



CDSS

WILL LIGHTBOURNE
DIRECTOR

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

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EDMUND G. BROWN JR.
GOVERNOR

November 19, 2012

ALL COUNTY INFORMATION NOTICE NO. I-58-12

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 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 Annual Survey of Operations and Access for the CalFresh Program. All County Welfare Departments (CWDs) are required to submit a completed survey by December 28, 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.

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

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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 Fiscal Year (FY) 2011-12; and Part B covers operations as of June 30, 2012, as well as for FY 2011-12. These time periods are also defined within the survey.

The new survey is 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 28, 2012.

The summary of the survey for last year, FY 2010-11, is available on-line at:

<http://www.cdss.ca.gov/research/res/pdf/foodreports/CFSurvey1011.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.

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