



CDSS

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DEPARTMENT OF SOCIAL SERVICES

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EDMUND G. BROWN JR.
GOVERNOR

February 23, 2012

ALL COUNTY INFORMATIONAL NOTICE NO. I-12-12

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 SURVEY OF OPERATIONS
AND ACCESS – FY 2010-11

REFERENCE: MANUAL OF POLICY AND PROCEDURES (MPP) 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. All County Welfare Departments (CWDs) are required to submit a completed survey by **April 15, 2012**. 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. An attachment is included that summarizes all changes made to the survey.

BACKGROUND

State regulations require that all CWDs provide an annual report on their activities associated with the administration of CalFresh benefits in accordance with 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 by 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 CalFresh administration and aids the Department in the analysis of legislative proposals and regulatory changes regarding the CalFresh administration 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 requiring information to be reported accordingly. Part A reflects activities conducted in Fiscal Year (FY) 2010-11 and Part B covers operations as of June 30, 2011, as well as for FY 2010-11. 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 Data Systems and Survey Design Bureau by e-mail at admsurveyunit@dss.ca.gov. Completion and submission of the survey electronically saves time, improves accuracy through the use of validation features, and facilitates data compilation.

Please return a completed survey no later than April 15, 2012.

The summary of the survey for last year, FY 2009-10, is available on-line at:

<http://www.cdss.ca.gov/research/res/pdf/foodreports/FSPSurvey0910.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 Bureau, at (916) 654-1514, or by e-mail at rosie.avena@dss.ca.gov.

Sincerely,

Original Document Signed By:

LINDA PATTERSON, Chief
CalFresh Branch

Attachment

SUMMARY OF SURVEY CHANGES FOR SFY 2010-11

Part A – Access and Awareness – Application Access

- The entire survey was modified changing the name from “*Food Stamp Program*” to the “*CalFresh Program*.” This change will remain constant in future surveys.
- Item 3b has been revised by adding “Primarily” to the beginning of the sentence to indicate that only one answer is required. An additional selection, “When ES questions are completed” was added.
- Item 3c has been revised by adding “Primarily” to the beginning of the sentence to indicate that only one answer is required.
- Item 6a has been revised with a new question by adding “SF Benefits” and “YourBenefitsNow” to indicate the type of on-line electronic application that is available to clients in their county.
- Item 6b and 6c were moved down one item. Item 6c has been replaced with item 6j and was expanded to provide specific features of the on-line applications selected in item 6a.
- Item 6d was modified and moved to be the new item 6e. Item 6e has been revised to include an additional column and separate selections for “Viewed” and “Modified.”
- Item 6g was modified and moved to become the new item 6h.
- Item 6h and 6i were moved up and item 6h was revised by adding “Primarily” to the beginning of the sentence to indicate that only one answer is required.
- Item 6j has been added to indicate how CBOs assist clients with on-line applications.

Face-to-Face Interview

- Item 7b has been revised to delete “Mail” and “E-Mail” and replaced them with “In Person” and “Webcam” as two additional methods for interviewing clients for initial and/or recertification.
- Item 7c has been revised to include “Households at Intake” and “Households at Recertification.” to indicate when households had the face-to-face interview waived. An additional column was added to include “N/A” (not applicable) as a choice for those counties that do not waive the face-to-face interview.
- Item 7d has been revised by adding “Primarily” to the beginning of the sentence to indicate that only one answer is required.

Program Access

- Item 8a has been revised to combine the two selections (“Implemented and “Planning to Implement”) in one column and to add a column to provide an implementation date.
- Item 9 has been moved to item 10 and added as a new question regarding Modified Categorical Eligibility.
- Item 9a has been added as a new question to indicate how counties provide access to the PUB 275 which is a requirement for Modified Categorical Eligibility.
- Item 9b through 9h have been moved down to begin as item 10 and forward.
- Item 9d has been moved to become the new item 10d. Item 10d has been revised with specific instructions on the format of the telephone numbers in the first column and to add “Contact Center” to the list of telephone methods.

SUMMARY OF SURVEY CHANGES FOR SFY 2010-11

- Item 10 has been revised to include specific definitions of the different telephone methods to provide a more accurate response. In addition, two rows were added to include “Hotline” and “Contact Center” as telephone methods.
- Item 10a and 10b were moved to the new items 11 and 11a.
- Item 10c has been replaced and revised by changing the radio buttons to check boxes.
- Item 10f has been revised to include “Contact Center” to the list of telephone methods.
- Item 10h has been revised for specific instructions based on the telephone methods selected in item 10.

Part B – Certification – Certification Sites

- Item 21 has been revised to include specific instructions for a more accurate response.
- Item 22 has been added to indicate any certification sites that closed during the FY 2010-11.
- Item 22a has been added to list new certification sites that opened during FY 2010-11.

Determination of Operational and Extended Hours

- Item 26 has been revised to replace “Call Center” with “Call Center/IVR” as an additional access method for working clients to use other than the extended office hours.

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

- The submission instruction page has been revised with current contact information.