



Telephonic Signatures in San Diego County



2012 CalFresh Forum
September 2012
Pat Lopez, Assistant Deputy Director



Unique Partnership

- 2-1-1 San Diego's mission
- Partnership provides 24/7 assistance in over 150 languages
- Advances the County's *Live Well, San Diego!* initiative

Why Telephonic Signatures?



- Additional Pathway for Services:
 - Increase access for the elderly, disabled, and homebound applicants
 - Provide services to rural and remote residents
 - Reduce wait times at local offices

How It Works



- Used for CalFresh and Medi-Cal
- Client calls 2-1-1 San Diego
- 2-1-1 pre-screens for potential CalFresh eligibility
- If potential eligibility exists; helps with the telephone application

Phone Application



2-1-1:

- Collects client information
- Enters information into One-e-App, web-based application
- Records client's telephonic signature
- Loads telephonic signature as *.wav* file into One-e-App
- Submits application electronically to the County

- One-e-App applications are cleared and registered by a central clerical unit
- The.wav file is saved in the imaging system
- Applications are sent to the FRC that services the client's zip code for processing



Outcomes

- Increased access to nutrition
- High application completion rate (83% in January 2012)
- Increase in the number of CalFresh recipients (245,458 as of January 2012)
- Processing 90% or more of applications within 30 days (90% in December 2011)

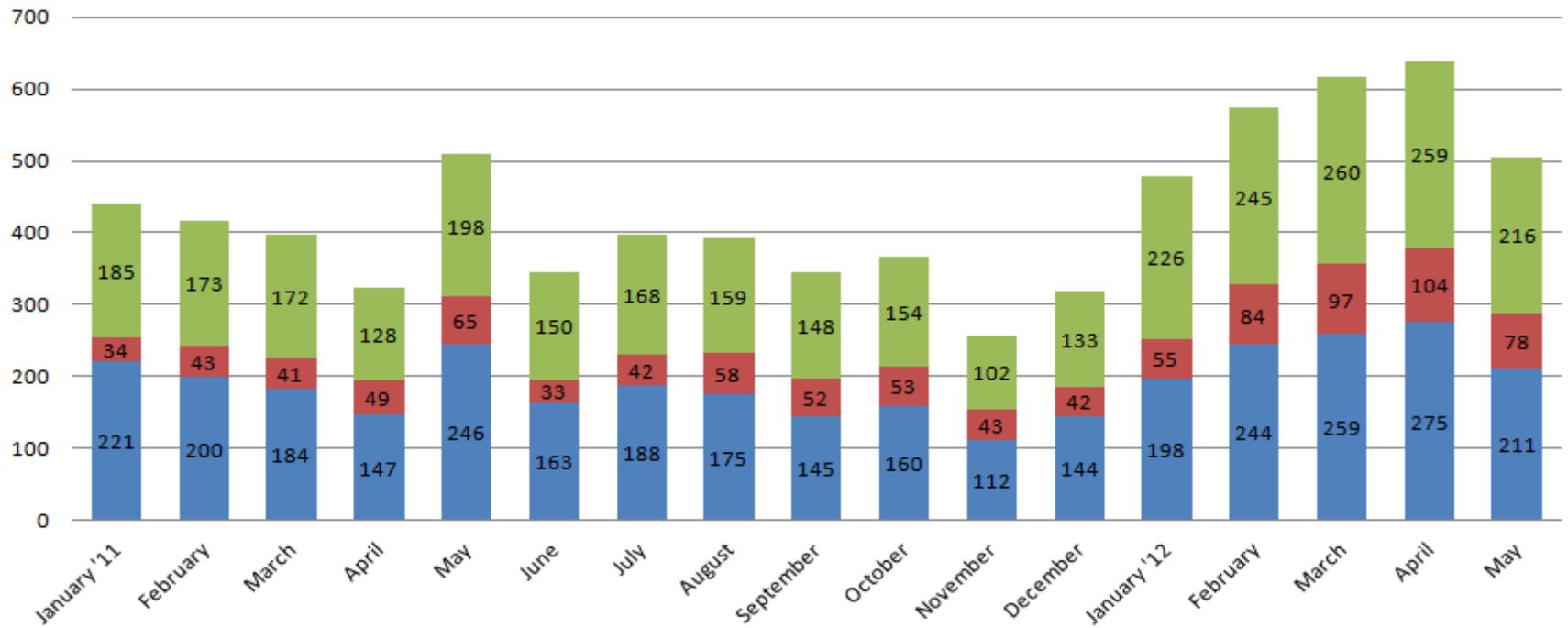
MONTHLY AND WEEKLY SUMMARY One-e-Apps

2011	CalFresh (CF)	Medi-Cal	Expedited CF
Monthly Average	174	46	156
Weekly Average	39	10	35

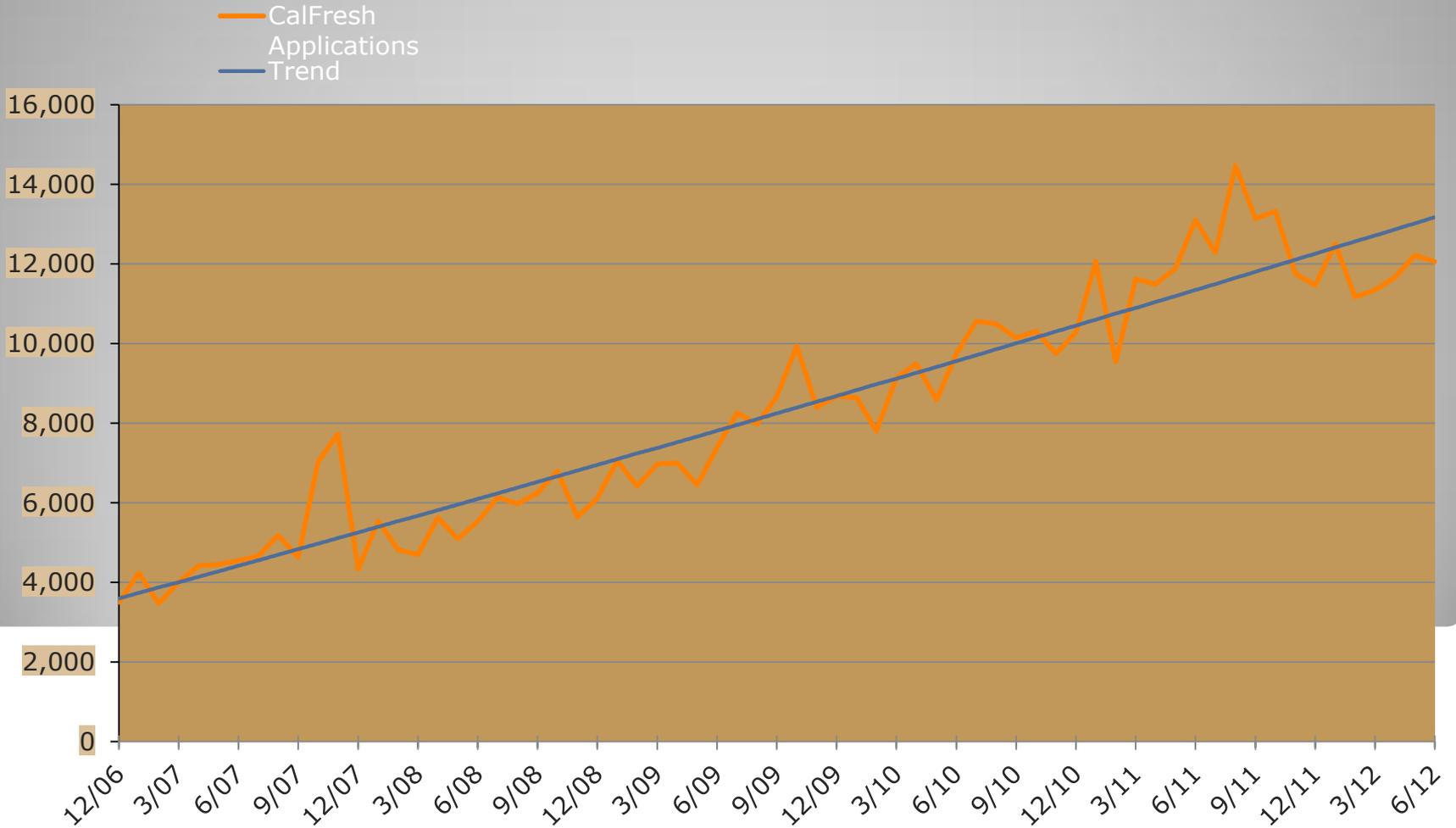
2012	CalFresh (CF)	Medi-Cal	Expedited CF
Monthly Average	237	84	223
Weekly Average	55	19	56

One-e-App Application Summary

■ CalFresh ■ Medi-Cal ■ Expedited CF



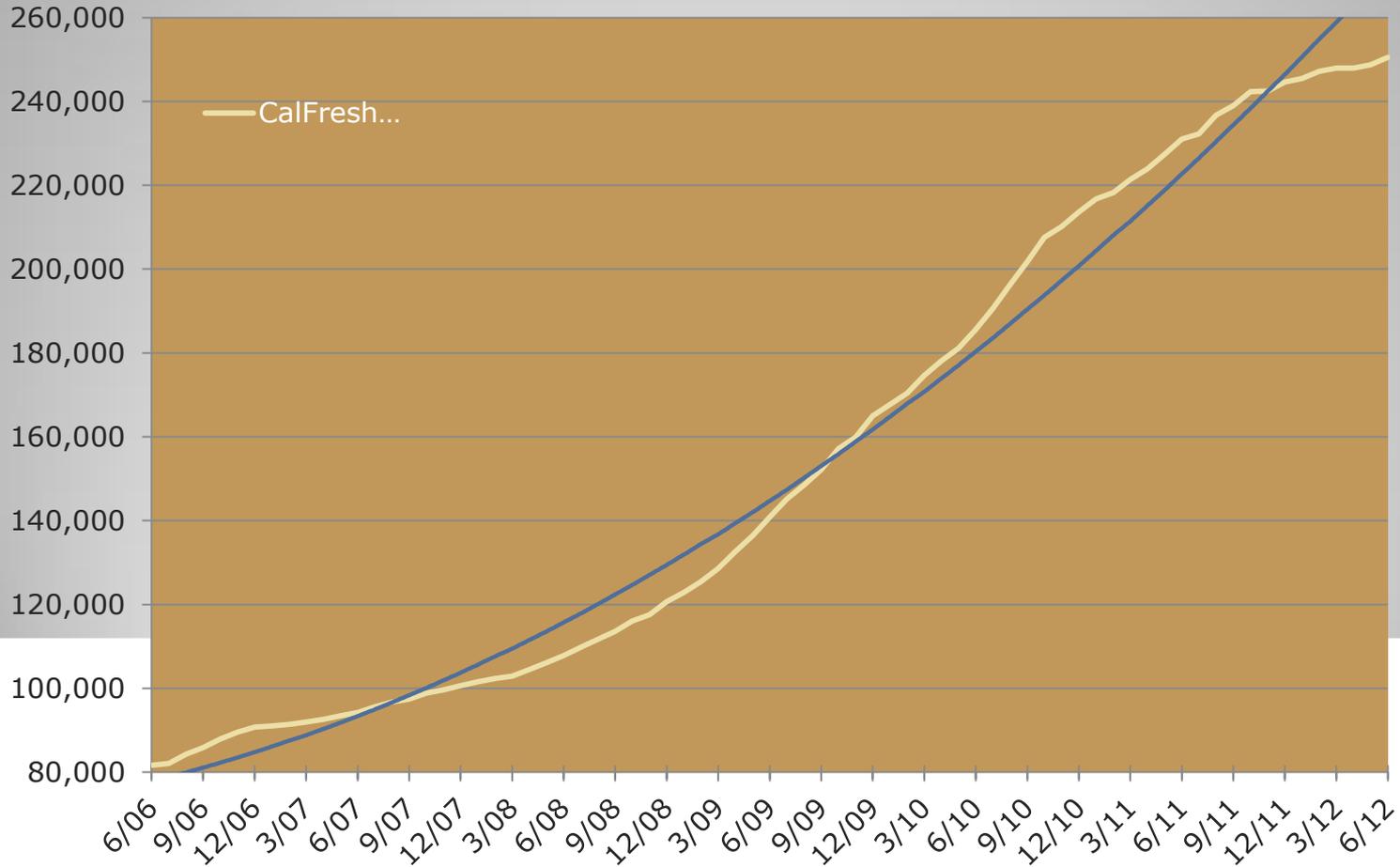
Trend in CalFresh Applications



NOTE: Applications spiked in 10/07 & 11/07 due to Firestorm 2007 disaster food stamp applications

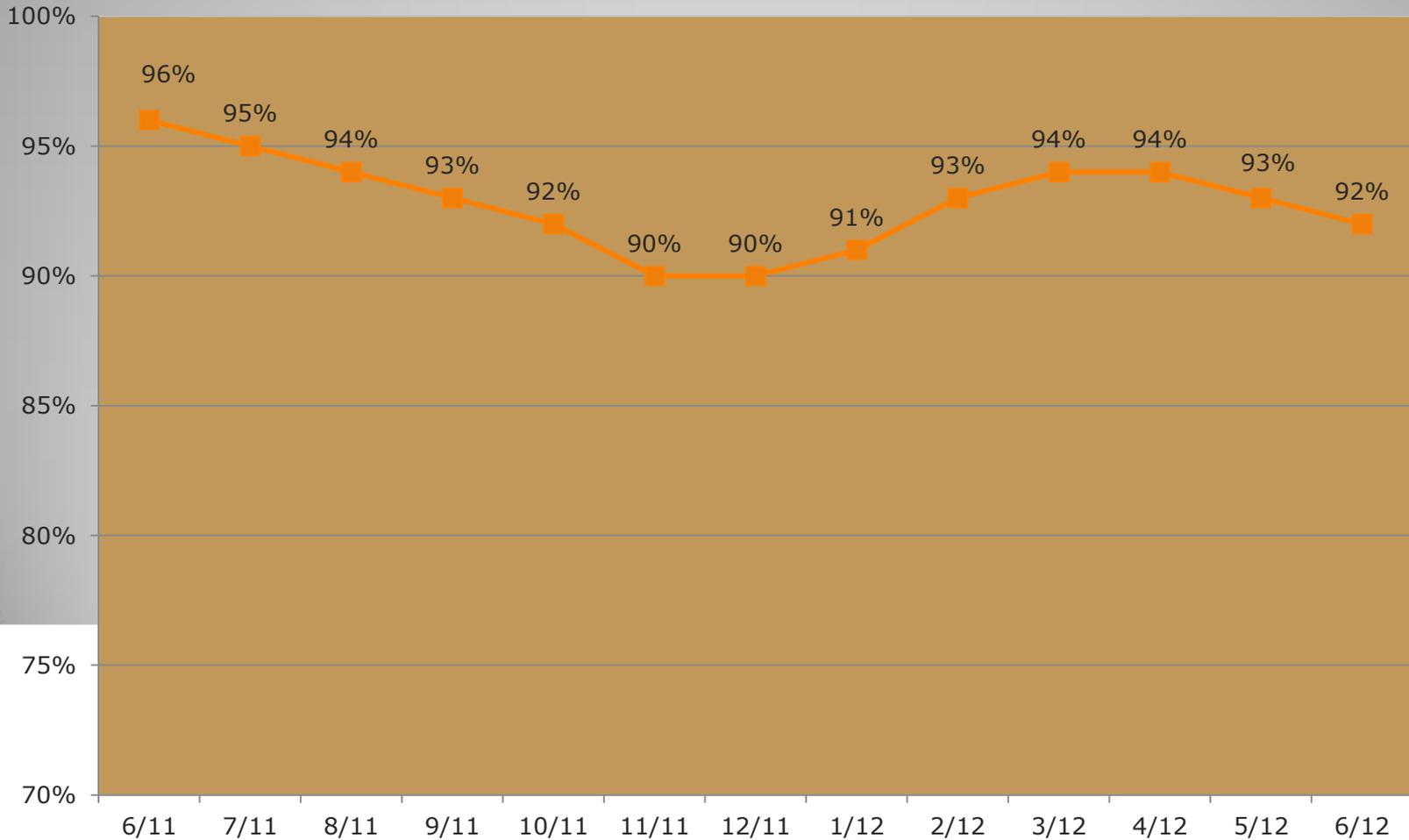
CalFresh Participation

Trend in CalFresh Recipients



Timely Processing-CalFresh Applications

Trend in CalFresh Application Timely Processing



Best Practices

- Strong partnership
- Script captured all Farm Bill Requirements
- Second phone call protects against identity theft
- Verbal date stamp for telephonic signature
- Multiple pathways