

DEPARTMENT OF SOCIAL SERVICES

February 14, 2007

ALL COUNTY INFORMATION NO. I-04-07

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 FOOD STAMP PROGRAM COORDINATORS

SUBJECT: COMPILATION OF ANNUAL FOOD STAMP PROGRAM (FSP)
SURVEY OF OPERATION AND ACCESS SURVEY RESULTS

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

The purpose of this letter is to thank you for completing the Annual Food Stamp Program (FSP) Survey of Operations and Access for State Fiscal Year 2005/2006 and to transmit the results to you. State regulations require that all counties complete an annual survey and review hours of operation of FSP offices to ensure that the needs of recipients are being adequately met. I hope that all counties and food stamp stakeholders will find the results of the survey to be informative and a valuable planning tool.

As with prior surveys, the information provided is useful to the California Department of Social Services (CDSS) in meeting statewide program needs. It allows CDSS to respond to information requests regarding the administration of the FSP by the County Welfare Departments (CWD's) and provides CDSS with a tool to use in the evaluation of legislative proposals and regulatory changes. The attached report reflects the CWD's operations as of June 30, 2005.

If you have any questions or comments regarding this notice, please contact Rosie Avena, of the Food Stamp Policy Implementation Unit at rosie.avena@dss.ca.gov or (916) 654-1514.

Sincerely,

Original Document Signed By:

RIGHTON YEE, Chief
Food Stamp Branch

Attachment

c: CWDA
CSAC

FOOD STAMP PROGRAM OPERATIONS AND ACCESS REPORT

July 1, 2005 – June 30, 2006

FOOD STAMP BRANCH

December 2006

Prepared By:
Data Systems and Survey Design Bureau
Administration Division
California Department of Social Services

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SUMMARY

State regulations require that all County Welfare Departments (CWDs) provide an annual report on their operations and activities associated with the administration of Food Stamp Program (FSP) benefits, including a review of their hours of operation. In accordance with these regulations, the Food Stamp Branch (FSB) of the California Department of Social Services (CDSS) requested that all counties complete the annual Food Stamp Program Survey of Operations and Access (ACIN I-45-06, June 14, 2006). The information requested by the survey is instrumental to CDSS in meeting statewide program needs, responding to a variety of information requests, and evaluating legislative proposals and regulatory changes regarding the administration of the FSP in California.

This report provides survey results of FSP information collected in two primary areas—Access and Awareness activities conducted in State Fiscal Year (SFY) 2005/2006 and Certification activities based on county operations as of June 30, 2006. It also contains information regarding face-to-face interview waivers and extended office hours.

ACCESS AND AWARENESS

Application Access

- Other than County Welfare Department (CWD) offices and certification sites, the most frequently utilized methods and sites for making food stamp applications accessible were direct mail, internet, and telephone/facsimile requests; community events, in-home visits, one stop centers/family resource centers, hospitals/clinics, and community-based organizations.
 - Fifty-six counties utilized food stamp applications translated in languages other than English. Spanish, Vietnamese, and Russian were the languages most frequently used.
 - The most frequently utilized methods of application assistance provided to clients were eligibility workers assisting via interactive interviews, bilingual staff, and eligibility worker/support staff assistance in filling out applications/answering questions.
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- Forty counties (87.0 percent of statewide FSP households*) provided outstationed eligibility workers at sites other than CWDs. The top three most frequently utilized sites for outstationed eligibility workers were hospitals/clinics, in-home visits, and one stop centers/family resource centers.

Face-to-Face Interview Waivers

- Primarily, clients first become aware of the option to waive the face-to-face interview when the eligibility worker sees a potential need and informs the client.
- Forty-eight counties used eligibility workers to conduct the face-to-face waiver screenings. Standardized questions were used by the 7 counties that engaged clerical staff to conduct this process.
- Fifty-two counties (97.1 percent of statewide FSP households*) waived face-to-face interviews for clients. Of the 52 counties, 47 indicated that ten percent or less of all face-to-face interviews were waived. Five counties indicated that greater than ten percent were waived.
- When asked to identify the top three reasons face-to-face interviews were waived, counties cited illness, household members age 65 or older with no earned income, and physically disabled household members with no earned income.
- Telephone interviews were the primary replacement method used by 40 of the 52 counties that waived the face-to-face interview.

Program Access

- Twenty counties (74.0 percent of statewide FSP households*) maintained an FSP hotline telephone number that provided general FSP information. Of these 20 counties, two indicated their hotline also included information about noncitizen eligibility, and six indicated their hotline provided information pertaining to outreach activities.

*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA256). The statewide average was computed based on monthly household totals for the 12-month period July 2005 through June 2006.

NOTE: Due to conversion to a new automated system (CalWIN), prior months data was used when necessary.

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- Fourteen counties (29.9 percent of statewide FSP households*) utilized local media public service announcements to provide general FSP information. This is an increase from last year when 7 counties, representing 10.9 percent of statewide FSP households, provided general FSP information via local media. Of these 14 counties, 7 also included information about noncitizen eligibility.
 - The two most frequently utilized FSP outreach activities were providing extended office hours specific to the county and providing informational brochures/flyers. The single most effective outreach effort was outstationed eligibility workers.
 - All 58 counties utilized various sites/methods for distributing material and/or conducting presentations about the food stamp program in general. Community events, community based organizations, and one stop centers/family resource centers continue to be the most frequently utilized sites/methods.
 - Eleven counties provided FSP educational materials and/or conducted presentations specifically for migrant workers. The most frequently utilized sites/organizations were community events, community-based organizations, and migrant education sites.
 - Twenty counties provided FSP educational materials and/or presentations specifically for noncitizens. Community events and community-based organizations were most frequently utilized.
 - To improve FSP outreach efforts, 41 counties (92.4 percent of statewide FSP households*) partnered with other Health and Human Services agencies, schools and community based organizations.
 - Twenty-three counties (70.0 percent of statewide FSP households*) implemented new FSP outreach activities during SFY 2005/2006. The majority of the activities were ongoing, rather than one-time only.
 - Twenty-four counties (75.6 percent of statewide FSP households*) indicated plans to implement new FSP outreach activities during SFY 2006/2007. The majority of the anticipated activities are ongoing rather than one-time only.

*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA256). The statewide average was computed based on monthly household totals for the 12-month period July 2005 through June 2006.

NOTE: Due to conversion to a new automated system (CalWIN), prior months data was used when necessary.

CERTIFICATION

Certification Sites

There were 366 FSP certification sites statewide; 310 of which had extended office hours in SFY 2005/2006. This is a 0.3 percent decrease in last years' 367 sites. However, there is a 39.0 percent increase in sites with extended office hours of operation; 310 in SFY 2005/2006 compared to 223 last year.

Determination of Operational and Extended Hours

- All 58 counties offered extended office hours to their working clients. Fifty-four counties used appointments (Monday through Friday before 8:00 a.m. or after 5:00 p.m., or during lunch).
 - The primary method used by counties to determine operational and extended hours of service to meet the needs of working clients was client requests as needed.
 - The top three access methods, other than extended office hours, most frequently utilized by working clients continue to be: (1) mailing required documents to CWD, (2) depositing documents in after hour drop boxes at the CWD, and (3) telephone interviews conducted Monday through Friday, 8 a.m. to 5 p.m.
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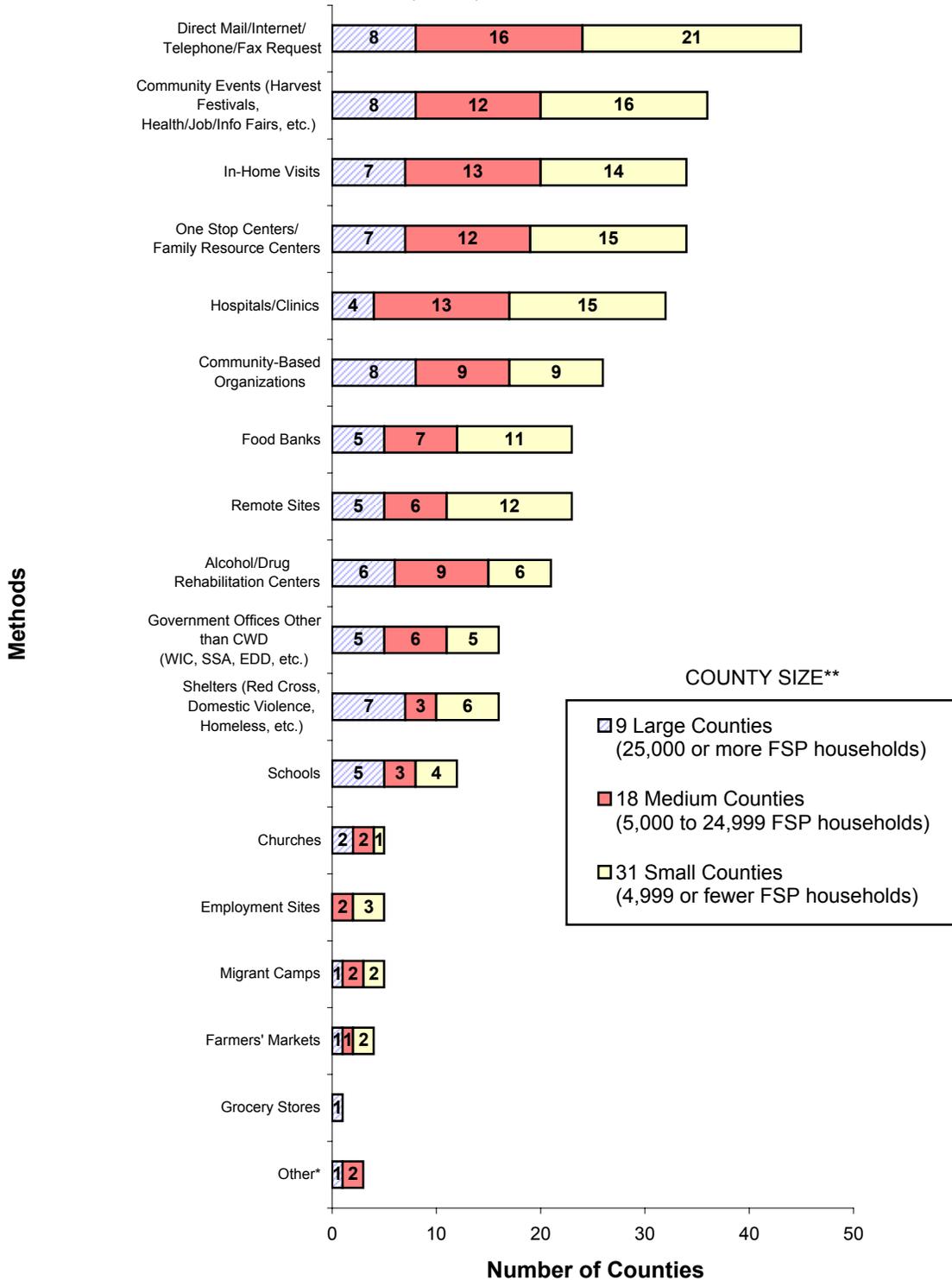
CHARTS AND MAPS

Application Access

Methods of Accessibility to Food Stamp Applications Other Than County Welfare Departments (CWDs)

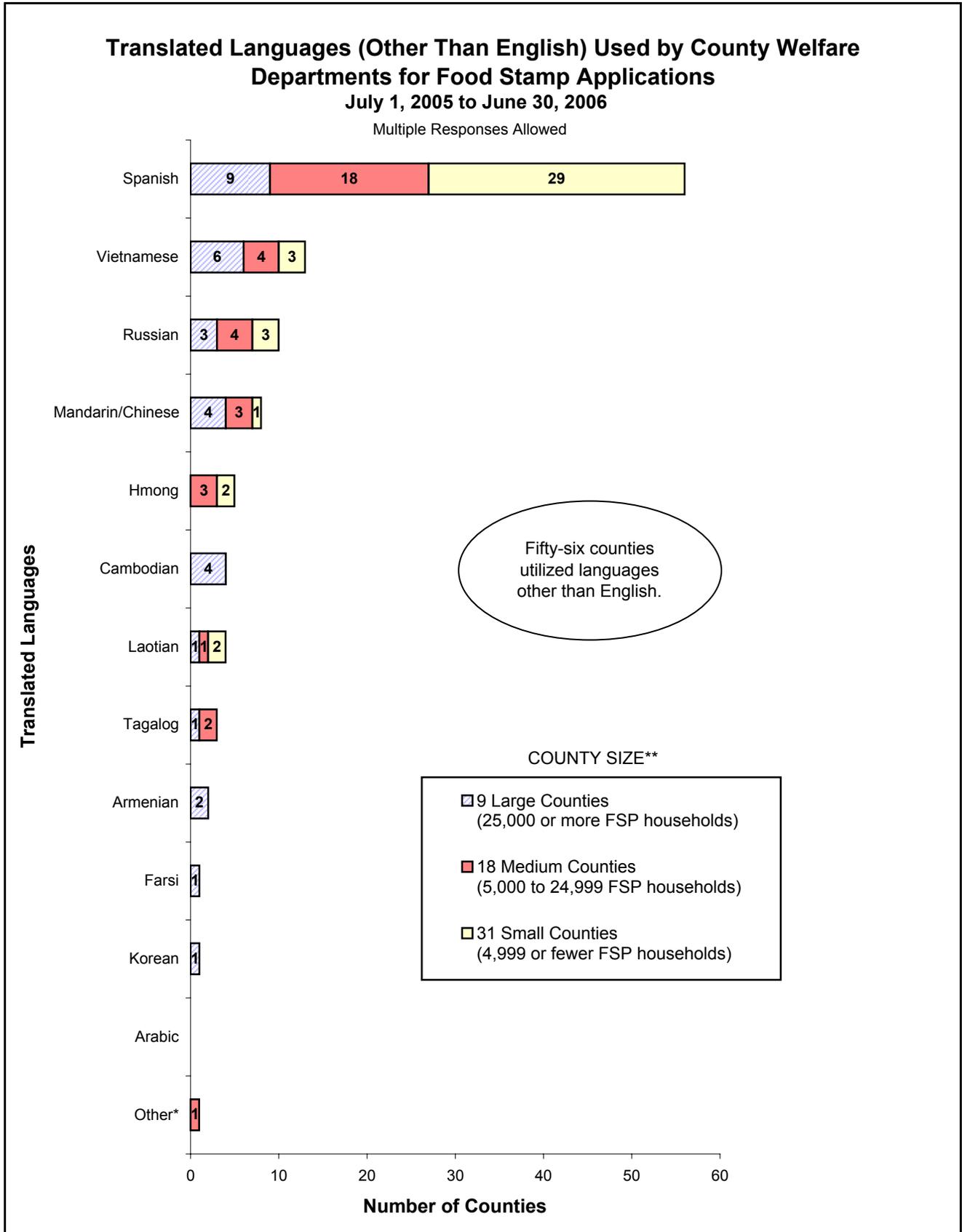
July 1, 2005 to June 30, 2006

Multiple Responses Allowed



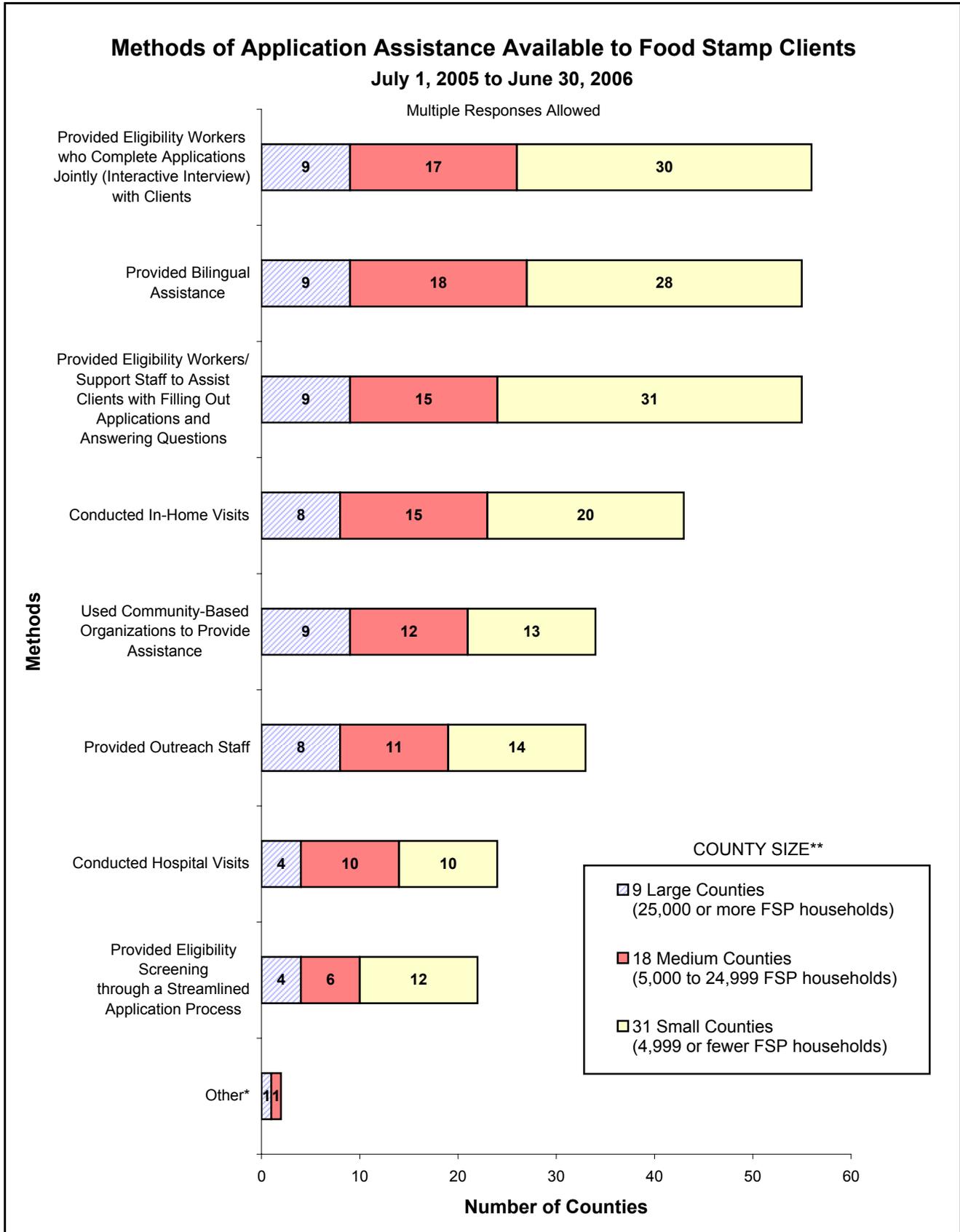
*For "Other" methods, see Appendix A, page 25.

**For a list of counties by size, see Appendix F, page 43.



*For "Other" translated languages, see Appendix A, page 25.

**For a list of counties by size, see Appendix F, page 43.

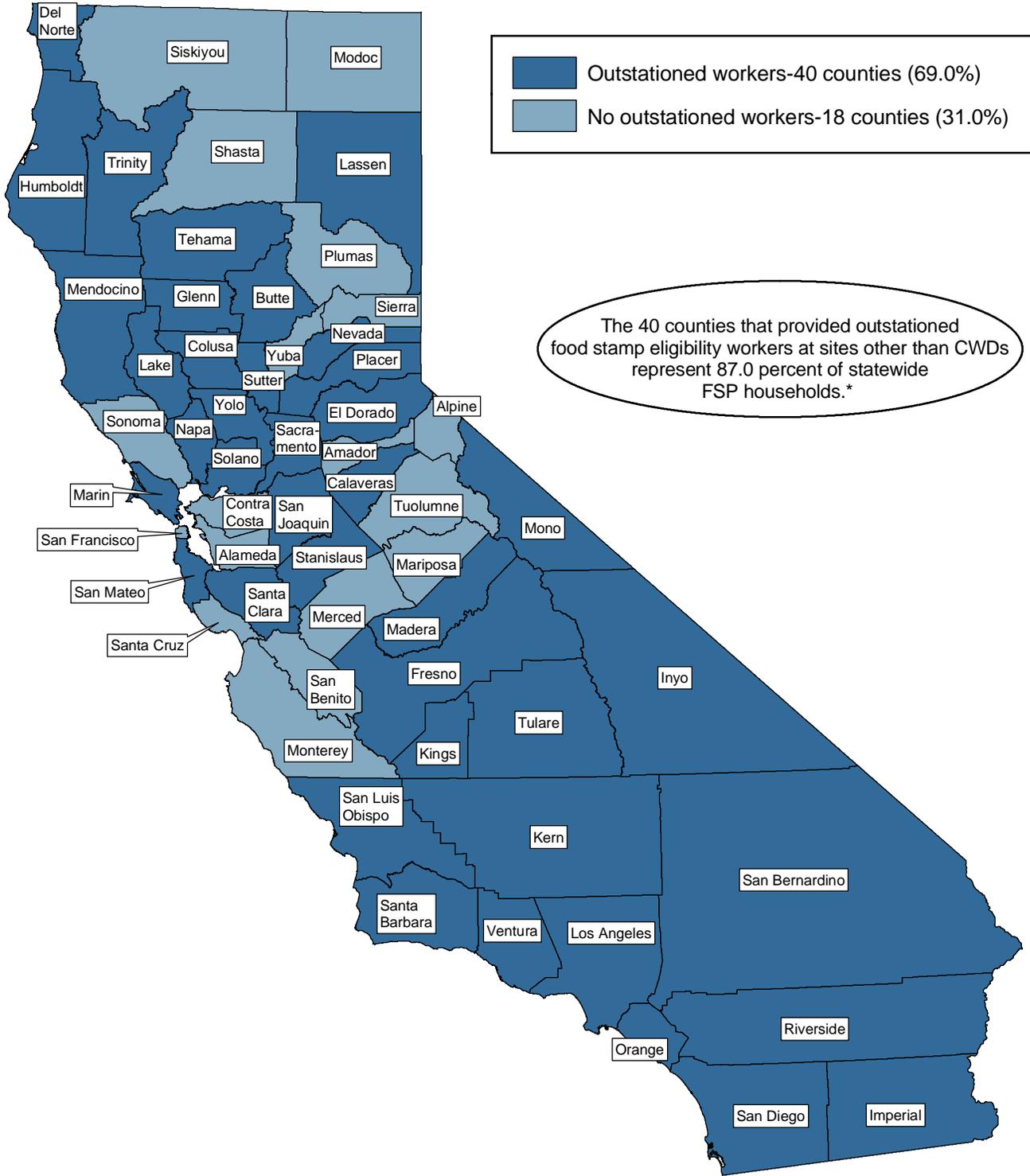


*For "Other" methods, see Appendix A, page 25.

**For a list of counties by size, see Appendix F, page 43.

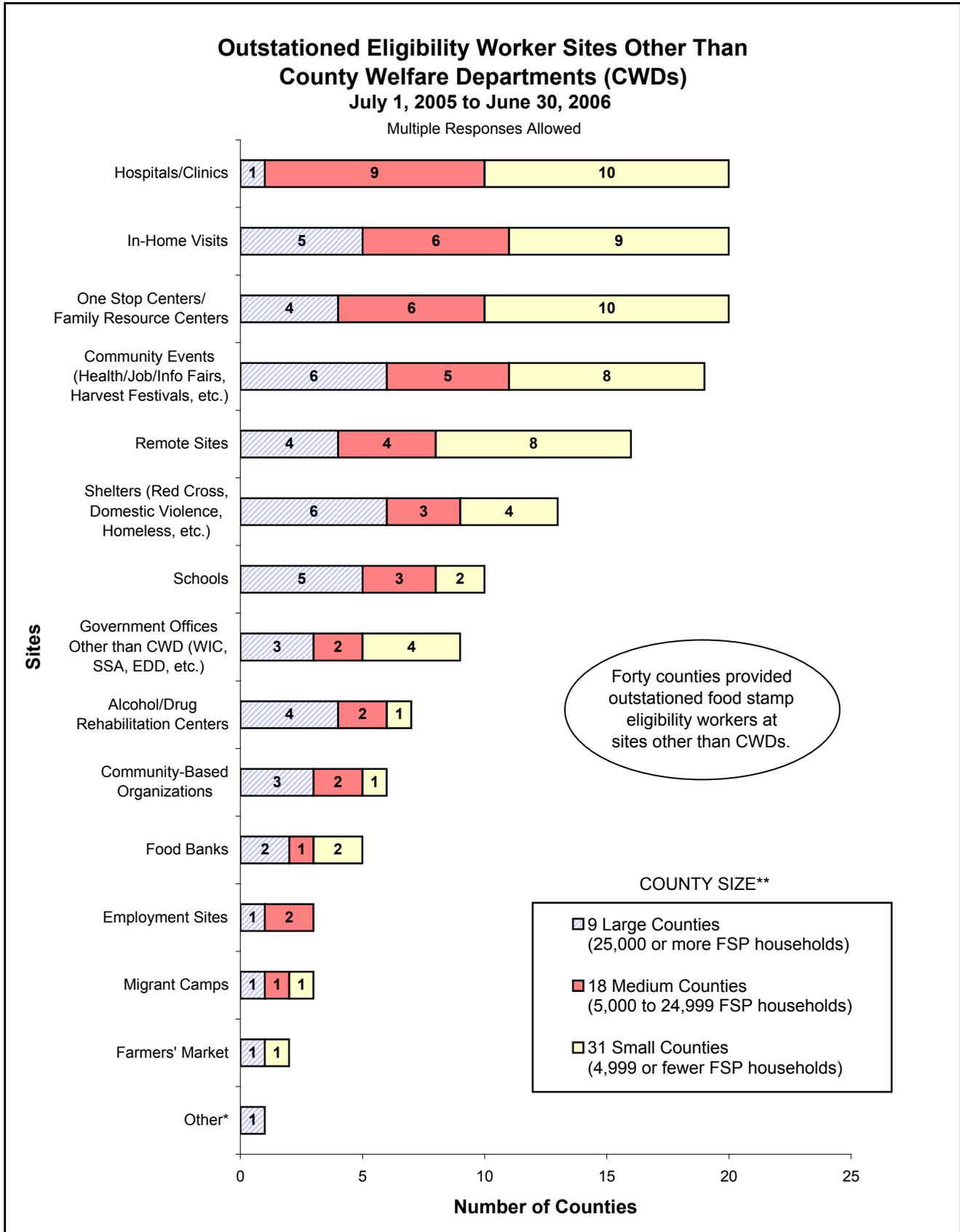
Counties With Outstationed Eligibility Workers at Sites Other Than County Welfare Departments (CWDs)

July 1, 2005 to June 30, 2006



*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA256). The statewide average was computed based on monthly household totals for the 12-month period July 2005 through June 2006.

NOTE: Due to conversion to a new automated system (CalWIN), prior months data was used when necessary.



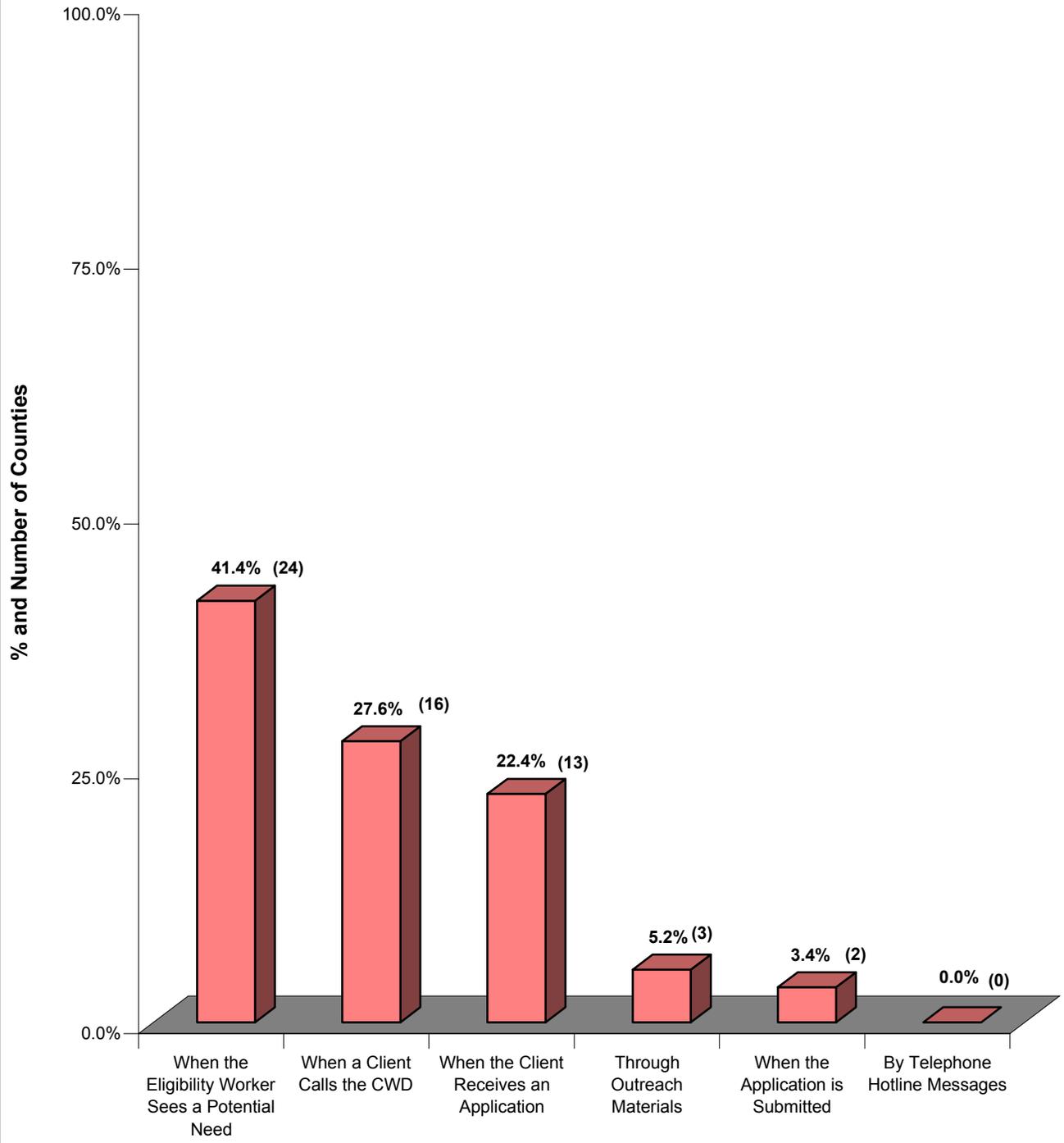
*For "Other" sites, see Appendix A, page 25.

**For a list of counties by size, see Appendix F, page 43.

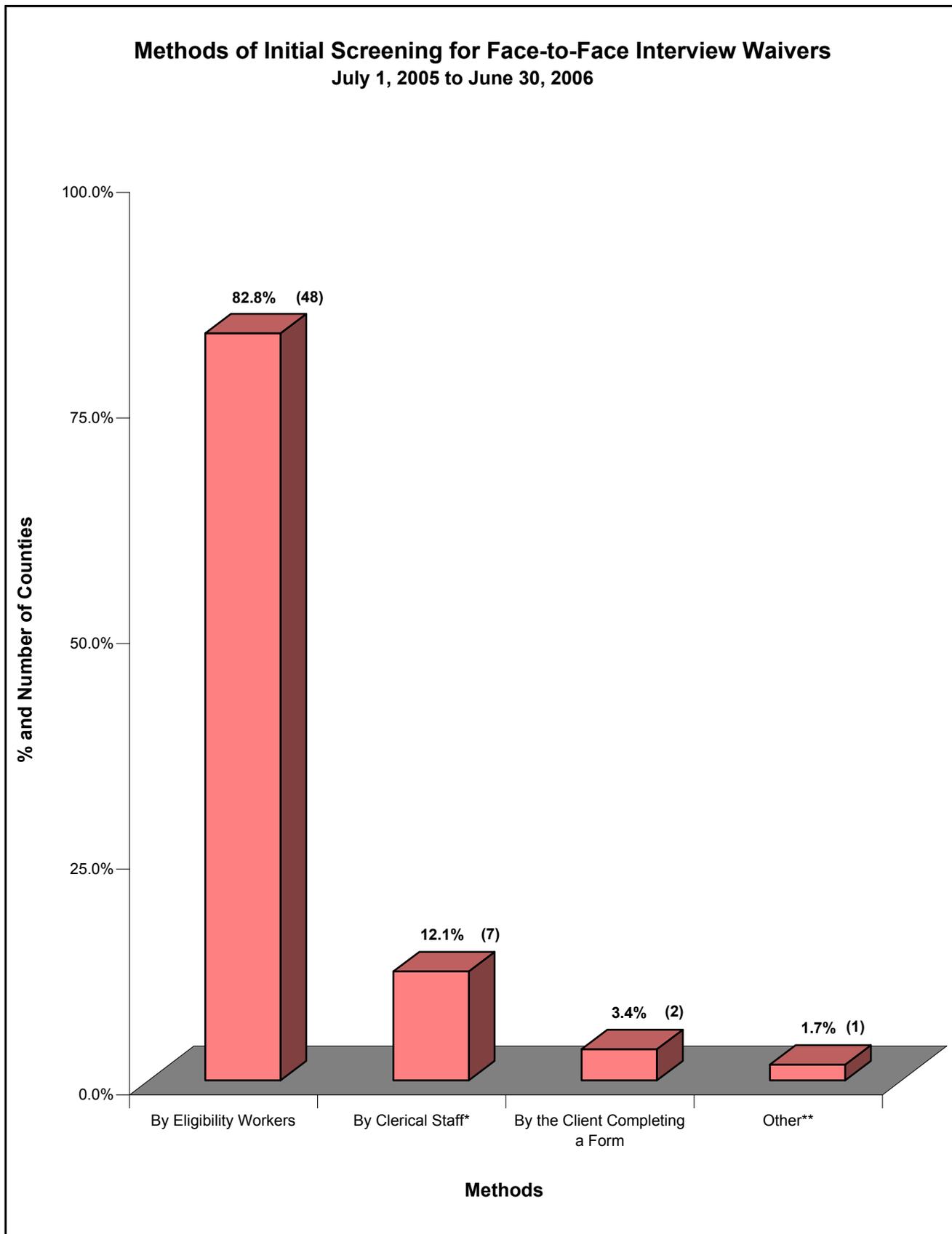
Face-to-Face Interview Waivers

How Clients First Become Aware of the Option to Waive the Face-to-Face Interview

July 1, 2005 to June 30, 2006

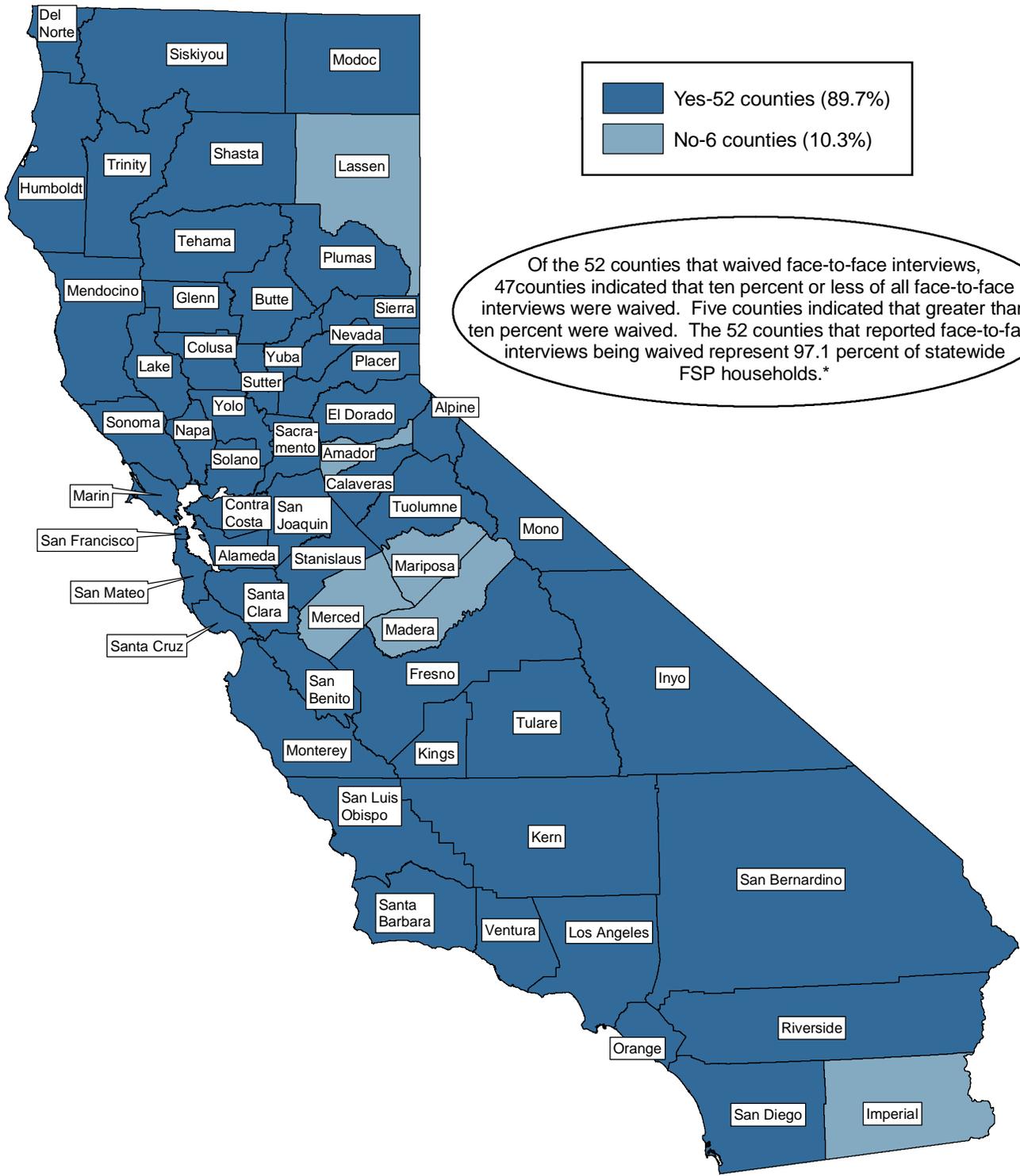


Client Awareness of Waiver Option



*For "Other" methods, see Appendix A, page 26.

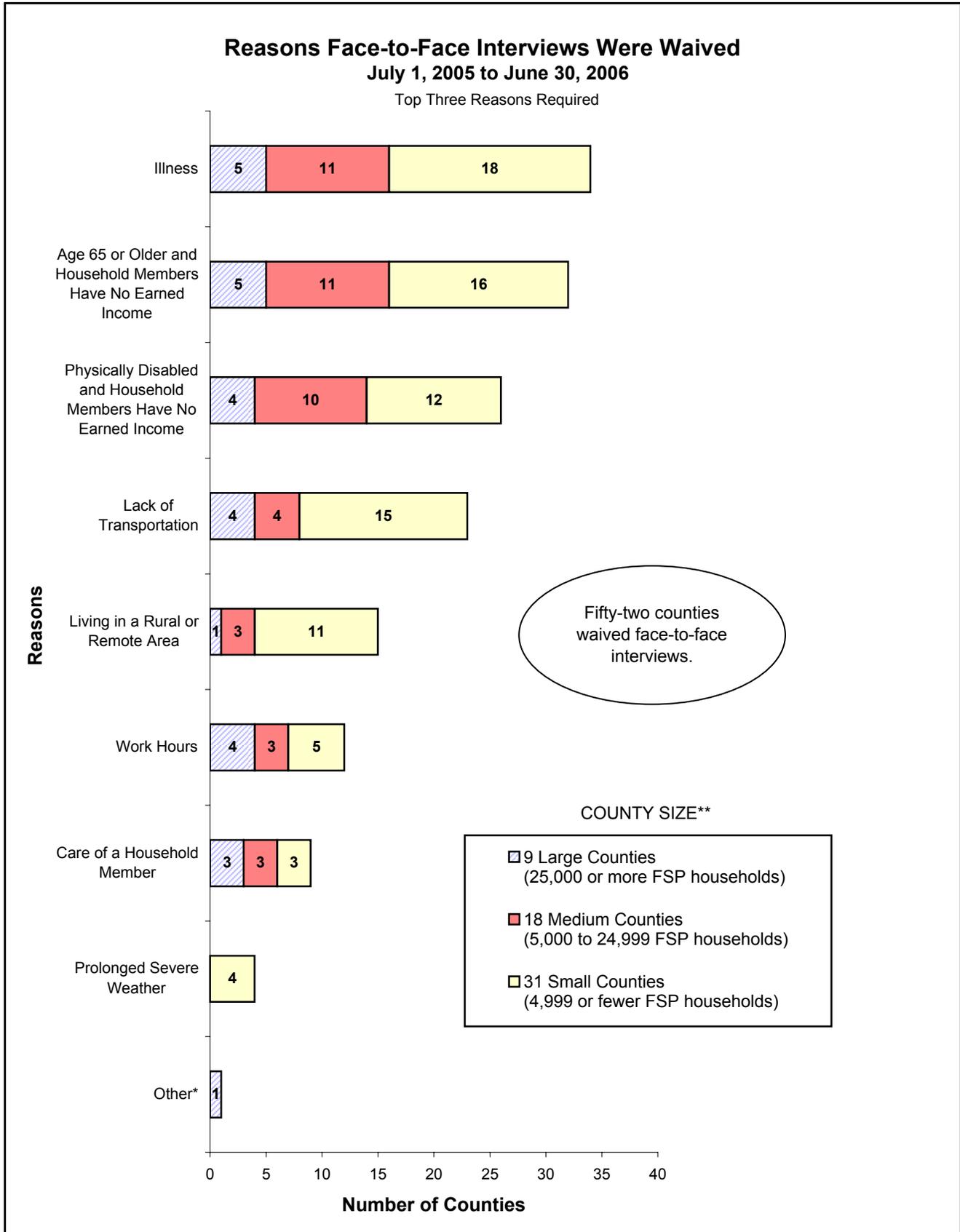
Counties That Waived Face-to-Face Interviews July 1, 2005 to June 30, 2006



Of the 52 counties that waived face-to-face interviews, 47 counties indicated that ten percent or less of all face-to-face interviews were waived. Five counties indicated that greater than ten percent were waived. The 52 counties that reported face-to-face interviews being waived represent 97.1 percent of statewide FSP households.*

*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA256). The statewide average was computed based on monthly household totals for the 12-month period July 2005 through June 2006.

NOTE: Due to conversion to a new automated system (CalWIN), prior months data was used when necessary.

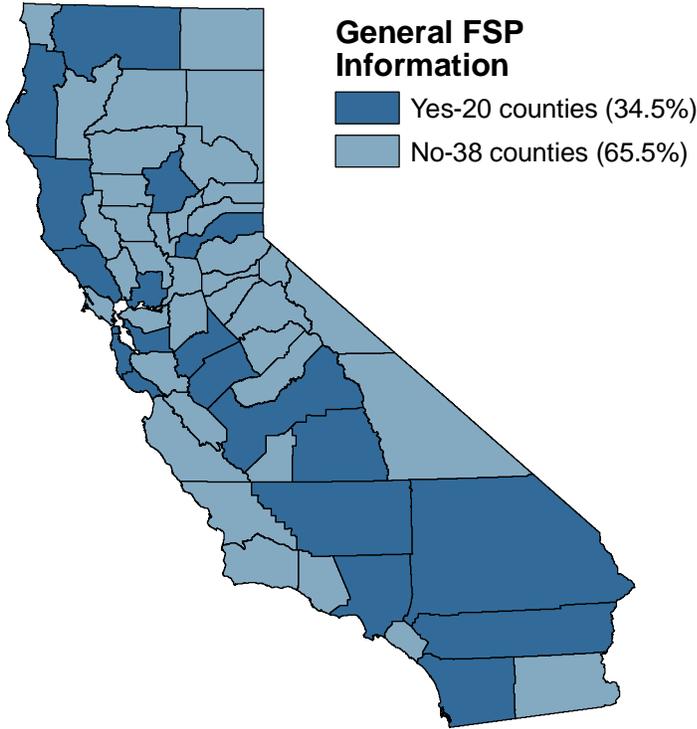


*For "Other" reasons, see Appendix A, page 26.

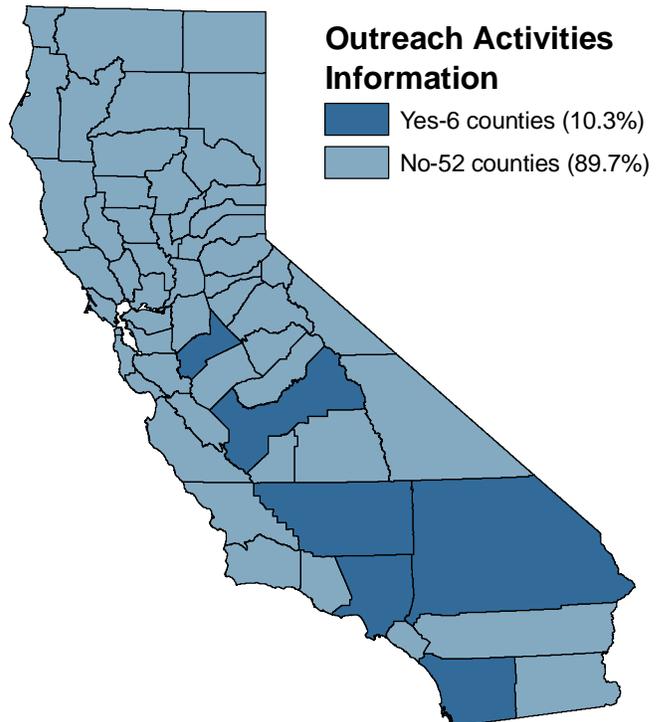
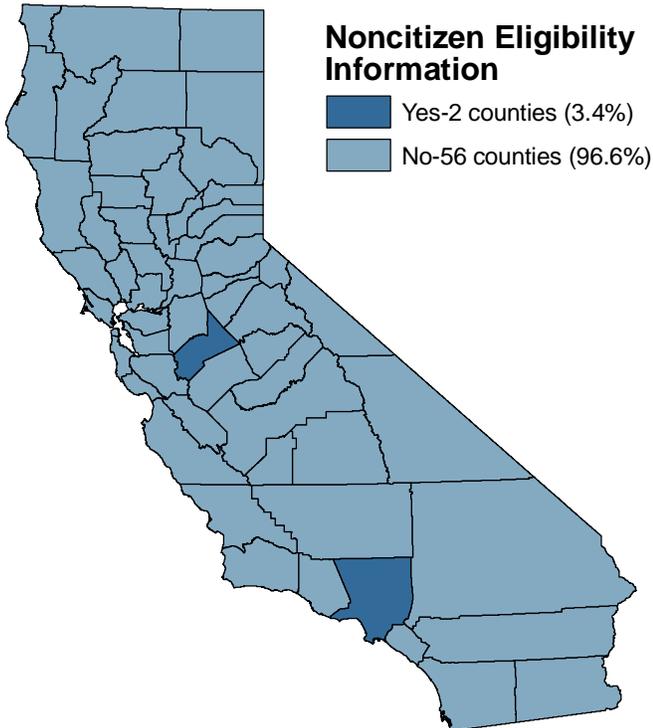
**For a list of counties by size, see Appendix F, page 43.

Program Access

Counties With Food Stamp Program (FSP) Hotline Telephone Number(s) July 1, 2005 to June 30, 2006



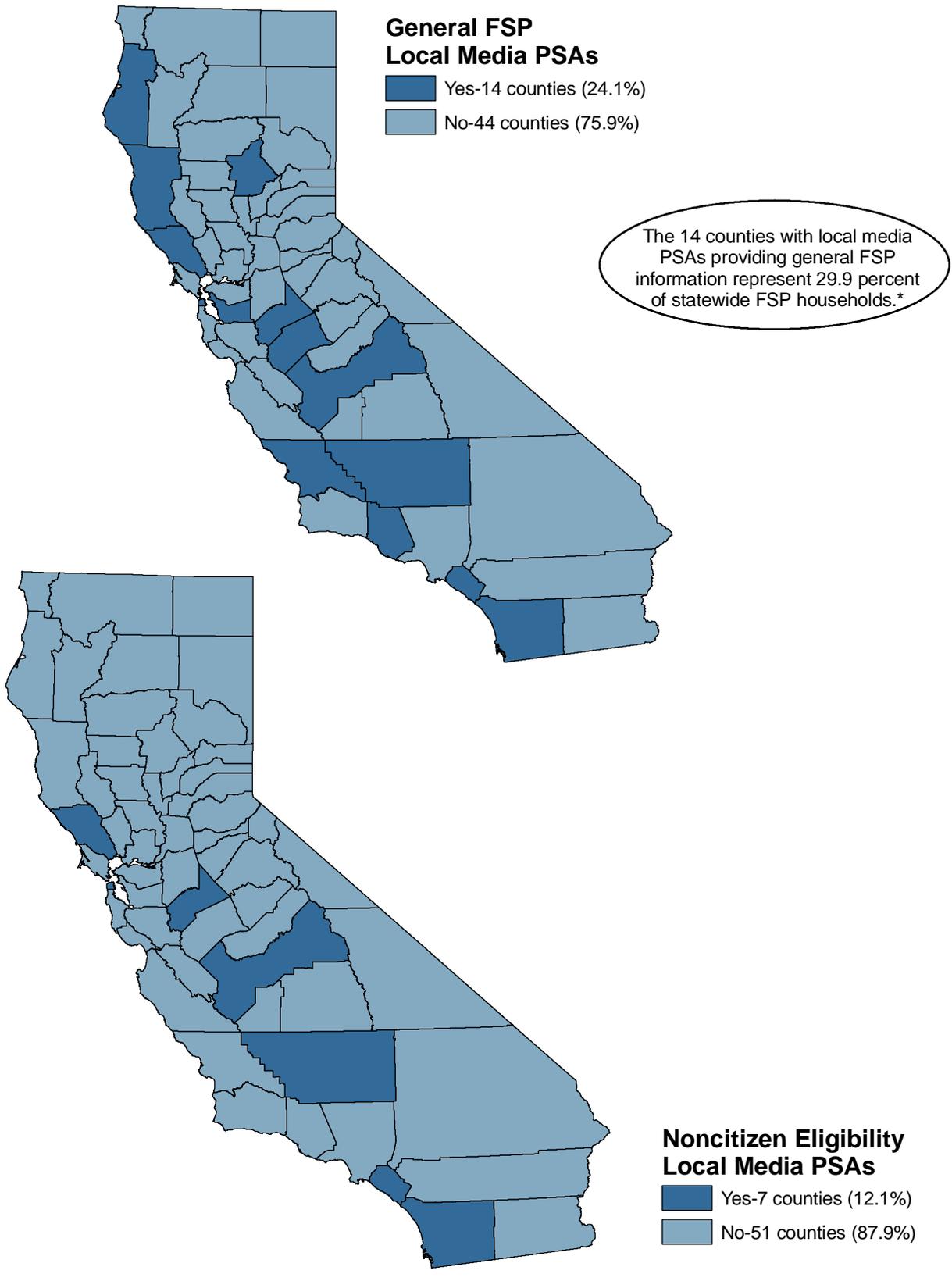
The 20 counties with hotlines providing general FSP information represent 74.0 percent of statewide FSP households.*



*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA256). The statewide average was computed based on monthly household totals for the 12-month period July 2005 through June 2006.
NOTE: Due to conversion to a new automated system (CalWIN), prior months data was used when necessary.

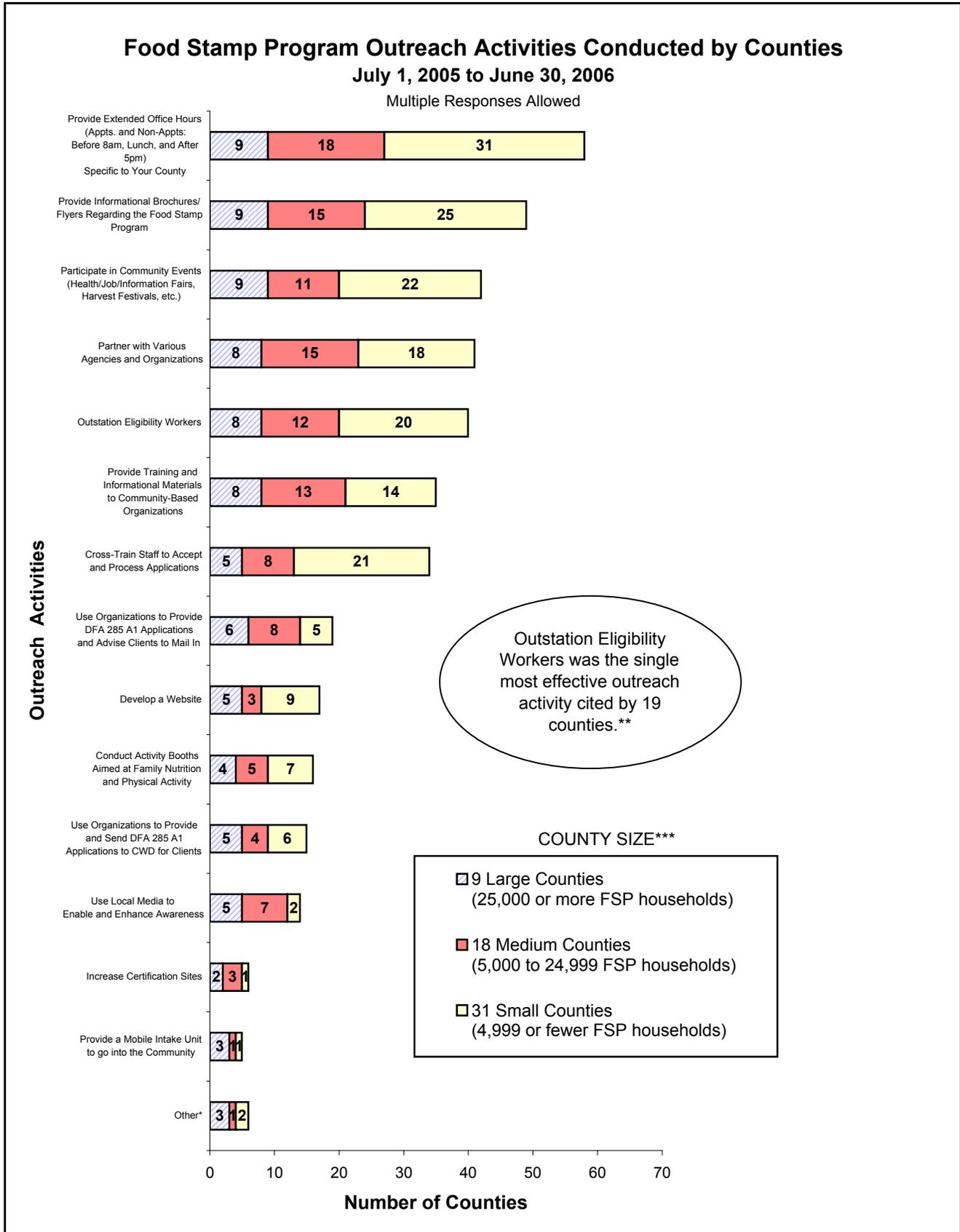
Counties Using Local Media to Broadcast Food Stamp Program (FSP) Eligibility Public Service Announcements (PSAs)

July 1, 2005 to June 30, 2006



*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA256). The statewide average was computed based on monthly household totals for the 12-month period July 2005 through June 2006.

NOTE: Due to conversion to a new automated system (CalWIN), prior months data was used when necessary.

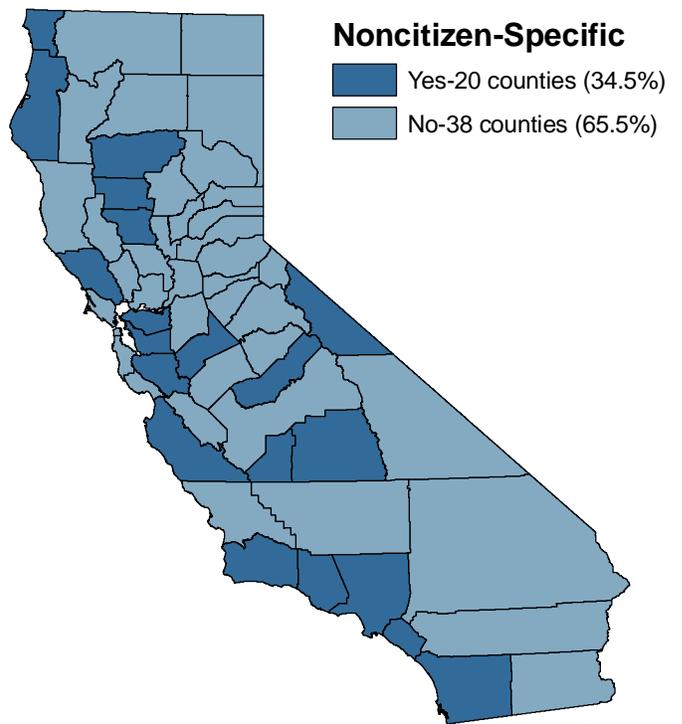
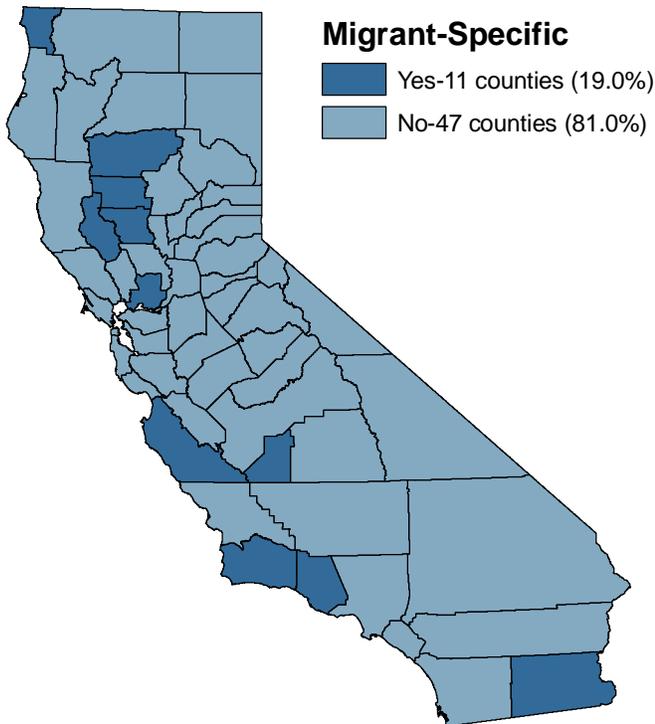


*For "Other" outreach activities, see Appendix A, page 27.

**For a list of counties by size, see Appendix F, page 43.

Counties That Provided Educational Materials and/or Presentations for Food Stamp Clients

July 1, 2005 to June 30, 2006



Sites/Organizations That Provided Educational Materials and/or Presentations for Food Stamp Clients - By Counties

July 1, 2005 to June 30, 2006

Multiple Responses Allowed

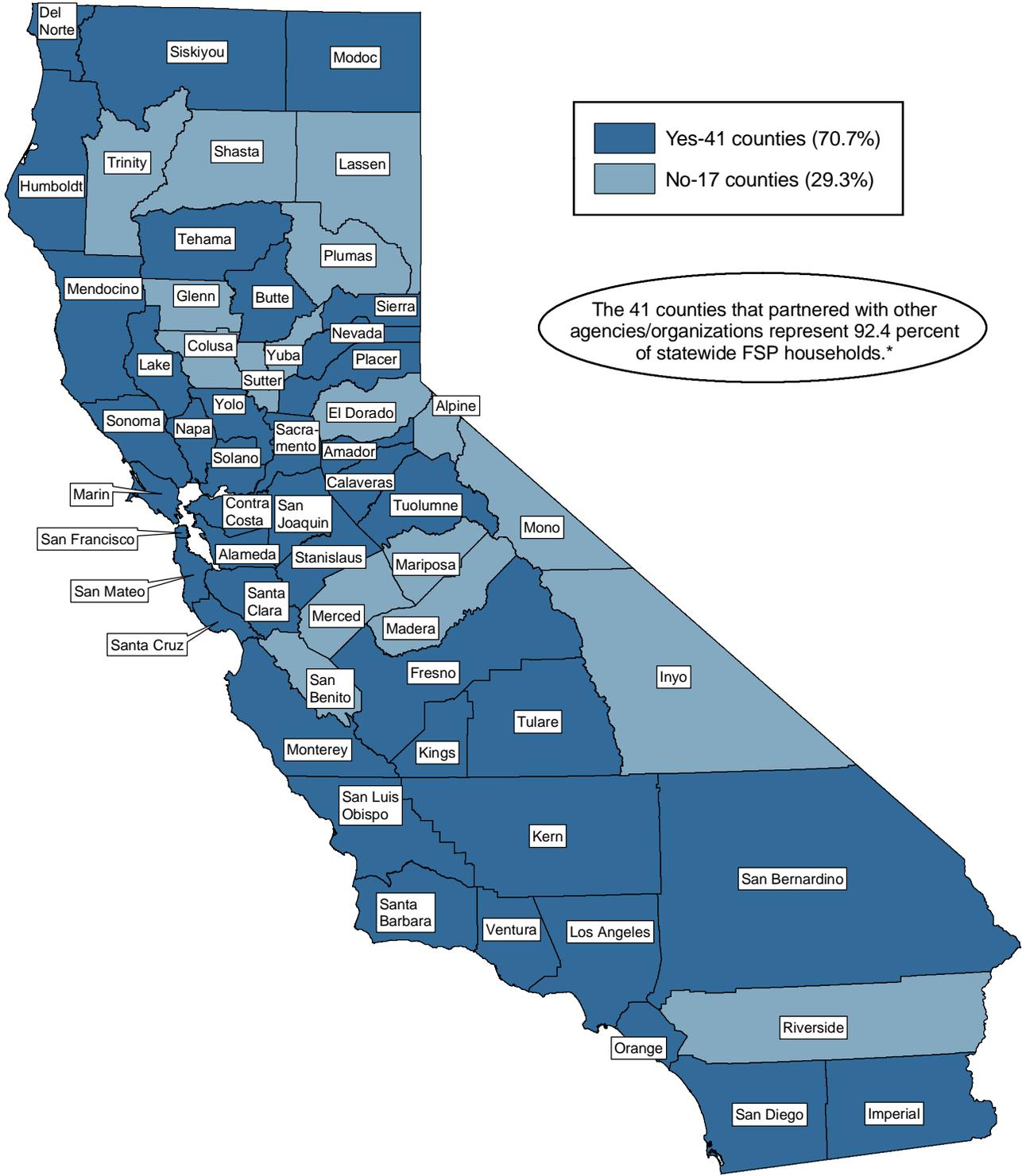
SITES/ ORGANIZATIONS	INFORMATION								
	GENERAL FOOD STAMPS			MIGRANT-SPECIFIC			NONCITIZEN-SPECIFIC		
	A	B	A + B	A	B	A + B	A	B	A + B
	Materials Only	Presentations with Materials	Total Number of Counties	Materials Only	Presentations with Materials	Total Number of Counties	Materials Only	Presentations with Materials	Total Number of Counties
Alcohol/Drug Rehabilitation Centers	18	6	24	N/A	N/A	N/A	3	0	3
Career Service Centers	N/A	N/A	N/A	1	0	1	N/A	N/A	N/A
Child Care Facilities	4	0	4	1	0	1	1	0	1
Churches	4	4	8	N/A	N/A	N/A	1	2	3
Community-Based Organizations	17	23	40	3	4	7	7	9	16
Community Events (Health/Job/Info Fairs, Harvest Festivals, etc.)	22	18	40	3	4	7	10	6	16
CWD/Certification Sites	N/A	N/A	N/A	1	1	2	4	6	10
Employment Sites	4	4	8	N/A	N/A	N/A	N/A	N/A	N/A
Farmers' Markets	8	2	10	0	1	1	2	2	4
Food Banks	22	11	33	0	1	1	5	6	11
Government Offices Other than CWD (WIC, SSA, EDD, etc.)	18	6	24	N/A	N/A	N/A	6	3	9
Grocery Stores	1	1	2	N/A	N/A	N/A	3	1	4
Hospitals/Clinics	19	9	28	1	1	2	6	5	11
In-Home Visits	16	6	22	N/A	N/A	N/A	4	3	7
Libraries	4	0	4	0	0	0	2	1	3
Materials Provided by Direct Mail/ Internet/Telephone /Fax Request	25	0	25	N/A	N/A	N/A	N/A	N/A	N/A
Migrant Camps	3	3	6	2	3	5	1	1	2
Migrant Education Sites	N/A	N/A	N/A	2	4	6	N/A	N/A	N/A
One Stop Centers/ Family Resource Centers	27	13	40	N/A	N/A	N/A	7	4	11
Remote Sites	15	4	19	N/A	N/A	N/A	4	1	5
Schools	8	6	14	N/A	N/A	N/A	2	3	5
Senior Centers	N/A	N/A	N/A	N/A	N/A	N/A	1	2	3
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	12	11	23	N/A	N/A	N/A	4	2	6
Other*	2	4	6	3	2	5	3	1	4
# OF COUNTIES	58			11			20		

*For "Other" sites/organizations, see Appendix A, pages 27 and 28.

N/A = Not Applicable

Counties That Partnered With Other Health and Human Services Agencies, Schools, and Community-Based Organizations to Improve Outreach Efforts

July 1, 2005 to June 30, 2006

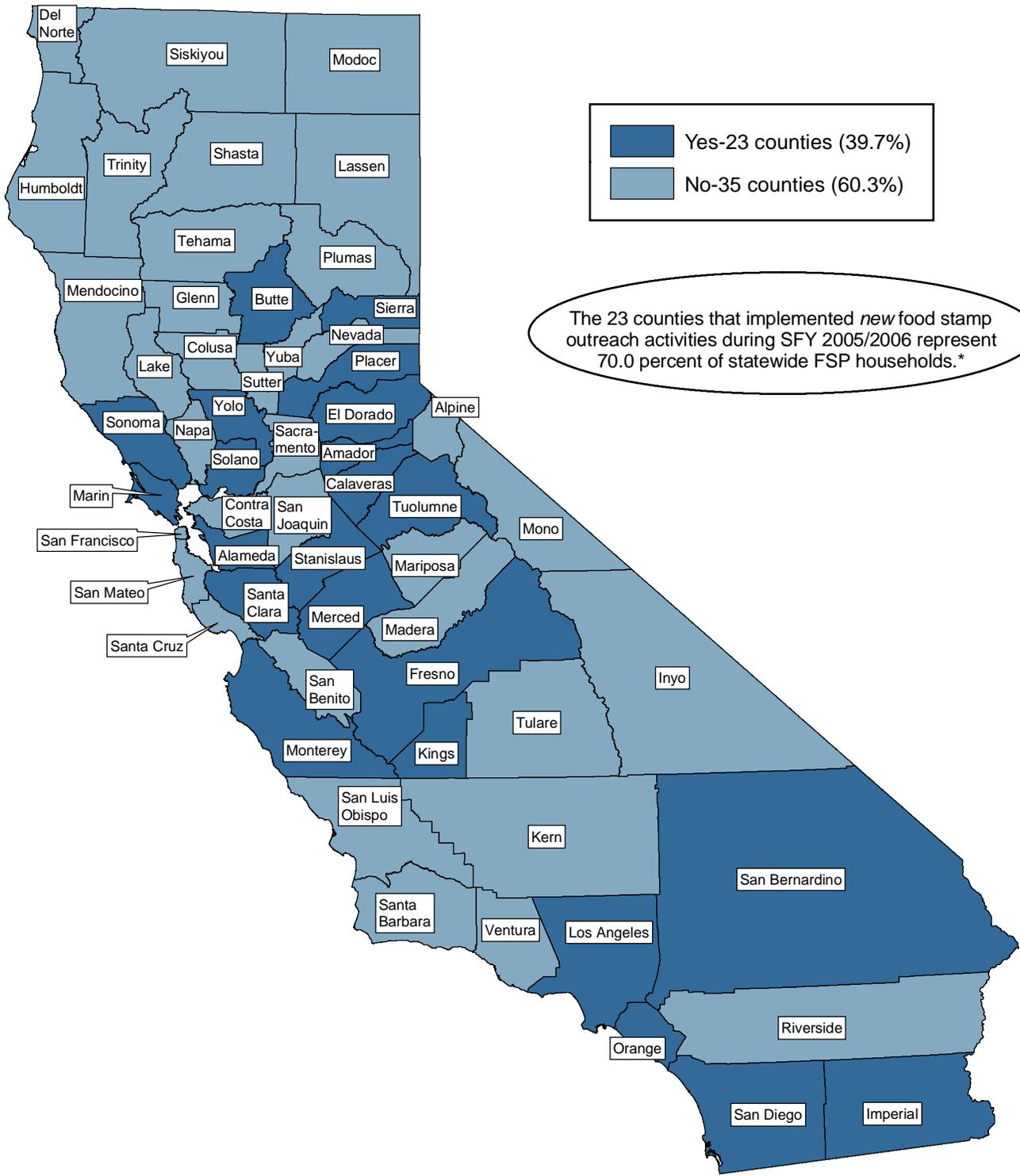


The 41 counties that partnered with other agencies/organizations represent 92.4 percent of statewide FSP households.*

*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA256). The statewide average was computed based on monthly household totals for the 12-month period July 2005 through June 2006.
 NOTE: Due to conversion to a new automated system (CalWIN), prior months data was used when necessary.

Counties That Implemented *NEW* Food Stamp Outreach Activities During State Fiscal Year (SFY) 2005/2006

July 1, 2005 to June 30, 2006

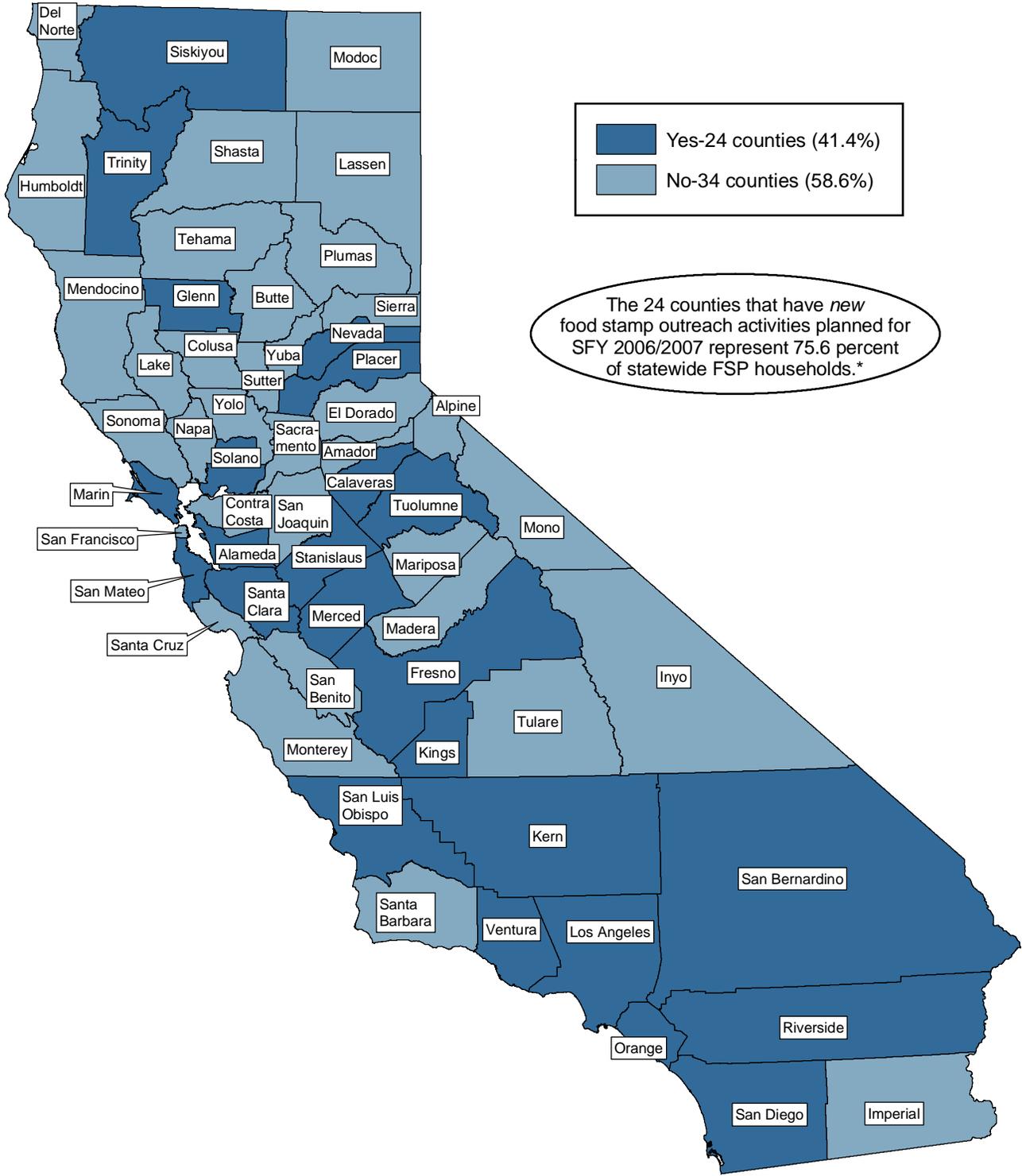


*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA256). The statewide average was computed based on monthly household totals for the 12-month period July 2005 through June 2006.

NOTE: Due to conversion to a new automated system (CalWIN), prior months data was used when necessary.

Counties That Have *NEW* Food Stamp Outreach Activities Planned for Implementation During State Fiscal Year (SFY) 2006/2007

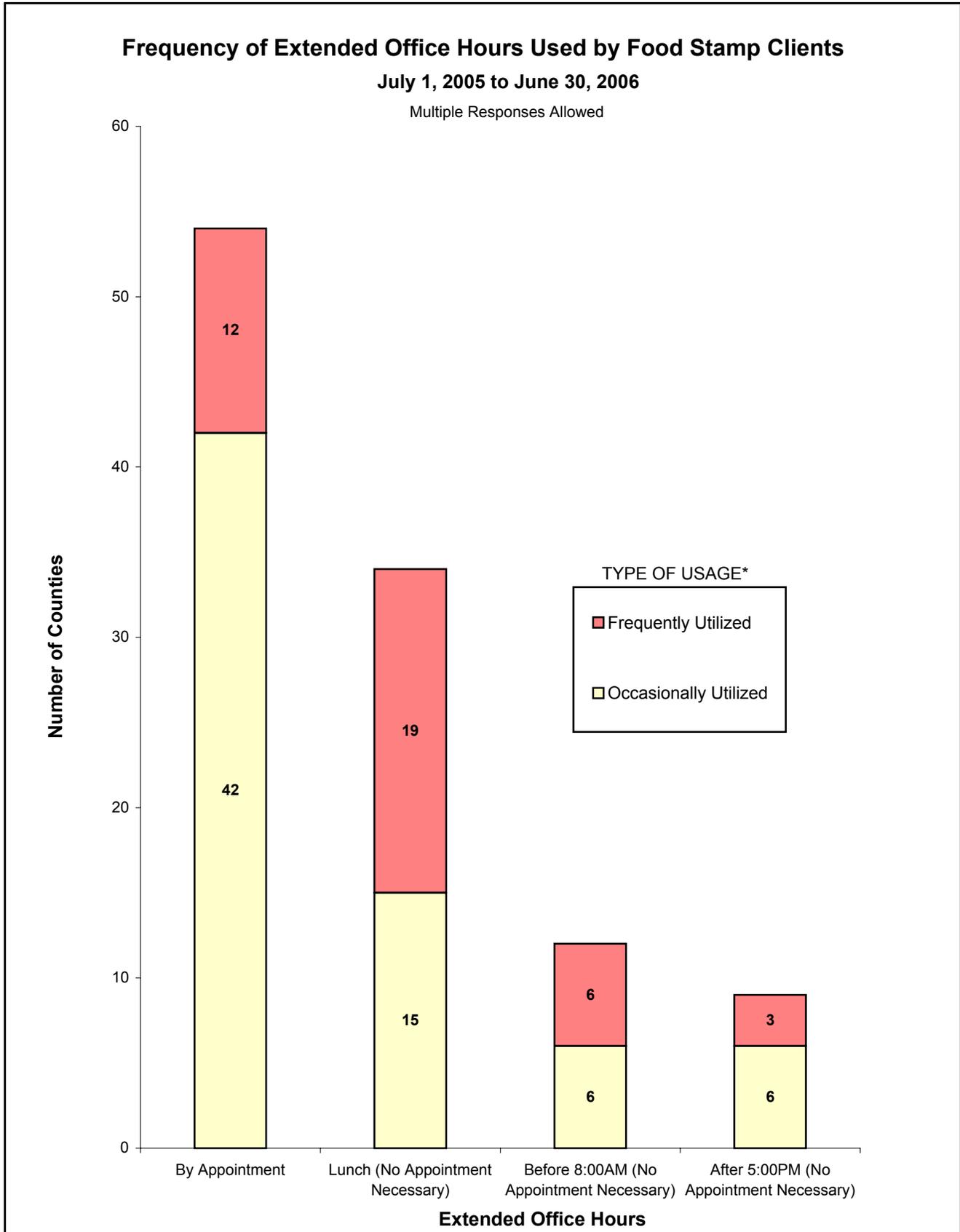
July 1, 2005 to June 30, 2006



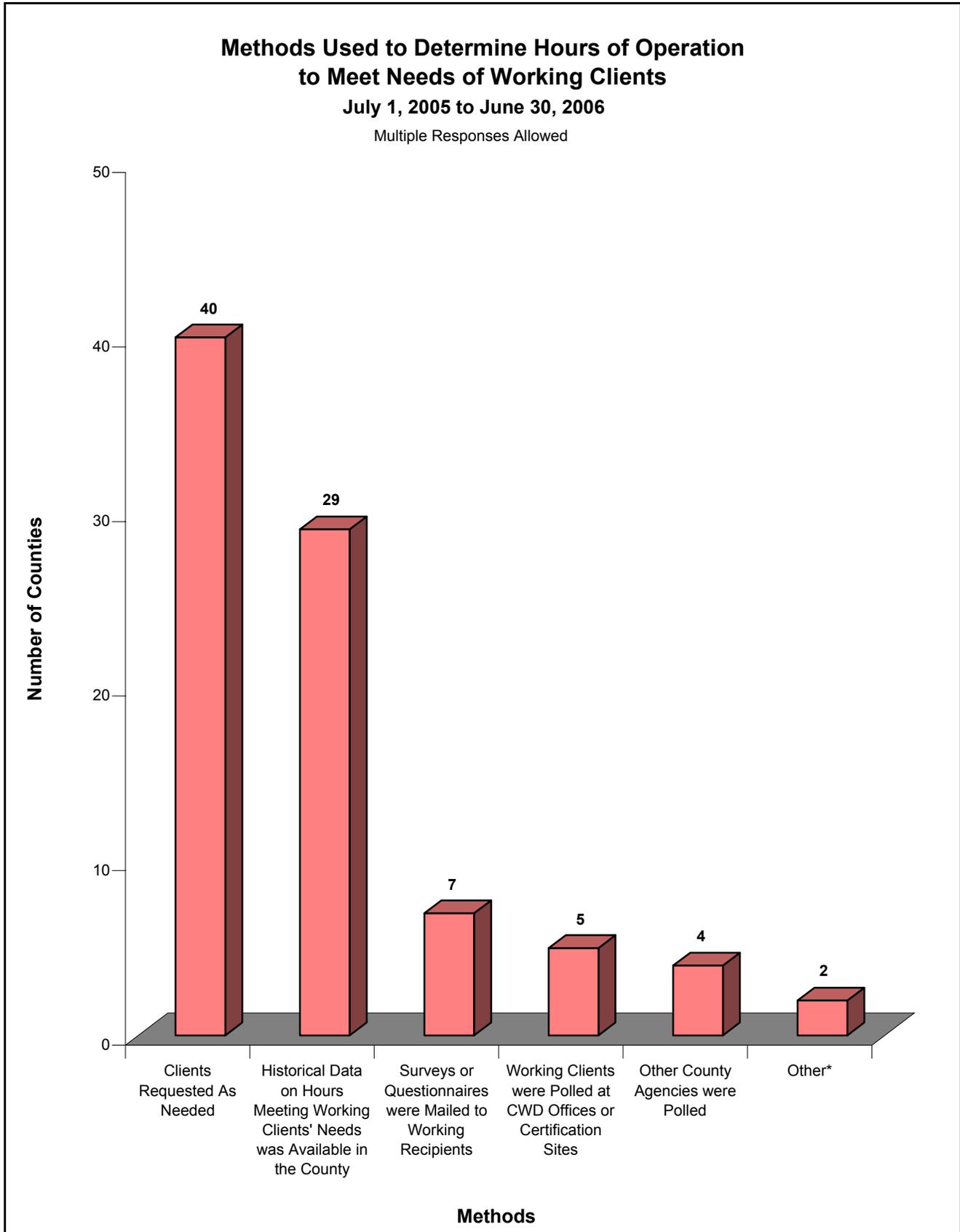
*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA256). The statewide average was computed based on monthly household totals for the 12-month period July 2005 through June 2006.

NOTE: Due to conversion to a new automated system (CalWIN), prior months data was used when necessary.

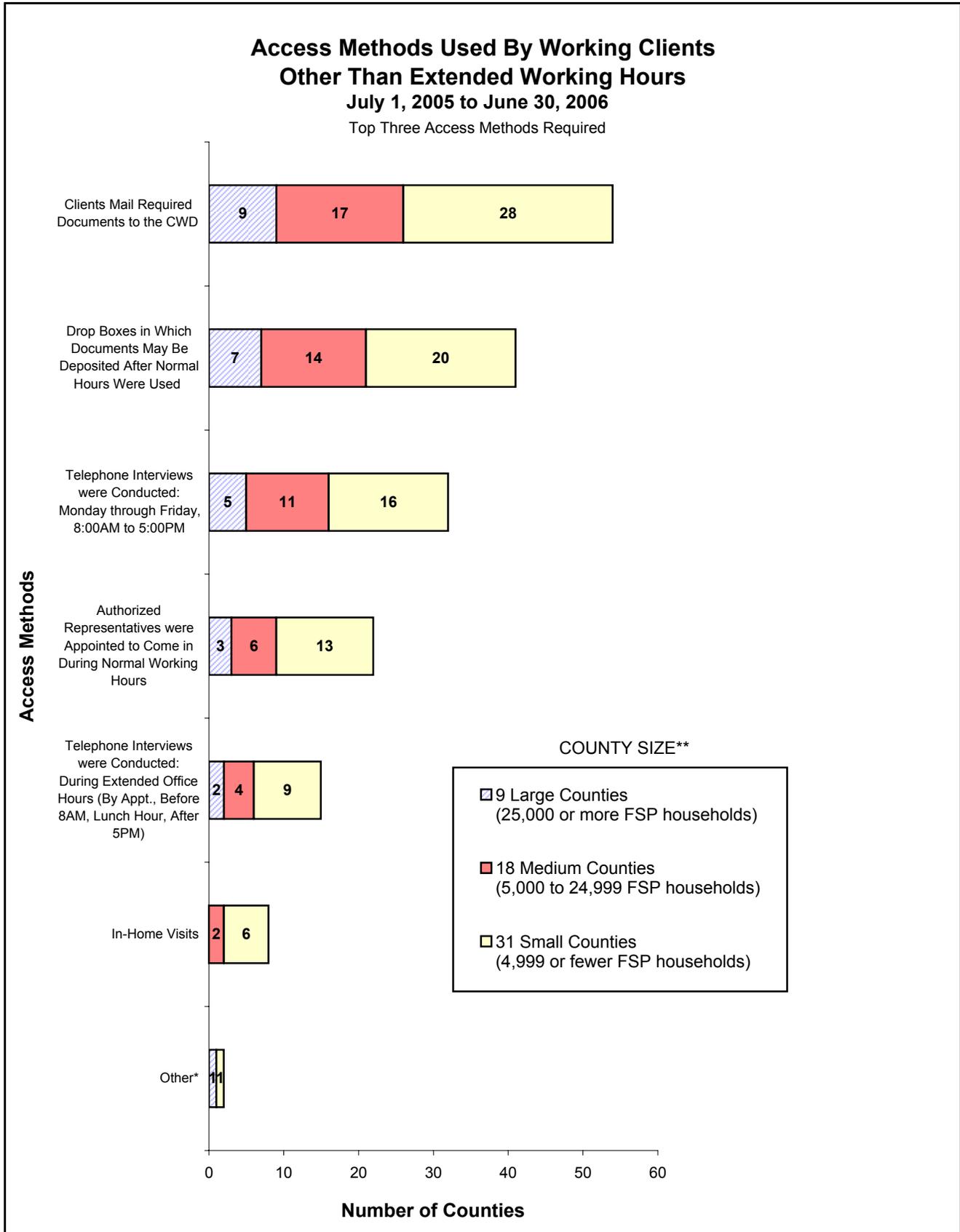
Hours of Operation



*Represents unduplicated count (number of counties).



*For "Other" methods, see Appendix A, page 28.



*For "Other" access methods, see Appendix A, page 28.

**For a list of counties by size, see Appendix F, page 43.

APPENDICES

Appendix A	“Other” Responses
Appendix B	Hotline Number, Hotline Type, Days/Hours of Operation, and Type of Information Available
Appendix C	Committee/Task Force Name, Frequency of Meetings and Activities
Appendix D	Description of <i>New Outreach Activities</i> Implemented in State Fiscal Year 2005/2006
Appendix E	Description of <i>New Outreach Activities</i> Planned for State Fiscal Year 2006/2007
Appendix F	County Size Based on Number of Food Stamp Program Households
Appendix G	Statewide Certification Sites
Appendix H	Data Summary
Appendix I	Survey Form

APPENDIX A
"Other" Responses

ITEM 1: Other than County Welfare Departments (CWD) Offices/Certification Sites, indicate how your county made food stamp applications accessible to clients.

COUNTY	"OTHER" METHODS OF ACCESSIBILITY TO FOOD STAMP APPLICATIONS
SACRAMENTO	H & R Block Tax Offices
SANTA BARBARA	Health Care Services-Visiting Nurses
VENTURA	Recovery Homes

ITEM 2: Indicate the translated languages (other than English) in which food stamp applications were USED in your county.

COUNTY	"OTHER" NON-ENGLISH LANGUAGES
IMPERIAL	American Sign Language

ITEM 3: Indicate how your county used staff to assist clients in completing food stamp application forms and answering questions.

COUNTY	"OTHER" METHODS OF APPLICATION ASSISTANCE AVAILABLE TO FOOD STAMP CLIENTS
CONTRA COSTA	California Translation Service Utilized
ORANGE	Outstationed Eligibility Technicians to complete application interviews at Family Resource Centers. CalWORKs (Intake) Social Workers attend Family Reunification meetings when a financial need is identified to assist with applications including Food Stamps

ITEM 4: Did your county provide outstationed food stamp eligibility workers at sites other than CWDs?

ITEM 4a: If you answered "YES" to Item 4, indicate the sites where eligibility workers were outstationed.

COUNTY	"OTHER" OUTSTATIONED ELIGIBILITY WORKER SITES
LOS ANGELES	Grocery stores

APPENDIX A
"Other" Responses

ITEM 6: How was the initial screening usually conducted when determining the need to have the face-to-face interview waived?

COUNTY	"OTHER" WAYS TO DETERMINE THE NEED FOR FACE-TO-FACE INTERVIEW WAIVERS
TEHAMA	Screeners

ITEM 7: Did your county waive any face-to-face interviews?

ITEM 7a: If you answered "YES" to Item 7, check the TOP THREE reasons face-to-face interviews were waived.

COUNTY	"OTHER" REASONS FOR WAIVING FACE-TO-FACE INTERVIEWS
SAN DIEGO	When face-to-face would create hardship to client.

ITEM 7c: If you answered "YES" to Item 7, indicate the primary replacement method that was used.

COUNTY	"OTHER" METHODS USED TO REPLACE FACE-TO-FACE INTERVIEWS
YOLO	Mail In applications

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX A
"Other" Responses

ITEM 10: Tell us about your county's food stamp outreach activities:

- A. In column A, indicate ALL food stamp program outreach activities your county conducted.**
B. In Column B, select the SINGLE MOST EFFECTIVE activity.

COUNTY	"OTHER" OUTREACH ACTIVITIES
FRESNO	Have trained organizations to complete DFA 285 A1 and send to CWD
ORANGE	Provide general FS Eligibility information, a link to the CDSS Internet Site for Food Stamp Benefits, and county locations where to submit applications.
SACRAMENTO	Sacramento Co. Dept. of Human Assistance joined with the Community Services Planning Council/Hunger Coalition & 22 other non-profit organizations to apply for a USDA matching grant to support our FS outreach efforts. We await news of being accepted.
STANISLAUS	Provided information to Farmers' Market about EBT certification process
YOLO	Migrant Camp Outreach
YUBA	Beale Air Force Base
	Veteran's Stand Down
	Community Connections for recent Parolees

ITEM 11: Indicate ALL sites/methods, other than CWD Offices/Certification Sites, that your county used for distributing materials and/or conducting presentations to clients about the food stamp program in general.

COUNTY	"OTHER" SITES/METHODS USED FOR DISTRIBUTION OF MATERIALS AND/OR CONDUCTING PRESENTATIONS	TYPE USED
FRESNO	Mexican Consulate Office	Materials Only
LAKE	Senior Centers	Presentations with Materials
LOS ANGELES	Dept. of Community and Senior Service's WorkSource Centers	Presentations with Materials
ORANGE	Mexican Consulate	Presentations with Materials
	Senior Centers	Presentations with Materials
	Family Resource Centers	Presentations with Materials
	H&R Block Outreach	Materials Only
SANTA BARBARA	Presentations to outside agencies, with materials, upon request	Presentations with Materials
YUBA	Beale Air Force Base	Materials Only
	Veteran's Stand Down	Materials Only
	Community Connections for recent Parolees	Materials Only

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX A
"Other" Responses

ITEM 12: Did your county provide any **MIGRANT-SPECIFIC** educational materials and/or presentations to sites/organizations for **MIGRANT WORKERS**?

ITEM 12a: If you answered "YES" to Item 12, indicate the sites/organizations.

COUNTY	"OTHER" SITES/ORGANIZATIONS FOR PROVIDING EDUCATIONAL MATERIALS OR PRESENTATIONS FOR MIGRANT WORKERS	TYPE USED
DEL NORTE	A.L.M.A.	Materials Only
KINGS	Family Resource Centers	Presentations with Materials
LAKE	California Human Development Corporation - CHDC	Materials Only
SANTA BARBARA	Presentations made upon request	Presentations with Materials
TEHAMA	Cultural Awareness	Materials Only

ITEM 13: Did your county provide any **NONCITIZEN-SPECIFIC** educational materials and/or presentations to sites/organizations for **NONCITIZENS** ?

ITEM 13a: If you answered "YES" to Item 13, indicate the sites/organizations.

COUNTY	"OTHER" SITES/ORGANIZATIONS FOR PROVIDING EDUCATIONAL MATERIALS OR PRESENTATIONS FOR NONCITIZENS	TYPE USED
LOS ANGELES	County Jails	Materials Only
ORANGE	Mexican Consulate	Materials Only
SANTA BARBARA	Presentations made upon request	Presentations with Materials
TEHAMA	Cultural Awareness	Materials Only

ITEM 19: What methods did your county use when determining its hours of operation to ensure that the needs of working clients (applicants and recipients) were met pursuant to Manual of Policies and Procedures (MPP) Section 63-205.1 (i.e., how did your county conduct a needs assessment)?

COUNTY	"OTHER" METHODS USED TO DETERMINE HOURS OF OPERATION
LOS ANGELES	Collaborative efforts of the Department and other stakeholders to meet the needs of the public.
ORANGE	Extended office hours were available in previous years with scant utilization that did not justify further use of those hours

ITEM 20: Other than extended office hours, what were the **TOP THREE** access methods working clients used?

COUNTY	"OTHER" ACCESS METHODS USED OTHER THAN EXTENDED OFFICE HOURS
LOS ANGELES	Access to non-traditional sites
NEVADA	Clients come to office during working hours

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX B

Hotline Number, Hotline Type, Days/Hours of Operation, and Type of Information Available

ITEM 8: Did your county maintain a telephone "hotline" that included information regarding food stamp programs, noncitizens' potential eligibility for these programs, and/or food stamp outreach activities?

ITEM 8a: If you answered "Yes" to any category in Item 8, provide the telephone "hotline" number(s), "hotline" type, days AND hours of operation, and/or specific type of information available through the "hotline."

COUNTY	HOTLINE TELEPHONE NUMBER	HOTLINE TYPE	DAYS/HOURS OF OPERATION	TYPE OF INFORMATION AVAILABLE
ALAMEDA	(888) 999-4772	Both	Mon-Fri 8:30-5:00	Office locations, status of applications and status of ongoing cases
BUTTE	(800) 499-9189	Both	M-F 8am-noon / 1pm-5pm	7 days/24 hours per day
FRESNO	(559) 453-4998	Both	Monday through Friday; 8:00 a.m. to 5:00 p.m.	The person at this extension is not available to take your call. Please leave a message at the tone.
	(559) 453-4363	Both	Monday through Friday; 8:00 a.m. to 5:00 p.m.	The person at this extension is not available to take your call. Please leave a message at the tone.
HUMBOLDT	(707) 269-3590	Both	7 days/24 hours	Recorded message provides office hours
	(707) 268-3471	Both	7 days/24 hours	Recording informs client that we are unable to answer their call or are busy on another line
KERN	(661) 631-6000	Both	M-TH 7:30am - 5:30pm	Option to apply by phone or leave address for application to be mailed.
	(661) 631-6062	Recording Only		FS Application Hotline - can have telephone call returned or leave address for application to be mailed.
	(631) 326-2840	LiveOnly	M-TH 7:30 am to 5:30 pm and F 8:00am - 5:00pm	
	(800) 690-1997	LiveOnly	M-TH 7:30 am to 5:30 pm and F 8:00am - 5:00pm	
LOS ANGELES	(877) 597-4777	Both	M-F 8am-5pm	Days and Hours of operation
	(877) 481-1044	Both	M-F 8am-5pm	Days and Hours of operation
MENDOCINO	(707) 463-7700	Recording Only		Briefly states what the Food Stamp Program is
	(707) 463-2437	Both	M-F (8-12, 1-5)	Briefly states what the Food Stamp Program is
	(877) 327-1677	LiveOnly	M-F (8-12, 1-5)	
	(707) 962-1000	LiveOnly	M-F (8-12, 1-5)	
MERCED	(209) 385-3000	Both	M-F 8am- 5pm	General Food Stamp Program Information
PLACER	(916) 784-6000	Both	M-F 8am-5pm	Description of programs including FS how to apply, office hours, locations, both English and Spanish.
	(530) 889-7611	Both	M-F 8am-5pm	Description of programs including FS how to apply, office hours, locations, both English and Spanish.
	(530) 584-1900	Both	M-F 8am-5pm	Description of programs including FS how to apply, office hours, locations, both English and Spanish.

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COUNTY	HOTLINE TELEPHONE NUMBER	HOTLINE TYPE	DAYS/HOURS OF OPERATION	TYPE OF INFORMATION AVAILABLE
RIVERSIDE	(800) 274-2050	Recording Only		General Food Stamp Program information.
SAN BERNARDINO	(909) 383-9826	LiveOnly	M-F 7:30 am to 5:30 pm	
	(909) 386-9502	Both	M-F 7:30 am to 5:30 pm	General Information #, including FS application information for Main office.
SAN DIEGO	(866) 262-9881	Both	MWTHF - 8:00am 5:00pm & T - 9:00am to 5:00pm	Food Stamp general eligibility, EBT/PIN, issuance time frames, office locator assistance, operator assistance option
	"211"	Both	24/7	Referral to Food Stamp Hotline
SAN FRANCISCO	(415) 558-4186	Both	Recording is available 24/7	General info as in location and work hours. May be transferred to Customer Service numbers.
	(415) 558-1070	Both	8:30-11:30 AM and 1:30-4:30 PM	Answers generic questions on eligibility. Specialist returns clients'
	(415) 558-1074	Both	8:30-11:30 AM and 1:30-4:30 PM	calls to respond to questions clients may have left on voicemail.
SAN MATEO	(800) 223-8383	Both	M-F 8am-5pm	EBT card access; Application process
SANTA CRUZ	(888) 421-8080	Both	M-F, 8am-5pm	Call center toll free number; will provide info on how to apply for food stamps, office hrs and locations
SISKIYOU	(800) 662-7031	Both	M-F 8am-5pm	Office hours, days, and locations
SOLANO	(800) 400-6001	LiveOnly	M-F 8am-5:30	
SONOMA	(800) 331-2278	Both	Monday through Friday 8 AM to 5 PM	General information about when & where to apply for Food Stamps (English and Spanish).
STANISLAUS	(209) 558-2777	Both	M-F 8am-5pm	Information provided on hours of operations, hours to apply, and various phone numbers.
	(800) 962-4468	Both	M-F 8am-5pm	Information provided on hours of operations, hours to apply, and various phone numbers.
	(209) 558-9000	Recording Only		24 hour Automated Case Information
	(866) 852-2288	Recording Only		24 hour Automated Case Information
TULARE	(800) 540-6880	LiveOnly	M-Th 7:30-5:30 F 8am - 12pm	

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APPENDIX C

Committee/Task Force Name, Frequency of Meetings and Activities

ITEM 14: Did your county partner with other Health and Human Services Agencies, schools, community-based organizations, etc., to improve food stamp outreach efforts?

ITEM 14a: If you answered "YES" to Item 14, indicate the partner organization names, frequency of meetings, and activities.

COUNTY	COMMITTEE/TASK FORCE NAME	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS	ACTIVITIES
ALAMEDA	WIC offices	Quarterly		Trained staff to screen clients for potential eligibility and provide DFA 285 A1. Discuss different strategies to improve participation rate
	H & R Block	Monthly		Trained staff to screen clients for potential eligibility and provide DFA 285 A1. Discuss different strategies to improve participation rate
	Alameda County Community Food Bank	Monthly		Trained staff to screen clients for potential eligibility and provide DFA 285 A1. Discuss different strategies to improve participation rate
AMADOR	Connecting Hands	Monthly		Developed the 'Take a Step to Health' project which reaches out to the communities in Amador and Calaveras County. This program helps people to take the first step to a healthy lifestyle. The Connecting Hands website has a link to the county website which gives information on how to apply for Food Stamps.
	WIC	Other	as needed for outreach information	WIC hands out a Flyer from the county that lists the services offered through Social Services. Listed on the sheet is the website for Food Stamps as well as location and phone number for the Social Services Department.
	First 5 of Amador County	Other	as needed for outreach information	First 5 hands out information on where to apply for Food Stamps to Families with children under 5
BUTTE	Private Industry Council	Other	As needed	Ensure their staff are aware of the benefits of the Food Stamp Program and where clients may apply.
	Public Health	Other	As needed	Ensure their staff are aware of the benefits of the Food Stamp Program and where clients may apply.
	Behavioral Health	Other	As needed	Ensure their staff are aware of the benefits of the Food Stamp Program and where clients may apply.
	Child Support Services	Other	As needed	Ensure their staff are aware of the benefits of the Food Stamp Program and where clients may apply.
CALAVERAS	Mark Twain Saint Joseph Hospital	Other	As needed	Set-up of an outstation office at a medical clinic in one of our remote areas.
	Behavioral Health	Other	As needed	Opened an outstation as a Community Center in one of our remote areas.
CONTRA COSTA	Food and Nutrition Policy Consortium	Quarterly		Conduct Quarterly nutrition awareness activities in the community; train CBO volunteers in nutrition and basic food stamp eligibility
	Community Wellness and Prevention Program Contra Costa Health Services	Other	varies	Assisted in their development of USDA FSP Outreach Grant Application
DEL NORTE	Del Norte High School/Nutrition Network	Other	Semi-Annual	County Fair, Health Fair
	First 5	Other	Annual	County Fair
	Del Norte High School	Bi-Monthly		Nutrition Network Meetings
	Smith River Medical Clinic	Other	Weekly	Outstationed worker at their location 2 hours per week.
FRESNO	California Food Policy Advocates	Monthly		Discuss Outreach, Food Stamp Population, etc.
HUMBOLDT	Food Stamp Task Force with Food Bank, Project Lean, Public Health and Senior Resource Center	Bi-Monthly		Health Fairs, TV and radio spots, department website, collaboration with community agencies to increase accessibility and public awareness.
	Senior Resource Center	Other	as requested	Provide written materials, publication in Senior Directory, and presentatins upon request.

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COUNTY	COMMITTEE/TASK FORCE NAME	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS	ACTIVITIES
IMPERIAL	Imperial County Dept of Education Family Resource Centers	Monthly		Meetings, case management
	Clinicas de Salud Del Pueblo	Other	weekly	Coordination and case management
	Volunteers of America	Other	weekly	Coordination and case management
	Imperial Valley Food Bank	Other	as needed	Collaboration and referrals
	Catholic Charities-Homeless Women's Services, I. V. Shelter Programs	Monthly		Collaborate and coordinate services to the county's homeless population
KERN	Neighborhood Partnerships (Network for Children)	Monthly		Information shared at monthly meetings. Sponsors community events.
	Multi-Service Disciplinary Team meetings - Neighborhood Partnerships (Bakersfield)	Other	bi-weekly	Team meeting to evaluate family situations and provide resource needs.
	Outstation Clinic Committee - Bakersfield	Bi-Monthly		Information shared at monthly meetings.
	Bakersfield Homeless Collaborative	Monthly		Information sharing.
	Greater Bakersfield Legal Assistance and Bakersfield Homeless Center	Monthly		Share information and resolve mutual issues.
KINGS	KCAO	Other	As requested	Program information and application assistance
	Family Resource Centers	Monthly		Program information and application assistance
	Schools	Monthly		Program information and application assistance
	Health Department	Other	Daily Outstation	Program information and application assistance
LAKE	Hunger Task Force	Monthly		Assess counties citizen hunger needs and other resources available to meet these needs. Community Garden, Make A Difference Day, Canning Project.
	ARBOR	Monthly		Nutrition Information/classes for WtW participants.
	UCEE - University of California Cooperative Extension	Monthly		Food Stamp Nutrition Education Program.
	Sutter Lakeside Services	Monthly		Parenting for CWS.

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COUNTY	COMMITTEE/TASK FORCE NAME	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS	ACTIVITIES
LOS ANGELES	Covina Unified School District	Other	no meeting scheduled at this time.	L.A. County partnered with Covina Unified School District in a pilot to include a FS Outreach Flyer with their Direct Certification application packets. They mailed approximately 10,000 packets beginning July 1, 2006.
	California Food Policy Advocates, L.A. Coalition to End Hunger and Homelessness, and L.A. Regional Food Bank.	Quarterly		Monthly meetings to discuss and recommend resolutions to barriers to food stamp participation, as well providing updates as they pertain to expanding our outreach efforts.
	Daughters of Charity, WIC, and Harbor Interfaith	Quarterly		Collaborative partners of our Countywide Outreach in providing households the ability to apply for FS at non-traditional sites. Meetings are held to discuss the food stamp participation and provide updates on our efforts.
	Department of Community and Senior Services	Quarterly		Collaborative partners of our Countywide Outreach Campaign in providing the opportunity for individuals and families to apply for Food Stamps at non-traditional sites. Currently we are conducting a pilot in their WorkSource Centers.
	Los Angeles County Probation Department	Other	as needed	Collaborative partners of our Countywide Outreach Campaign in providing the opportunity for release inmates to apply for Food Stamps and other services at mandatory orientations scheduled by the Probation Department.
MARIN	Marin City Outreach Team	Monthly		Opening a one stop center - multi-disciplinary team in Marin City. Pamphleting community, posters, flyers and open house.
	Community Health and Prevention Services- Nutrition Wellness Program	Quarterly		Meetings, community events & working with other collaborative partners, such as Cal Works classes, School events, UC Cooperative Extension, etc. & mailings, Community organizations- sharing nutrition/physical activity education/resources and Food Stamp Information;
MENDOCINO	Food Banks	Monthly		Meetings, training, provide materials
	Nuestra Casa	Monthly		Meetings, training, provide materials
	Nutritional Advisory Committee	Monthly		Meetings, training, provide materials
MODOC	Teach Food Bank	Other	As needed	Discussion's concerning any needs for changes
	Newell Family Center	Other	As needed	Discussion's concerning any needs for changes

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MONTEREY	Local WIC offices in Salinas, Seaside, and King City	Other	Outreach worker visits the WIC offices on a bi-weekly basis	Three to four times a week at various locations, presentations are given, in both English and Spanish, after their program presentations. After the outreach presentation DFA 285A1's are offered for completion and submission.
	Alisal Elementary School District	Bi-Monthly		Outreach worker gives Food Stamp presentations at five different elementary schools at the following meetings; Migrant Education, Koffee Klatches, Back to School Night, and School Festivals.
	Local Food Banks	Other	Meets with individuals who access the Food Bank on a weekly basis	Outreach worker meets with individuals who access the Food Bank services are given the opportunity to apply for Food Stamp benefits via the DFA 285A1.
	South County Outreach Efforts (SCORE) Committee	Other	Meeting to prepare for annual event	Each August, the SCORE Committee coordinates a community event, El dia del Trabajador (The day of the Worker), for the south county community. Various FS related materials are distributed
	Salinas Adult School	Bi-Monthly		The Salinas Adult School sponsors three events each year that the Outreach Worker attends with various FS materials; Parent University (two times), and The Labor of Love (for pregnant/parenting moms)
NAPA	Food Bank	Other	Random/as needed	Send Community Aide to Food Bank to tell consumers about the program, pass out applications, and help people fill out the applications. Food Bank also to refer people to CWD.
	Safety Net Food Committee	Other	Bi-monthly until holiday season, then monthly.	Attend meeting with CBO's like Salvation Army, St. Vincent de Paul, Food Bank, Senior Nutrition Program see if the FSP can meet community needs & encourage CBOs to refer people to apply.
NEVADA	Grass Valley School District	Quarterly		Nevada County Department of Social Services provides a list to the Grass Valley School District to aid in direct certification of eligible students in the Free School Lunch Program
	Nevada Joint Union High School District	Monthly		Nevada County Department of Social Services provides a list to the Nevada Joint Union High School District to aid in direct certification of eligible students in the Free School Lunch Program

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COUNTY	COMMITTEE/TASK FORCE NAME	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS	ACTIVITIES
ORANGE	Orange County Department of Education	Other	Semi-annually	Participates in a coordinated effort to disseminate FS and nutrition program information via community fairs, school events, school readiness coordinators, as well as distributing food stamp information /brochures to schools throughout Orange County.
	Health Care Agency Nutrition Services	Other	Semi-annually	Participates in a coordinated effort to disseminate FS info as it relates to nutrition educ. & has the primary responsibility for distributing FS promo info/brochures throughout the County via community fairs & events, mobil van, WIC, hospitals & medical facilities.
	Orange County Hunger Colition	Other	Semi-annually	Participates in a coordinated effort to disseminate FS and nutrition program info via senior centers, DMV, and other governmental agencies, and distributing FS info/brochures with the distribution of the Coalition's annual Emergency Food Resource Guide.
	Children and Families Commission	Other	Semi-annually	Participates in a coordinated effort to disseminate food stamp and nutrition program information via Bridges for Newborn's program at hospitals, mobile van, family resource centers, School Readiness Coordinators, and other Commission collaboratives.
	Community Action Partnership of Orange County	Other	Semi-annually	A county collaborative partner in the FS Assisted Application Project, providing workshops to assist individuals with completing the FS application process. Also provides presentations to agencies, schools, & CBOs about the Assisted Application Project & provides information about FS at VITA sites.
	Over 21 agencies, schools, community based organizations, food banks, and Nutrition Network affiliated organizations	Other	Semi-annually	Participates in a coordinated effort to disseminate FS & other nutrition program info via community fairs, school events, mobil van, hospitals, family resource centers, as well as distribute FS information/brochures to over 35 different agencies/organizations with a total distribution to over 200 sites.
PLACER	WIC Health Fair	Quarterly		Partner in providing information and outreach materials to the community health fair.
	Family Resource Center	Quarterly		Provide information on FS program and applications and FNS screening site for their use.
	The Gathering Inn	Other	Winter - Spring	Provide a partnership with other Placer HHS divisions to homeless population in the County. Provided outreach FS application process at the temporary shelter/church.
	EDD - One Stop	Monthly		Meet monthly to plan for the one-stop, have located 5 CalWORKs / FS eligibility staff in 2005/06 at the site in Roseville.
SACRAMENTO	Hunger Commission	Bi-Monthly		Discuss outreach activities; provide materials
	Homeless Shelter Providers	Other	One time	Explained FS program and EBT Restaurant program; provided materials
	H & R Block Outreach	Other	One time	Provided Food Stamp Applications and Fact Sheet
SAN BERNARDINO	Faith Temple Community Church	Quarterly		Food Stamp Information Flyers. Referrals for Food Stamp applications to local District office
	Veterans Affairs	Monthly		Eligibility staff collaborating with VA to increase potential FS participation of VA beneficiaries

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COUNTY	COMMITTEE/TASK FORCE NAME	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS	ACTIVITIES	
SAN DIEGO	The San Diego Hunger Coalition	Monthly		FS overview & updates; provide materials, brochures and applications	
	UC Davis Cooperative Extension Food Stamp Nutrition and Education Program	Quarterly		Provide education and nutrition information to FS participants	
	The San Diego Food Bank	Monthly		FS overview & updates; provide materials, brochures and applications. Participated in Discussion panel for "One Big Table" Conference.	
	Brown Bag Program	Quarterly		FS overview & updates; provide materials, brochures.	
	Aging and Independent Services	Quarterly		FS overview & updates; provide materials, brochures and applications. Partnered in manning an info table during the 2006 Aging Summit Conference.	
	5 A Day	Other		Bi - Yearly	FS overview & updates; provide materials, brochures.
SAN FRANCISCO	Homeless Advocacy Project	Other	yearly	FS rep and HAP liaison meet annually.HAP screens applications and faxes them to the designated FS worker for an intake appointment.	
	Project Connect-a partnership with a broad array of Community Organizations	Monthly		FS managers,supervisors,and workers go out to the community and conduct interviews and certifications on site.	
	Northe East Medical Center	Quarterly		A FS supervisor go to this predominantly Chinese community center. Social workers are trained how to screen FS applicants and applications are submitted to the FS supervisor.	
	Self Help for the Elderly	Other		as needed	Workers go out to this site on an as needed basis when calls are received from potential FS clients.
	Jewish Family and Children Services	Other		as needed	Specifically for Russian speaking clients. A Russian speaking EW brings application forms to the center, receives applications, and sets-up FS intake interviews after clients are screened by a JFCS case worker.
	St Anthony's Church	Other		every two months	Similar to Prject Connect, FS managers, supervisors, and Ews accept applications and conduct interviews and certify on-site if eligible.
SAN JOAQUIN	King School Community Collaborative	Quarterly			Information Sharing
	Blue Cross Advisory Coalition	Quarterly	Information Sharing		
SAN LUIS OBISPO	Food Bank Coalition	Monthly		Provided informational materials and support.	
SAN MATEO	San Mateo County School Districts	Other	Once a year and as needed	Coordinate with school directors in evaluation of students' eligibility for school lunch program	
	Family Resource Centers	Monthly		Accept and certify Food Stamp applications	
	Second Harvest Food Bank of Santa Clara and San Mateo Counties	Quarterly		Coordinate outreach activities i.e. the USDA Media Campaign.	
SANTA BARBARA	Santa Barbara County School District	Other		Twice a year	Direct Certification Listing
	Center for Nutrition Policy	Other	Varies based on planning activities	Enclosing FS info. In Brown bag lunches for the elderly.	
	Healt Care Services	Other	Varies based on planning activities	Visiting Nurses take FS applications on home visits. Nurses contact FS supervisors directly with eligibility questions to help identify the applicants potential eligibility.	

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SANTA CLARA	Nutrition & Wellness Santa Clara County Department of Public Health	Other	As needed	Presented on Food Stamp program, application process and general eligibility
	Second Harvest Food Bank	Other	As needed	Presented on Food Stamp program, application process and general eligibility
	Safety Net Committee	Other	As needed	Ensure that there is a safety net to meet the basic needs of the community (i.e. shelter, food, utilities)
	CalWORKs Advisory/Refugee Immigrant Forum	Other	As needed	Provide updates and presentations regarding any changes in the Food Stamp Program
SANTA CRUZ	Second Harvest Food Bank	Other	as needed	food bank outreach staff assist people in applying for food stamps at various non-CWD sites; in July 06, a food stamp outreach event was held at the Watsonville Farmer's Market and attended by Maria Shriver
SIERRA	Northern Nevada Food Bank	Other	1x only	Presentation at the Area 4 Senior Center in Loyalton, CA
SISKIYOU	Siskiyou County FaithWORKs	Other	Had their staff person on site	passed out free sack lunches and discussed the Food Stamp program to persons requesting a sack lunch
	Family Resource Centers	Other	When requested	Assisted clients completing the application
	Siskiyou County Domestic Violence & Crisis Center	Other	When requested	Assisted clients completing the application
SOLANO	Food Bank of Contra Costa-Solano	Quarterly		Information booths, Food Tasting, provided basic Food Stamp training
SONOMA	Department of Health Services	Monthly		Provide application packets and instructions on how to help clients apply to staff at WIC, Catholic Charities, and other local agencies
	UC Cooperative Extension	Other	Annually	Provide food purchasing and preparation classes to Food Stamp recipients.
	Jewish Children & Family Services	Other	Annually	Encourage low-income tax filers to apply for Food Stamps.
	Police and Corrections Team (PACT)	Monthly		Provide presentations to parolees recently released from prison
	Redwood Empire Food Bank	Monthly		Provide training and informational meetings to staff of Food Bank along with their partner agencies. Assist Food Bank Outreach coordinator with their outreach efforts.
STANISLAUS	Stanislaus County Nutrition Action Plan Committee	Monthly		Collaboration with county's nutrition assistance programs (Health Services Agency, WIC, Area on Aging, Child Nutrition Program, Nutrition Network, Schools) to promote nutrition education
	Westside Collaborative	Monthly		Collaboration and community outreach neighborhood service delivery
	El Concilio	Monthly		Collaboration and outreach
	Homeless Coalition	Monthly		Collaboration and meeting the needs of the homeless population
	Turlock Community Collaborative	Monthly		Collaboration and sharing information regarding programs
	Family Resource Center Multi-Disciplinary Team	Monthly		Collaboration and information sharing

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TEHAMA	St. Elizabeth Hsp. Health Spree	Other	Twice a year	Display booth
	Latino Outreach	Monthly		Community Liasion
	Cinco De Mayo	Other	Annual	Display booth and children's games
TULARE	Food Link of Visalia	Other	As needed	Partners of Food Link were trained by Tulare County to assist applicants with the DFA 285-A1 and submitted the completed applications to the county on behalf of the applicant.
TUOLUMNE	A-TCAA Amador Tuolumne Community Action Agency	Bi-Monthly		Implementation meetings, training
VENTURA	SSA/HICAP	Monthly		Medicare Part D/Food Stamp Outreach-
	Migrant School District - El Rio	Monthly		Present food stamp information, assist staff with applications. Identify other needs that HSA can provide, referrals to other community based organizations.
	Ventura Networking Committee	Monthly		Share Food Stamp Program information and obtain other Agency/Department out reach activities that food stamps can also be presented
	National Police Officer Association	Monthly		Share Food Stamp Program information and obtain other Agency/Department out reach activities that food stamps can also be presented
YOLO	County of Yolo Health Department-Public Health.	Other	Once implemented meetings are on an as needed basis.	Held meeting initially to coordinate and provide Food Stamp materials and training. E-mail contact is maintained on a regular basis.

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX D

Description of New Outreach Activities Implemented in State Fiscal Year (SFY) 2005/2006

ITEM 15: Did your county implement any NEW food stamp program outreach activities during SFY 2005/2006?

ITEM 15a: If you answered "YES" to item 15, describe the NEW outreach activities implemented in SFY 2005/2006 and indicate whether they were one-time or ongoing activities.

COUNTY	DESCRIPTION OF NEW OUTREACH ACTIVITIES	TYPE OF ACTIVITY
ALAMEDA	Participated in Homeless Faires throughout Alameda County	Ongoing
	Piloted a direct certification process with H&R Block	One-Time
AMADOR	More information to our local food bank	Ongoing
BUTTE	Public Service Announcement on public television	Ongoing
CALAVERAS	Opened two outstations in our more remote areas that are opened two days per week. Provide & accept FSP	Ongoing
EL DORADO	Community Event/Job Fair	One-Time
FRESNO	Use of Fotonovella	Ongoing
	Information to Mexican Consulate	Ongoing
	Helped to establish a 1-800 number (1-800-3663(food))	Ongoing
IMPERIAL	Referrals by Imperial Valley Food Bank of persons potentially eligible for the Food Stamp program to ICDSS	Ongoing
	Guadalupe Men's Shelter	Ongoing
	House of Hope and Center for Family Solutions	Ongoing
KINGS	Expanded the number of outreach sites to other governmental offices and family resource centers.	Ongoing
LOS ANGELES	Countywide Outreach Campaign implemented in July 2005, provides dedicated Eligibility Workers to offer households the opportunity to apply for Food Stamps at non-traditional sites. There are a total of 23 District Offices participating in the Campaign.	Ongoing
MARIN	Worked with Community Health & Prevention Services in development of outreach plan to low income schools & community based organizations in order to provide nutrition/physical activity information & food stamp program information. In addition, mailings went out to both food stamp participants & to two school districts to staff & parents at the beginning of the school year.	Ongoing
MERCED	Started the FSP outreach workgroup in order to participate in community events.	Ongoing
	Started County-Wide Outreach project that will engage community partners to help	Ongoing
MONTEREY	Collaborated with the Bi-National Promotoras, a group that focuses on health needs for hispanic community members, to deliver FS program information and application.	Ongoing
	Collaborated with the Bi-National Teen Summit to deliver FS program information.	Ongoing
ORANGE	Implemented using portable SFIS equipment in the Food Stamp outreach process to photo and finger image applicants at a remote site (Family Resource Center in Santa Ana).	Ongoing
	Implemented media/radio outreach to the Spanish speaking population.	Ongoing
	Collaborated with local Farmers Markets to increase the number of markets accepting EBT.	Ongoing
	Participated in a collaboration with other Agencies and CBO's to provide Food Stamp information to recently release inmates.	Ongoing
	Collaborated with the Mexican Consulate to increase the number of applications received from individuals referred by the Consulate.	Ongoing
PLACER	The Gathering Inn - Faith-based temporary Shelters for the homeless. Took Food Stamp applications at the off site Nov-May 05/06.	Ongoing
SAN BERNARDINO	Veterans Affairs - Researching potential FS participants amongst VA beneficiaries	Ongoing
	Faith Temple Church - Collaborating with for FS referrals and distribution of FS literature.	Ongoing
	Contact with Native American Alliance - In the process of establishing contacts to do FS outreach.	Ongoing
SAN DIEGO	Developed one page Outreach Flyer - shared with Community Based Organizations (CBO) and Headstart Providers	Ongoing
	Participated in the Hunger Coalition made up of countywide CBOs.	Ongoing
	Outreach to Head Start providers.	One-Time
	Partnered with AIS to man a booth at the 2006 Aging Summit Conference	One-Time
	Participated on Radio panel focused on Elderly/Disabled with Brown Bag Lunch Program and San Diego Food Banks.	One-Time

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX D

Description of New Outreach Activities Implemented in State Fiscal Year (SFY) 2005/2006

ITEM 15: Did your county implement any *NEW* food stamp program outreach activities during SFY 2005/2006?

ITEM 15a: If you answered "YES" to item 15, describe the *NEW* outreach activities implemented in SFY 2005/2006 and indicate whether they were one-time or ongoing activities.

COUNTY	DESCRIPTION OF NEW OUTREACH ACTIVITIES	TYPE OF ACTIVITY
SANTA CLARA	Food Stamp Outreach presentation was given to various local community based organizations. In addition to the presentation several informational flyers and a referral sheet were provided to the CBO to be used as outreach material for FPS	Ongoing
	Partnered with the Homeless Task Force at the Salvation Army Amory to present and provide information regarding Food Stamps, CalWORKs and Medi-Cal at events.	Ongoing
SIERRA	Northern Nevada Food Bank	One-Time
SOLANO	Coordinated with the Food Bank to provide informational training for food providers.	Ongoing
SONOMA	Worked with Redwood Empire Food Bank on their outreach efforts.	Ongoing
STANISLAUS	Child and Family Commission Conference	One-Time
	Celebration of Women King Kennedy Center	One-Time
	Mark Twain Open House City Schools	One-Time
	CASA (Casa Appointed Special Advocates)	One-Time
	Festival Celebration Turlock Family Resource Center	One-Time
	Healthy Kids Day YMCA (See additional activities in addendum)	One-Time
TUOLUMNE	Tuolumne County staff trained ATCAA staff at the Food Bank and Headstart to assist applicants in completing an application. The application is faxed to the County and assigned to an Eligibility Worker for processing.	Ongoing
YOLO	County of Yolo Health Department-Public Health	Ongoing

APPENDIX E

Description of New Outreach Activities Planned for State Fiscal Year (SFY) 2006/2007

ITEM 16: Does your county have any *NEW* food stamp program activities planned for implementation during the next fiscal year, July 1, 2006 through June 30, 2007 (SFY 2006/2007)?

ITEM 16a: If you answered "YES" to Item 16, describe the *NEW* outreach activities planned for SFY 2006/2007 and indicate whether they will be one-time or ongoing activities.

COUNTY	DESCRIPTION OF NEW OUTREACH ACTIVITIES	TYPE OF ACTIVITY
ALAMEDA	Partnering with the Alameda County Community Food Bank to come up with an electronic Food Stamp application that could be transmitted directly to the our Agency.	Ongoing
CALAVERAS	Open an additional outstations in a remote site. Station an outstation Eligibility worker at the local community hospital.	Ongoing
FRESNO	Using more infomration from USDA for Education and Outreach	Ongoing
GLENN	Customer Service Teams in process of development to provide better up-front service delivery to clients. Clients coming into agency will be screened for ALL programs offered by the agency, including Food Stamps.	Ongoing
KERN	Increase participation in Community events.	Ongoing
KINGS	Expand to new FRC's as they open	Ongoing
LOS ANGELES	CBO/FBO Food Stamp Application Pilot - Will involve the contracting of CBOs and FBOs with the goal of assisting potentially eligible Food Stamp applicants in completing the application with all supporting documentation to DPSS.	Ongoing
	Advertisement Campaign - We are proposing to have an Advertisement Campaign that will help to dispel myths and misconceptions by clarifying Food Stamp eligibility rules through radio public service announcements,	One-Time
MARIN	Developed an M.O.U. with Community Health & Prevention Services to expand outreach plan/activities to the community via collaborative partners and community events. One new activity will be to include food stamp information in the Seasonal Harvest of the Month newsletters and events.	Ongoing
MERCED	Will be providing training to interested CBOs to have them help with application process	Ongoing
NEVADA	Attending County Fair	One-Time
	Partnering with the Food Bank	Ongoing
	Plan to provide face to face interviews by video from up to five (5) sites	Ongoing
ORANGE	Increase the number of Family Resource Center locations for conduction Food Stamp Outreach workshops.	Ongoing
	Increase the number of Family Resource Center locations where portable SFIS equipment is used to photo and finger image applicants.	Ongoing
	Implement a Mobile Response Vehicle to be used in emergency to accept and process assistance applications, including Food Stamps.	Ongoing
PLACER	Food Bank, Roseville - Plan on staffing off site worker to take and process FS along with MIA.	Ongoing
	Salvation Army in Auburn - plan to provide some outreach activities next year.	Ongoing
RIVERSIDE	Increase presentations and materials to community based organizations.	Ongoing
SAN BERNARDINO	San Bernardino County Human Services (HS), Transitional Assistance Department (TAD) is working on partnering with other HS departments for the outreach effort. TAD will provide general information on eligibility, office locations and nutrition pamphlets. These agencies include: Public Health, Aging and Adult Services, Behavioral Health, Children Services, Child Support Services, Pre-school services and Children's Network.	Ongoing
	Potential Promotion/Outreach with Markets. In the past Eligibility Workers have been stationed in local markets for two day events. At these events, FNS informational pamphlets on nutrition were distributed and FS eligibility explained. FS applications were taken as appropriate. Plans for similar type efforts may be considered.	One-Time
SAN DIEGO	Develop Training Materials for Community and County Staff	Ongoing
	Participate in Food Stamp Speaker's Bureau Requests	Ongoing
	Track Food Stamp Outreach Applications and Outcomes	Ongoing
	Communicate with County community partners the issue of Food Insecurity and the social and ecopnomic benefits of increasing food stamp participation.	Ongoing
	Assist with increasing media outreach	Ongoing

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX E

Description of New Outreach Activities Planned for State Fiscal Year (SFY) 2006/2007

ITEM 16: Does your county have any *NEW* food stamp program activities planned for implementation during the next fiscal year, July 1, 2006 through June 30, 2007 (SFY 2006/2007)?

ITEM 16a: If you answered "YES" to Item 16, describe the *NEW* outreach activities planned for SFY 2006/2007 and indicate whether they will be one-time or ongoing activities.

COUNTY	DESCRIPTION OF NEW OUTREACH ACTIVITIES	TYPE OF ACTIVITY
SAN LUIS OBISPO	Eligibility workers, informational materials, and applications at Farmers' Markets, community events, Food Banks, hospitals/clinics, One Stop Centers, shelters,	Ongoing
SAN MATEO	Targeted mailings of Food Stamp Program information	One-Time
	Incentive program for core Community Base Organization participants to screen, refer and assist in providing verification necessary to establish Food Stamp eligibility.	Ongoing
	Partnering with Second Harvest Food Bank and Human Services Agency partners to deliver Food Stamp flyers and posters.	Ongoing
SANTA CLARA	Working with the Santa Clara Valley Health Plan (SCVHP) to hand out Food Stamp information whenever there is client contact	Ongoing
	Working with InnVision in Palo Alto to provide information regarding the Food Stamp Program	Ongoing
	Working with Department of Adult and Aging Services (DAAS) to provide Food Stamp Program information to their clients	Ongoing
SISKIYOU	More Presentations to agencies and the public	Ongoing
	Use of our Family Resource Centers	Ongoing
SOLANO	Provide informational training sessions to WIC, Mental Health and Health Departments	Ongoing
STANISLAUS	EI Concilio Summit October 2006	One-Time
	West Modesto Collaborative Neighborhood Fair November 2006	One-Time
	Collaboration with Food Banks to provide applications and educational information about FSP regulations - November 2006	Ongoing
	Collaboration with Farmers Market and Grocers-provide materials on FSP	Ongoing
	Collaboration with WIC and Nutrition Network -provide nutritional handout, nutrition class and food "demo" at Community Services Agency lobby for customers	Ongoing
TRINITY	Outreach Stations	Ongoing
TUOLUMNE	ATCAA will expand their assistance to local churches and food pantrys.	Ongoing
VENTURA	HSA Outreach Committee - This committee includes one member from each district office - Purpose to coordinate and share outreach best practices (such as Toy Drive for Christmas, Christmas Baskets, Mixtico outreach)	Ongoing

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX F

County Size Based on Number of Food Stamp Program (FSP) Households*

31 SMALL	
Alpine	Nevada
Amador	Placer
Calaveras	Plumas
Colusa	San Benito
Del Norte	San Luis Obispo
El Dorado	San Mateo
Glenn	Santa Cruz
Humboldt	Sierra
Inyo	Siskiyou
Lake	Sutter
Lassen	Tehama
Marin	Trinity
Mariposa	Tuolumne
Modoc	Yolo
Mono	Yuba
Napa	

18 MEDIUM
Butte
Contra Costa
Imperial
Kings
Madera
Mendocino
Merced
Monterey
San Francisco
San Joaquin
Santa Barbara
Santa Clara
Shasta
Solano
Sonoma
Stanislaus
Tulare
Ventura

9 LARGE
Alameda
Fresno
Kern
Los Angeles
Orange
Riverside
Sacramento
San Bernardino
San Diego

County Size Definition:	
Small Counties:	4,999 or fewer FSP Households
Medium Counties:	5,000 - 24,999 FSP Households
Large Counties:	25,000 or more FSP Households

*Sources: (1) Food and Nutrition Services (FNS) Oversight for Management Evaluations, October 2003 and (2) Food Stamp Program Monthly Caseload Movement Statistical Report (DFA 296), May 2004.

APPENDIX G Statewide Certification Sites

Number of Certification Sites by County Size*

31 SMALL COUNTIES				18 MEDIUM COUNTIES		9 LARGE COUNTIES	
1	Alpine	11	Nevada	2	Butte	6	Alameda
1	Amador	3	Placer	8	Contra Costa	16	Fresno
1	Calaveras	2	Plumas	12	Imperial	9	Kern
2	Colusa	1	San Benito	7	Kings	30	Los Angeles
3	Del Norte	6	San Luis Obispo	4	Madera	13	Orange
4	El Dorado	22	San Mateo	2	Mendocino	14	Riverside
2	Glenn	4	Santa Cruz	3	Merced	37	Sacramento
3	Humboldt	2	Sierra	3	Monterey	18	San Bernardino
3	Inyo	2	Siskiyou	5	San Francisco	13	San Diego
1	Lake	3	Sutter	1	San Joaquin	Total Sites = 156	
2	Lassen	2	Tehama	5	Santa Barbara	Median/County = 14.0	
2	Marin	2	Trinity	7	Santa Clara	Sites with Extended Office Hours = 121	
1	Mariposa	3	Tuolumne	3	Shasta		
1	Modoc	2	Yolo	5	Solano		
4	Mono	2	Yuba	3	Sonoma		
4	Napa			13	Stanislaus		
Total Sites = 102				16	Tulare		
Median/County = 2.0				9	Ventura		
Sites with Extended Office Hours = 91				Total Sites = 108			
				Median/County = 5.0			
				Sites with Extended Office Hours = 98			

County Size Definition:	
Small Counties:	4,999 or fewer FSP Households
Medium Counties:	5,000 - 24,999 FSP Households
Large Counties:	25,000 or more FSP Households

*Sources: (1) Food and Nutrition Services (FNS) Oversight for Management Evaluations, October 2003 and (2) Food Stamp Program Monthly Caseload Movement Statistical Report (DFA 296), May 2004.

APPENDIX G
Statewide Certification Sites

ITEM 18: As of June 30, 2006, indicate your county's certification site addresses, days and hours of operation, extended office hours, and types of services based on the following service codes: AP = Applications Provided, AA = Applications Accepted, ESS = Expedited Service Screening, IC = Interviews Conducted, ALL = All of the above.

COUNTY INFORMATION		CERTIFICATION SITES				
County	Site	Number of Sites	Days	Hours Open to Public	Services	Sites with Extended Hours Per County
ALAMEDA	L	6	M-F	8:30 - 5:00; other hours available upon request	ALL	6
ALPINE	S	1	M-F	8am - 5pm	ALL	1
AMADOR	S	1	M-F	8am - 5pm	ALL	1
BUTTE	M	2	M-F	7:30am - 5pm; Expanded hours, may be seen at 7am or after 5pm by appointment	ALL	2
CALAVERAS	S	1	M-F	9:00 am - 4:30 pm; other hours available upon request	ALL	1
COLUSA	S	2	M-F	8:00 am - 4:30 pm	ALL	2
CONTRA COSTA	M	8	M-F	8am - 5pm; other hours available upon request	ALL	8
			M-F	8:00 - 5:00 Telephone calls only	ALL	
DEL NORTE	S	3	M-F	8:00am-5:00pm	ALL	3
			M-F	8:00am-5:00pm	AP, AA	
			W	3:00pm-5:00pm	AP, AA, IC	
EL DORADO	S	4	M-F	8am - 5pm	ALL	4
FRESNO	L	1	M-F	8am - 5pm	IC	16
		2	M-F	7:30am-5pm	ALL	
		8	M-F	8am - 5pm	ALL	
		1	M, Th, F	9am-4:15pm	Info. Drop Only	
		1	W	9am-3pm	ALL	
		1	T, Th	9am-3pm	ALL	
		1	1st M	9am-3pm	ALL	
		1	M, W	9:30am-3:30pm	ALL	
GLENN	S	2	M,Tu,Th, F W	8am-5pm; other hours available on request 8am-7pm	ALL	2
HUMBOLDT	S	1	M-Th F	8:30am - 12pm and 1pm - 5pm 10am - 12pm and 1pm - 5pm	ALL	3
		2	M-F	8:30am - 12pm and 1pm - 5pm	ALL	
IMPERIAL	M	2	M-F	7am - 5pm	ALL	7
		1	Tu,W & every other F	7am - 5pm	ALL	
		1	M,W,F	8am - 4pm	ALL	
		1	M,Tu,W,F	7am - 5pm	ALL	
		1	M,Tu	9am - 4pm	ALL	
		1	Tu,F	7am - 5pm	ALL	
		1	W, F	7am - 5pm	ALL	
		1	2nd & 4th Th of mo.	9am - 4pm	ALL	
		1	M,Tu	8am - 4pm	ALL	
		1	M	8am - 4pm	ALL	
		1	T, Th	8:15 am - 11:30 am	ALL	

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX G
Statewide Certification Sites

ITEM 18: As of June 30, 2006, indicate your county's certification site addresses, days and hours of operation, extended office hours, and types of services based on the following service codes: AP = Applications Provided, AA = Applications Accepted, ESS = Expedited Service Screening, IC = Interviews Conducted, ALL = All of the above.

COUNTY INFORMATION		CERTIFICATION SITES				
County	Site	Number of Sites	Days	Hours Open to Public	Services	Sites with Extended Hours Per County
INYO	S	1	M-F	8am-5pm	ALL	3
		1	M-F	9am-noon 1pm-5pm	ALL	
		1	M-F	Varies due to climate	ALL	
KERN	L	8	M-Th	7:30 am to 5:30 pm	ALL	9
		1	M-Th	7:30 am to 5:30 pm	ALL	
		1	F	8:00 am to 5:00 pm	AP	
KINGS	M	1	M-F	8:30am - 4:00pm	ALL	2
		1	M-F	8:00am - 4:00pm	ALL	
		1	3rd W	9:00am - 4:00pm	AP, AA, IC	
		1	2nd W	1:00pm - 4:00pm	AP, AA, IC	
		1	T	8:00pm - 5:00pm	AP, AA, IC	
		1	2nd and 4th Th	9:00pm - 3:00pm	AP, AA, IC	
		1	4th W	1:00pm - 4:00pm	AP, AA, IC	
LAKE	S	1	M-F	8am - 4pm; other hours available upon request	ALL	1
LASSEN	S	2	M-F	8am-5pm	ALL	2
LOS ANGELES	L	30	M-F	8am - 5pm	ALL	30
MADERA	M	4	M-F	8am - 5pm	ALL	4
MARIN	S	1	M-F	8am - 4:45pm; other hrs avail. upon request wkrs hrs 6:30am till 5:30pm	ALL	1
		1	M-F	8:30am - 5:00pm	ALL	
MARIPOSA	S	1	M-F	9:00am - 4:00pm; other hours available upon request	IC	1
MENDOCINO	M	2	M-F	7am-12pm; 1pm-5pm	ALL	2
MERCED	M	1	MTWF	8am - 5pm	ALL	3
		1	Th	8am - 7pm	ALL	
MERCED	M	2	M-F	8am - 5pm	ALL	3
		1	M-F	8am - 5pm	ALL	
MODOC	S	1	M-F	10 am to 4 pm, other hours available upon request	ALL	1
MONO	S	3	M-F	8am - 5pm	ALL	4
		1	Tu-Th	8:30a - 4:30p	ALL	
MONTEREY	M	3	M-F	8am - 5pm	ALL	3
NAPA	S	4	M-F	8-5 other hrs avail. upon request	ALL	4
NEVADA	S	1	M-F	8am - 4pm	ALL	4
		1	M-F	8am - 12 pm and 1pm - 5pm	ALL	
		1	M-F	8am - 5pm	ALL	
		1	Tu-F	7:30am - 12:30 pm and 1:30pm - 6:30pm	ALL	
		1	Th	9:15am - 11:30am	ALL	
		1	2nd Th	9:15am - 10:15am	ALL	
		1	2nd Th	10:30am - 11:30pm	ALL	
		1	3rd Th	9:30am - 11:30am	ALL	
		1	Tu	1pm - 3:30 pm	ALL	
		1	W	1pm - 4pm on an on-call basis	ALL	
		1	W	8am - 12pm	ALL	
1	W	3pm - 5pm	ALL			

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APPENDIX G
Statewide Certification Sites

ITEM 18: As of June 30, 2006, indicate your county's certification site addresses, days and hours of operation, extended office hours, and types of services based on the following service codes: AP = Applications Provided, AA = Applications Accepted, ESS = Expedited Service Screening, IC = Interviews Conducted, ALL = All of the above.

COUNTY INFORMATION		CERTIFICATION SITES				
County	Site	Number of Sites	Days	Hours Open to Public	Services	Sites with Extended Hours Per County
ORANGE	L	9	M-F	7 AM - 5 PM	ALL	13
		4	M-F	7 AM - 5 PM	IC	
PLACER	S	3	M-F	7am - 6:30pm	ALL	3
PLUMAS	S	1	M-F	8 AM - 5 PM; between noon and 1 pm upon request	ALL	2
		1	M-F	8 AM - 5 PM; between noon and 1 pm upon request	AP, AA, IC	
RIVERSIDE	L	1	M-F	staff available on request	ALL	14
		13	M-F	7:30 am - 5:30 pm	ALL	
SACRAMENTO	L	1	M-F	8am - 6pm	ALL	2
		1	M,W-F Tu	8am - 5pm 8am - 6pm	ALL	
		1	M,W-F Tu	8am - 5pm 8am - 7pm	ALL	
		16	M-F	8am - 5pm	ALL	
		2	M-F	8am - 4:30pm	ALL	
		1	M-F	7:30am - 4pm	ALL	
		3	M-F	7:30am - 5pm	ALL	
		1	M-F	7am - 4pm	ALL	
		3	M-F	7am - 5pm	ALL	
		2	M-F	7am - 4:30pm	ALL	
		1	M-Th F	8:00am - 4:30pm 8:30am - 12pm	ALL	
		2	M-F	8:30am - 5pm	ALL	
		1	M-F	7:30am - 9pm	ALL	
2	M-F	7:30am - 4:30pm	ALL			
SAN BENITO	S	1	M-F	8am - 5pm	ALL	1
SAN BERNARDINO	L	18	M-F	8:30 am - 4:30 pm: Other hours available upon request	ALL	18
SAN DIEGO	L	2	M-F	7:15am - 5pm	ALL	13
		1	M-F	8am - 5pm	ALL	
		2	M-F	6:45am - 5pm	ALL	
		1	M-F	6:45am - 6:00pm	ALL	
		1	M-F	6:40am - 5:00pm	ALL	
		6	M-F	7am - 5pm	ALL	
SAN FRANCISCO	M	1	M-F	7:30am - 5pm	ALL	5
		1	M-F	8am - 5pm	AA,AP,IC	
		2	M-F	8am - 5pm	ALL	
		1	M-F	8am - 5pm	IC	
SAN JOAQUIN	M	1	M-F	8 am-5pm	ALL	1
SAN LUIS OBISPO	S	6	M-F	8am - 5pm	ALL	6
SAN MATEO	S	21	M-F	8am - 5pm	ALL	22
		1	M-F	8am - 5pm	AP, AA, IC	
SANTA BARBARA	M	4	M-F	8am - 5pm	ALL	5
		1	M-F	7:30am - 5pm	ALL	

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX G
Statewide Certification Sites

ITEM 18: As of June 30, 2006, indicate your county's certification site addresses, days and hours of operation, extended office hours, and types of services based on the following service codes: AP = Applications Provided, AA = Applications Accepted, ESS = Expedited Service Screening, IC = Interviews Conducted, ALL = All of the above.

COUNTY INFORMATION		CERTIFICATION SITES				
County	Site	Number of Sites	Days	Hours Open to Public	Services	Sites with Extended Hours Per County
SANTA CLARA	M	7	M-F	8AM-5PM	ALL	7
SANTA CRUZ	S	4	M-F	8am-5pm	ALL	4
SHASTA	M	1	M-F	7:30am-5:30 pm	ALL	3
		1	M-F	8:00am-5:00pm	ALL	
		1	M-W-F; T-TH	8:00 am-5:00pm; 7:30am-5:00pm	ALL	
SIERRA	S	2	M-F	8a.m.-12p.m., 1p.m.-5p.m.	ALL	2
SISKIYOU	S	2	M-F	8:00am -5:00pm; 7:00am - 6:00pm by appt	IC: during lunch,AA,E SS, AP,IC	2
SOLANO	M	4	M-F	8-5:30; other hours available upon request	ALL	5
		1	M-F	8-5:00; other hours available upon request	ALL	
SONOMA	M	1	M-F	8am - 5pm	ALL	3
		2	M-F	8am - 5pm	AP, AA, IC	
STANISLAUS	M	5	M-F	8am - 5pm	ALL	13
		1	W	8am - 5pm	ALL	
		1	1st and 3rd Friday	8:30am-12:30pm	ALL	
		1	Tuesday	8:30am-4pm	ALL	
		1	2nd and 4th Monday	8:30am-12:30pm	ALL	
		1	1st and 3rd Wed	8:30am-12:30pm	ALL	
		1	M-F	As needed	ALL	
		1	Th	8am - 5pm	ALL	
		1	M-F, W	8am-5pm, 8am-7pm	ALL	
SUTTER	S	3	M-F	8am-5pm, other hours available between 7am-8am & 5pm-6pm upon request	ALL	3
TEHAMA	S	1	M-F	7:30 am to 5 pm open during lunch	ALL	1
		1	M-F	8:30 am to 4:30 pm	ALL	
TRINITY	S	1	M-F	8am-5pm	ALL	2
		1	W	9:30am - 3:30pm	ALL	
TULARE	M	3	M-Th F	7:30am - 5:30pm 8am - 12pm	ALL	16
		1	M-F	6am-5pm	ALL	
		1	M-F	7:30am-5:30pm; 8am-12pm	ALL	
		11	M-F	8am - 5pm	ALL	
TUOLUMNE	S	1	M-F	8am - 4pm and by appointment	ALL	1
		1	Varies	Open on food distrbution days	AP, AA	
		1	Varies	1 day per month during school	AP, AA	

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX G Statewide Certification Sites

ITEM 18: As of June 30, 2006, indicate your county's certification site addresses, days and hours of operation, extended office hours, and types of services based on the following service codes: AP = Applications Provided, AA = Applications Accepted, ESS = Expedited Service Screening, IC = Interviews Conducted, ALL = All of the above.

COUNTY INFORMATION		CERTIFICATION SITES				
County	Site	Number of Sites	Days	Hours Open to Public	Services	Sites with Extended Hours Per County
VENTURA	M	9	M-F	8-5PM	ALL	9
YOLO	S	2	M-F	8am-5pm	ALL	2
YUBA	S	2	M-F	8:00am - 5:00pm; other hours available upon request	ALL	2

TOTAL SITES = 366

TOTAL SITES with EXTENDED OFFICE HOURS = 310

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX H
Food Stamp Program Survey of Operations and Access
State Fiscal Year 2005/2006

Data Summary

PART A - ACCESS AND AWARENESS

Application Access

1. Other than County Welfare Department (CWD) Offices/Certification Sites, indicate how your county made food stamp applications accessible to clients.	Check ALL that apply	
Direct Application Access Methods/Sites	#	% of 58 cos.
Direct Mail/Internet/Telephone/Fax Request	45	77.6%
Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	36	62.1%
In-Home Visits	34	58.6%
One Stop Centers/Family Resource Centers	34	58.6%
Hospitals/Clinics	32	55.2%
Community-Based Organizations	26	44.8%
Food Banks	23	39.7%
Remote Sites	23	39.7%
Alcohol/Drug Rehabilitation Centers	21	36.2%
Government Offices Other than CWD (WIC, SSA, EDD, etc.)	16	27.6%
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	16	27.6%
Schools	12	20.7%
Churches	5	8.6%
Employment Sites	5	8.6%
Migrant Camps	5	8.6%
Farmers' Markets	4	6.9%
Grocery Stores	1	1.7%
Other*	3	5.2%

*For a detailed listing of "Other" responses, see APPENDIX A.

2. Indicate the translated languages (other than English) in which food stamp applications were USED in your county.	Check ALL that apply	
Non-English Languages	#	% of 56 cos.
None	2	3.6%
Spanish	56	100.0%
Vietnamese	13	23.2%
Russian	10	17.9%
Mandarin/Chinese	8	14.3%
Hmong	5	8.9%
Cambodian	4	7.1%
Laotian	4	7.1%
Tagalog	3	5.4%
Armenian	2	3.6%
Farsi	1	1.8%
Korean	1	1.8%
Arabic	0	0.0%
Other*	1	1.8%

*For a detailed listing of "Other" responses, see APPENDIX A.

APPENDIX H
Food Stamp Program Survey of Operations and Access
State Fiscal Year 2005/2006

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3. Indicate how your county used staff to assist clients in completing food stamp application forms and answering questions.	Check ALL that apply	
	#	% of 58 cos.
Application Assistance Process		
Provided Eligibility Workers who Complete Applications Jointly (Interactive Interview) with Clients	56	96.6%
Provided Bilingual Assistance	55	94.8%
Provided Eligibility Workers/Support Staff to Assist Clients with Filling Out Applications and Answering Questions	55	94.8%
Conducted In-Home Visits	43	74.1%
Used Community-Based Organizations to Provide Assistance	34	58.6%
Provided Outreach Staff	33	56.9%
Conducted Hospital Visits	24	41.4%
Provided Eligibility Screening through a Streamlined Application Process	22	37.9%
Other*	2	3.4%

*For a detailed listing of "Other" responses, see APPENDIX A.

4. Did your county provide outstationed food stamp eligibility workers at sites other than CWDs?	#	% of 58 cos.
Yes	40	69.0%
No	18	31.0%
Totals	58	100.0%

4a. If you answered "YES" to Item 4, indicate the sites where eligibility workers were outstationed.	Check ALL that apply	
	#	% of 40 cos.
Outstationed Eligibility Worker Sites		
Hospitals/Clinics	20	50.0%
In-Home Visits	20	50.0%
One Stop Centers/Family Resource Centers	20	50.0%
Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	19	47.5%
Remote Sites	16	40.0%
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	13	32.5%
Schools	10	25.0%
Government Offices Other than CWD (WIC, SSA, EDD, etc.)	9	22.5%
Alcohol/Drug Rehabilitation Centers	7	17.5%
Community-Based Organizations	6	15.0%
Food Banks	5	12.5%
Employment Sites	3	7.5%
Migrant Camps	3	7.5%
Farmers' Market	2	5.0%
Other*	1	2.5%

*For a detailed listing of "Other" responses, see APPENDIX A.

APPENDIX H
Food Stamp Program Survey of Operations and Access
State Fiscal Year 2005/2006

Data Summary

Face-to-Face Interview Waivers		
5. Primarily, how did clients FIRST become aware of the option to have a face-to-face interview waived?	#	% of 58 cos.
When the Eligibility Worker Sees a Potential Need	24	41.4%
When a Client Calls the CWD	16	27.6%
When the Client Receives an Application	13	22.4%
Through Outreach Materials	3	5.2%
When the Application is Submitted	2	3.4%
By Telephone Hotline Messages	0	0.0%
Other	0	0.0%
Totals	58	100.0%
6. How was the initial screening usually conducted when determining the need to have the face-to-face interview waived?	#	% of 58 cos.
By Eligibility Workers	48	82.8%
By Clerical Staff	7	12.1%
By the Client Completing a Form	2	3.4%
Other*	1	1.7%
Totals	58	100.0%
*For a detailed listing of "Other" responses see APPENDIX A.		
6a. If you answered "By Clerical Staff" in Item 6, did the clerical staff ask standardized questions?	#	% of 7 cos.
Yes	7	100.0%
No	0	0.0%
Totals	7	100.0%
7. Did your county waive any face-to-face interviews?	#	% of 58 cos.
Yes	52	89.7%
No	6	10.3%
Totals	58	100.0%
7a. If you answered "YES" to Item 7, check the <u>TOP THREE</u> reasons face-to-face interviews were waived.	Check the <u>TOP THREE ONLY</u>	
Reasons for Waiving Face-to-Face Interviews	#	% of 52 cos.
Illness	34	65.4%
Age 65 or Older and Household Members Have No Earned Income	32	61.5%
Physically Disabled and Household Members Have No Earned Income	26	50.0%
Lack of Transportation	23	44.2%
Living in a Rural or Remote Area	15	28.8%
Work Hours	12	23.1%
Care of a Household Member	9	17.3%
Prolonged Severe Weather	4	7.7%
Other*	1	1.9%
*For a detailed listing of "Other" responses see APPENDIX A.		

APPENDIX H
Food Stamp Program Survey of Operations and Access
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7b. If you answered "YES" to Item 7, ESTIMATE the percentage of applications that had face-to-face interviews waived.	#	% of 52 cos.
1 to 10 percent were waived	47	90.4%
11 to 20 percent were waived	4	7.7%
Over 20 percent were waived	1	1.9%
Totals	52	100.0%

7c. If you answered "YES" to Item 7, indicate the primary replacement method that was used.	#	% of 52 cos.
Telephone Interviews	40	76.9%
In-Home Visits	11	21.2%
Other*	1	1.9%
Totals	52	100.0%

*For a detailed listing of "Other" responses see APPENDIX A.

Program Access

8. Did your county maintain a telephone "hotline" that included information regarding food stamp programs, noncitizens' potential eligibility for these programs, and/or food stamp outreach activities?	Food Stamp Programs in General	Information Aimed at Noncitizens	Outreach Activities
Yes	20	2	6
No	38	56	52
Totals	58	58	58

8a. If you answered "YES" to any category in Item 8, provide the telephone "hotline" number(s), "hotline" type, days AND hours of operation, and/or specific type of information available through the "hotline."

For a list of telephone numbers and other requested info, see APPENDIX B.

9. Did your county use local media for broadcasting public service announcements that included information regarding food stamp programs and noncitizens' potential eligibility for these programs?	Food Stamp Programs in General	Noncitizens' Eligibility
Yes	14	7
No	44	51
Totals	58	58

APPENDIX H
Food Stamp Program Survey of Operations and Access
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10. Tell us about your county's food stamp outreach activities: A. In Column A, indicate ALL food stamp program outreach activities your county conducted. B. In Column B, select the SINGLE MOST EFFECTIVE activity.	Column A Check ALL Outreach Activities that Apply	Column B Select the SINGLE MOST EFFECTIVE activity	
Outreach Activities	# of Counties		% of 58 cos.
Outstation Eligibility Workers (must agree with response in Item 4)	40	19	32.8%
Cross-Train Staff to Accept and Process Applications	34	11	19.0%
Partner with Various Agencies and Organizations (must agree with response in Item 14)	41	10	17.2%
Participate in Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	42	4	6.9%
Provide Informational Brochures/Flyers Regarding the Food Stamp Program	49	4	6.9%
Provide Extended Office Hours (Appointments and Non-Appointments: Before 8am, Lunch, and After 5pm) Specific to Your County (must agree with response in Item 18a)	58	3	5.2%
Use Organizations to Provide and Send DFA 285 A1 Applications to CWD for Clients	15	3	5.2%
Provide Training and Informational Materials to Community-Based Organizations	35	2	3.4%
Use Organizations to Provide DFA 285 A1 Applications and Advise Clients to Mail In	19	2	3.4%
Conduct Activity Booths Aimed at Family Nutrition and Physical Activity	16	0	0.0%
Develop a Website	17	0	0.0%
Increase Certification Sites	6	0	0.0%
Provide a Mobile Intake Unit to go into the Community	5	0	0.0%
Use Local Media to Enable and Enhance Awareness (must agree with response in Item 9)	14	0	0.0%
Other*	6	0	0.0%
Totals		58	100.0%

*For a detailed listing of "Other" responses, see APPENDIX A.

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Food Stamp Program Survey of Operations and Access
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Data Summary

11. Indicate ALL sites/methods, other than CWD Offices/Certification Sites, that your county used for distributing materials and/or conducting presentations to clients about the food stamp program in general.	Check ALL that apply		
	Sites/Methods	Materials Only	Pres. w/ Matls.
Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	22	18	40
Community-Based Organizations	17	23	40
One Stop Centers/Family Resource Centers	27	13	40
Food Banks	22	11	33
Hospitals/Clinics	19	9	28
Materials Provided by Direct Mail/	25	0	25
Alcohol/Drug Rehabilitation Centers	18	6	24
Government Offices Other than CWD (WIC, SSA, EDD, etc.)	18	6	24
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	12	11	23
In-Home Visits	16	6	22
Remote Sites	15	4	19
Schools	8	6	14
Farmers' Markets	8	2	10
Churches	4	4	8
Employment Sites	4	4	8
Migrant Camps	3	3	6
Child Care Facilities	4	0	4
Libraries	4	0	4
Grocery Stores	1	1	2
Other*	2	4	6

*For a detailed listing of "Other" responses, see APPENDIX A.

12. Did your county provide any MIGRANT-SPECIFIC educational materials and/or presentations to sites/organizations for MIGRANT WORKERS?	#	% of 58 cos.
Yes	11	19.0%
No	47	81.0%
Totals	58	100.0%

12a. If you answered "YES" to Item 12, indicate the sites/organizations.	Check ALL that apply		
	Sites/Organizations	Materials Only	Pres. w/ Matls.
Community Events (Migrant/Health/Job/Information Fairs, Harvest Festivals, etc.)	3	4	7
Community-Based Organizations	3	4	7
Migrant Education Sites	2	4	6
Migrant Camps	2	3	5
CWD/Certification Sites	1	1	2
Hospitals/Clinics	1	1	2
Career Service Centers	1	0	1
Child Care Facilities	1	0	1
Farmers' Markets	0	1	1
Food Banks	0	1	1
Libraries	0	0	0
Other*	3	2	5

*For a detailed listing of "Other" responses, see APPENDIX A.

APPENDIX H
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13. Did your county provide any <i>NONCITIZEN-SPECIFIC</i> educational materials and/or presentations to sites/organizations for <i>NONCITIZENS</i> ?	#	% of 58 cos.
Yes	20	34.5%
No	38	65.5%
Totals	58	100.0%

13a. If you answered "YES" to Item 13, indicate the sites/organizations.	Check ALL that apply		
Sites/Organizations	Materials Only	Pres. w/ Matls.	TOTAL
Community Events (Migrant/Health/Job/Information Fairs, Harvest Festivals, etc.)	10	6	16
Community-Based Organizations	7	9	16
Food Banks	5	6	11
Hospitals/Clinics	6	5	11
One Stop Centers/Family Resource Centers	7	4	11
CWD/Certification Sites	4	6	10
Government Offices Other than CWD (WIC, SSA, EDD, etc.)	6	3	9
In-Home Visits	4	3	7
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	4	2	6
Remote Sites	4	1	5
Schools	2	3	5
Farmers' Markets	2	2	4
Grocery Stores	3	1	4
Alcohol/Drug Rehabilitation Centers	3	0	3
Churches	1	2	3
Libraries	2	1	3
Senior Centers	1	2	3
Migrant Camps	1	1	2
Child Care Facilities	1	0	1
Other*	3	1	4

*For a detailed listing of "Other" responses, see APPENDIX A.

14. Did your county partner with other Health and Human Services Agencies, schools, community-based organizations, etc., to improve food stamp outreach efforts?	#	% of 58 cos.
Yes	41	70.7%
No	17	29.3%
Totals	58	100.0%

14a. If you answered "YES" to Item 14, indicate the partner organization names, frequency of meetings, and activities.
For a list of Partner Organization Names, Frequency of Meetings & Activities, see APPENDIX C.

15. Did your county implement any NEW food stamp program outreach activities during SFY 2005/2006?	#	% of 58 cos.
Yes	23	40%
No	35	60%
Totals	58	100%

APPENDIX H
Food Stamp Program Survey of Operations and Access
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Data Summary

15a. If you answered "YES" to Item 15, describe the <i>NEW</i> outreach activities implemented in SFY 2005/2006 and indicate whether they were one-time or ongoing activities.	#
One-Time Activity	12
Ongoing Activity	34

For a Description of NEW Outreach Activities Implemented in SFY 2005/2006, see APPENDIX D.

16. Does your county have any NEW food stamp program activities planned for implementation during the next fiscal year, July 1, 2006 through June 30, 2007 (SFY 2006/2007)?	#	% of 58 cos.
Yes	24	41.4%
No	34	58.6%
Totals	58	100.0%

16a. If you answered "YES" to Item 16, describe the NEW outreach activities planned for SFY 2006/2007 and indicate whether they will be one-time or ongoing activities.	#
One-Time Activity	6
Ongoing Activity	38

For a Description of New Outreach Activities Planned for SFY 2006/2007, see APPENDIX E

PART B - CERTIFICATION

Certification Sites

17. As of June 30, 2006, how many certification sites were there in your county?	366
--	-----

18. As of June 30, 2006, indicate your county's certification site addresses, days and hours of operation, extended office hours, and types of services based on the following service codes: AP = Applications Provided, AA = Applications Accepted, ESS = Expedited Service Screening, IC = Interviews Conducted, ALL = All of the above		
Extended Office Hours by Certification Site	# of Sites	% of 366 sites
Lunch (No Appointment Necessary)	240	65.6%
By Appointment	234	63.9%
Before 8am (No Appointment Necessary)	74	20.2%
Not Applicable (No Extended Office Hours Offered)	56	15.3%
After 5pm (No Appointment Necessary)	44	12.0%

For a List of Site Addresses, Days and Hours of Operation, Extended Office Hours, and Service Codes, see APPENDIX G.

18a. Indicate the extended office hours that were offered and the frequency (in general) that clients USED those extended hours. If a category does NOT apply, leave "NOT APPLICABLE" selected.	Number of Counties	
Extended Office Hours Offered	Occasionally Used	Frequently Used
By Appointment	42	12
Before 8:00AM (No Appointment Necessary)	6	6
Lunch (No Appointment Necessary)	15	19
After 5:00PM (No Appointment Necessary)	6	3
Other*	0	0

APPENDIX H
Food Stamp Program Survey of Operations and Access
 State Fiscal Year 2005/2006

Data Summary

Determination of Operational and Extended Hours		
19. What methods did your county use when determining its hours of operation to ensure that the needs of working clients (applicants and recipients) were met pursuant to Manual of Policies and Procedures (MPP) Section 63-205.1 (i.e., how did your county conduct a needs assessment)?	Check ALL that apply	
Methods Used to Determine Hours of Operation	#	% of 58 cos.
Clients Requested As Needed	40	69.0%
Historical Data on Hours Meeting Working Clients' Needs was Available in the County	29	50.0%
Surveys or Questionnaires were Mailed to Working Recipients	7	12.1%
Working Clients were Polled at CWD Offices or Certification Sites	5	8.6%
Other County Agencies were Polled	4	6.9%
Other*	2	3.4%

*For a detailed listing of "Other" responses, see APPENDIX A.

Other than extended office hours, what were the TOP THREE access methods working clients used?		
Access Methods Working Clients Used Other Than Extended Office Hours	#	% of 58 cos.
Clients Mail Required Documents to the CWD	54	93.1%
Drop Boxes in Which Documents May Be Deposited After Normal Hours Were Used	41	70.7%
Telephone Interviews were Conducted: Monday through Friday, 8:00AM to 5:00PM	32	55.2%
Authorized Representatives were Appointed to Come in During Normal Working Hours	22	37.9%
Telephone Interviews were Conducted: During Extended Office Hours (By Appt., Before 8AM, Lunch Hour, After 5PM)	15	25.9%
In-Home Visits	8	13.8%
Other*	2	3.4%

*For a detailed listing of "Other" responses, see APPENDIX A.

PART C - GENERAL COMMENTS (OPTIONAL)
 General Comments will be given to Program under separate cover.

APPENDIX I

FOOD STAMP PROGRAM (FSP) SURVEY OF OPERATIONS AND ACCESS

STATE FISCAL YEAR [SFY] 2005/2006
 (July 1, 2005 through June 30, 2006)

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
 FOOD STAMP BRANCH

COUNTY:	
COUNTY CODE:	
DATE COMPLETED:	

COUNTY CONTACT INFORMATION					
(Columns marked with an asterisk (*) are required to be completed)					
Name*	Title*	E-Mail*	Phone*	Ext	Fax
Person Completing Survey					
FSP Coordinator (Primary FSP Contact Person)					
Outreach Contact Person					

APPENDIX I

SURVEY STARTS HERE

Please click on the *"Instructions"* button located on the top toolbar and read the background and instructional information prior to completing this survey. Technical information regarding the electronic submission of this survey is available by clicking

PART A--ACCESS AND AWARENESS

Provide information based on activities that occurred at any time during SFY 2005/2006 unless another time frame is specified.

Application Access

1. Other than County Welfare Department (CWD) Offices/Certification Sites, indicate how your county made food stamp applications accessible to clients.

Direct Application Access	Check All That Apply
Alcohol/Drug Rehabilitation Centers	<input type="checkbox"/>
Churches	<input type="checkbox"/>
Community-Based Organizations	<input type="checkbox"/>
Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	<input type="checkbox"/>
Direct Mail/Internet/Telephone/Fax Request	<input type="checkbox"/>
Employment Sites	<input type="checkbox"/>
Farmers' Markets	<input type="checkbox"/>
Food Banks	<input type="checkbox"/>
Government Offices Other than CWD (WIC, SSA, EDD, etc.)*	<input type="checkbox"/>
Grocery Stores	<input type="checkbox"/>
Hospitals/Clinics	<input type="checkbox"/>
In-Home Visits	<input type="checkbox"/>
Migrant Camps	<input type="checkbox"/>
One Stop Centers/Family Resource Centers	<input type="checkbox"/>
Remote Sites	<input type="checkbox"/>
Schools	<input type="checkbox"/>
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	<input type="checkbox"/>
Other Direct Application Access (Specify):	
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

*Women, Infants, and Children (WIC)
 Social Security Administration (SSA)
 Employment Development Department (EDD)

APPENDIX I

2. Indicate the translated languages (other than English) in which food stamp applications were USED in your county.

Non-English Languages			
	Check All That Apply		Check All That Apply
None	<input type="checkbox"/>	Russian	<input type="checkbox"/>
Arabic	<input type="checkbox"/>	Spanish	<input type="checkbox"/>
Armenian	<input type="checkbox"/>	Tagalog	<input type="checkbox"/>
Cambodian	<input type="checkbox"/>	Vietnamese	<input type="checkbox"/>
Farsi	<input type="checkbox"/>	Other (Specify):	
Hmong	<input type="checkbox"/>		<input type="checkbox"/>
Korean	<input type="checkbox"/>		<input type="checkbox"/>
Laotian	<input type="checkbox"/>		<input type="checkbox"/>
Mandarin/Chinese	<input type="checkbox"/>		<input type="checkbox"/>

3. Indicate how your county used staff to assist clients in completing food stamp application forms and answering questions.

Application Assistance Process	Check All That Apply
Conducted Hospital Visits	<input type="checkbox"/>
Conducted In-Home Visits	<input type="checkbox"/>
Provided Bilingual Assistance	<input type="checkbox"/>
Provided Eligibility Screening through a Streamlined Application Process	<input type="checkbox"/>
Provided Eligibility Workers/Support Staff to Assist Clients with Filling Out Applications and Answering Questions	<input type="checkbox"/>
Provided Eligibility Workers Who Complete Applications Jointly (Interactive Interview) with Clients	<input type="checkbox"/>
Provided Outreach Staff	<input type="checkbox"/>
Used Community-Based Organizations to Provide Assistance	<input type="checkbox"/>
Other Application Assistance (Specify):	
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

APPENDIX I

4. Did your county provide outstationed food stamp eligibility workers at sites other than CWDs?

YES NO

•If you answered "YES," continue to Item 4a.
 •If you answered "NO," go to Item 5.

4a. If you answered "YES" to Item 4, indicate the sites where eligibility workers were outstationed.

Outstationed Eligibility Worker Sites	Check All That Apply
Alcohol/Drug Rehabilitation Centers	<input type="checkbox"/>
Community-Based Organizations	<input type="checkbox"/>
Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	<input type="checkbox"/>
Employment Sites	<input type="checkbox"/>
Farmers' Markets	<input type="checkbox"/>
Food Banks	<input type="checkbox"/>
Government Offices Other than CWD (WIC, SSA, EDD, etc.)*	<input type="checkbox"/>
Hospitals/Clinics	<input type="checkbox"/>
In-Home Visits	<input type="checkbox"/>
Migrant Camps	<input type="checkbox"/>
One Stop Centers/Family Resource Centers	<input type="checkbox"/>
Remote Sites	<input type="checkbox"/>
Schools	<input type="checkbox"/>
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	<input type="checkbox"/>
Other Direct Application Access (Specify):	
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

*Women, Infants, and Children (WIC)
 Social Security Administration (SSA)
 Employment Development Department (EDD)

APPENDIX I

Face-to-Face Interview Waivers

5. Primarily, how did clients **FIRST** become aware of the option to have a face-to-face interview waived?

Through Outreach Materials	<input type="radio"/>
By Telephone Hotline Messages	<input type="radio"/>
When a Client Calls the CWD	<input type="radio"/>
When the Client Receives an Application	<input type="radio"/>
When the Application is Submitted	<input type="radio"/>
When the Eligibility Worker Sees a Potential Need	<input type="radio"/>
Other (Specify):	<input type="radio"/>

6. How was the initial screening usually conducted when determining the need to have the face-to-face interview waived?

By Clerical Staff	<input type="radio"/>
By Eligibility Workers	<input type="radio"/>
By the Client Completing a Form	<input type="radio"/>
Other (Specify):	<input type="radio"/>

- If you answered "**By Clerical Staff**," continue to Item 6a.
- If you did **NOT** answer "**By Clerical Staff**," go to Item 7.

- 6a. If you answered "**By Clerical Staff**" in Item 6, did the clerical staff ask standardized questions?

<input type="radio"/> YES	<input type="radio"/> NO
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APPENDIX I

7. Did your county waive any face-to-face interviews?

<input type="radio"/> YES	<input type="radio"/> NO
---------------------------	--------------------------

•If you answered "YES," continue to Items 7a, 7b, and 7c.
 •If you answered "NO," go to Item 8.

7a. If you answered "YES" to Item 7, check the **TOP THREE** reasons face-to-face interviews were waived.

Reasons for Waiving Face-to-Face Interviews	Check the TOP THREE ONLY
Age 65 or Older and Household Members Have No Earned Income	<input type="checkbox"/>
Care of a Household Member	<input type="checkbox"/>
Illness	<input type="checkbox"/>
Lack of Transportation	<input type="checkbox"/>
Living in a Rural or Remote Area	<input type="checkbox"/>
Physically Disabled and Household Members Have No Earned Income	<input type="checkbox"/>
Prolonged Severe Weather	<input type="checkbox"/>
Work Hours	<input type="checkbox"/>
Other Waiver Reasons (Specify):	
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

7b. If you answered "YES" to Item 7, **ESTIMATE** the percentage of applications that had face-to-face interviews waived.

1 to 10 percent were waived	<input type="radio"/>
11 to 20 percent were waived	<input type="radio"/>
Over 20 percent were waived	<input type="radio"/>

7c. If you answered "YES" to Item 7, indicate the primary replacement method that was used.

In-Home Visits	<input type="radio"/>
Telephone Interviews	<input type="radio"/>
Other (Specify):	<input type="radio"/>

9. Did your county use local media for broadcasting public service announcements that included information regarding food stamp programs and noncitizens' potential eligibility for these programs?

Topics of Local Public Service Announcements	
Food Stamp Programs in General	<input type="radio"/> YES <input type="radio"/> NO
Noncitizens' Eligibility	<input type="radio"/> YES <input type="radio"/> NO

10. Tell us about your county's food stamp outreach activities:

- A. In Column A, indicate **ALL** food stamp program outreach activities your county conducted.
- B. In Column B, select the **SINGLE MOST EFFECTIVE** activity.

Outreach Activities	Column A Check ALL Outreach Activities That Apply	Column B Select the SINGLE MOST EFFECTIVE activity
Conduct Activity Booths Aimed at Family Nutrition and Physical Activity	<input type="checkbox"/>	<input type="radio"/>
Cross-Train Staff to Accept and Process Applications	<input type="checkbox"/>	<input type="radio"/>
Develop a Website	<input type="checkbox"/>	<input type="radio"/>
Increase Certification Sites	<input type="checkbox"/>	<input type="radio"/>
Outstation Eligibility Workers (must agree with response in Item 4)	<input type="checkbox"/>	<input type="radio"/>
Participate in Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	<input type="checkbox"/>	<input type="radio"/>
Partner with Various Agencies and Organizations (must agree with response in Item 14)	<input type="checkbox"/>	<input type="radio"/>
Provide a Mobile Intake Unit to Go Into the Community	<input type="checkbox"/>	<input type="radio"/>
Provide Extended Office Hours (Appointments and Non-Appointments: Before 8am, Lunch, and After 5pm) Specific to Your County (must agree with response in Item 18a)	<input type="checkbox"/>	<input type="radio"/>
Provide Informational Brochures/Flyers Regarding the Food Stamp Program	<input type="checkbox"/>	<input type="radio"/>
Provide Training and Informational Materials to Community-Based Organizations	<input type="checkbox"/>	<input type="radio"/>
Use Local Media to Enable and Enhance Awareness (must agree with response in Item 9)	<input type="checkbox"/>	<input type="radio"/>
Use Organizations to Provide DFA 285 A1 Applications •Organizations Advise Clients to Mail In OR •Organizations Send in to CWD for Clients	<input type="checkbox"/> <input type="checkbox"/>	<input type="radio"/> <input type="radio"/>
Other Outreach Activities (Specify):		
	<input type="checkbox"/>	<input type="radio"/>
	<input type="checkbox"/>	<input type="radio"/>
	<input type="checkbox"/>	<input type="radio"/>

APPENDIX I

11. Indicate ALL sites/methods, other than CWD Offices/Certification Sites, that your county used for distributing materials and/or conducting presentations to clients about the food stamp program in general.

NOTE: *In addition to providing information on the survey, we are requesting that you mail any county-developed outreach and educational materials that your county used to the address provided at the end of the survey under the "SUBMISSION INSTRUCTIONS" (PART*

Sites/Methods	Materials ONLY	Presentations With Materials	Sites/Methods	Materials ONLY	Presentations With Materials
Alcohol/Drug Rehabilitation Centers	<input type="radio"/>	<input type="radio"/>	Libraries	<input type="radio"/>	<input type="radio"/>
Child Care Facilities	<input type="radio"/>	<input type="radio"/>	Materials Provided by Direct Mail/Internet/Telephone/Fax Request	<input type="radio"/>	<input type="radio"/>
Churches	<input type="radio"/>	<input type="radio"/>	Migrant Camps	<input type="radio"/>	<input type="radio"/>
Community-Based Organizations	<input type="radio"/>	<input type="radio"/>	One Stop Centers/Family Resource Centers	<input type="radio"/>	<input type="radio"/>
Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	<input type="radio"/>	<input type="radio"/>	Remote Sites	<input type="radio"/>	<input type="radio"/>
Employment Sites	<input type="radio"/>	<input type="radio"/>	Schools	<input type="radio"/>	<input type="radio"/>
Farmers' Markets	<input type="radio"/>	<input type="radio"/>	Shelters (Red Cross, Domestic Violence, Homeless, etc.)	<input type="radio"/>	<input type="radio"/>
Food Banks	<input type="radio"/>	<input type="radio"/>	Other Sites (Specify):		
Government Offices Other than CWD (WIC, SSA, EDD, etc.)*	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>
Grocery Stores	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>
Hospitals/Clinics	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>
In-Home Visits	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>

*Women, Infants, and Children (WIC) Social Security Administration (SSA) Employment Development Department (EDD)

APPENDIX I

12. Did your county provide any **MIGRANT-SPECIFIC** educational materials and/or presentations to sites/organizations for **MIGRANT WORKERS**?

YES NO

- If you answered "**YES**," continue to Item 12a.
- If you answered "**NO**," go to Item 13.

12a. If you answered "**YES**" to Item 12, indicate sites/organizations.

NOTE: *In addition to providing information on the survey, we are requesting that you mail any county-developed outreach and educational materials that your county used to the address provided at the end of the survey under the "SUBMISSION INSTRUCTIONS" (PART*

Sites/Organizations	Materials ONLY	Presentations With Materials	Sites/Organizations	Materials ONLY	Presentations With Materials
Career Service Centers	<input type="radio"/>	<input type="radio"/>	Libraries	<input type="radio"/>	<input type="radio"/>
Child Care Facilities	<input type="radio"/>	<input type="radio"/>	Migrant Camps	<input type="radio"/>	<input type="radio"/>
Community-Based Organizations	<input type="radio"/>	<input type="radio"/>	Migrant Education Sites	<input type="radio"/>	<input type="radio"/>
CWD/Certification Sites	<input type="radio"/>	<input type="radio"/>	Other Sites (Specify):		
Community Events (Migrant/Health/Job/Information Fairs, Harvest Festivals, etc.)	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>
Farmers' Markets	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>
Food Banks	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>
Hospitals/Clinics	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>

13. Did your county provide any **NONCITIZEN-SPECIFIC** educational materials and/or presentations to sites/organizations for **NONCITIZENS**?

YES NO

- If you answered "**YES**," continue to Item 13a.
- If you answered "**NO**," go to Item 14.

APPENDIX I

13a. If you answered "YES" to Item 13, indicate sites/organizations.

NOTE: *In addition to providing information on the survey, we are requesting that you mail any county-developed outreach and educational materials that your county used to the address provided at the end of the survey under the "SUBMISSION INSTRUCTIONS" (PART*

Sites/Organizations	Materials ONLY	Presentations With Materials	Sites/Organizations	Materials ONLY	Presentations With Materials
Alcohol/Drug Rehabilitation Centers	<input type="radio"/>	<input type="radio"/>	Libraries	<input type="radio"/>	<input type="radio"/>
Child Care Facilities	<input type="radio"/>	<input type="radio"/>	Migrant Camps	<input type="radio"/>	<input type="radio"/>
Churches	<input type="radio"/>	<input type="radio"/>	One Stop Centers/Family Resource Centers	<input type="radio"/>	<input type="radio"/>
Community-Based Organizations	<input type="radio"/>	<input type="radio"/>	Remote Sites	<input type="radio"/>	<input type="radio"/>
CWD/Certification Sites	<input type="radio"/>	<input type="radio"/>	Schools	<input type="radio"/>	<input type="radio"/>
Community Events (Migrant/Health/Job/Information Fairs, Harvest Festivals, etc.)	<input type="radio"/>	<input type="radio"/>	Senior Centers	<input type="radio"/>	<input type="radio"/>
Farmers' Markets	<input type="radio"/>	<input type="radio"/>	Shelters (Red Cross, Domestic Violence, Homeless, etc.)	<input type="radio"/>	<input type="radio"/>
Food Banks	<input type="radio"/>	<input type="radio"/>	Other Sites (Specify):		
Government Offices Other than CWD (WIC, SSA, EDD, etc.)*	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>
Grocery Stores	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>
Hospitals/Clinics	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>
In-Home Visits	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>

*Women, Infants, and Children (WIC) Social Security Administration (SSA) Employment Development Department (EDD)

APPENDIX I

14. Did your county partner with other Health and Human Service Agencies, schools community-based organizations, etc., to improve food stamp outreach efforts?

YES NO

•If you answered "YES," continue to Item 14a.
 •If you answered "NO," go to Item 15.

14a. If you answered "YES" to Item 14, indicate the partner organization names, frequency of meetings, and activities.

Partner Organization Names	Frequency of Meetings	Activities
	<input type="radio"/> Monthly <input type="radio"/> Other (Specify): <input type="radio"/> Bi-Monthly <input type="radio"/> Quarterly	
	<input type="radio"/> Monthly <input type="radio"/> Other (Specify): <input type="radio"/> Bi-Monthly <input type="radio"/> Quarterly	
	<input type="radio"/> Monthly <input type="radio"/> Other (Specify): <input type="radio"/> Bi-Monthly <input type="radio"/> Quarterly	
	<input type="radio"/> Monthly <input type="radio"/> Other (Specify): <input type="radio"/> Bi-Monthly <input type="radio"/> Quarterly	
	<input type="radio"/> Monthly <input type="radio"/> Other (Specify): <input type="radio"/> Bi-Monthly <input type="radio"/> Quarterly	
	<input type="radio"/> Monthly <input type="radio"/> Other (Specify): <input type="radio"/> Bi-Monthly <input type="radio"/> Quarterly	

APPENDIX I

18a. Indicate the extended office hours that were offered and the frequency (in general) that clients USED those extended hours. If a category does NOT apply, leave "Not Applicable" selected.

Extended Office Hours Offered	Frequency of Use of Extended Hours		
	Not Applicable	Occasionally Used	Frequently Used
By Appointment	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Before 8:00 AM (No Appointment Necessary)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lunch (No Appointment Necessary)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
After 5:00 PM (No Appointment Necessary)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other Extended Office Hours (Specify):			
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

APPENDIX I

Determination of Operational and Extended Hours

19. What methods did your county use when determining its hours of operation to ensure that the needs of working clients (applicants and recipients) were met pursuant to Manual of Policies and Procedures (MPP) Section 63-205.1 (i.e., how did your county count

Methods Used to Determine Hours of Operation	Check All That Apply
Clients Requested As Needed	<input type="checkbox"/>
Historical Data on Hours Meeting Working Clients' Needs were Available in the County	<input type="checkbox"/>
Other County Agencies were Polled	<input type="checkbox"/>
Surveys or Questionnaires were Mailed to Working Recipients	<input type="checkbox"/>
Working Clients were Polled at CWD Offices or Certification Sites	<input type="checkbox"/>
Other Methods (Specify):	
	<input type="checkbox"/>

Please check at least ONE method

APPENDIX I

20. Other than extended office hours, what were the TOP THREE access methods working clients used?

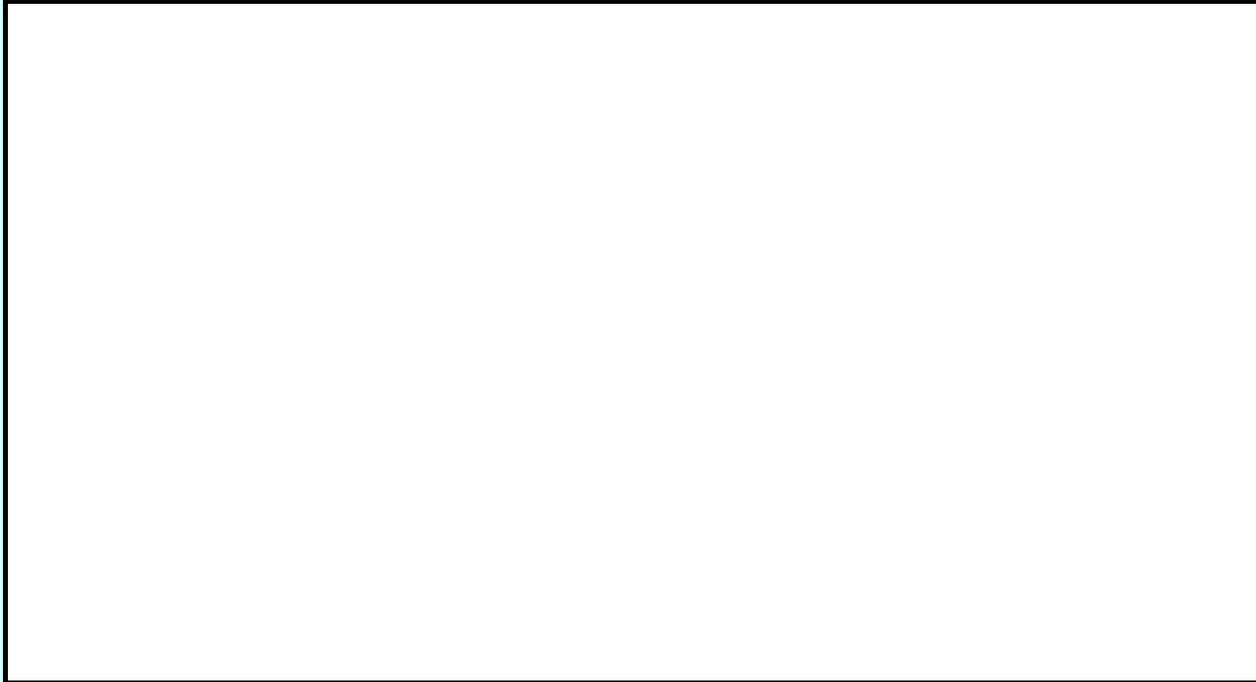
Access Methods Working Clients Used Other Than Extended Office Hours	Check the TOP THREE ONLY
Authorized Representatives were Appointed to Come in During Normal Working Hours	<input type="checkbox"/>
Clients Mail Required Documents to the CWD	<input type="checkbox"/>
Drop boxes in which Documents May Be Deposited After Normal Hours were Used	<input type="checkbox"/>
In-Home Visits	<input type="checkbox"/>
Telephone Interviews were Conducted:	
▪ Monday through Friday, 8:00 AM to 5:00 PM	<input type="checkbox"/>
▪ During Extended Office Hours (By Appt., Before 8AM, Lunch Hour, After 5PM)	<input type="checkbox"/>
Other Alternatives Used (Specify):	
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

Please
check the
top THREE

APPENDIX I

PART C--GENERAL COMMENTS (OPTIONAL)

COUNTY



END OF SURVEY ITEMS

PROCEED TO PART D--SUBMISSION INSTRUCTIONS

APPENDIX I

PART D--SUBMISSION INSTRUCTIONS

***** RETURN SURVEY BY AUGUST 15, 2006 *****

E-mail Submission of Survey

- ▶ Click the "E-mail Survey" button located on the top toolbar of the survey page. This function will automatically open your default e-mail as a new e-mail message and attach the completed survey as an e-mail attachment. It will also automatically insert
- ▶ If you are unable to e-mail the survey, check for red circles which indicate that there are unanswered questions or invalid data. Please make any necessary corrections and try to e-mail the survey again.
- ▶ For additional troubleshooting and technical information, click the "*Automated E-mail Features*" and "*System Requirements*" buttons located on the top toolbar of the survey document. You may also call Kevin Andagan at (916) 657-4354 or send an e-mail by

Mailing the Survey and Other Requested Information

- ▶ Please be sure you have answered all items and have the additional information requested in Items 11, 12a, and 13a (if applicable) ready for mailing. Send the information for Items 11, 12a, and 13a to the mailing address below. You may also mail a hard

Attention: Rosie Avena
California Department of Social Services
Food Stamp Branch
744 P Street, MS 16-32
Sacramento, CA 95814

- ▶ For all *nontechnical* questions related to the completion of this survey, please contact Rosie Avena at (916) 654-1514.



CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
Cliff Allenby, Interim Director