



CDSS

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DIRECTOR

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

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EDMUND G. BROWN JR.  
GOVERNOR

August 7, 2015

ALL COUNTY INFORMATION NOTICE (ACIN) NO. I-67-15

REASON FOR THIS TRANSMITTAL

- State Law Change
- Federal Law or Regulation Change
- Court Order
- Clarification Requested by One or More Counties
- Initiated by CDSS

TO: ALL COUNTY WELFARE DIRECTORS  
ALL CALFRESH PROGRAM SPECIALISTS

SUBJECT: **ANNUAL CALFRESH PROGRAM SURVEY OF OPERATIONS AND ACCESS – FY 2013-14**

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

The purpose of this letter is to transmit the results of the FY 2013-14 Annual Survey of Operations and Access for the CalFresh Program and to request that all County Welfare Departments (CWDs) complete the new Annual Survey of Operations and Access for the CalFresh Program. All CWDs should submit a completed survey by the tentative timeline of early November, 2015. State regulations require that an annual survey and review of hours of operation for the CalFresh offices be completed to ensure that the needs of recipients are being adequately met. We hope that all counties and CalFresh stakeholders find the survey results informative and valuable as a planning tool.

**BACKGROUND**

State regulations require that all CWDs provide an annual report on their activities associated with the administration of CalFresh benefits in accordance with Manual of Policies and Procedures (MPP) Sections 63-104.21 (h) and 63-205.1. The survey information is collected in two primary areas. Please be aware that these parts cover different time periods and information needs to be reported accordingly. These areas are 1) access and awareness activities, and 2) certification activities based on county operations.

The information provided on the survey is a useful tool to the California Department of Social Services (CDSS) in determining statewide program needs. It also allows CDSS

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

**SURVEY INFORMATION**

The new survey is web-based in format and may be accessed via a survey link that will be sent out to each county CalFresh coordinator through an e-mail invitation. Please note that this e-mail will be coming via Survey Monkey, not CDSS.

Please have the survey completed by the tentative timeline of early November, 2015.

The summary of the survey for last year, FY 2013-14, is available online at:

<http://www.dss.cahwnet.gov/research/res/pdf/foodreports/CFSurvey1314.pdf>

If you need any technical assistance related to the completion and submission of the survey, please contact Data Systems and Survey Design Bureau by e-mail at [admsurveyunit@dss.ca.gov](mailto:admsurveyunit@dss.ca.gov) .

If you have any questions regarding this notice, please contact your CalFresh county consultant or call the CalFresh Policy Bureau at (916) 654-1896.

Sincerely,

***Original Document Signed By:***

RYAN FRUCHTENICHT  
Acting Chief  
CalFresh Branch