

DEPARTMENT OF SOCIAL SERVICES
744 P Street, Sacramento, CA 95814



November 9, 2000

ALL-COUNTY INFORMATION NOTICE NO. I-107-00

TO: ALL COUNTY WELFARE DIRECTORS

REASON FOR THIS TRANSMITTAL

- | | |
|-------------------------------------|---|
| <input type="checkbox"/> | State Law Change |
| <input type="checkbox"/> | Federal Law or Regulation Change |
| <input type="checkbox"/> | Court Order or Settlement Agreement |
| <input type="checkbox"/> | Clarification Requested by One or More Counties |
| <input checked="" type="checkbox"/> | Initiated by CDSS |

SUBJECT: COMPILATION OF ANNUAL COUNTY FOOD STAMP QUESTIONNAIRE

The purpose of this notice is to thank you for completing the Annual County Food Stamp Program (FSP) Questionnaire and Review of Hours of Operation Survey and to transmit the results as such. This Survey reflects County Welfare Department (CWD) operations as of July 1, 2000. As prior surveys conducted over the years, the information provided on the questionnaire will be useful to this Department in meeting statewide program needs and in responding to information requests. This information also may be used in the evaluation of legislative proposals and regulatory changes.

As you are aware, the Blanco vs. Anderson court case and the federal and state regulations require that annually all CWDs complete a County food stamp questionnaire and review of hours of operation of the FSP offices. This is to ensure that the needs of recipients are adequately met.

Attached are summaries of the responses received from the counties. The attachments are divided into two sections: Certification (Attachment I) and Issuance (Attachment II). If you have any questions or comments regarding this notice, please contact Rosemary Akhidenor, Food Stamp Program Bureau, Implementation Unit, at (916) 654-2116.

Sincerely,

Original document signed 11/09/00 by:

GARY SWANSON, Chief
Food Stamp Branch

**CERTIFICATION
As of July 1, 2000**

COUNTIES	#OF SITES	HRS/DAYS	SERVICES 1/	EXTENDED HRS
ALAMEDA	6	8:30-5 M-F	All	Appt. 7-8:30, 12-1 & 5-6
ALPINE	1	8-5 M-F	All	Appt. & Home Visits
AMADOR	1	8-5 M-F	All	7-8 & 5-6
BUTTE	2	7:30-5 M-F	All	7:30-8 M-F
CALAVERAS	1	9-4 M-F	All	Appt. 7-9,12-1 & 5-6
COLUSA	3	7:30-4 M-F 8-4 M-F	All	12-1
CONTRA COSTA	8	8-5 M-F	All	7-8 & 5-6
DEL NORTE	1	9-3 M-F	All	None Closed 11:30-1
EL DORADO	2	8-5 M-F	All	Appt. 7-8 & 5-6
FRESNO	14	*Various	All	After 5:00 & Saturdays
GLENN	1	8-5 M-F	All	Appt. 7-8 & 5-6
HUMBOLDT	3	8:30-12:00 M-F 1:00-5:00 M-F	All	Appt.
IMPERIAL	9	7-5 M-F 8-4 M-F	All	7-8, 12-1:00 7-8
INYO	2	9:30-4 M-F	All	By Appt. 7-9:30 & 4-6
KERN	8	8-5 M-F	All	Appt.

1/	AP = Applications Provided	* (2) opened 9 hours a day, M-F
	AA = Applications Accepted	(2) opened 6 hours a day, M-F
	ESS= Expedited Services Screening	(1) opened 6 hours a day, M, T, Th, F
	IC = Interviews Conducted	(1) opened 7 hours a day, F
	All = All of the above	(1) opened 3 hours a day, T, F
	Appt =Special After Hours Appointment	(1) opened 3 hours a day, T, Th
	Available After	(1) opened 7 hours M,T,Th,F
		(1) opened 2 hours 4 th Thurs of month
		(1) opened 2 hours 1 st Thurs of month
		(1) opened 2 hours 1 st Monday of the month

Attachment I

**CERTIFICATION
As of July 1, 2000**

COUNTIES	#OF SITES	HRS/DAYS	SERVICES 1/	EXTENDED HRS
KINGS	1	8:30-4 M-F	All	12-1 & Appt
LAKE	2	8-4, 7:30-4:00 M-F	All	Appt.
LASSEN	1	8-5 M-F	All	Appt.
LOS ANGELES	33	7-3 M-F	All	7-8 & Outlets
MADERA	3	8-5 M-F	All	Appt.
MARIN	3	(1) 7:15-4:45 M-F (1) 8:30-5 M-F (1) 8-4 M-F	All	Appt. Main Office 12-1
MARIPOSA	2	(1) 9-4 M-F (1) 9-1 2 nd & 4 th	All	Appt. 8-9 & Weds 4-5**
MENDOCINO	2	7-5 M-F	All	7-8 a.m.
MERCED	1	8-5 M-F	All	12-1 & Appt.
MODOC	1	10-12, 1-4 M-F	All	Appt.
MONO	2	8:30-5 M-F	All	Appt.
MONTEREY	3	8-5 M-F	All	Appt.
NAPA	4	8-5 M-F 7-8 M-F	All	Appt. 8-7 Tues. By Appt.
NEVADA	3	9-4 M-F	All	Appt.
ORANGE	15	7-5 M-F 7-7 1 st TH	All	Cert. By Mail Phone Interview
PLACER	4	8-5 M-F	All	12-1 for app. completion only
PLUMAS	1	8-5 M-F	All	12-1
RIVERSIDE	12	7:00-6:00 M-F	All	Ext. Hrs Mon., Tues. & Thurs.

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As of July 1, 2000**

COUNTIES	#OF SITES	HRS/DAYS	SERVICES 1/	EXTENDED HRS
SACRAMENTO	41	8-5 M-F	All	Appt. 7:30-8 & 5-9
SAN BENITO	1	8-5 M-F	All	12-1
SAN BERNARDINO	13	9-4 M-F Closed alternate Fridays	All	Appt. 7-9 & 4 -6
SAN DIEGO	13	6:45-5 M-F & 7-5 M-F 8-5 M-F	All IC	6:45 - 5 & Appt.
SAN FRANCISCO	3	8-5 M-F	All	Appt. prior to 8 & 12-1
SAN JOAQUIN	1	8-5 M-F	All	Appt.
SAN LUIS OBISPO	5	8-5 M-F	All	Appt.
SAN MATEO	7	8-5 M-F	All	12 -1
SANTA BARBARA	5	8-4 M-F	All	Currently Exploring
SANTA CLARA	11	8-5 M-F	All	7-8, 12-1 & 5-7
SANTA CRUZ	4	8-5 M-F	All	Appt. 12-1
SHASTA	3	8-5, 8-7 M-F	All	12-1 & Appt.
SIERRA	2	8-5 M-F	All	8-5 & Closed 12-1
SISKIYOU	2	7-6, 7-5:30 M-F	All	7-6
SOLANO	5	8-5:30 M-F	All	7-8, 5:30-6 & Appt.
SONOMA	2	8-5 M-F	All	7:30-8 & 5-5:30
STANISLAUS	7	8:30-4:30 M-F	All	**8:30-4:30

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As of July 1, 2000**

COUNTIES	#OF SITES	HRS/DAYS	SERVICES 1\	EXTENDED HRS
SUTTER	1	8-5 M-F	All	Appt., Home or Workplace Visit
TEHAMA	2	8-4:30 M-F	All	Appt. 7-8 & 4:30-5:30
TRINITY	3	(1) 8-4:45 M-F (1) 9:30-3:00 Weds. (1)10-3 1 st Tues of month	All All	Appt. 7-8, 12-1 & 5-6
TULARE	5	8-5 M-F	All	12-1 by Appt.
TUOLUMNE	1	8-4 M-TH (M-Th) AP, AA,ESS (F)	All	Appt. M-TH
VENTURA	7	7:30-6 M-F	All	5-6 or 7 & Outlets Sat. & Sun.
YOLO	2	8-5 M-F	All	12-1
YUBA	1	8-5 M-F	All	Appt. 7-8, 12-1 & 5-6

**County has conducted a survey to determine customer satisfaction and extended hours not warranted.

Many counties conduct surveys annually to determine customer satisfaction. Counties with/without extended hours often provide extended services through other means such as phone interviews, applications by mail, outside drop boxes, home visits, etc. See individual county survey response.

Attachment II

**1999/2000
ISSUANCE**

<u>COUNTIES</u>	<u>AGENT 1/ TYPE</u>	<u>ISSUANCE 2/ TYPE</u>	<u>% OF TOTAL</u>	<u># OF SITES</u>	<u>HOURS/ DAYS</u>	<u>COUPONS STAGGERED</u>
ALAMEDA	CC	DM OL	7 93	7	(4) 9-6 M-Sat (3)9-5:00 M-Sat	1st-10th
ALPINE	CWD	DM, ADOTC	100	1	8-5 M-F	1 st -10th
AMADOR	CWD	DM	100	1	8-5 M-F	1st-10th
BUTTE	OTHER	DM	100	1	N/A	1st-10th
CALAVERAS	CWD	DM/OTC	100	1	1:30-4 M-F	1st-6th Working Days
COLUSA	OTHER	DM	100	1	N/A	1st - 10th
CONTRA COSTA	CC	ADOTC DM, ADM	100	9	9:30-6 M-S 11-3 Sun	1st-10th
DEL NORTE	CWD	DM ADOTC	15 85	1	10-3 M-F	1st 10 Working Days
EL DORADO	OTHER	DM	100	1	N/A	1st - 10th
FRESNO	CC	DM FAIR	3 97	1 9	N/A 9-6 M-S	1st - 25th
GLENN	OTHER	DM	100	1	8-5 M-F	1st - 10th
HUMBOLDT	CWD OTHER	ADOTC DM	87 13	3	8:30-5 M-F	1st - 15th

1/	CC	=	Check Cashing	2/	ADM	=	Authorization Documentation Mail
	CWD	=	County Welfare Department		ADOTC	=	Authorization Document Over-the-Counter
	OTHER	=	None of the Above		DM	=	Direct Mail
					HIR	=	Household Issuance Record
					OL	=	FS Online Issuance System

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<u>COUNTIES</u>	<u>AGENT 1/ TYPE</u>	<u>ISSUANCE 2/ TYPE</u>	<u>% OF TOTAL</u>	<u># OF SITES</u>	<u>HOURS/ DAYS</u>	<u>COUPONS STAGGERED</u>
IMPERIAL	CWD	ADOTC DM	94 6	1	7-4 M-F	N/A
INYO	CWD	DM	100	1	9-5 M-F	N/A
KERN	CWD CC	ADM ADOTC DM	1 88 11	12	9-8 M-S 11-4 Sun	1st 10 working Days
KINGS	CC	ADOTC DM	95 5	1	9-8 M-Th, Sat F 9-9 11-3 Sun	N/A
LAKE	CWD	OTC DM	65	35	9-4 M-F	1 st 15 Working Days
LASSEN	CWD	DM ADM	45 55	2	(1)8-5 M-F (1)9-4	N/A 1 st 15 Working Days
LOS ANGELES	CC	OL	100	98	Various	N/A
MADERA	CC	ADM	100	2	9:30-6 M-F 9:30-4 Sat	N/A
MARIN	OTHER	DM	100	1	8-5 M-S	3rd-8th
MARIPOSA	CWD	ADOTC	100	2	9-4 M-F 9-1 2nd W	N/A
MENDOCINO	CWD	DM FSOLIS	46 54	2	7-5 M-F	1st-15th
MERCED	CC	DM OL	100	3	9-6 M-Th 9-7 F, 9-5 Sat	1 ST - 15th
MODOC	CWD	DM	100	1	10-4 M-F	1 st of the month
MONO	CWD	DM	100	1	8-5 M-F	1st-5th
MONTEREY	OTHER	DM ADOTC	94 6	2	8-5 M-F	1st-10th

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COUNTIES	AGENT 1/ TYPE	ISSUANCE 2/ TYPE	% OF TOTAL	# OF SITES	HOURS/ DAYS	COUPONS STAGGERED
NAPA	CWD	DM ADOTC	98 2	2	8-5 M-F	N/A
NEVADA	CWD	DM OTC	97 3	1	9-4 M-F	1st-10th
ORANGE	CC OTHER CWD	ADOTC DM Expedited	92 6 2	6 15	9-8 M-F 9-5 Sat 11-3 Sun	Last Working Day
PLACER	CWD	DM ADOTC	75 25	2	10-5 M-F	1st -10th
PLUMAS	CWD	DM ADOTC	98 2	1	8-4 M-F	1st 5 Working Days
RIVERSIDE	CC	DM FSOLIS	100	8	9-6 M-F 9-4 Sat	N/A
SACRAMENTO	OTHER	FAIR DM	77 23	6	9:30-6:30 M-S	1st-10th
SAN BENITO	CWD	DM	100	1	8-5 M-F	1st-10th
SAN BERNARDINO	CC	EBT	100	866	Various	N/A
SAN DIEGO	CWD	EBT	100	0	Cash Out	N/A
SAN FRANCISCO	CC	OL DM	99 1	4	9-5 M-S	N/A
SAN JOAQUIN	CC	DM ADM	14 86	7	8-8 M-F 9-5 Sat 10-4 Sun	1st-10th

SAN LUIS

Attachment II

**1999/2000
ISSUANCE**

COUNTIES	AGENT 1/ TYPE	ISSUANCE 2/ TYPE	% OF TOTAL	# OF SITES	HOURS/ DAYS	COUPONS STAGGERED
OBISPO	CWD	DM ADOTC	95 5	1	8-5 M-F	1st – 10th
SAN MATEO	CC	DM ADM ADOTC	1 94 5	2	9-6 M,T,W 9-7 Th, F 9-5 Sat	1st-15th
SANTA BARBARA	OTHER	DM	100	1	N/A	1st-15th
SANTA CLARA	OTHER	DM FSLOS/FAIR	1.14 98.86	6	9-6 M-F 9:30-2:30 1st Sat	N/A
SANTA CRUZ	OTHER CWD	DM ADOTC	99.9 .1	1	10-5 M-F	1st-10th
SHASTA	CWD	DM ADOTC	95 5	1	8-5 M-F	1st 9 Working Days
SIERRA	CWD	DM HIR	99 1	1	8:30-4 M-F	1st of the Month
SISKIYOU	CWD	DM ADOTC	90 10	1	8-5 M-F	1st-4th
SOLANO	OTHER	DM FAIR/OTC	11 89	3	Various	1st-15th
SONOMA	CWD	DM ADOTC	70 30	1	8-5 M-F	4th-13th
STANISLAUS	CC	ADOTC	100	8	Various	N/A
SUTTER	CWD	DM OTC	70 30	1	8-5 M-F	1st-10th
TEHAMA	OTHER	DM	100	1	N/A	1st-10th
TRINITY	CWD	ADOTC DM	25 75	1	8-4:45 M-F	1st-10th
TULARE	CC	FAIR/DM	100	6	9:00-7 M-S	1st-10th

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**1999/2000
ISSUANCE**

COUNTIES	AGENT 1/ TYPE	ISSUANCE 2/ TYPE	% OF TOTAL	# OF SITES	HOURS/ DAYS	COUPONS STAGGERED
TUOLUMNE	CC	OTC DM	99.9 .1	1	9-6 M-F 9-4 Sat	N/A
VENTURA	CC	OL	100	4	9-6:30 M-F 9-5:30 Sat 11-4:30 Sun	N/A
YOLO	CWD	FSOLIS	100	2	8:30-4:15 M-F	N/A
YUBA	CWD	DM OTC	80 20	1	2-4:30 M-F	1st 10 Working Days