBOs	M-F, 8am-5pm		X

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APPENDIX C

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COUNTY	TELEPHONE NUMBER	TYPE	TYPE OF INFORMATION AVAILABLE	DAYS/HOURS OF OPERATION	Hotline and/or IVR System	Call Center, Change/Service Center and/or General County Main Number
SANTA BARBARA	(866) 404-4007	Both	office hours, location of District offices, information on case, language in which they would like to communicate	M-F 8-5		X
	(805) 737-7080	Both	office hours, location of District offices, information on case, language in which they would like to communicate	M-F 8-4		X
	(805) 736-2289	Both	office hours, location, clients can leave messages for workers	M-F 8-4		X
	(805) 681-4401	Both	Office hours, location of the office and programs they can apply for	M-F 8-4		X
	(805) 614-1300	Both	Office hours, location of the office and programs they can apply for	M-F 8-4		X
	(805) 346-7135	Both	Office hours, location of the office and programs they can apply for	M-F 8-5		X
SANTA CLARA	(408) 271-5600	Both	General FS Information, Office Locations to apply for FS, Eligibility Workers info.	Monday through Friday from 8:00AM to 5:00 PM	X	
	(408) 271-5600	Both	General FS Information	M-F 8-5		X
SANTA CRUZ	(888) 421-8080	Both	Information available 24/7: EBT 800 number, office addresses and hours of operation	M-F 8am-5pm		X
SHASTA	(530) 225-5767	Both	Extensive information on all programs, including FS	M-F 7:30am - 5pm	X	
	(530) 225-5777	RecOnly	General application process information		X	
	(530) 225-5500	RecOnly	Benefit issuance information		X	
	(530) 225-5704	LiveOnly		8am-5pm		X
SISKIYOU	(800) 662-7031	LiveOnly		Monday-Friday 8am-5pm	X	
SOLANO	211	LiveOnly		Sun.-Sat 24 hours	X	
	(707) 784-8050	LiveOnly		M-F 8-5		X
	(707) 553-5681	LiveOnly		M-F 8-5		X
	(800) 400-6001	Both	General FS information, case questions	M-F 8-5		X
	(707) 469-4500	LiveOnly		M-F 8-5		X

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APPENDIX C

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COUNTY	TELEPHONE NUMBER	TYPE	TYPE OF INFORMATION AVAILABLE	DAYS/HOURS OF OPERATION	Hotline and/or IVR System	Call Center, Change/Service Center and/or General County Main Number
SONOMA	(877) 699-6868	LiveOnly		Mon - Fri 8am to 5pm		X
	(800) 331-2278	LiveOnly		Mon - Fri 8am to 5pm		X
	(707) 565-2715	Both	Information only regarding hours of operation and location and hours	Mon - Sun after hours of operation		X
STANISLAUS	(209) 558-2777	Both	Hours of operation-all locations. Referrals to specific resources based on needs including phone number	8:30-12 and 1-4:30	X	
	(800) 962-4468	LiveOnly		8:30-12 and 1-4:30	X	
	(866) 852-2288	RecOnly	Customer case and benefit information		X	
	(209) 558-2702	Both	Update case information	8-5:00 pm		X
	(209) 558-2776	Both	Update case information	8-5:00 pm		X
	(209) 558-2885	Both	Update case information	8-5:00 pm		X
SUTTER	(209) 558-2905	Both	Update case information	8-5:00 pm		X
	(530) 822-7230	Both	General Information EBT/Eligibility	All		X
TRINITY	(530) 623-1265	LiveOnly		M - F 8am - 5pm		X
TULARE	(800) 540-6880	Both	Where to go if wanting to apply for FS. The caller wil go through the phone queue and be asked press a certain button on their telephone if they are wanting to apply for FS. They are provided with information about the local FS office and the option to apply over the phone or walk in to the office.	M-F 8am-5pm	X	
TUOLUMNE	(209) 533-5711	LiveOnly		M-F 8am-4pm		X

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COUNTY	TELEPHONE NUMBER	TYPE	TYPE OF INFORMATION AVAILABLE	DAYS/HOURS OF OPERATION	Hotline and/or IVR System	Call Center, Change/Service Center and/or General County Main Number
VENTURA	(805) 477-5100	Both	Where the caller is calling Human Services Agency, if the caller is calling to report suspected abuse they need to hang up and call a 24 hour hotline, phone number provided. Our business hours are stated in the message.	M-F 7:30 - 5:00 PM		X
	(866) 904-9362	Both	Where the caller is calling Human Services Agency, if the caller is calling to report suspected abuse they need to hang up and call a 24 hour hotline, phone number provided. Our business hours are stated in the message.	M-F 7:30 - 5:00 PM		X
YOLO	(530) 661-2750	Both	EBT info and toll free number. Food Stamp points of eligibility and verification requirements	Mon thru Fri; 8AM - 4PM; Operator available		X
	(916) 375-6200	Both	EBT info and toll free number. Food Stamp points of eligibility and verification requirements	Mon thru Fri; 8AM - 4PM; Operator available		X

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APPENDIX D

Partner Organization Names, Frequency of Meetings and Activities

ITEM 15: Did your county partner with other Health and Human Services Agencies, schools, community-based organizations, etc., to improve food stamp outreach efforts?

ITEM 15a: If you answered "YES" to Item 15, 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	Monthly		Training, FS applications, and all related outreach activities
	Catholic Charities	Monthly		Training, FS applications, and provided outreach materials
	Healthy Oakland	Monthly		Training, FS applications, and provided outreach materials
	Eden I & R--211	Monthly		Training, FS applications, and provided outreach materials
	County Nutrition Action Partners (CNAP)	Monthly		Crosstraining, work collaborative to promote participation in USDA food programs
AMADOR	Interfaith Food Bank	Quarterly		Exchange information, provide brochures and applications.
BUTTE	Private Industry Council	Other	As needed	Ensure their staff are aware of the benefits of the food stamp program and where clients may apply.
	Public Health	Other	As needed	Ensure their staff are aware of the benefits of the food stamp program and where clients may apply.
	Behavioral Health	Other	As needed	Ensure their staff are aware of the benefits of the food stamp program and where clients may apply.
	University California Davis	Monthly		Conducting food nutrition classes.
	Child Support Services	Other	As needed	Ensure their staff are aware of the benefits of the food stamp program and where clients may apply.
CALAVERAS	Resource Connection	Other	When Necessary	Provide outreach materials
	Mark Twain Saint Joseph Hospital	Other	When Necessary	Provide a full service outstation office at medical clinics in two of our remote areas.
	Behavioral Health	Other	When Necessary	Assigned eligibility staff are on call to assist clients at the Behavioral Health office in the completion of applications for Food Stamps when needed.
COLUSA	Colusa Continuum of Care	Quarterly		A collaborative of agencies addressing homelessness, conduct surveys, provide outreach materials on all member agencies & organizations to the public.
	Community Action Agency	Quarterly		A collaborative of agencies addressing unmet community needs, conduct surveys, provide outreach materials on all member agencies & organizations to the public
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.
	Food Stamp Outreach Partners Meeting	Quarterly		Conduct quarterly meetings with food bank partners in order to provide more in depth program information and to discuss outreach efforts by all partners.
DEL NORTE	Del Norte High School - Del Norte USD Network for a Healthy California	Other	Each event was scheduled separately	Back to School Nights & Open Houses at the various county schools
	Del Norte USD Network for a Healthy California	Bi-Monthly		Network for a Healthy California meetings
	Healthy Families	Other	Each event was scheduled separately	County Fair and Community Health Fairs
	Department of Health & Human Services, Health Department	Other	Each event was scheduled separately	County Fair and Community Health Fairs
	Veterans Stand Down	Other	Annual event	Annual Veteran Stand Down Activity in Humboldt County
FRESNO	Centro La Familia	Monthly		Discuss Outreach, Food Stamp Participation, trained staff on taking applications.
	Fresno Metro Ministries	Monthly		Discuss Outreach, Food Stamp Participation, trained staff on taking applications.
	Fresno Center for New Americans	Monthly		Discuss Outreach, Food Stamp Participation, trained staff on taking applications.
	Community Food Bank	Monthly		Discuss Outreach, Food Stamp Participation, trained staff on taking applications.
	Clinica Sierra Vista Health Clinics	Monthly		Discuss Outreach, Food Stamp Participation, trained staff on taking applications.
	West Fresno Health Care Coalition	Monthly		Discuss Outreach, Food Stamp Participation, trained staff on taking applications.

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APPENDIX D

Partner Organization Names, Frequency of Meetings and Activities

ITEM 15: Did your county partner with other Health and Human Services Agencies, schools, community-based organizations, etc., to improve food stamp outreach efforts?

ITEM 15a: If you answered "YES" to Item 15, indicate the partner organization names, frequency of meetings, and activities.

COUNTY	COMMITTEE/TASK FORCE NAME	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS	ACTIVITIES
HUMBOLDT	Food Stamp Task Force w/Food Bank and several community agencies both public and private	Monthly		Collaboration w/community agencies to increase accessibility to Food Stamps - Focus for 2009 has been to train CBO to Food Stamp applications
	Humboldt County Nutrition Action partners with Public Health and several community agencies both public and private	Bi-Monthly		Developed an action plan to share information and resources to increase fruit and vegetable consumption by Humboldt County residents.
KERN	Arvin (Arvin Union School District)	Monthly		Sharing of Information.
	Buttonwillow Healthy Start Collaborative	Monthly		Sharing of Information.
	California City Collaborative	Monthly		Sharing of Information.
	Delano Neighborhood Partnership (Community Alliance Meeting)	Monthly		Sharing of Information.
	East Bakersfield Community Coalition	Monthly		Sharing of Information.
	East Kern Collaborative - Mojave	Monthly		Sharing of Information.
KINGS	Family Resource Centers	Monthly		Program information and application assistance.
	Health Department	Other	As requested	Program information and application assistance.
	Kings County Community Action	Other	As requested	Program information and application assistance.
	Cornerstone Recovery	Monthly		Program information and application assistance.
	Hannah's House	Monthly		Program information and application assistance.
	Parole And Correction Team	Monthly		Program information and application assistance.
LAKE	Hunger Task Force	Monthly		Access counties citizen hunger needs and other resources available to meet these needs. Community Garden, Make A Difference Day, Canning Project, materials at Farmer's Market.
	Arbor	Bi-Monthly		Nutrition Information/classes for WtW participants
	UCCE-University of California Cooperative Extension	Bi-Monthly		Food Stamp Nutrition Education Program
LASSEN	Lassen Family Services, Domestic Violence Services	Other	yearly	Cross training of staff, Presentation, Provide Materials
	Crossroads Shelter	Quarterly		Presentations, Materials, Cross referrals of clients
	Family Resource Centers/One stops	Monthly		Applications 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 regarding the expansion of outreach efforts.
	Daughters of Charity, WIC and Harbor Interfaith	Quarterly		Provide households the ability to apply for FS at non-traditional sites. Meetings are held to discuss FS participation and provide updates on our efforts.
	Department of Community and Senior Services	Other	as needed	Provide the opportunity for individual and families to apply for FS at non-traditional sites, such as the WorkSpace Centers.
	Los Angeles County Probation Department	Other	as needed	Provide the opportunity for released inmates to apply for FS and other services at mandatory orientations scheduled by the Probation Department.

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

APPENDIX D

Partner Organization Names, Frequency of Meetings and Activities

ITEM 15: Did your county partner with other Health and Human Services Agencies, schools, community-based organizations, etc., to improve food stamp outreach efforts?

ITEM 15a: If you answered "YES" to Item 15, indicate the partner organization names, frequency of meetings, and activities.

COUNTY	COMMITTEE/TASK FORCE NAME	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS	ACTIVITIES
LOS ANGELES	Los Angeles Unified School District	Other	as needed	Los Angeles County is partnering with LAUSD to make outreach workers available at health centers located on school premises.
	Department of Public Health	Quarterly		Meetings to discuss nutrition.
MADERA	First Five Madera County	Monthly		Coordination of Services/Community Activities
	Madera County Public Health Department	Monthly		Coordination of Services/Community Activities
	Law Enforcement	Monthly		Coordination of Services/Community Activities
	Madera Rescue Mission	Monthly		Coordination of Services/Community Activities
	Faith Based Organizations	Monthly		Coordination of Services/Community Activities
	Madera Food Bank	Monthly		Coordination of Services/Community Activities
MARIN	Marin County DHHS-Nutrition Wellness Program	Quarterly		Collaboration in order to provide USDA Nutrition Education outreach, provide materials and handouts, Food Stamp/EBT card promotion, administer surveys, etc.
MENDOCINO	Healthy Kids Mendocino	Monthly		Participate in a local coalition (Food For All Mendocino) with a mission to increase participation in the food stamp program.
	Plowshares Community Dining Room	Monthly		Participate in a local coalition (Food For All Mendocino) with a mission to increase participation in the food stamp program.
	Ukiah Food Bank	Monthly		Participate in a local coalition (Food For All Mendocino) with a mission to increase participation in the food stamp program.
	Public Health Branch of HHS	Monthly		Participate in a local coalition (Food For All Mendocino) with a mission to increase participation in the food stamp program.
	School Nutritional Program	Monthly		Participate in a local coalition (Food For All Mendocino) with a mission to increase participation in the food stamp program.
	WIC	Other		Random
MERCED	WIC	Monthly		Monthly meetings for information sharing, Food Stamp Summit Planning, and Q&As.
	Head Start	Monthly		Monthly meetings for information sharing and Q&As.
	Food Banks	Monthly		Monthly meetings for information sharing and Q&As.
	Golden Valley & Castle Clinic	Bi-Monthly		Meetings, information sharing, Q&As.
	Central Valley Health and Nutrition Collaborative	Quarterly		Meetings, information sharing, Q&As.
	Champion for Change	Monthly		Meetings, information sharing, Q&As.
MONTEREY	Soledad Healthy Start	Bi-Monthly		Outreach workers assist families applying for SNAP benefits
	Castro Plaza Family Resource Center	Bi-Monthly		Outreach workers assist families applying for SNAP benefits
	Center for Employment and Training	Bi-Monthly		Outreach workers assist families applying for SNAP benefits
	Big Sur Health Center	Bi-Monthly		Outreach workers assist families applying for SNAP benefits
	Holy Trinity Church	Monthly		Outreach workers assist families applying for SNAP benefits
	NMC Diabetes Education	Bi-Monthly		Outreach workers assist families applying for SNAP benefits
NAPA	Food Bank	Monthly		A Community Aide goes to the Food Bank to tell people about the FSP, distribute applications and offer help filling them out. The Food Bank refers people to us.
	Safety Net Food Committee	Monthly		Attend meetings with CBOs such as the Salvation Army, St. Vincent de Paul, Food Bank, Senior Nutrition Program, Area Agency on Aging and update the agencies about FS activities and regulation changes that could affect the people they serve as well as encourage CBOs to refer people to apply for FS, offer materials, identify food needs in the community.

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APPENDIX D

Partner Organization Names, Frequency of Meetings and Activities

ITEM 15: Did your county partner with other Health and Human Services Agencies, schools, community-based organizations, etc., to improve food stamp outreach efforts?

ITEM 15a: If you answered "YES" to Item 15, indicate the partner organization names, frequency of meetings, and activities.

COUNTY	COMMITTEE/TASK FORCE NAME	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS	ACTIVITIES
ORANGE	Orange County Dept. of Education	Other	3 times per year	Orange County Social Services participates in a coordinated effort to disseminate information about Food Stamps, school meals and food distribution programs via community fairs, school events, school readiness coordinators, as well as distributing Food Stamps information and brochures to schools throughout Orange County. OC SSA attends regular outreach sub-committee meetings with providers of other FNS programs.
	Orange County Hunger Coalition	Other	6 time per year	Orange County Social Services participates in a coordinated effort to disseminate Food Stamps and nutrition education information via senior centers and governmental agencies. OC also distributes Food Stamps information and brochures with the Coalition's annual Emergency Food Resource Guide.
	Orange County Health Care Agency (HCA) Nutrition Services	Bi-Monthly		Orange County Social Services participates in a coordinated effort to disseminate information about nutrition education. HCA has the primary responsibility for distributing nutrition education materials throughout Orange County via community affairs and events, mobile van, WIC, hospitals and medical facilities.
	Children and Families Commission	Other	3 times per year	Orange County Social Services participates in a coordinated effort to disseminate information about Food Stamps, school meals and nutrition education via Bridges for Newborns program at hospitals mobile van, Family Resource Centers, School readiness coordinators and other commission collaboratives. Attends outreach sub-committee meetings with HCA.
	Community Action Partnership of Orange County (CAPOC)	Other	3 times per year	A county collaborative partner in the Food Stamps Assisted Application Project, providing workshops to assist individuals with completing Food Stamps application process. Also provides presentations to agencies, schools and CBOs about the Assisted Application Project and provides Food Stamp information via their Food Bank, VITA sites and the local Mexican Consulate.
	Over 21 agencies, schools, community based organizations, food banks and Nutrition Network affiliated organizations	Other	as needed	Information about Food Stamps, school meals and nutrition education is disseminated via community fairs and events, school events, mobile van, hospitals, Family Resource Centers as well as distributing Food Stamps information and brochures to over 35 different agencies/organizations with a total distribution to over 200 sites. Most of these agencies attend subcommittee meetings with the SSA, HCA and CAPOC.
PLACER	St Vincent de Paul-Roseville	Monthly		Provide outreach and on site application processing at the St.Vincent de Paul community/church based organization.
	EDD One Stop	Monthly		One Stop Center, have eligibility staff stationed in the EDD facility to provide food stamp information and materials, and do continuing CalWORKs and Food Stamps eligibility for recipients of those programs.
	Placer County Parole office	Monthly		Provide eligibility staff to give informational presentation to new Placer County parolees regarding Food Stamp program eligibility. Also provide application forms, and instructions for filing the application.
	WIC Health Fair	Monthly		Partner in providing information and outreach materials to the community health fair.
RIVERSIDE	CNAP	Quarterly		Collaborative meetings to discuss Food Stamp program outreach and nutrition education
SACRAMENTO	Hunger Coalition	Quarterly		Provide Food Stamp applications and program information to the community

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APPENDIX D

Partner Organization Names, Frequency of Meetings and Activities

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ITEM 15a: If you answered "YES" to Item 15, indicate the partner organization names, frequency of meetings, and activities.

COUNTY	COMMITTEE/TASK FORCE NAME	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS	ACTIVITIES
SAN BERNARDINO	Inland Behavior Health Services, Inc.	Other	As needed	Collaboration between Inland Behavior Health Services and the County Transitional Assistance Dept. Help customers complete on-line E-applications in the SB area.
	Department of Public Health	Quarterly		Collaboration between various county departments to discuss Food access in SB County.
	Department of Veteran's Affairs	Monthly		Eligibility staff collaborating with the Office of Veteran's Affairs with the goal of increasing FS participation of VA beneficiaries.
SAN DIEGO	Establish a Nutrition Security Task Force comprised of organizations such as Nutrition Network, San Diego Hunger Coalition, San Diego Food Bank, other community partners and Agency staff.	Monthly		Provide implementation updates and coordination of outreach and education efforts.
	Food Stamp Outreach Collaborative a partnership between FRC Mgrs., San Diego Hunger Coalition, AIS, HHS and Public health	Quarterly		Provide implementation updates and coordination of outreach and education efforts such as desk aid on QR time line etc..
	San Diego Unified School District Elementary Campuses	Other	Daily activity	Distributing flyers and general information on FS/Snap as well as providing pre-screening and referrals.
	Food Justice Committee composed of the following partners: San Diego "CAN", Food Bank, Feed America, Hunger Coalition, American Gardening Association, SPIN, Residents from City Heights, African Alliance, Price Charities, Immigration Rescue Committee, CAP and Legal Aid.	Other	Meets every two weeks	Organizations work together to find ways to promote health and nutrition to the community of City Heights. The group promotes community gardening in which urban residents of City Heights without access to land have the ability to have plots for food cultivation. The Community gardens create modes of production that emphasizes self sufficiency and cooperation among residents and provide healthy eating habit. Clients can use Food Stamp benefits to purchase seeds or plants to grow.
	Aging and Independence Services (AIS)	Monthly		Pre-screening and application referrals. Monitoring and tracking the number of Seniors Food Stamps enrollment of AIS outreach efforts.
	Legal Aid Society, Consumer Center on health Education and Advocacy.	Monthly		Discuss and resolve issues involving Food Stamps/SNAP to clarify new regulations and to provide status reports.
SAN FRANCISCO	Asian Pacific American Community Center	Bi-Monthly		Debrief and Learning Circle
	Self Help for the Elderly	Monthly		Debrief and Learning Circle
	Wu Yee Children Services	Bi-Monthly		Debrief and Learning Circle
	Asian Women Resources Center	Monthly		Debrief and Learning Circle
	Arriba Juntos	Monthly		Debrief and Learning Circle
	La Raza Community Resource Center	Monthly		Debrief and Learning Circle

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APPENDIX D

Partner Organization Names, Frequency of Meetings and Activities

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ITEM 15a: If you answered "YES" to Item 15, indicate the partner organization names, frequency of meetings, and activities.

COUNTY	COMMITTEE/TASK FORCE NAME	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS	ACTIVITIES
SAN JOAQUIN	Food Banks	Quarterly		Meet to strategize ways to increase Food Stamp participation and to reduce food insecurity.
	Catholic Charities	Quarterly		Meet to strategize ways to increase Food Stamp participation and to reduce food insecurity.
	Salvation Army	Quarterly		Meet to strategize ways to increase Food Stamp participation and to reduce food insecurity.
	Community Partners for Families	Quarterly		Meet to strategize ways to increase Food Stamp participation and to reduce food insecurity.
SAN LUIS OBISPO	Economic Opportunity Commission (just renamed to CAPSLO - Community Action Partnership of San Luis Obispo)	Other	One Time	Provided informational materials, applications and support.
	Food Bank Coalition	Other	Ongoing	Provided informational materials, applications and support.
	County Probation Department	Monthly		Provided informational materials, applications and support.
	Santa Rosa Elementary School	Other	Weekly	Provided informational materials, applications and support.
	California Valley Community Services District	Monthly		Provided informational materials, applications and support.
SAN MATEO	Second Harvest Food Bank (SHFB)	Quarterly		Receive countywide hotline calls; provide FS education & application assistance
	Daly City Community Services Center (DCCSC)	Quarterly		Provide FS application assistance
	African-American Community Health Advisory Committee (AACHAC)	Quarterly		Host 12 FS education seminars targeting youth & seniors
	Pacifica Resource Center	Quarterly		Provide FS application assistance
	Jefferson Union High School District - Adult Division	Quarterly		Provide FS application assistance
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.
	Santa Barbara County Public Health Department, Network for a Healthy California	Other	Annually	Working together with the Health educator from the Public Health
	Network for a healthy California- Gold Coast, San Luis Obispo, Santa Barbara and Ventura counties	Other	Annually	Working together with the Nutritionist of the tri-counties

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APPENDIX D

Partner Organization Names, Frequency of Meetings and Activities

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ITEM 15a: If you answered "YES" to Item 15, indicate the partner organization names, frequency of meetings, and activities.

COUNTY	COMMITTEE/TASK FORCE NAME	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS	ACTIVITIES
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	Monthly		Presented on Food Stamp Program, application process and general eligibility. Partner to streamline and simplify the Food Stamp application process.
	Safety Net Committee	Monthly		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	Monthly		Provides 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.
	Valley Medical Center CalWIN Application Assistors and Santa Clara Family Health Plan	Monthly		Provides updates and presentations regarding any changes in the Food Stamp Program.
SANTA CRUZ	Second Harvest Food Bank	Other	As needed	Provide general Food Stamp information, application forms and non-county staff assistance. Meetings scheduled as needed.
	Planned Parenthood	Other	As needed	Provide general Food Stamp information, application forms, county staff assistance and initial application interview. Meetings scheduled as needed.
	Dominican Hospital	Other	As needed	Provide general Food Stamp information, application forms and non-county staff assistance. Meetings scheduled as needed.
	County of Santa Cruz Health Services Agency	Other	As needed	Provide general Food Stamp information, application forms, county staff assistance and initial application interview. Meetings scheduled as needed.
	Homeless Services Center	Other	As needed	Provides FSET services to homeless Food Stamp clients. The program is intended to provide employment activities that enable participants to maintain Food Stamp eligibility while working towards paid employment.
	La Manzana	Other	As needed	Provide general Food Stamp information, application forms and non-county staff assistance. Meetings scheduled as needed.
SHASTA	Shasta County HHSA	Bi-Monthly		Joint outreach effort to reach underserved groups in the community.
	Shasta County Food Group	Monthly		Discussions and information exchange on matters relating to food insecurity.
	Parole and Community Team	Quarterly		Discussions and information exchange on matters relating to food insecurity.
	People of Progress	Quarterly		Discussions and information exchange on matters relating to food insecurity.
SISKIYOU	FairChild Medical Center	Other	As requested	Meetings on how to streamline process
	Mercy Medical Center	Other	As requested	Meetings on how to streamline process
	Family Resource Centers	Other	As requested	Provide workshops on how to complete the applications and assist the public.

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APPENDIX D

Partner Organization Names, Frequency of Meetings and Activities

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ITEM 15a: If you answered "YES" to Item 15, indicate the partner organization names, frequency of meetings, and activities.

COUNTY	COMMITTEE/TASK FORCE NAME	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS	ACTIVITIES	
SOLANO	Food Bank	Bi-Monthly	as needed	Presentations, training, materials, applications.	
	UC Cooperative Extension	Quarterly		Presentations, training, materials, applications.	
	California Tribal TANF	Other		Materials, applications	
	Housing Self-Sufficiency	Quarterly		Materials, applications	
	WIC	Quarterly		Presentations, training, materials, applications.	
	Local School Districts	Quarterly		Presentations, training, materials, applications.	
SONOMA	Redwood Empire Food Bank	Quarterly	Specific activities around feeding the poor (Thanksgiving Banquet, Christmas Dinner)	Presentations regarding food stamps, changing regulation information, <u>provide all necessary paperwork</u>	
	Continuum of Care	Quarterly		Updated information on regulations, accessibility of program, eligibility requirements, etc.	
	Health Department	Quarterly		How to apply, how to get applications, procedure for ordering forms, etc., <u>update on regulations, eligibility requirements</u>	
	Redwood Gospel Mission	Other		Information about food stamps, how to apply, where to apply, who is eligible, etc.	
STANISLAUS	WIC	Monthly	As needed	CWD on site meetings and nutrition demonstrations (food preparation)	
	CNAP	Monthly		Meetings with HSA, WIC, and local school district nutrition representatives to share information on current programs, coordinate outreach efforts, eligibility and school nutrition information and projects.	
	Homeless Shelters	Other		Provide educational information so that Partner could provide their customers with information as well as help in outreach efforts.	
SUTTER	Sutter County Children & Families Commission	Monthly	As needed	Public Assistance Specialist attends monthly health fair for children 5 & under and provides information on Public Assistance Programs to participants.	
	Department of Veteran's Affairs Annual Veteran's Standown Event	Other		Public Assistance Specialist attends annual 3 day Veteran's Standown event and provides information on public assistance programs to participants	
	Sutter County Public Health Division	Other		Public Assistance Specialist is outstationed at Health Department weekly to provide information and take Food Stamp applications.	
	Sutter County Parole and Community Action Team (PACT)	Monthly		Public Assistance Specialist attends monthly meeting for parolees to provide information on Public Assistance Programs to participants.	
VENTURA	Ventura Networking Committee	Monthly	As requested	Attend monthly meeting to share Food Stamp program information and networking with other agencies for awareness of FSP.	
	Mixteco/Indigena Community Organizing Project (MICOP)	Other		Attend meeting to share Food Stamp program information and answer questions for the FSP.	
	Network for a Healthy California	Other		Attend meeting to share Food Stamp program information, answer questions, seek outreach opportunities.	
	One Stop Center at Ventura County Medical Center	Other		Weekly	This activity is geared for the homeless. We attend to provide information, answer questions, and take applications.
	Police and Corrections Team (PACT)	Monthly		Attend orientations and provide information, answer questions, and take applications.	
YOLO	County Nutrition Action Plan (CNAP)	Monthly		Meets on a monthly basis to increase coordination of resources, efforts and staffing. Provide a form to distribute food stamp information regarding the food stamp application process for USDA funded nutrition programs which include FS, WIC	

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APPENDIX E

Description of *New* Outreach Activities Implemented in State Fiscal Year (SFY) 2008/2009

ITEM 16: Did your county implement any *NEW* food stamp program outreach activities during SFY 2008/2009?

ITEM 16a: If you answered "YES" to item 16, describe the *NEW* outreach activities implemented in SFY 2008/2009 and indicate whether they were one-time or ongoing activities.

COUNTY	DESCRIPTION OF NEW OUTREACH ACTIVITIES	TYPE OF ACTIVITY
ALAMEDA	Expanded FS application assistance with the Alameda County Community Food Bank	Ongoing
BUTTE	University California Davis - conducting food nutrition classes	Ongoing
FRESNO	Collaborate with Department of Children and Family Services to offer Food Stamp information and take applications to emancipating Foster Youth.	Ongoing
	Collaborate with United Way 211 to initiate the Food Stamp Application	Ongoing
	Collaborate with Vision y Compromiso To Train Promotoras in the Community to educate and take applications	Ongoing
HUMBOLDT	Developed a Food Stamp Outreach Strategic Plan to include training for CBO's to take Food Stamp applications	Ongoing
	Developed a Food Stamp application Screening tool, brochure and training materials to be used by CBO's	One-Time
LASSEN	Increase the variety of materials made available to outreach sites	Ongoing
LOS ANGELES	Partnership with Southern California Gas Company - Distribution of FS outreach material	Ongoing
	Partnership with Southern California Edison - Distribution of FS outreach material	Ongoing
MARIN	Conducted pre and post surveys to all food stamp participants in order to determine nutrition knowledge before and after outreach efforts and to ascertain and promote use of EBT cards at Farmer's Markets.	Ongoing
MARIPOSA	Launched Department Website	Ongoing
MENDOCINO	Development of a new community coalition called Food For All Mendocino. The project is staffed by Health and Human Services Agency staff, and includes participation from a wide variety of community organizations. The primary goal of the coalition is to increase participation in the FSP.	Ongoing
MERCED	Nutrition education outreach to the Foster Care Youth	Ongoing
MONO	Took new food stamp display boards with recipe cards and brochures to local post offices, community connection for children office	Ongoing
MONTEREY	Day of the Farm Worker Celebration August 2008/2009	Ongoing
	Cabrillo family Resource Center	Ongoing
	Rancho Cielo - remote site	Ongoing
	Big Sur Health Center - remote site	Ongoing
ORANGE	Increased the number of Family Resource Center locations participating in Food Stamps Outreach workshops	Ongoing
	Increased the number of Family Resource Center locations where portable SFIS equipment is used to photo and finger image applicants	Ongoing
	Added a location at the Community Court to outreach and process Food Stamp applications for those being released from jail	Ongoing
	Added a location at the El Sol Family and Children Learning Center to outreach and process Food Stamp applications	Ongoing
RIVERSIDE	Presentation and materials for the Diocese of San Bernardino and IEHP	One-Time
	County CARE representatives received training and materials to assist senior citizens with applying for Food Stamp benefits	One-Time
	Training and materials to food banks to assist customers with applying for Food Stamp benefits using C4Yourself	One-Time
SACRAMENTO	Provide Food Stamp Outreach to large employers laying off employees. Make brief 30 minute presentations to staff and hand out informational flyers and applications.	Ongoing
	Food Stamp Outreach Booth at the Citrus Heights Senior Health Fair on May 16, 2009.	One-Time
	Food Stamp Outreach Booth at the WE Garden in Capitol Park Event on May 21, 2009.	One-Time
	Finalized Department Food Stamp Outreach Plan	Ongoing
SAN BERNARDINO	Collaboration between the office of Congressman J. Baca and the Transitional Assistance Dept. to provide workshops/training on the FSP for local CBO/FBOs. Overview of the FSP and how to use the on-line e-application.	One-Time
	San Bernardino Diocese Workshops - Presented FSP information to other local FBO/CBOs, including how to apply for FS using the e-application.	One-Time
	ILP Task Force Meeting - Presented FSP information to local FBO/CBO that work with FC children (ages 14 to 24)	Ongoing
	WIC Trainings - Provided new WIC staff with FSP information	Ongoing
	Local Radio (KCAA 1050) Spot with 2nd Harvest - Overview of the FSP including how to fill out an application, general info on the FSP, what a customer can expect when they apply.	One-Time
	Community Outreach events including various Job Fairs, Harvest Festivals, Community Festivals, Senior Citizen meetings and Health Fairs	Ongoing

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Description of *New* Outreach Activities Implemented in State Fiscal Year (SFY) 2008/2009

ITEM 16: Did your county implement any *NEW* food stamp program outreach activities during SFY 2008/2009?

ITEM 16a: If you answered "YES" to item 16, describe the *NEW* outreach activities implemented in SFY 2008/2009 and indicate whether they were one-time or ongoing activities.

COUNTY	DESCRIPTION OF NEW OUTREACH ACTIVITIES	TYPE OF ACTIVITY
SAN DIEGO	Include Food Stamp Outreach flyer in Medi-Cal Renewal packets to allow automatic screening of MC applicants for potential FS/SNAP eligibility based on HH income lever and property.	Ongoing
	"The Agency provided 336 community partners with instructions for the use of an on line geographic information system mapping tool to assist targeted outreach to local farmers markets and food retailer on the benefits of accepting Food Stamps/SNAP".	One-Time
	Provide outreach and Food Stamp activities with selected San Diego Unified School District campuses.	Ongoing
	Provide Food Stamps/SNAP presentation to different organizations such as County Office of Education Migrant Education Program, Alcohol and Drug Services providers, Child Abuse Prevention Consortium, Behavioral health Clubhouse Directors meeting, residents of Fox Canyon Neighborhood Association, Homeless residents of Cortez hill & YWCA, Project Safe Way, Behavioral interventions for Homeless & recently released from Prison, San Diego County Commission on children, Youth & Families	One-Time
	The Agency sent 12 separate nutrition messages via email blasts to 1, 942 individuals, 711 families and worksites to provide nutrition information to San Diego County residents.	One-Time
	"A County web page was established to provide applications forms & access to information on self-sufficiency, where and how to apply for assistance, verifications needed by various programs and program on line screening tools. New eligibility business processes were piloted in 1 FRC, including electronic case records, same day intake appointments and use of a customer center to reduce office visits and enhance access to eligibility staff."	One-Time
SAN FRANCISCO	Launched www.benefitsSF.org website in June 2009.	Ongoing
SAN JOAQUIN	Outstationed Eligibility Staff at Community Centers to accept and certify applications.	Ongoing
	Website gives access to pre-screening tool and on-line application that can be completed, then printed for submission and processing.	Ongoing
SAN LUIS OBISPO	Renewed outreach effort to California Valley. Two eligiblity staff go out monthly to outreach for all programs.	Ongoing
SANTA BARBARA	Nutritional kits were set up in all District offices	Ongoing
SANTA CLARA	FSET Expansion Project for Foothill/De Anza Community Colleges (Cal Success)	Ongoing
SANTA CRUZ	Cabrillo College Cal Success Program (FSET)	Ongoing
SHASTA	Our HHSa received an outreach grant. They are now trained in prescreening and accepting applications and verifications out in the field. This just started 6/22/09 so very little is reflected here in this survey. More to come next year.	Ongoing
SOLANO	Homeless Workshop	Ongoing
	Website Development	Ongoing
	Use of Intake Brochure	Ongoing
SONOMA	Worked with coordinator of Farmer's Markets in Sonoma County so that they could begin the process of applying for permit to accept EBT card for purchases made at Farmer's Market	Ongoing
SUTTER	Sutter County Parole and Community Action Team (PACT)	Ongoing
VENTURA	Veterans Stand Down	One-Time
	Feria Campesina	One-Time
	Mary Star of the Sea	One-Time
	Veteran's Health Fair	One-Time
	Project Access Resource Fair	One-Time
	Our Lady of Guadalupe School Health Fair	One-Time

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

APPENDIX F

Description of New Outreach Activities Planned for State Fiscal Year (SFY) 2009/2010

ITEM 17: Does your county have any NEW food stamp program activities planned for implementation during the next fiscal year, July 1, 2009 through June 30, 2010 (SFY 2009/2010)?

ITEM 17a: If you answered "YES" to Item 17, describe the NEW outreach activities planned for SFY 2009/2010 and indicate whether they will be one-time or ongoing activities.

COUNTY	DESCRIPTION OF NEW OUTREACH ACTIVITIES	TYPE OF ACTIVITY
ALAMEDA	Developing an on-line application on our website	Ongoing
	Developing an on-line screening tool on our website	Ongoing
	Developing a single application for USDA food programs (FS, WIC, School Meals, and emergency food)	Ongoing
ALPINE	Partner with local schools & churches to distribute foodstamp applications	Ongoing
AMADOR	Provide a link on the county website. We currently only have information about the programs that Social Services provides.	One-Time
	Have an outstationed worker at a community center or food bank	Ongoing
BUTTE	Researching how DESS can collaborate with CA State University - Chico Food Stamp Outreach	Ongoing
EL DORADO	We will be on the C-IV system effective 03/01/10 and begin using the C4 Yourself online Food Stamp application functionality. We will be starting outreach activities to encourage clients to use the online functionality.	Ongoing
HUMBOLDT	Train a variety of CBO's to take Food Stamp applications	Ongoing
	Continue to use the Mobile Engagement Vehicle to take Food Stamp applications in the remote areas of the county	Ongoing
IMPERIAL	On-line application website	Ongoing
	Food Bank assisted applications	Ongoing
KERN	Our county is scheduled to transition from ISAWS our current automated welfare system to the C-IV system effective 11-02-09. The C-IV system will have the capability for our agency to accept applications on-line and for our customers to complete	Ongoing
	Continue to update our external website with current FS information.	Ongoing
	Formed a collaborative workgroup with the Public Health Department which meets to discuss ideas on outreaching to our community both information on the FS Program and "Making Healthier Nutritional Choices".	Ongoing
KINGS	The implementation of C-IV in Nov. 2009 will provide us with ability to receive on-line applications.	Ongoing
LOS ANGELES	Medi-Cal Solicitation Letter - Provide FS outreach material to Medi-Cal only applicants and recipients.	Ongoing
	IHSS Informational Flyer - Provide FS outreach material to IHSS applicants and recipients.	Ongoing
	Mobile Van - To conduct outreach at non-traditional sites. Provide and process FS applications on site.	Ongoing
MARIN	MCE (AB 433) - Conduct outreach to raise public awareness regarding the new FS policy change.	Ongoing
	Increase collaboration with community agencies working with food stamp population and retail stores and farmer's markets accepting EBT cards.	Ongoing
	Promotion of a series of "Champions for Change" nutrition education classes for food stamp eligible population at Marin DHHS Health & Wellness Campus	Ongoing
MARIPOSA	Go Live C-IV March 2010 - On-Line Applications	Ongoing
MENDOCINO	Plan to expand activities of Food For All to include local media work, a training for FSP advocates, and a campaign to "Bring a Million Dollars to Mendocino County" through increased participation in the FSP.	Ongoing
MONO	We will be transitioning to the new CIV web based computer system Nov 2009, in that system we will be accepting on line applications for food stamps	Ongoing
ORANGE	Outreach to transitioning Foster Care Youth	Ongoing
	Tustin Family Campus-will serve mothers who are reunited with their children and are involved with SSA's Dependency Drug Court program or other SSA programs.	Ongoing
	Utilize Mobile Response Vehicle in designated areas of the county, focus will be remote locations in South County.	Ongoing
PLACER	Colocated with the Red Cross at the local assistance center and emergency shelter in response to the Auburn 49er fire.	One-Time
RIVERSIDE	Riverside intends to provide training and materials and to loan computers for assisting customers with C4Yourself applications to our local community based organizations	One-Time
SACRAMENTO	Distribute List of Sacramento County Farmers's Markets that accept EBT cards at our larger bureaus.	Ongoing
	Partner with SETA to distribute Food Stamp information and applications at SETA Career Centers in Sacramento County.	Ongoing
	Participate in the Sacramento Region Food System Collaborative to determine ways to lower barriers to healthy food access in our area's underserved neighborhoods.	Ongoing
SAN BERNARDINO	WIC trainings- Provide new WIC employees with FSP information.	Ongoing
	Community Outreach events including various Job Fairs, Harvest Festivals, Community Festivals, Senior Citizen meetings and Health Fairs.	Ongoing
	Various County Workshops/trainings - Presenting FSP information to local FBO/CBOs, including how to apply for FS using the on-line application.	Ongoing

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

APPENDIX F

Description of New Outreach Activities Planned for State Fiscal Year (SFY) 2009/2010

ITEM 17: Does your county have any NEW food stamp program activities planned for implementation during the next fiscal year, July 1, 2009 through June 30, 2010 (SFY 2009/2010)?

ITEM 17a: If you answered "YES" to Item 17, describe the NEW outreach activities planned for SFY 2009/2010 and indicate whether they will be one-time or ongoing activities.

COUNTY	DESCRIPTION OF NEW OUTREACH ACTIVITIES	TYPE OF ACTIVITY
SAN DIEGO	Place Food Stamps/SNAP flyers in all program application and reapplication packets in Family Resources Offices. Provide Nutritional tips to all customers via Agency Website. Redesign the County website to include nutrition information that is culturally appropriate.	Ongoing
	Provide nutrition education to all SNAP recipients, foster parents, foster children aging out of the system, adoptive parents, mental health consumers, and drug and alcohol treatment participants. [Objective A4 of Nutrition Security Plan (NSP)]	Ongoing
	Expand partnerships with health and wellness providers, schools, sports and recreation organizations to make available nutrition education. [Objective A2.2 of NSP]	Ongoing
	Develop content and information for retailers to promote benefits of accepting FS/SNAP. Develop resource guides for Family Resource Centers and 2-1-1 staffs so that they can provide information to customers about retailers and Farmer's markets that accept SNAP. [Objective B2 of Nutrition Security Plan (NSP)]	One-Time
	Expand school-based SNAP screening and application assistance project to schools that service high-need communities, have existing parent involvement program, and participate in federally funded nutrition programs [Obj. C2.3 of NSP]	Ongoing
	Explore feasibility of incorporation SNAP promotion, screening a nutrition education into Agency contracts.(OBJ C2.4 of NSP)	Ongoing
SAN FRANCISCO	To develop a video that promotes health and nutrition and broadcasted video at number of Agency facilities [Obj. D 3.1 of NSP]. Enlist community partners to pre-screen and submit application data electronically. Extend hours of FRCs in order to make it easier for working families to apply for SNAP[Obj. E2 of NSP]	Ongoing
	Register more CBO's to help with food stamp enrollment using www.benefitsSF.org	Ongoing
SAN JOAQUIN	Utilize C4Yourself to provide a complete on-line application system. CWD migrates to C-IV system in March, 2010.	Ongoing
SAN MATEO	Expand the Public Information & Marketing efforts and materials	Ongoing
SANTA BARBARA	We are going to be partnering with the Food Bank, they will be doing outreach for us and helping with the application process for clients in need of Food Stamps.	Ongoing
SANTA CLARA	Exploring expanding IVR to agencywide.	Ongoing
	Exploring screening applications and scheduling intake appointments over the phone for face to face intake interviews.	Ongoing
SANTA CRUZ	Currently reviewing new outreach activities for 09/10	Ongoing
	VITA sites outreach	Ongoing
	Application process for Foster Care aging out youth	Ongoing
	New Public Website with information in English and Spanish. The website was designed with the primary purpose of assisting clients to obtain clear, accessible, and user friendly information.	Ongoing
SHASTA	Our HHSA outreach staff has targeted over 50 sites in the community for outreach activities and training community partners to accept applications.	Ongoing
SOLANO	Materials & General FS information will be available at County Libraries resource center	Ongoing
	Materials & General FS information will be available at Childcare resource center	Ongoing
SONOMA	A workgroup has been established to determine how best to reach the homeless youth in Sonoma County. A plan will be developed for outreach activities to reach this population	Ongoing
STANISLAUS	Plan on training community partners on the enhanced internet application services that will become available through C4 Yourself effective November 2009.	Ongoing
SUTTER	Sutter County will be transitioning to the C-IV Eligibility System in June of 2010 which will provide additional outreach opportunities.	Ongoing
TEHAMA	We are in the process of training community staff partners to provide outreach materials.	Ongoing
	We are in the process of contacting our local Farmers Market to establish a POS machine that will allow client's to purchase nutritious food with their EBT card.	Ongoing
TRINITY	with the migration to C-IV on 6/2/10 we be able to use C4Yourself functionality	Ongoing
TUOLUMNE	Migration to C-IV will allow our county to participate in the C4 Yourself on-line application process	Ongoing
VENTURA	In collaboration with Food Share we are providing support, applications for outreach, and training as needed for their outreach activities.	Ongoing
	Provide information and answer questions on the FSP for an upcoming Job Fair sponsored by the Ventura County Sheriff's Department	One-Time
	Provide information and answer questions on the FSP for the Simi Valley Leadership group at the Simi Valley Chamber of Commerce	One-Time
YOLO	Provide On-Demand Food Stamp Applications/Interviews in conjunction with local school districts.	Ongoing

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

APPENDIX G

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

31 SMALL	
Alpine	Napa
Amador	Nevada
Calaveras	Placer
Colusa	Plumas
Del Norte	San Benito
El Dorado	San Luis Obispo
Glenn	San Mateo
Humboldt	Sierra
Inyo	Siskiyou
Lake	Sutter
Lassen	Tehama
Marin	Trinity
Mariposa	Tuolumne
Mendocino	Yolo
Modoc	Yuba
Mono	

16 MEDIUM
Butte
Contra Costa
Imperial
Kings
Madera
Merced
Monterey
San Francisco
San Joaquin
Santa Barbara
Santa Cruz
Shasta
Solano
Sonoma
Stanislaus
Ventura

11 LARGE
Alameda
Fresno
Kern
Los Angeles
Orange
Riverside
Sacramento
San Bernardino
San Diego
Santa Clara
Tulare

<u>County Size Definition:</u>	
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 2008)

APPENDIX H

Statewide Certification Sites

Number of Certification Sites by County Size*

31 SMALL COUNTIES			
1	Alpine	5	Napa
1	Amador	10	Nevada
1	Calaveras	4	Placer
1	Colusa	1	Plumas
2	Del Norte	1	San Benito
4	El Dorado	6	San Luis Obispo
2	Glenn	30	San Mateo
3	Humboldt	2	Sierra
3	Inyo	1	Siskiyou
1	Lake	4	Sutter
2	Lassen	3	Tehama
2	Marin	2	Trinity
1	Mariposa	1	Tuolumne
2	Mendocino	3	Yolo
1	Modoc	2	Yuba
4	Mono		
Total Sites = 106			
Median/County = 2.0			
Sites with Extended Office Hours = 88			

16 MEDIUM COUNTIES	
2	Butte
9	Contra Costa
11	Imperial
11	Kings
7	Madera
3	Merced
4	Monterey
4	San Francisco
3	San Joaquin
5	Santa Barbara
3	Santa Cruz
3	Shasta
4	Solano
3	Sonoma
10	Stanislaus
9	Ventura
Total Sites = 91	
Median/County = 4.0	
Sites with Extended Office Hours = 63	

11 LARGE COUNTIES	
6	Alameda
23	Fresno
17	Kern
30	Los Angeles
11	Orange
14	Riverside
30	Sacramento
17	San Bernardino
12	San Diego
6	Santa Clara
24	Tulare
Total Sites = 190	
Median/County = 17.0	
Sites with Extended Office Hours = 130	

<u>County Size Definition:</u>	
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 2008)

APPENDIX H Statewide Certification Sites

ITEM 19: As of June 30, 2009, indicate the following for each individual certification site reported in Item 18:

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

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	8:30 am - 12:00pm 1:00 pm - 5:00 pm	ALL	0	
ALPINE	S	1	M-F	8am- 5pm	ALL	1	
AMADOR	S	1	M-Th	8am - 5pm	ALL	1	
BUTTE	M	2	M-F	7:30am - 5pm	ALL	2	
CALAVERAS	S	1	M-F	8 am - 5 pm	ALL	1	
COLUSA	S	1	M-F	8 am - 4:30 pm	ALL	1	
CONTRA COSTA	M	8	M-F	8am - 5pm. Other hours available upon request	ALL	8	
		1	M-F	8:00 - 5:00 phone calls and staff meet clients at the district office	ALL	0	
DEL NORTE	S	1	M-F	8:00am-5:00pm	ALL	1	
		1	M-F	8:00am-5:00pm	AP, AA	0	
EL DORADO	S	4	M-F	8am - 5pm	ALL	4	
FRESNO	L	8	M-F	7:30am-3:30pm	ALL	8	
		1	M-F	8am - 5pm	ALL	1	
		1	M-F	8am - 4pm	ALL	1	
		4	Wed	9am-3pm	ALL	0	
		1	Tu, Th	9am-3pm	ALL	0	
		1	M, Th, F	9am-4:15pm	AP,AA	0	
		1	1st M of month	9am-3pm	ALL	0	
		1	Mon and Thur	9am-3pm	ALL	0	
		1	Tu	9am-3pm	ALL	0	
		2	Tu, Wed	9am-3pm	ALL	0	
		1	Th	9am-3pm	ALL	0	
		1	Tu	1:30pm - 4:15pm	ALL	0	
		GLENN	S	2	M-F	8am-5pm	ALL
HUMBOLDT	S	1	M-Th F	8:30am - 12pm and 1pm - 5pm 10am - 12pm and 1pm - 5pm	ALL	1	
		1	M-F	9 am -12 noon and 1 - 4:30 pm	ALL	1	
		1	M-F	9 am -12 noon and 1 - 4pm	ALL	0	

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APPENDIX H Statewide Certification Sites

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COUNTY INFORMATION		CERTIFICATION SITES				
County	Site	Number of Sites	Days	Hours Open to Public	Services	Sites with Extended Hours Per County
IMPERIAL	M	1	M-F	7am-6pm	ALL	1
		1	M,T,F	9am-4pm	ALL	0
		1	every other W	9am-4pm	ALL	0
		2	M, Tu, W, F	9am-4pm	ALL	0
		1	M & W	9am-4pm	ALL	0
		1	M & Tu	9am-4pm	ALL	0
		1	T, W, TH, F	9am-4pm	ALL	0
		1	every other M	9am-4pm	ALL	0
		1	W	9am-4pm	ALL	0
		1	2nd Tu of the mo.	9am-4pm	ALL	0
INYO	S	1	M-F	8am - 5pm	ALL	1
		1	M-F	9am - 5pm	ALL	1
		1	M-F	once a month for 2 days and telephone interviews	ALL	1
KERN	L	9	M-F	8am - 5pm	ALL	9
		7	M-F	8am - 5pm	ALL	0
		1	Wed	9am-4:30pm	ALL	0
KINGS	M	4	M-F	8:30am - 4:00pm	ALL	4
		2	1st Wed.	8-00.m - 12 pm	ALL	0
		1	2nd W	1:00pm - 4:00pm	ALL	0
		1	1st Thur.	8:00 am - 12 pm	ALL	0
		1	2nd & 4th Thur.	8:00 am - 4 pm	ALL	0
		1	Mon and Thur	10:00am to 3:00pm	ALL	0
		1	3rd Thur.	1 pm - 4 pm	ALL	0
LAKE	S	1	M-F	8am - 5pm	ALL	1
LASSEN	S	2	M-F	8am - 5pm	ALL	2
LOS ANGELES	L	30	M-F	8am - 5pm	ALL	30
MADERA	M	7	M-F	8am - 5pm	ALL	7
MARIN	S	1	M-F	8am - 4:30pm	ALL	1
		1	M-F	8:30am - 12pm 1pm - 5pm	ALL	1
MARIPOSA	S	1	M-F	8am - 5pm	ALL	1
MENDOCINO	S	2	M-Th	8am - 5pm	ALL	2
MERCED	M	2	M-F	8am - 5pm	ALL	2
		1	MTWF Th	8am - 5pm 8am - 7pm	ALL	1

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APPENDIX H Statewide Certification Sites

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COUNTY INFORMATION		CERTIFICATION SITES				
County	Site	Number of Sites	Days	Hours Open to Public	Services	Sites with Extended Hours Per County
MODOC	S	1	M-F	8:30-12pm; 1pm-5pm	ALL	1
MONO	S	3	M-F	8am - 5pm	ALL	3
		1	Tu,W,Th	8am - 5pm	ALL	0
MONTEREY	M	3	M-F	8am - 5pm	ALL	3
		1	Sat. as needed	8am - 4pm	ALL	1
NAPA	S	5	M-F	8am - 5pm	ALL	5
NEVADA	S	1	M-F	8am - 4pm	ALL	1
		1	M-F	8am - 5pm	ALL	1
		1	M-F	8am - 12pm and 1pm - 5pm	ALL	1
		1	Tu-F	7:30am - 12:30 pm and 1:30pm - 6:30 pm	ALL	0
		1	1st, 4th, 5th Th	9:15am - 11:30am	ALL	0
		1	2nd Th	9:15am - 11:30am	ALL	0
		1	3rd Th	9:30am - 11:30am	ALL	0
		1	Tu	1pm - 3:30pm	ALL	0
		1	Tu	4:30pm - 5:30pm	ALL	0
		1	Alt M & F	3pm - 5pm	ALL	0
ORANGE	L	9	M-F	7 AM - 5 PM	ALL	9
		2	M-F	7 AM - 5 PM	IC	2
PLACER	S	3	M-F	8am - 5pm	ALL	3
		1	Weds.	8:30am-3:30pm	ALL	0
PLUMAS	S	1	M-F	8am-5pm	ALL	1
RIVERSIDE	L	14	M - Th	7am - 6pm	ALL	14
SACRAMENTO	L	13	M-F	8am - 5pm	ALL	6
		4	M-F	7am - 4:30pm	ALL	3
		3	M-F	7:30am - 5pm	ALL	3
		2	M-F	8:30am - 4:30pm, M-Th; 8:30am - 12pm, F	ALL	1
		1	M-F	9am - 6pm, M-Th; 9am - 4:30pm, F	ALL	1
		1	M-F	7am - 5pm	ALL	1
		1	M-F	7:30am - 4pm	ALL	0
		2	M-F	7:30am - 4:30pm	ALL	0
		1	M-F	8am - 6pm	ALL	0
		1	M-F	8am - 4:30pm	ALL	0
1	M-F	8am - 4:30pm	AP	0		

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COUNTY INFORMATION		CERTIFICATION SITES				
County	Site	Number of Sites	Days	Hours Open to Public	Services	Sites with Extended Hours Per County
SAN BENITO	S	1	M-F	8am - 5pm	ALL	1
SAN BERNARDINO	L	17	M-F	8:30 am - 4:30 pm	ALL	17
SAN DIEGO	L	4	M-F	6:45am - 5pm	ALL	4
		3	M-F	7am - 5pm	ALL	3
		2	M-F	7:15am - 5pm	ALL	2
		2	M-F	8am - 5pm	ALL	2
		1	M-F	7:45 am - 5:00 pm	ALL	1
SAN FRANCISCO	M	4	M-F	8am - 5pm	ALL	0
SAN JOAQUIN	M	1	M-F	8 am - 5 pm	ALL	1
		1	M-Tu	8:00 am - 4:30 pm	ALL	0
		1	W-Th	8:00 am - 4:30 pm	ALL	0
SAN LUIS OBISPO	S	6	M-F	8am - 5pm	ALL	6
SAN MATEO	S	24	M-F	8am - 5pm	ALL	24
		1	M-Tu-W-Th	8am - 5pm	ALL	1
		1	Tue	8am - 12pm	ALL	0
		1	Wed	8am - 12pm	ALL	0
		1	Thu	8am - 12pm	ALL	0
		1	M-F	1pm - 5pm	ALL	0
		1	Thu	1pm - 5pm	ALL	0
SANTA BARBARA	M	3	M-F	8am - 4pm	ALL	3
		1	M-W, Fri Th	8am - 4:15pm 8am - 4pm	ALL	1
		1	M-F	8am-5pm	ALL	1
SANTA CLARA	L	6	M-F	8AM-5PM	ALL	6
SANTA CRUZ	M	2	M-F	8am-5pm	ALL	2
		1	M-F	8am-5pm	AP, IC	0
SHASTA	M	2	M, W, F T, Th	7:30 - 5pm 7:30am-5:30 pm	ALL	2
		1	M-F	8:00am-5:00pm	ALL	1
SIERRA	S	2	M-F	8am - 5pm	ALL	2
SISKIYOU	S	1	M-F	8:00am - 5:00pm	ALL	1
SOLANO	M	4	M-F	8am-5pm	ALL	4
SONOMA	M	3	M-F	8am - 5pm	ALL	3

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- Services offered: (AP = Applications Provided, AA = Applications Accepted, ESS = Expedited Services Screening, IC = Interview Conducted, ALL = all services)

COUNTY INFORMATION		CERTIFICATION SITES				
County	Site	Number of Sites	Days	Hours Open to Public	Services	Sites with Extended Hours Per County
STANISLAUS	M	7	M-F	8am - 5pm	ALL	7
		1	1st and 3rd Friday of the month	8:30am-12:30pm	ALL	0
		1	Tuesdays	8:30am-4pm	ALL	0
		1	Th	8:30am - 12:00pm	ALL	0
SUTTER	S	4	M-F	8am - 5pm	ALL	3
TEHAMA	S	2	M-F	7:30 to 5:00	ALL	2
		1	M,W	8am-4pm	AP	0
TRINITY	S	1	M-F	8am-5pm	ALL	1
		1	W	8am-5pm	ALL	1
TULARE	L	6	M-F	8am - 5pm	ALL	6
		16	M-F	8 am - 5 pm	ALL	0
		1	Wed	1pm - 4:30pm	ALL	0
		1	Thu	8am - 5pm	ALL	0
TUOLUMNE	S	1	M-F	8am - 4pm	ALL	1
VENTURA	M	9	M-F	8am - 5pm	ALL	9
YOLO	S	3	M-F	8am-4pm	ALL	3
YUBA	S	2	M-F	8am - 5pm	ALL	2

TOTAL SITES = 387

TOTAL SITES with EXTENDED HOURS = 281

APPENDIX I
Data Summary
 State Fiscal Year 2008/2009

PART A - ACCESS AND AWARENESS

Application Access

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

Check ALL that apply	Column A # of cos.	Column B # of cos.	Column C # of cos.	Column D # of cos.	Column E # of cos.
Application Sites	General FS Info	FS Application Forms	Staff Provided Assistance	Non-County Provided Assistance	Staff Presentation
Alcohol/Drug Rehabilitation Centers	25	18	12	9	7
Child Care Facilities	9	3	0	5	2
Churches	13	8	3	4	9
Community-Based Organizations	36	29	14	19	23
Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	50	36	34	9	26
Direct Mail/Internet/ Telephone/Fax Request	42	38	32	5	1
Employment Sites	15	9	6	2	4
Farmers' Markets	17	7	8	7	3
Food Banks	34	22	8	19	13
Government Offices Other than CWD (WIC, SSA, EDD, etc.)	37	20	9	12	11
Grocery Stores	6	2	2	1	1
Volunteers In Tax Assistance (VITA) sites for income-tax preparation	22	10	5	2	3
Hospitals/Clinics	38	34	28	8	14
In-Home Visits	29	32	34	2	6
Libraries	10	3	1	3	2
Migrant Camps	9	4	4	3	2
One Stop Centers/ Family Resource Centers	43	33	25	13	10
Remote Sites	18	16	15	2	6
Schools	24	11	11	4	10
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	32	22	15	11	11
Other*	8	6	6	0	4

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

APPENDIX I

Data Summary

State Fiscal Year 2008/2009

2. If application assistance was selected in Item 1, column C or D, 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 53 cos.
Provided Eligibility Workers/Support Staff to Assist Clients with Filling Out Applications and Answering Questions	50	94.3%
Provided Bilingual Assistance	49	92.5%
Provided Eligibility Workers who Complete Applications Jointly (Interactive Interview) with Clients	49	92.5%
Provided Outreach Staff	44	83.0%
Conducted In-Home Visits	36	67.9%
Used Community-Based Organizations to Provide Application Assistance	34	64.2%
Conducted Hospital Visits	29	54.7%
Provided Eligibility Screening through a Streamlined Application Process	26	49.1%
Other*	6	11.3%

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

3. Indicate the translated languages (other than English) in which food stamp applications were <i>USED</i> in your county.	Check ALL that apply	
Non-English Languages*	#	% of 58 cos.
None	0	0.0%
Spanish	58	100.0%
Vietnamese	18	31.0%
Russian	14	24.1%
Hmong	12	20.7%
Mandarin/Chinese	12	20.7%
Tagalog	12	20.7%
Cambodian	11	19.0%
Farsi	11	19.0%
Korean	9	15.5%
Laotian	9	15.5%
Arabic	7	12.1%
Armenian	6	10.3%
Portuguese	3	5.2%
Japanese	2	3.4%
Punjabi	2	3.4%
Ukrainian	2	3.4%
Formosan	1	1.7%
Syriac	1	1.7%
Cushite	0	0.0%
Mien	0	0.0%
Other**	5	8.6%

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

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

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4. Did your county provide outstationed food stamp eligibility workers at sites other than CWDs?	#	% of 58 cos.
Yes	47	81.0%
No	11	19.0%
Totals	58	100.0%

4a. If you answered "YES" to Item 4, indicate the sites where eligibility workers were outstationed.	Check ALL that apply	
Outstationed Eligibility Worker Sites	#	% of 47 cos.
Hospitals/Clinics	32	68.1%
One Stop Centers/Family Resource Centers	30	63.8%
Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	28	59.6%
In-Home Visits	22	46.8%
Remote Sites	16	34.0%
Community-Based Organizations	14	29.8%
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	14	29.8%
Government Offices Other than CWD (WIC, SSA, EDD, etc.)	12	25.5%
Schools	11	23.4%
Food Banks	9	19.1%
Alcohol/Drug Rehabilitation Centers	8	17.0%
Farmers' Market	6	12.8%
Migrant Camps	6	12.8%
Employment Sites	4	8.5%
Other*	4	8.5%

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

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

5a. If you answered "YES" to Item 5, indicate the website address to access the on-line application.	#
	5

*For a list of website addresses, see Appendix B.

5b. Primarily, how did clients FIRST become aware of the option to apply on-line?	#	% of 5 cos.
Through Outreach Materials	4	80.0%
By Telephone Hotline Messages	0	0.0%
Through Mass Mailing Notices	0	0.0%
Through Public Advertisement	0	0.0%
When a Client Calls the CWD	0	0.0%
Other*	1	20.0%
Totals	5	100.0%

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

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5c. Indicate the features of your on-line application website.	Check ALL that apply	
	#	% of 5 cos.
On-Line Application Features		
Establish the Application Filing Date (including submitting application with only the name, date, and signature)	5	100.0%
Partially Complete and Save Application until Later	5	100.0%
Print the Application Form	5	100.0%
Submit Application Electronically with an Electronic Signature (E-Signature)	4	80.0%
Process Expedited Service Entitlement	3	60.0%
Check the Status of the Application	1	20.0%
Obtain a Signature, if no E-Signature is Available	1	20.0%
Submit Application for Recertification	1	20.0%
Report Changes Prior to Application Processing	0	0.0%
Other*	3	60.0%

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

5d. Indicate the languages which were available for on-line applications.	Check ALL that apply	
	#	% of 5 cos.
Languages		
English	5	100.0%
Spanish	5	100.0%
Other*	1	20.0%

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

Face-to-Face Interview Waivers		
6. 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 the Client Receives an Application	12	20.7%
When a Client Calls the CWD	11	19.0%
When the Application is Submitted	9	15.5%
Through Outreach Materials	2	3.4%
By Telephone Hotline Messages	0	0.0%
Other*	1	1.7%
Totals	58	100.0%

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

7. How was the initial screening usually conducted when determining the need to have the face-to-face interview waived?	#	% of 58 cos.
By Eligibility Workers	46	79.3%
By Clerical Staff	8	13.8%
By the Client Completing a Form	4	6.9%
Other*	0	0.0%
Totals	58	100.0%

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

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7a. If you answered "By Clerical Staff" in Item 7, did the clerical staff ask standardized questions?	#	% of 8 cos.
Yes	7	87.5%
No	1	12.5%
Totals	8	100.0%

8. For those eligible for a waiver, did your county waive any face-to-face interviews?	#	% of 58 cos.
Yes	52	89.7%
No	6	10.3%
Totals	58	100.0%

8a. If you answered "YES" to Item 8, indicate the type of waiver your county used.	#	% of 52 cos.
Hardship	31	59.6%
Both Hardship and Federal Statewide Waiver	21	40.4%
Federal Statewide Waiver (county optional)	0	0.0%
Totals	52	100.0%

8b. Check the <u>TOP THREE</u> reasons that face-to-face interviews were waived.	Check the <u>TOP THREE ONLY</u>		
	Initial	Recertification	Both
Reasons for Waiving Face-to-Face Interviews			
Lack of Transportation	3	2	23
Physically Disabled and Household Members Have No Earned Income	2	0	25
Age 60 or Older and Household Members Have No Earned Income	3	2	21
Illness	2	2	21
Living in a Rural or Remote Area	1	1	15
Work Hours	2	0	12
Care of a Household Member	1	0	9
Prolonged Severe Weather	0	0	4
Other*	0	3	2

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

8c. Indicate the primary replacement method that was used for initial application and the primary replacement method for recertification.	#	#
Methods	Initial	Recertification
Telephone Interviews	48	50
Other*	10	8
Totals	58	58

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

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8d. <i>ESTIMATE</i> the percentage of applications that had face-to-face interviews waived.	#	% of 52 cos.
1 to 5 percent were waived	26	50.0%
Over 20 percent were waived	12	23.1%
6 to 10 percent were waived	9	17.3%
11 to 20 percent were waived	5	9.6%
Totals	52	100.0%

Program Access

9. What telephone method(s) did your county use to provide information regarding the food stamp program?	Food Stamp Programs in General	Information Aimed at Noncitizens
General County Main Number	45	19
Hotline	17	8
Call Center	12	3
Change/Service Center	9	3
Interactive Voice Rspnse (IVR)	8	2
Other*	2	1

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

9a. Indicate the telephone Hotline, IVR System, Call Center, and/or Change/Service Center languages (other than English) that were used in your county.	Check ALL that apply
Non-English Languages	#
None	24
Spanish	34
Vietnamese	7
Russian	4
Farsi	3
Mandarin/Chinese	3
Tagalog	2
Cambodian	1
Hmong	1
Laotian	1
Punjabi	1
Arabic	0
Armenian	0
Cushite	0
Formosan	0
Japanese	0
Korean	0
Mien	0
Portuguese	0
Syriac	0
Ukrainian	0
Other*	2

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

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9b. Based on the telephone method(s) selected in item 9, provide the telephone number(s), type (recording/operator), specific type of information/services available and, days and hours of operation.

Telephone Methods	Recording Only	Operator Only	Both Recording and Operator
For Hotline and/or IVR System Only	10	5	21
For Call Center, Change/Service Center and/or General County Main Number only	1	32	52

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

Did the telephone method (Hotline, IVR system, Call Center, Change/Service Center, General County Main Number) maintained by your county provide clients the ability to leave messages after hours of operation?	#	% of 51 cos.
Yes	25	49.0%
No	26	51.0%

9d. If you answered "YES" to Item 9c, indicate the telephone method(s) in which messages were allowed after hours of operation.	Check ALL that apply	
Telephone Methods	#	% of 25 cos.
General County Main Number	21	84.0%
Hotline	8	32.0%
Interactive Voice Rspnse (IVR)	3	12.0%
Call Center	1	4.0%
Change/Service Center	0	0.0%
Other*	2	8.0%

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

10. 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	15	6
No	43	52
Totals	58	58

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11. Tell us about your county's food stamp outreach activities: A. In Column A, indicate <i>ALL</i> food stamp program outreach activities your county conducted. B. In Column B, select the <i>SINGLE MOST EFFECTIVE</i> activity.	Column A Check <i>ALL</i> Outreach Activities that Apply	Column B Select the <i>SINGLE MOST EFFECTIVE</i> activity	
		Outreach Activities	
Outstation Eligibility Workers	47	18	31.0%
Cross-Train Staff to Accept and Process Applications	40	12	20.7%
Participate in Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	48	6	10.3%
Partner with Various Agencies and Organizations	41	6	10.3%
Provide Informational Brochures/Flyers Regarding the Food Stamp Program	49	3	5.2%
Provide Training and Informational Materials to Community-Based Organizations	42	3	5.2%
Use Organizations to Provide and Send DFA 285 A1 Applications to CWD for Clients	19	2	3.4%
Use Organizations to Provide DFA 285 A1 Applications and Advise Clients to Mail In	25	2	3.4%
Conduct Activity Booths Aimed at Family Nutrition and Physical Activity	25	1	1.7%
Develop a Website	23	1	1.7%
Provide Extended Office Hours (Upon Request, Before 8am, Lunch (12 pm - 1 pm), After 5pm)	56	1	1.7%
Use Local Media to Enable and Enhance Awareness	15	1	1.7%
Increase Certification Sites	3	0	0.0%
Provide a Mobile Intake Unit to go into the Community	5	0	0.0%
Other*	9	2	3.4%
Totals		58	100.0%

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

12. Is your county spending <u>County Administrative</u> funds to conduct Food Stamp Program outreach activities?	#	% of 58 cos.
Yes	25	43.1%
No	33	56.9%
Totals	58	100.0%

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13. 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%

13a. If you answered "YES" to Item 13, indicate sites/organizations.	Check ALL that apply	
Sites/Organizations	Materials Only	Pres. w/ Matls.
Career Service Centers	2	1
Child Care Facilities	2	1
Community-Based Organizations	3	3
CWD/Certification Sites	1	2
Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	3	3
Farmers' Markets	1	1
Food Banks	2	2
Volunteers In Tax Assistance (VITA) sites for income tax preparation	2	1
Hospitals/Clinics	3	2
Libraries	1	1
Migrant Camps	4	0
Migrant Education Sites	4	2
Other*	1	0

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

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

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14a. If you answered "YES" to Item 14, indicate sites/organizations.	Check ALL that apply	
	Sites/Organizations	Materials Only
Alcohol/Drug Rehabilitation Centers	1	6
Child Care Facilities	2	1
Churches	1	3
Community-Based Organizations	6	10
CWD/Certification Sites	4	5
Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	9	6
Farmers' Markets	4	1
Food Banks	5	8
Government Offices Other than CWD (WIC, SSA, EDD, etc.)	4	5
Grocery Stores	2	1
Volunteers In Tax Assistance (VITA) sites for income tax preparation	6	3
Hospitals/Clinics	5	5
In-Home Visits	4	3
Libraries	5	0
Migrant Camps	4	0
One Stop Centers/Family Resource Centers	8	4
Remote Sites	4	3
Schools	3	4
Senior Centers	3	5
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	3	6
Other*	1	1

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

15. 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	41	70.7%
No	17	29.3%
Totals	58	100.0%

15a. If you answered "YES" to Item 15, indicate the partner organization names, frequency of meetings, and activities.

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

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16. Did your county implement any NEW food stamp program outreach activities during SFY 2008/2009?	#	% 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 NEW outreach activities implemented in SFY 2008/2009 and indicate whether they were one-time or ongoing activities.	# of activities	%
One-Time Activity	19	31.1%
Ongoing Activity	42	68.9%
Totals	61	100.0%

For a Description of NEW Outreach Activities Implemented in SFY 2008/2009, see APPENDIX E.

17. Does your county have any NEW food stamp program outreach activities planned for implementation during the next fiscal year, July 1, 2009 through June 30, 2010 (SFY 2009/2010)?	#	% of 58 cos.
Yes	36	62.1%
No	22	37.9%
Totals	58	100.0%

17a. If you answered "YES" to Item 17, describe the NEW outreach activities planned for SFY 2009/2010 and indicate whether they will be one-time or ongoing activities.	# of activities	%
One-Time Activity	6	9.1%
Ongoing Activity	60	90.9%
Totals	66	100.0%

For a Description of NEW Outreach Activities Planned for SFY 2009/2010, see APPENDIX F.

PART B - CERTIFICATION

Certification Sites

18. As of June 30, 2009, how many certification sites were there in your county?	387
--	-----

18a. Did any of the certification sites indicated in Item 18 have extended office hours?	#	% of 58 cos.
Yes	56	96.6%
No	2	3.4%
Totals	58	100.0%

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19. As of June 30, 2009, indicate the following for each individual certification site reported in Item 18:
- Site address
 - Days and hours of operation (actual days and hours the site is open for business)
 - Extended office hours (hours the site is open for business before 8 am, lunch 12 - 1pm, and after 5 pm)
 - Services offered: (AP = Applications Provided, AA = Applications Accepted, ESS = Expedited Services Screening, IC = Interview Conducted, ALL = all services)

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

19a. If extended office hours were indicated in items 11 and 19, identify the frequency (in general) that clients <i>USED</i> those extended hours. If a category does <i>NOT</i> apply, leave " <i>NOT APPLICABLE</i> " selected.	Frequency of Use of Extended Hours	
Extended Office Hours Offered	Occasionally Used	Frequently Used
Lunch (12 pm - 1 pm)	22	33
Before 8 am	32	10
Upon Request Only	33	9
After 5 pm	30	7
Other*	2	0

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

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Determination of Operational and Extended Hours		
20. 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 58 cos.
Clients Requested As Needed	42	72.4%
Historical Data on Hours Meeting Working Clients' Needs were Available in the County	23	39.7%
Working Clients were Polled at CWD Offices or Certification Sites	6	10.3%
Surveys or Questionnaires were Mailed to Working Recipients	4	6.9%
Other County Agencies were Polled	2	3.4%
Other*	4	6.9%

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

21. 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	41	70.7%
Telephone Interviews were Conducted: Monday through Friday, During Hours of Operation	37	63.8%
Telephone Interviews were Conducted: During Extended Office Hours (Upon Request, Before 8am, Lunch Hour, After 5pm)	17	29.3%
Authorized Representatives were Appointed to Come in During Hours of Operation	13	22.4%
In-Home Visits	3	5.2%
Other*	4	6.9%

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

PART C - GENERAL COMMENTS (OPTIONAL)

General Comments will be given to Program under separate cover.

APPENDIX J

FOOD STAMP PROGRAM (FSP) SURVEY OF OPERATIONS AND ACCESS

STATE FISCAL YEAR [SFY] 2008/2009
 (July 1, 2008 through June 30, 2009)

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
<p>Please click on the "Instructions" button located on the top toolbar and read the background and instructional information prior to completing this survey. Technical information regarding the electronic submission of this survey is available by clicking on the "Automated E-mail Features" and "System Requirements" buttons.</p> <p style="color: red; font-weight: bold;">*****RETURN SURVEY BY SEPTEMBER 30, 2009*****</p>

PART A--ACCESS AND AWARENESS

Provide information based on activities that occurred at any time during SFY 2008/2009 unless another time frame is specified.

Application Access

APPENDIX J

1. Other than County Welfare Department (CWD) Offices/Certification Sites, indicate the following:
- A. Column A, General Food Stamp information sites
 - B. Column B, Food Stamp application sites
 - C. Column C, Sites where county staff provide application assistance
 - D. Column D, Sites where non-county staff provide application assistance
 - E. Column E, Sites where county staff give presentations to promote Food Stamp participation

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

APPENDIX J

Libraries	<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 Application Sites (Specify):					
	<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 C or D, 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 Application Assistance	<input type="checkbox"/>
Other Application Assistance (Specify):	
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

APPENDIX J

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			
None	<input type="checkbox"/>	Punjabi	<input type="checkbox"/>
Arabic	<input type="checkbox"/>	Portuguese	<input type="checkbox"/>
Armenian	<input type="checkbox"/>	Russian	<input type="checkbox"/>
Cambodian	<input type="checkbox"/>	Spanish	<input type="checkbox"/>
Cushite	<input type="checkbox"/>	Syriac	<input type="checkbox"/>
Farsi	<input type="checkbox"/>	Tagalog	<input type="checkbox"/>
Formosan	<input type="checkbox"/>	Ukrainian	<input type="checkbox"/>
Hmong	<input type="checkbox"/>	Vietnamese	<input type="checkbox"/>
Japanese	<input type="checkbox"/>	Other (specify):	<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"/>
Mien	<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 Outstationed Eligibility Worker Sites (Specify):	
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

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

APPENDIX J

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

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

•If you answered "YES," continue to Items 5a through 5d.
 •If you answered "NO," go to Item 6.

5a. If you answered "YES" to Item 5, indicate the website address to access the on-line application.

5b. Primarily, how did clients *FIRST* become aware of the option to apply on-line?

Through Outreach Materials	<input type="radio"/>
By Telephone Hotline Messages	<input type="radio"/>
Through Mass Mailing Notices	<input type="radio"/>
When a Client Calls the CWD	<input type="radio"/>
Through Public Advertisement	<input type="radio"/>
Other (Specify):	<input type="radio"/>

5c. Indicate the features of your on-line application website.

On-Line Application Features	Check All That Apply
Partially complete and save application until later	<input type="checkbox"/>
Submit application electronically with an electronic signature (e-signature)	<input type="checkbox"/>
Establish the application filing date (including submitting application with only the name, date, and signature)	<input type="checkbox"/>
Process Expedited Service entitlement	<input type="checkbox"/>
Submit application for recertification	<input type="checkbox"/>
Obtain a signature, if no e-signature is available	<input type="checkbox"/>
Check the status of the application	<input type="checkbox"/>
Report changes prior to application processing	<input type="checkbox"/>
Print the application form	<input type="checkbox"/>
Other On-Line Application Features (Specify):	
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

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5d. Indicate the languages which were available for on-line applications.

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

Face-to-Face Interview Waivers

6. 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"/>

7. 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 7a.
 •If you did **NOT** answer "**By Clerical Staff**," go to Item 8.

7a. If you answered "**By Clerical Staff**" in Item 7, did the clerical staff ask standardized questions?

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

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8. For those eligible for a waiver, did your county waive any face-to-face interviews?

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

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

8a. If you answered "YES" to Item 8, indicate the type of waiver your county used.

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

•If "Hardship" or "Both Hardship and Federal Statewide Waiver" is selected, continue to Items 8b through 8d.
 •If "Federal Statewide Waiver" is selected, go to Item 9.

8b. Check the **TOP THREE** reasons that face-to-face interviews were waived.

Reasons for Waiving Face-to-Face Interviews	Check the TOP THREE ONLY		
	Initial Application	Recertification	Both
Age 60 or Older and Household Members Have No Earned Income	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Care of a Household Member	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Illness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of Transportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Living in a Rural or Remote Area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physically Disabled and Household Members Have No Earned Income	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prolonged Severe Weather	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work Hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other Waiver Reasons (Specify):			
	<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"/>

8c. Indicate the primary replacement method that was used for initial application and the primary replacement method for recertification.

Methods	Initial Application	Recertification
Telephone Interviews	<input type="radio"/>	<input type="radio"/>
Other (Specify):	<input type="radio"/>	<input type="radio"/>

•Check your answer to Item 8a.

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8d. **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"/>

•Check your answer to Item 8a.

Program Access

9. What telephone method(s) did your county use to provide information regarding the food stamp program?

Telephone Methods	Check All That Apply	
	Food Stamp Program in General	Noncitizens' Eligibility
Hotline - provides general information either through a recording and/or live operator	<input type="checkbox"/>	<input type="checkbox"/>
Interactive Voice Response (IVR) System - identifies customers and provides tailored information according to the customer profile	<input type="checkbox"/>	<input type="checkbox"/>
Call Center - provides general information and answers to basic questions through a live operator.	<input type="checkbox"/>	<input type="checkbox"/>
Change/Service Center - provides general information and can make basic changes to an active case through a live operator.	<input type="checkbox"/>	<input type="checkbox"/>
General County Main Number	<input type="checkbox"/>	<input type="checkbox"/>
Other Telephone Methods (Specify):		
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>

9a. Indicate the telephone Hotline, IVR System, Call Center, and/or Change/Service Center languages (other than English) that were used in your county.

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

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9b. Based on the telephone method(s) selected in Item 9, provide the telephone number(s), type (recording/operator), specific type of information/services available and, days and hours of operation.

Telephone Number(s)	For Hotline and/or IVR System Only			Column A	Column B
	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"/>	Indicate the Specific Type of INFORMATION Provided by the Recording	Indicate the Days AND Hours an Operator is Available
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		

Telephone Number(s)	For Call Center, Change/Service Center and/or General County Main Number Only			Column A	Column B
	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"/>	Indicate the Specific Type of SERVICES Provided by the Recording	Indicate the Days AND Hours an Operator is Available
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		

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9c. Did the telephone method (Hotline, IVR system, Call Center, Change/Service Center, General County Main Number) maintained by your county provide clients the ability to leave messages after hours of operation?

YES NO

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

9d. If you answered "YES" to Item 9c, indicate the telephone method(s) in which messages were allowed after hours of operation.

Telephone Methods	Check All That Apply
Hotline	<input type="checkbox"/>
Interactive Voice Response (IVR) System	<input type="checkbox"/>
Call Center	<input type="checkbox"/>
Change/Service Center	<input type="checkbox"/>
General County Main Number	<input type="checkbox"/>
Other Telephone Methods (Specify):	
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

10. 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

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Outreach Activities

11. 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 (<i>must agree with response in Item 4</i>)	<input type="checkbox"/>	<input type="radio"/>
Participate in Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	<input type="checkbox"/>	<input type="radio"/>
Partner with Various Agencies and Organizations (<i>must agree with response in Item 15</i>)	<input type="checkbox"/>	<input type="radio"/>
Provide a Mobile Intake Unit to Go Into the Community	<input type="checkbox"/>	<input type="radio"/>
Provide Extended Office Hours (Upon request, Before 8 am, Lunch (12 pm - 1 pm), After 5 pm) (<i>must agree with response in Item 18a</i>)	<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 (<i>must agree with response in Item 10</i>)	<input type="checkbox"/>	<input type="radio"/>
Use Organizations to Provide DFA 285 A1 Applications		<input type="radio"/>
•Organizations Advise Clients to Mail In	<input type="checkbox"/>	<input type="radio"/>
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"/>

12. Is your county spending County Administrative funds to conduct Food Stamp Program outreach activities?

YES NO

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13. 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 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
Career Service Centers	<input type="radio"/>	<input type="radio"/>	Libraries	<input type="radio"/>	<input type="radio"/>
Child Care Facilities	<input type="radio"/>	<input type="radio"/>	Migrant Camps	<input type="radio"/>	<input type="radio"/>
Community-Based Organizations	<input type="radio"/>	<input type="radio"/>	Migrant Education Sites	<input type="radio"/>	<input type="radio"/>
CWD/Certification Sites	<input type="radio"/>	<input type="radio"/>	Other Sites (Specify):		
Community Events (Migrant/Health/Job/Information Fairs, Harvest Festivals, etc.)	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>
Farmers' Markets	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>
Food Banks	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>
Volunteers in Tax Assistance (VITA) sites for income-tax preparation	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>
Hospitals/Clinics	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>

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

14a. If you answered "YES" to Item 14, indicate sites/organizations.

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

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

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

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

15a. If you answered "YES" to Item 15, 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	Other (Specify):	Activities
	<input type="radio"/> Monthly <input type="radio"/> Bi-Monthly <input type="radio"/> Quarterly	<input type="radio"/> Other (Specify): _____	
	<input type="radio"/> Monthly <input type="radio"/> Bi-Monthly <input type="radio"/> Quarterly	<input type="radio"/> Other (Specify): _____	
	<input type="radio"/> Monthly <input type="radio"/> Bi-Monthly <input type="radio"/> Quarterly	<input type="radio"/> Other (Specify): _____	
	<input type="radio"/> Monthly <input type="radio"/> Bi-Monthly <input type="radio"/> Quarterly	<input type="radio"/> Other (Specify): _____	
	<input type="radio"/> Monthly <input type="radio"/> Bi-Monthly <input type="radio"/> Quarterly	<input type="radio"/> Other (Specify): _____	
	<input type="radio"/> Monthly <input type="radio"/> Bi-Monthly <input type="radio"/> Quarterly	<input type="radio"/> Other (Specify): _____	

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16. Did your county implement any NEW food stamp program outreach activities during SFY 2008/2009?

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 implemented in SFY 2008/2009 and indicate whether they were one-time or ongoing activities. If more space is needed, please go to Part C, "General Comments."

Description of NEW Outreach Activities Implemented in SFY 2008/2009	Type of Activity	
	One-Time Activity	Ongoing Activity
	○	○
	○	○
	○	○
	○	○
	○	○
	○	○

APPENDIX J

17. Does your county have any *NEW* food stamp program outreach activities planned for implementation during the next fiscal year, July 1, 2009 through June 30, 2010 (SFY 2009/2010)?

YES NO

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

17a. If you answered "YES" to Item 17, describe the *NEW* outreach activities planned for SFY 2009/2010 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 2009/2010	Type of Activity	
	One-Time Activity	Ongoing Activity
	○	○
	○	○
	○	○
	○	○
	○	○
	○	○

APPENDIX J

PART B--CERTIFICATION

For Items 18 and 19, provide certification site information as of June 30, 2009. For Items 19a, 20, and 21, provide information based on activities that occurred at any time during SFY 2008/2009.

Certification Sites

18. As of June 30, 2009, how many certification sites were there in your county?

18a. Did any of the certification sites indicated in Item 18 have extended office hours?

YES NO

19. As of June 30, 2009, indicate the following for each individual certification site reported in Item 18:

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

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

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

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

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19a. If extended office hours were indicated in Items 11 and 19, identify the frequency (in general) that clients *USED* those extended hours. If a category does NOT apply, leave "Not Applicable" selected.

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

Determination of Operational and Extended Hours

20. 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"/>

Please check at least ONE method

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21. 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:	
• Monday through Friday, During Hours of Operation	<input type="checkbox"/>
• During Extended Office Hours (Upon Request, Before 8 a.m., Lunch, After 5 p.m.)	<input type="checkbox"/>
Other Alternatives Used (Specify):	
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

Please
check the
top
THREE

PART C--GENERAL COMMENTS (OPTIONAL) COUNTY

APPENDIX J

END OF SURVEY ITEMS

PROCEED TO PART D--SUBMISSION INSTRUCTIONS

PART D--SUBMISSION INSTRUCTIONS

*******RETURN SURVEY BY SEPTEMBER 30, 2009*******

E-mail Submission of Survey

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

Mailing the Survey and Other Requested Information

- ▶ Please be sure you have answered all items and have the additional information requested in Items 13a and 14a (if applicable) ready for mailing. Send the information for Items 13a and 14a 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