



JOHN A. WAGNER
DIRECTOR

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

744 P Street • Sacramento, CA 95814 • www.cdss.ca.gov



ARNOLD SCHWARZENEGGER
GOVERNOR

October 28, 2010

ALL COUNTY INFORMATION NO. I-76-10

REASON FOR THIS TRANSMITTAL

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

TO: ALL COUNTY WELFARE DIRECTORS
ALL CalFresh PROGRAM COORDINATORS

SUBJECT: ANNUAL CalFresh PROGRAM SURVEY OF OPERATIONS AND ACCESS – STATE FISCAL YEAR 2009/2010

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

The purpose of this letter is to transmit the Annual Survey of Operations and Access for the CalFresh Program (CFP), formerly known as the Food Stamp Program. All County Welfare Departments (CWDs) are required to submit a completed survey by December 30, 2010. 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 adequately met. An attachment is included that summarizes all changes made to the survey. The program continues to be called the “Food Stamp Program” in the survey. The 2010/2011 survey will incorporate the new name—“CalFresh.”

BACKGROUND

State regulations require that all CWDs provide an annual report on their activities associated with the administration of CFP 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: 1) access and awareness activities, and 2) certification activities based on county operations. It also contains information regarding face-to-face interview waivers, call/change centers, on-line applications, and document imaging.

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 CFP and to aid in

the analysis of legislative proposals and regulatory changes regarding the administration of the CFP in California.

The survey is divided into two parts entitled: A) Access and Awareness – Application Access; and B) Certification Sites.

Please be aware that these parts cover different time periods and information needs to be reported accordingly. Part A reflects activities conducted in State Fiscal Year (SFY) 2009/2010; and Part B covers operations as of June 30, 2010, as well as for SFY 2009/2010. These time periods are also defined within the survey.

The survey is in Excel format and may be accessed on line from the CDSS website at:

http://www.cdss.ca.gov/dssdb/Surveys_1429.htm.

(Please note that there is an underscore between “Surveys and “1429”, that is “Surveys_1429”).

Information regarding how to download the survey is available on the website. After downloading the survey, information for completing and submitting the survey can be accessed by opening the survey file and clicking on the various “buttons” located at the top and left sides of the webpage. Once the survey has been completed, please submit it electronically. If you have any technical questions related to the electronic completion and submission of the survey, please contact Kevin Andagan, Data Systems and Survey Design Bureau, at (916) 653-1347, or by e-mail at kevin.andagan@dss.ca.gov.

Completion and submission of the survey electronically saves time, improves accuracy through the use of validation features, and facilitates data compilation. Counties that are unable to submit the survey electronically may contact Rosie Avena for a hard copy at (916) 654-1514, or by e-mail at rosie.avena@dss.ca.gov. If you are complete the survey using a hard copy, please mail the completed survey to:

California Department of Social Services
CalFresh Policy Bureau
744 P Street, M.S. 8-9-32
Sacramento, CA 95814
Attention: Rosie Avena

Please return a completed survey no later than December 30, 2010.

The summary of the survey for last year, SFY 2008/2009, is available on line at:

All County Information Notice I-76-10
Page Three

<http://www.cdss.ca.gov/research/res/pdf/foodreports/FSPSurvey0809.pdf>.

If you need assistance completing this year's survey or if you have any questions regarding this notice, please contact Rosie Avena, CalFresh Policy Unit A, at (916) 654-1514, or by e-mail at rosie.avena@dss.ca.gov.

Sincerely,

Original Document Signed By:

CHRISTINE WEBB-CURTIS, Chief
CalFresh Branch

Attachment

SUMMARY OF SURVEY CHANGES FOR SFY 2009/2010

Part A – Access and Awareness – Application Access

- Cover sheet page has been revised to change the “Date Completed” field to “Date Submitted” for a more accurate submission date of the completed survey.
- Item 1 has been revised to provide more specific instruction.
- Item 1 has been revised to change “Remote Sites” to “Mobile Sites (van).”
- Item 3 has been added as a new question to indicate the number of applications screened for Expedited Service entitlement.
- Item 3a has been added as a new question to ask if on-line applications are screened for Expedited Service entitlement.
- Item 3b has been added as a new question to gather information about when the county screens applications for Expedited Service entitlement.
- Item 3c has been added as a new question to ask who screens applications for Expedited Service entitlement.
- Item 3d has been added as a new question if the county indicated a clerical/receptionist staff screens applications for Expedited Service entitlement, and whether a screening form is used to screen the applications.
- Item 3e has been added as a new question to ask if the Expedited Service screening method for paper applications is the same for an on-line application.
- Item 4 was revised to delete Cushite, Formosan and Syriac from the list of languages in which food stamp applications may be translated in.
- Item 5a adds “Senior Centers” as an additional food stamp site.
- Item 6 has been revised to replace the word “complete” to “submit.”
- Item 6b has been added as a new question to ask if kiosks or computer terminals are available for applicants to apply on-line.
- Item 6c has been added as a new question to ask if kiosks or computer terminals are provided for clients to apply on-line, and whether there is sufficient privacy to protect the client’s information.
- Item 6d has been added as a new question to ask if an on-line application has the capability for viewing or modifying the information on the application by the district office staff.
- Item 6e has been added as a new question to ask when the information on the on-line application can be viewed and/or modified by district office staff.
- Item 6f has been added as a new question to ask if the applicant is provided a copy of the changes made to their on-line application during their interview.
- Item 6g has been added as a new question to ask what type of on-line application is available in the county.
- Item 6h has been added as a new question to ask what date is used when an on-line application is filed outside of normal business hours (8am-5pm).
- Item 6i has been revised to ask how the client was made aware of the option to apply on-line.

SUMMARY OF SURVEY CHANGES FOR SFY 2009/2010

- Item 6j has been revised to include five additional features that may be available through the on-line application:
 - Is there ability to send a message to the county?
 - Is the application easy to locate and access from the county's website?
 - Is the application easy to use, have clear instructions and simple language?
 - Are there help tools available either on-line, by phone or via other means?
 - Does the application process provide confirmation that the on-line application has been submitted?

Face-to-Face Interview

- Item 7 has been added as a new question to ask whether the county waives the face-to-face interview.
- Item 7a has been revised to instruct counties to indicate the reason for waiving the face-to-face interview.
- Item 7b has been revised to add two additional interview methods (mail and e-mail) for the initial and/or recertification interviews.
- Item 7c has been added as a new question to estimate the percentage of applications that are waived from the face-to-face interview.

Program Access

- Item 8 has been added as a new question to ask counties if they are implementing and/or planning to implement a business process re-engineering effort.
- Item 8a has been added as a new question to request counties to provide a description of the type of business re-engineering effort they are either currently implementing and/or plan to implement in the future.
- Item 9 has been revised to add two additional telephone methods [Hotline number 1-877-847-FOOD (3663) and County number 211] that counties use.
- Item 9a has been revised to delete Cushite, Formosan and Syriac from the list of languages that counties use for their telephone method.
- Item 9b has been added as a new question to ask if counties use contracted language services when needed.
- Item 9c has been added as a new question to indicate who accesses the contracted language services when interpreter services are needed.
- Item 9d has been revised to include two additional telephone methods [1- 877-847-FOOD (3663) hotline number and the 211 general county numbers].
- Item 9e has been revised by deleting the listing of telephone methods in parenthesis from the question.
- Item 9f has been revised to include two additional telephone methods [Hotline number 1-877-847-FOOD (3663) and county number 211] in which messages were allowed after hours of operation.

SUMMARY OF SURVEY CHANGES FOR SFY 2009/2010

- Item 9g has been added as a new question to indicate the options clients are given when connected to a recorded message.
- Item 9h has been added as a new question to ask how many calls a county's call center receives on average per day.
- Item 10 has been added as a new question to ask if the use of document imaging systems is employed in the county.
- Item 10a has been added as a new question to ask if document imaging activities are centralized or decentralized.

Outreach Activities

- Item 12 has been revised to make reference to the correct item number(s) in the list of outreach activities.
- Item 15 has been added as a new question to ask if counties are providing information regarding public charge for sponsored noncitizens.
- Item 16a has been revised to change "Remote Sites" to "Mobile Sites (van)."

Part B – Certification – Certification Sites

- Item 20 has been added as a new question to ask counties if any certification sites that were reported during last year's (SFY) 2008/2009 survey closed as of June 30, 2010.
- Item 20a has been added as a new question to request the address(es) of the closed certification sites.

Determination of Operational and Extended Hours

- Item 24 has been revised to include two additional access methods (call center and on-line applications) that working clients used other than extended office hours.

Part D – Submission Instructions – E-mail Submission of Survey

- The submission instruction page has been revised to include a contact name and telephone number for counties to call when they are experiencing technical difficulties when completing and/or sending the electronic survey.

Mailing the Survey and Other Requested Information

- The mail station number has been revised in the address.