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DEPARTMENT OF SOCIAL SERVICES
744 P Street • Sacramento, CA 95814 • www.cdss.ca.gov



ARNOLD SCHWARZENEGGER
GOVERNOR

June 30, 2008

ALL COUNTY INFORMATION NO. I-50-08

TO: ALL COUNTY WELFARE DIRECTORS
ALL FOOD STAMP PROGRAM COORDINATORS

SUBJECT: ANNUAL FOOD STAMP PROGRAM SURVEY OF OPERATIONS
AND ACCESS – SFY 2007/2008

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

The purpose of this letter is to request that all County Welfare Departments (CWDs) complete the Annual Survey of Operations and Access for the Food Stamp Program (FSP). State regulations require that an annual survey and review of hours of operation for the FSP offices be completed to ensure that the needs of recipients are adequately met.

BACKGROUND

State regulations require that all CWDs provide an annual report on their activities associated with the administration of FSP benefits in accordance with Manual of Policies and Procedures (MPP) Sections 63-104.21 (h) and 63-205.1. The FSP survey information is collected in the two primary areas – Access and Awareness activities and Certification activities based on county operations. It also contains information regarding face-to-face interview waivers and extended office hours.

The information provided on the survey is useful 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 FSP and to aid in the analysis of legislative proposals and regulatory changes regarding the administration of the FSP in California.

The survey is divided into two parts: A) Access and Awareness, and B) Certification. Please be aware that these parts cover different time periods and information to be

reported accordingly. Part A reflects activities conducted in State Fiscal Year (SFY) 2007/2008, and Part B covers operations as of June 30, 2008, as well as SFY 2007/2008.

These time periods are also defined within the survey.

SUMMARY OF SURVEY CHANGES

Part A – Access and Awareness

- Item 1 and item 11 have been combined to capture the data more clearly and to reduce redundancy.
- Item 1 has been expanded to add Column C, D, and E and to change the description in Columns A and B to address application assistance at certification sites. H & R Block has been replaced with “VITA sites for income tax preparation.” H & R Block has also been replaced in items 12a and 13a.
- Item 2 has been revised to be consistent with item 1.
- Item 3 has been revised to add eight new languages required under the settlement agreement in Be Vu et al v. Mitchell and Bolton. The new additional languages are: Cushitic, Formosan, Japanese, Mien, Punjabi, Portuguese, Syriac, and Ukrainian.
- Item 7 has been revised to be more specific.
- Items 7a and 7b have been expanded to add an additional column to address waiving the face-to-face at either initial application and/or at recertification. Item 7b has been also revised to replace “In-Home Visits” with “Mail Only” to address other methods used to waiving the face-to-face.
- Item 7 has been revised to be more specific
- Items 7a and 7b have been expanded to add an additional column to address waiving the face-to-face at either initial application and/or at recertification. Item 7b has been also revised to replace “In-Home-Visits” with “Mail Only” to address other replacement methods used to waiving the face-to-face.8 has been revised where “Outreach Activities” column has been removed to become a new question in item 8a.
- Item 8a has been revised as a new question to address the different languages that counties use to maintain their telephone “hotline.”
- Item 8b has been added to be consistent with item 8a.
- Item 11 has been revised to a new question to address county funding used for outreach activities.outreach activities.

Part B – Certification Sites

- Item 18 has been revised to add clarity to the instructions when addressing the hours of operation and extended office hours.

The [survey](#) is an Excel file and may be accessed online 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” – i.e., Surveys_1429).

Information regarding how to download the survey is available on this 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 file. Once the survey has been completed, it is to be submitted 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) 657-4354.

Completion and submission of the survey electronically will save time, improve accuracy through the use of validation features, and facilitates data compilation. Counties that are unable to submit the survey electronically may contact Rosie Avena at (916) 654-1514 for a hard copy. If you are filling out a hard copy, please mail the completed survey to:

California Department of Social Services
Food Stamp Policy Bureau
744 P Street, M.S. 16-32
Sacramento, CA 95814
Attention: Rosie Avena

Please return a completed survey no later than August 15, 2008.

The summary of the survey for last year, [SFY 2006/2007](#), is available online at:

<http://www.dss.cahwnet.gov/foodstamps/res/pdf/FSPSurvey.pdf>.

If you need assistance completing this year’s survey or if you have any questions regarding this notice, please contact Rosie Avena, Food Stamp Policy Implementation Unit at (916) 654-1514.

Sincerely,

Original Document Signed By:

RICHTON YEE, Chief
Food Stamp Branch