



CDSS

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DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY  
**DEPARTMENT OF SOCIAL SERVICES**

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EDMUND G. BROWN JR.  
GOVERNOR

REASON FOR THIS TRANSMITTAL

- State Law Change
- Federal Law or Regulation Change
- Court Order
- Clarification Requested by One or More Counties
- Initiated by CDSS

August 30, 2013

ALL COUNTY INFORMATION NOTICE NO. I-55-13

TO: ALL COUNTY WELFARE DIRECTORS  
ALL CALFRESH PROGRAM SPECIALISTS

SUBJECT: ANNUAL CALFRESH PROGRAM SURVEY OF OPERATIONS  
AND ACCESS – FY 2011-12

REFERENCE: MANUAL SECTIONS 63-104.21(h), AND 63-205.1, ALL COUNTY  
LETTER (ACL) 94-11

The purpose of this letter is to transmit the results of the last Annual Survey of Operations and Access for the CalFresh Program and to request that all County Welfare Departments (CWDs) complete the new Annual Survey of Operations and Access for the CalFresh Program. All CWDs are required to submit a completed survey by December 27, 2013. State regulations require that an annual survey and review of hours of operation for the CalFresh offices be completed to ensure that the needs of recipients are being adequately met. We hope that all counties and CalFresh stakeholders find the survey results informative and valuable as a planning tool.

**BACKGROUND**

State regulations require that all CWDs provide an annual report on their activities associated with the administration of CalFresh benefits in accordance with Manual of Policies and Procedures (MPP) Sections 63-104.21 (h) and 63-205.1. The survey information is collected in two primary areas. Please be aware that these parts cover different time periods and information needs to be reported accordingly. These areas are 1) access and awareness activities, and 2) certification activities based on county operations. The survey also contains information regarding face-to-face interview waivers, call/change centers, on-line applications, document imaging, and extended office hours.

The information provided on the survey is a useful tool to the California Department of Social Services (CDSS) in determining statewide program needs. It also allows CDSS

to respond to information requests regarding the administration of the CalFresh program and to aid in the analysis of legislative proposals and regulatory changes regarding the administration of the CalFresh program in California.

**SURVEY INFORMATION**

The new survey is again web-based in format and may be accessed via a survey link that will be sent out to each county CalFresh coordinators through an e-mail invitation.

Please return a completed survey no later than December 27, 2013.

The summary of the survey for last year, FY 2011-12, is available on-line at:

<http://www.cdss.ca.gov/research/res/pdf/foodreports/CFSurvey1112.pdf>

If you need any technical assistance related to the completion and submission of the survey, please contact Data Systems and Survey Design Bureau by e-mail at [admsurveyunit@dss.ca.gov](mailto:admsurveyunit@dss.ca.gov).

If you have any questions regarding this notice, please contact your CalFresh county consultant or call the CalFresh Policy Bureau at (916) 654-1896.

Sincerely,

***Original Document Signed By:***

LINDA PATTERSON, Chief  
CalFresh Branch