

**CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
CALFRESH BRANCH**

CALFRESH OPERATIONS AND ACCESS ANNUAL REPORT

July 1, 2013 – June 30, 2014

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*Annual Report of County Operations and Activities
Associated with the Administration of CalFresh Benefits in California*

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CALFRESH SURVEY OF OPERATIONS AND ACCESS ANNUAL REPORT

FISCAL YEAR 2013-14

SUMMARY

BACKGROUND

The County Welfare Departments (CWDs) are required by state regulations to provide an annual report of their operations and activities associated with the administration of CalFresh benefits, including a review of their hours of operation. In accordance with these regulations, the CalFresh Branch of the California Department of Social Services (CDSS) requests that all counties complete an annual CalFresh Survey of Operations and Access; the most recent request was sent via All County Information Notice (ACIN) I-32-14, dated June 20, 2014. The information in the survey is helpful 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 CalFresh in California.

This report provides survey results of CalFresh information collected in two primary areas— Access and Awareness activities conducted in Fiscal Year (FY) 2013-14, and Certification activities based on county operations as of June 30, 2014. It also contains information regarding on-line applications, outreach activities, and extended office hours. Any initiative implemented in FY 2014-15 would not be reflected in this report, but may be included in the next survey.

ACCESS AND AWARENESS

Application Access

- Other than the CWD offices and certification sites, five methods and sites continued to be the most frequently used for distributing general CalFresh information and application forms. They were as follows: Community Events, Community-Based Organizations (CBOs), Food Banks, One Stop Centers/Family Resource Centers, and Direct Mail/ Internet/ Telephone/Fax Request (see Appendix L, page 95). *(Item 1)*

- All 58 counties provided application assistance outside the CWD. For 56 counties, the most frequently used method of assistance since FY 2006-07 has been Eligibility Worker/Support Staff Assistance Filling Out Applications/Answering Questions (see Appendix L, page 96). *(Items 2, 2a)*
- All 58 counties screened CalFresh applications for determination of Expedited Services (ES), including applications filed online. The procedure for ES screening was the same for online applications in 57 counties. In 46 counties, ES screening was conducted by eligibility workers and in 53 counties ES screening was most often completed when the application is submitted. *(Items 3, 3a, 3b, 3c, 3d)*
- Fifty-seven counties utilized CalFresh applications translated in languages other than English. Spanish translated applications were used in 57 counties and Vietnamese in 15 counties. Chinese, Farsi, Hmong, Russian, and Tagalog translated applications were the next most frequently used by 11 counties each (see Appendix L, page 97). *(Items 4, 4a)*
- Thirty-nine counties (91.3 percent of statewide CalFresh households*) provided outstationed eligibility workers at sites other than CWDs (see map on page 7). Fifteen of these counties outstationed workers Monday through Friday. The top two sites that continued to be the most frequently utilized for outstationed eligibility workers were Hospitals/Clinics and Community Events (see Appendix L, page 98). *(Items 5, 5a, 5b)*
- All 58 county websites provided the ability for clients to complete an online CalFresh application. Modoc and Orange counties also used One E-Application online application system. For a list of features available on online application websites, see Appendix A, page 23, and Appendix L, page 99. *(Item 6)*
- Forty-five counties (49.3 percent of statewide CalFresh households*) provided the applicant with a copy of the changes made to their online applications. When online applications were filed after office closed, 20 counties used the same day as the application date while 35 counties used the next business day. *(Items 6b, 6c)*
- Twenty-eight counties (44.6 percent of statewide CalFresh households*) had kiosks or computer terminals available for applicants to apply online and staff were available for assistance, if needed (see map on page 8). Twenty-six of these counties (43.9 percent of statewide CalFresh households*) indicated that there is sufficient privacy when entering information. Of the 28 counties, only five (15.6 percent of statewide CalFresh households*) indicated that the kiosks or computer terminals are accessible outside of normal business hours. CBOs have unique identifiers in 31 counties to assist clients with online applications (see Appendix L, pages 100-101). *(Items 6e, 6f, 6g, 6h, 6i)*

*Source: Food Stamp Program Participation and Benefit Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2013 through June 2014.

Face-to-Face Interview Waivers

- All 58 counties waived face-to-face interviews for clients who were eligible for such a waiver. For a breakdown of the percentage of applications that had face-to-face interviews waived per type of application, see chart on page 9. In lieu of face-to-face interviews, telephone interviews continued to be the primary replacement method used by 32 counties at initial application and by 55 counties at recertification. *(Items 7, 7a)*
- Thirty-one counties indicated that clients first become aware of the option to waive the face-to-face interview when the application is submitted (see Appendix L, page 102). *(Item 7b)*

Program Access

- Thirty-five counties (81.4 percent of statewide CalFresh households*) implemented or were planning to implement business process re-engineering efforts (see map on page 10). Client kiosks or terminals were the most implemented efforts with seven counties while electronic Notice of Action was the most planned for implementation with 17 counties (see Appendix C, pages 30-35 and Appendix L, page 102). *(Items 8, 8a)*
- All 58 counties used the Modified Categorical Eligibility waiver. The PUB 275 was included in application and/or recertification packets in 57 counties (see Appendix L, page 103). *(Item 9)*
- The General County Main Number, Interactive Voice Response (IVR), County number “211”, Change/Service Center, Call Center, Hotline, Hotline number 1-877-847-FOOD, Contact Center, EBT toll-free number (877-328-9677), Spanish hotline 888-9COMIDA), and Eligibility Worker direct line were the various telephone methods used by all 58 counties to provide general CalFresh information and information about noncitizen eligibility. The General County Main Number and IVR systems were the most prevalent each with 55 counties. Fifty-six counties had IVR systems, Call Centers, Change/Service Centers and/or Contact Centers, 28 of which received over 150 calls on average per day. *(Items 10, 10b)*
- The 56 counties (98.1 percent of statewide CalFresh households*) that utilized various telephone methods indicated the methods provided clients the ability to leave messages after hours of operation (see map on page 11). When connected to a recorded message, 50 counties provide clients the option to leave a voicemail message. *(Items 10c, 10d)*

*Source: Food Stamp Program Participation and Benefit Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2013 through June 2014.

- Of the 34 counties that have a Call/Service Center, 14 counties (58.6 percent of statewide CalFresh households*) offer quality service survey opportunities to clients while 20 counties do not. Twenty-four counties do not have a Call/Service Center but clients are given an opportunity to rate the quality of service provided (see Appendix D, page 37). *(Item 10e)*
- Of the 16 counties (64.2 percent of statewide CalFresh households*) that have a county hotline, twelve counties respond the next business day to messages received after office closes or on weekends. *(Items 10f, 10g, 10h)*
- In 53 counties, Spanish, Vietnamese, and Russian were the top three languages (other than English) used in the telephone systems (see Appendix L, page 105). *(Items 10i, 10j)*
- Fifty-four counties (99.9 percent of statewide CalFresh households*) used bilingual staff to assist clients. Additionally, 57 counties (99.5 percent of statewide CalFresh households*) used contracted language services. Fifty-three of these counties had the eligibility worker access language line services when interpreter services were needed. *(Items 10k, 10l, 10m)*
- Fifty-seven counties (99.5 percent of statewide CalFresh households*) continued to use document imaging systems which enable eligibility workers to access imaged documents during interviews. Of these counties, 36 have centralized and 21 have decentralized document imaging systems. Imaging of clients' CalFresh documents are current and up-to-date in 56 counties (99.3 percent of statewide CalFresh households*). *(Items 12, 12a, 12b, 12c)*
- Fifteen counties (64.0 percent of statewide CalFresh households*) utilized local media for public service announcements to provide general CalFresh information (see map on page 12). Seven of these counties (46.2 percent of statewide CalFresh households*) also included information about noncitizen eligibility. *(Item 13)*

Outreach Activities

- Twenty-five counties (66.7 percent of statewide CalFresh households*) have a written contract with CBOs to do outreach activities. For a list of community-based organizations, see Appendix F, pages 47-49. *(Item 14)*
- Providing Informational Brochures/Flyers regarding CalFresh, utilized by 55 counties, continued to be the most common outreach effort. In terms of the *single most effective* outreach activity, 15 counties (44.2 percent of statewide CalFresh households) listed Participating in Community Events while another 15 counties (32.2 percent of statewide CalFresh households) viewed Partnering with Various Agencies and Organizations as their most effective activity (see Appendix L, page 107). *(Items 15, 15a)*

*Source: Food Stamp Program Participation and Benefit Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2013 through June 2014.

- Forty-one counties (79.1 percent of statewide CalFresh households*) utilized county administrative funds to conduct CalFresh outreach activities (see map on page 13). This is a 32.3 percent increase from last year, which had 31 counties using administrative funds. *(Item 15b)*
- Forty-three counties (86.7 percent of statewide CalFresh households*) provided information about public charge in regard to sponsored noncitizens (see map on page 14). This is a 38.7 percent increase from last year, which had 31 counties providing information about public charge. *(Item 17)*
- Thirty-one counties (69.7 percent of statewide CalFresh households*) provided CalFresh educational materials and/or presentations specifically for noncitizens (see map on page 15). Community-based organizations continued to be the most frequently utilized method (see Appendix L, page 109). *(Items 17a, 17b)*
- To improve CalFresh outreach efforts, 54 counties (99.8 percent of statewide CalFresh households*) partnered with other health and human services agencies, schools, and community-based organizations (see map, page 16 and Appendix G, pages 50-60). *(Item 18)*
- Twenty-six counties (58.1 percent of statewide CalFresh households*) implemented new CalFresh outreach activities during FY 2013-14 (see map on page 17). The majority of the activities (72.1 percent) were ongoing, rather than one-time activities (see Appendix H, pages 61-63). *(Items 19, 19a-19f)*
- Twenty-four counties (57.7 percent of statewide CalFresh households*) indicated plans to implement new CalFresh outreach activities during FY 2014-15 (see map on page 18). The majority of the anticipated activities (76.5 percent) are ongoing, rather than one-time activities (see Appendix I, pages 64-65). *(Items 20, 20a-20f)*

*Source: Food Stamp Program Participation and Benefit Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2013 through June 2014.

CERTIFICATION

Certification Sites

- As of June 30, 2014, there were 356 CalFresh certification sites statewide, an increase of 2.6 percent from 347 sites during last year's survey (see map on page 19 and chart on page 20). *(Item 22)*
- Extended Office Hours (Upon Request, Before 8 a.m., Lunch, After 5 p.m.) were offered by 53 counties (96.0 percent of statewide CalFresh households*). Lunch was again the most frequently utilized method and Upon Request Only was occasionally used. *(Items 22a, 22b)*

Determination of Operational and Extended Hours

- Client request continued to be the primary method, used in 46 counties (60.7 percent of statewide CalFresh households*), to determine operational and extended hours of service to meet the needs of working clients. *(Item 23)*
- Other than extended office hours, the top three access methods most frequently utilized by working clients were Online Applications, Telephone Interviews Conducted Monday through Friday during Hours of Operation, and Mailing Required Documents to CWD (see Appendix L, page 112). *(Item 24)*

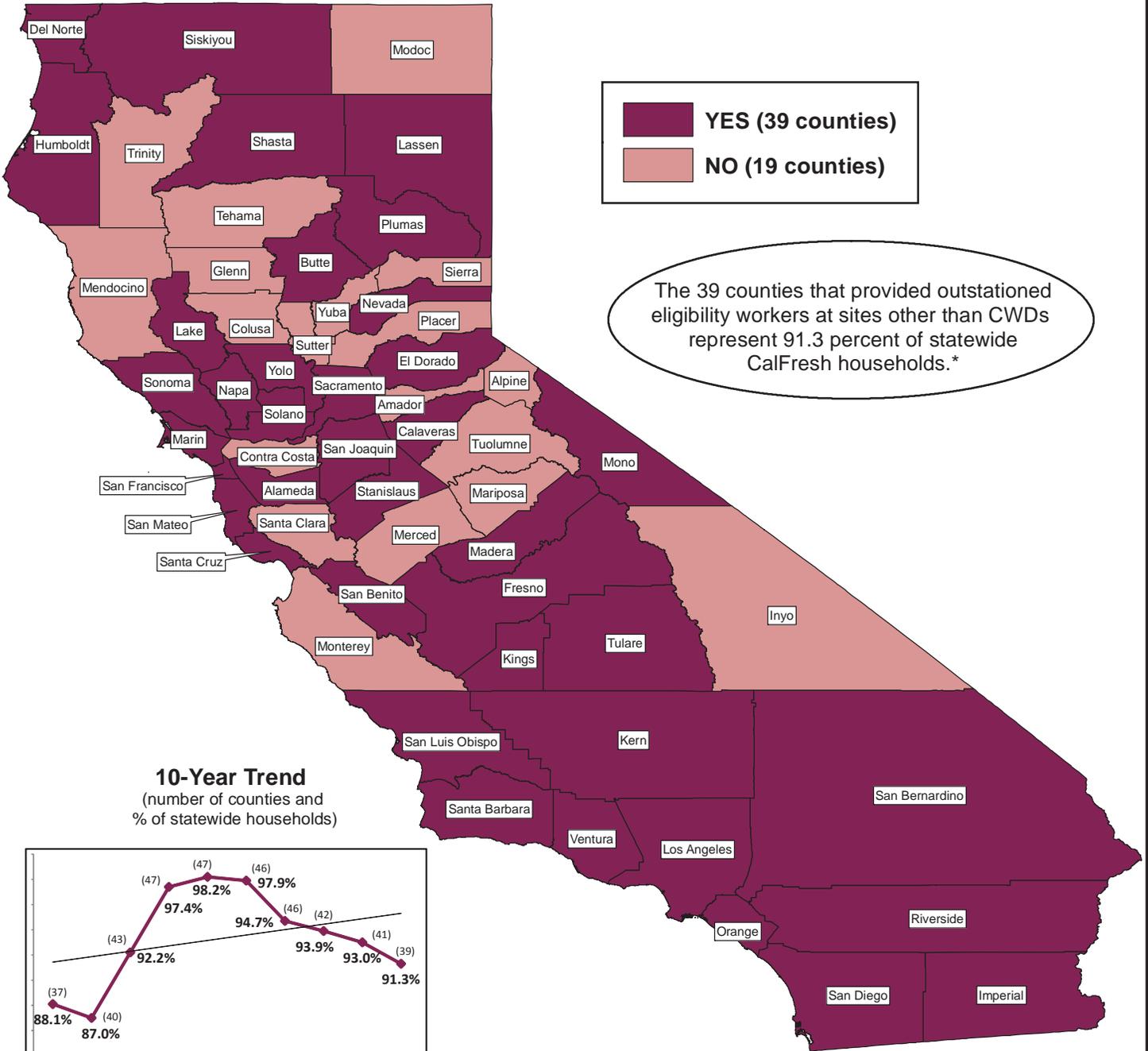
*Source: Food Stamp Program Participation and Benefit Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2013 through June 2014.

CHARTS and MAPS

Application Access

Outstationed Eligibility Workers at Sites Other than County Welfare Departments (CWDs)

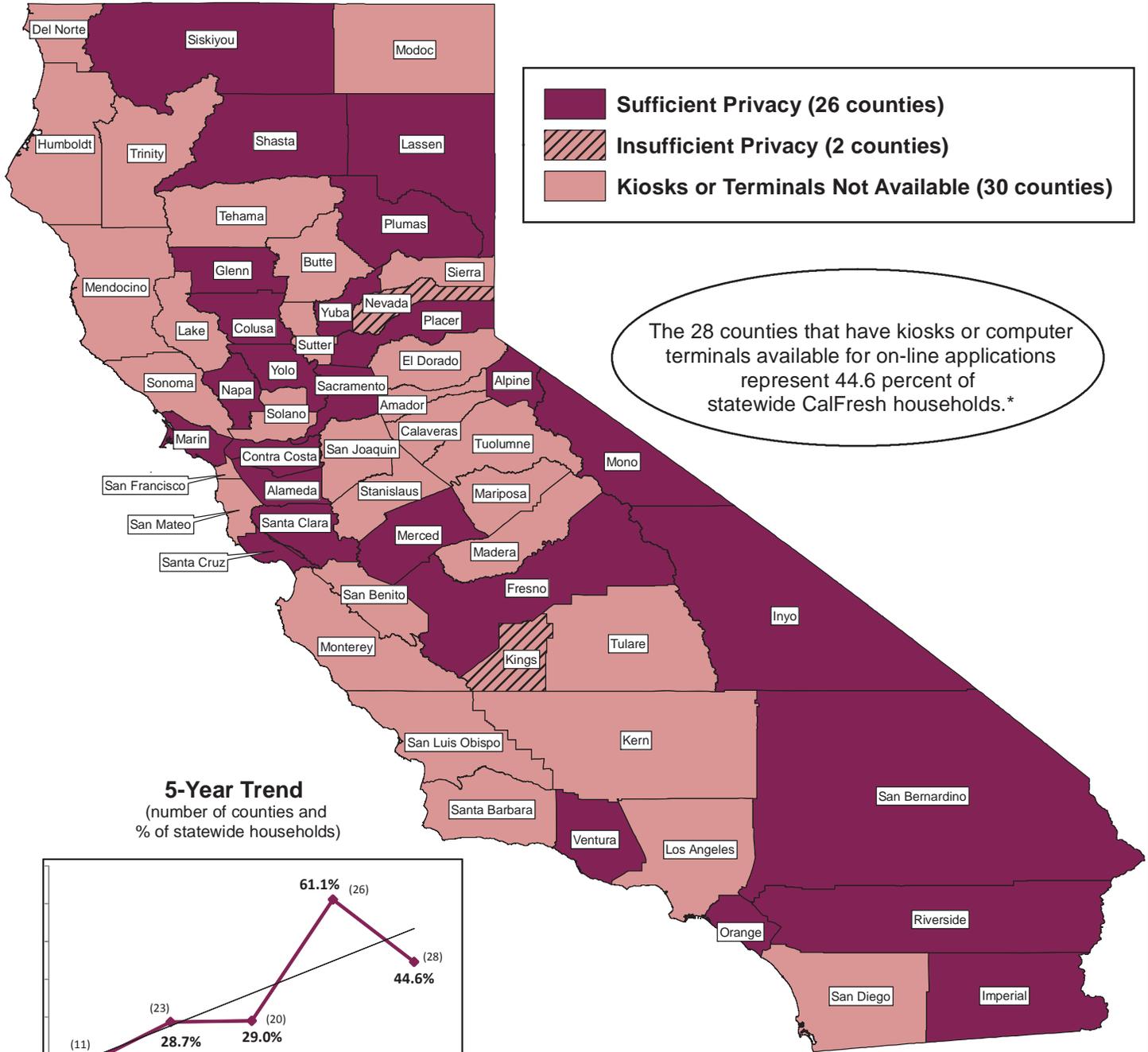
July 1, 2013 to June 30, 2014



*Source: CalFresh Program Participation and Benefit Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2013 through June 2014.

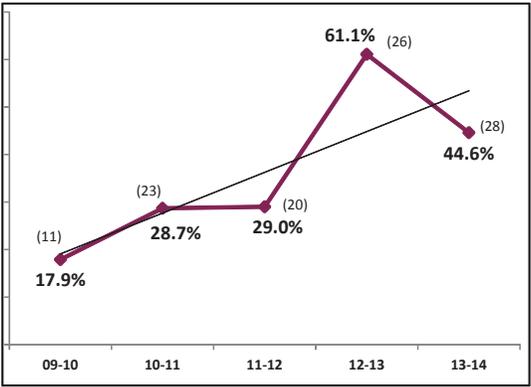
Kiosks or Computer Terminals Available for On-Line Applications

July 1, 2013 to June 30, 2014



The 28 counties that have kiosks or computer terminals available for on-line applications represent 44.6 percent of statewide CalFresh households.*

5-Year Trend
(number of counties and % of statewide households)



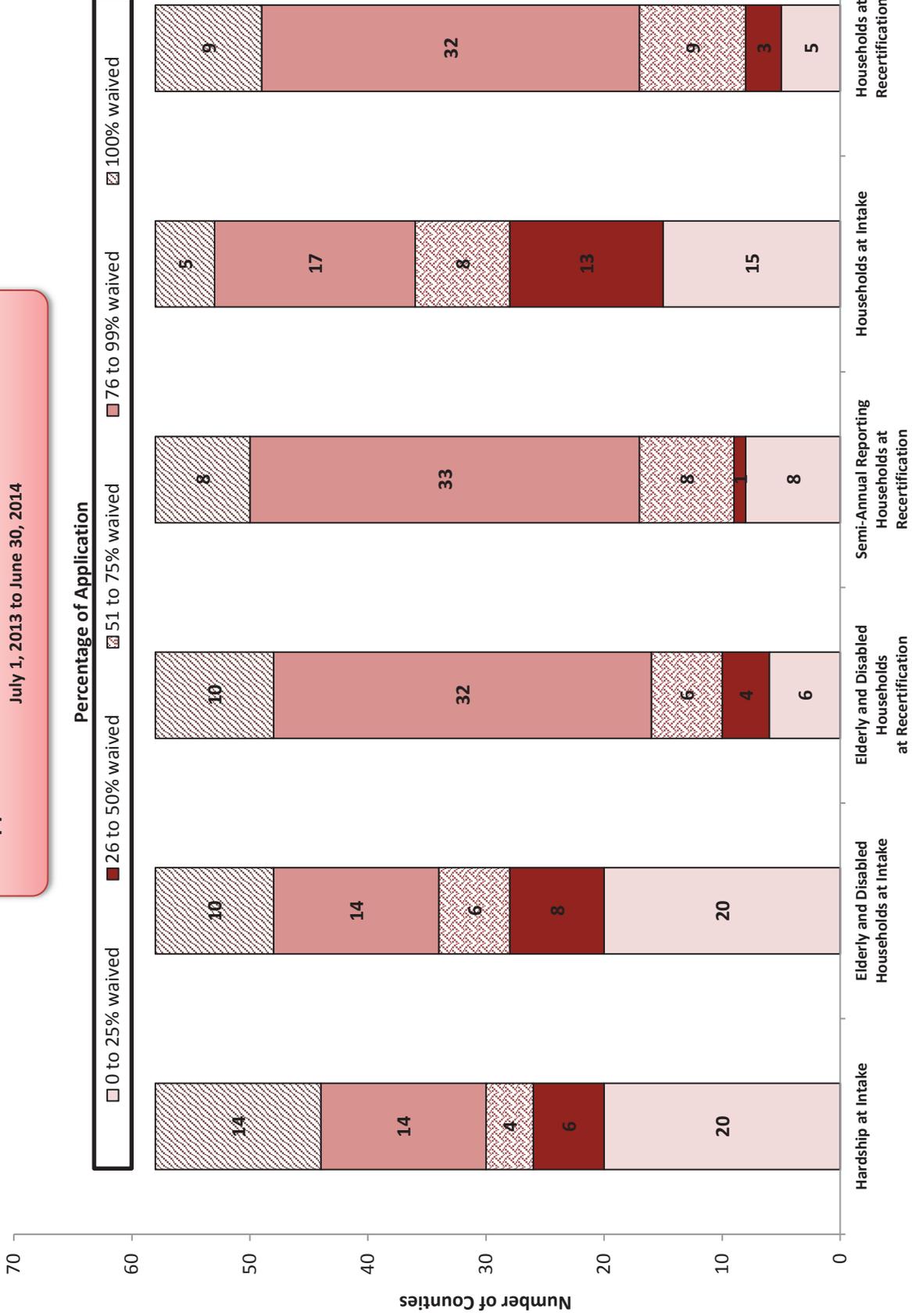
Fiscal Year

*Source: CalFresh Program Participation and Benefit Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2013 through June 2014.

Face-to-Face Interview Waivers

Applications That Waived Face-to-Face Interviews

July 1, 2013 to June 30, 2014

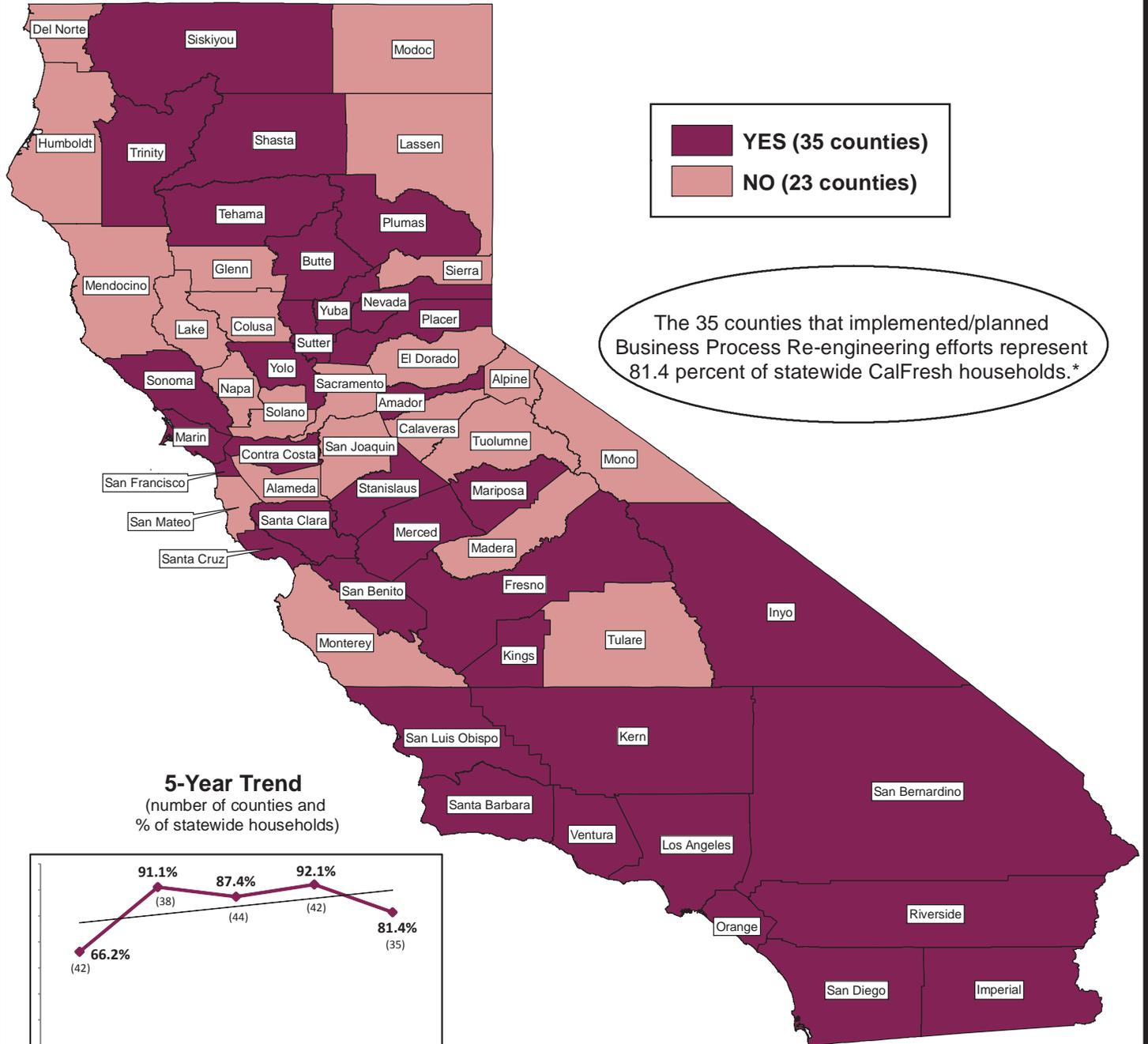


Type of Application

Program Access

Business Process Re-engineering Efforts

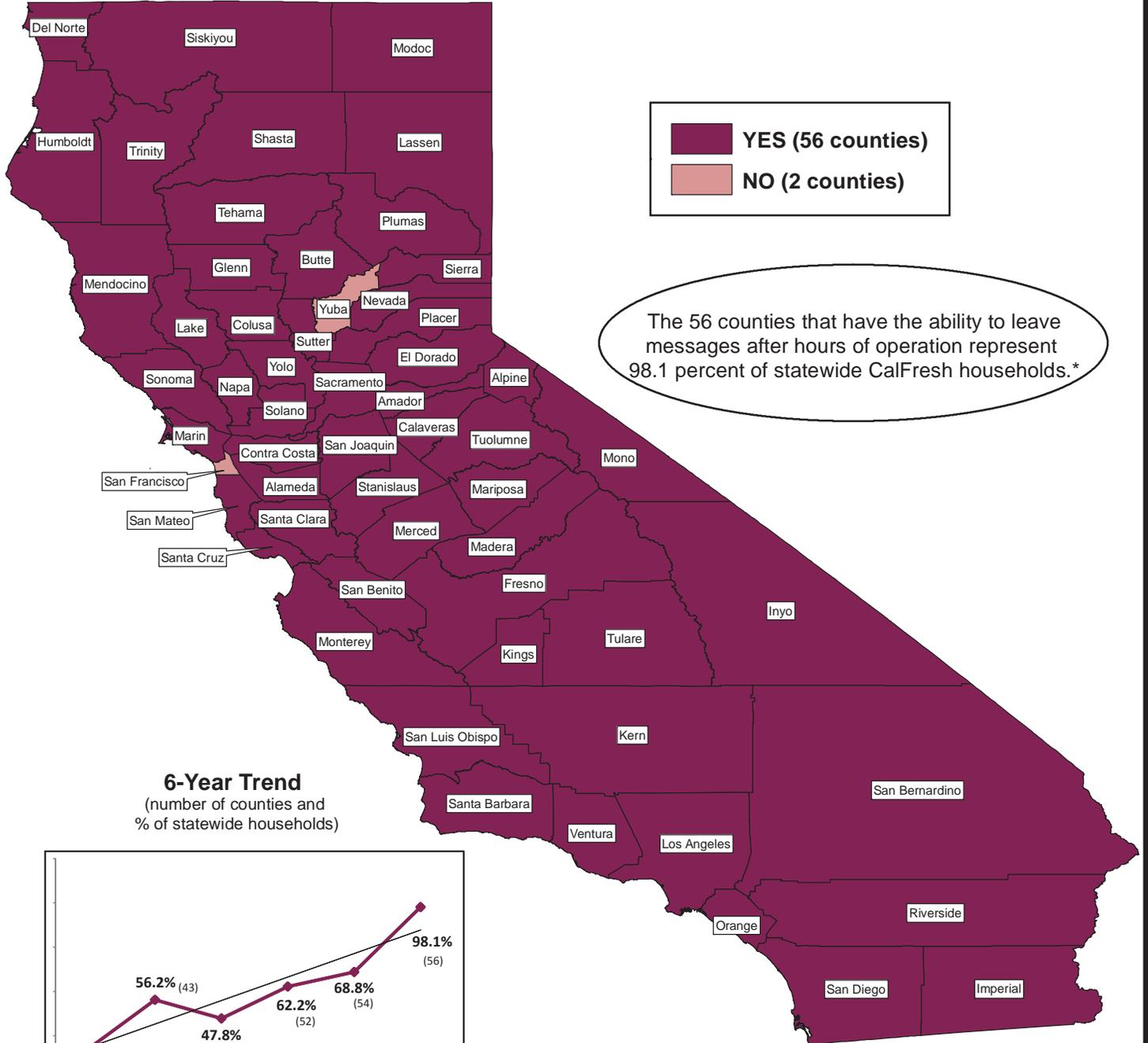
July 1, 2013 to June 30, 2014



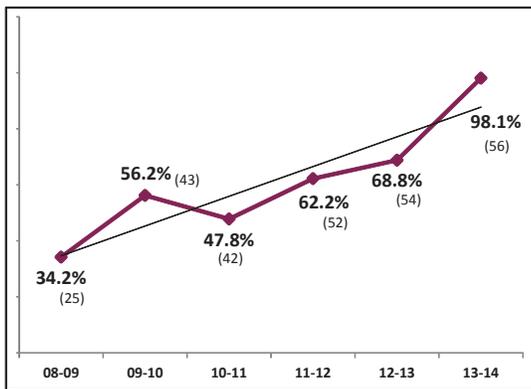
*Source: CalFresh Program Participation and Benefit Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2013 through June 2014.

Telephone Systems that Have the Ability to Leave Messages After Hours of Operation

July 1, 2013 to June 30, 2014



6-Year Trend
(number of counties and % of statewide households)



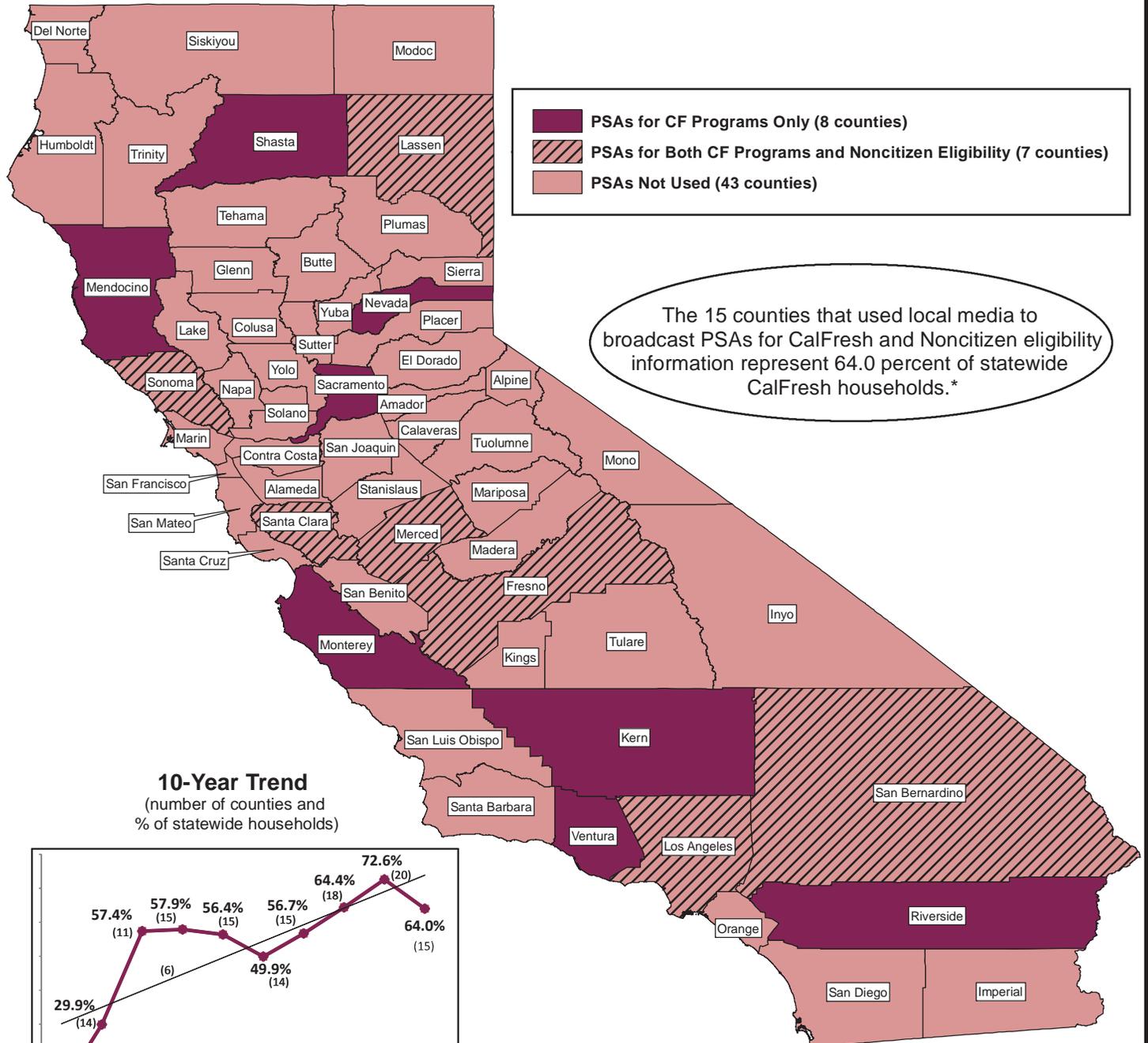
Fiscal Year

*Source: CalFresh Program Participation and Benefit Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2013 through June 2014.

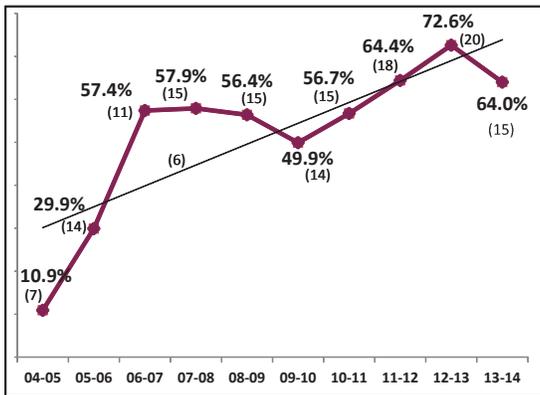
Outreach Activities

CalFresh Eligibility Public Service Announcements (PSAs)

July 1, 2013 to June 30, 2014



10-Year Trend
(number of counties and % of statewide households)

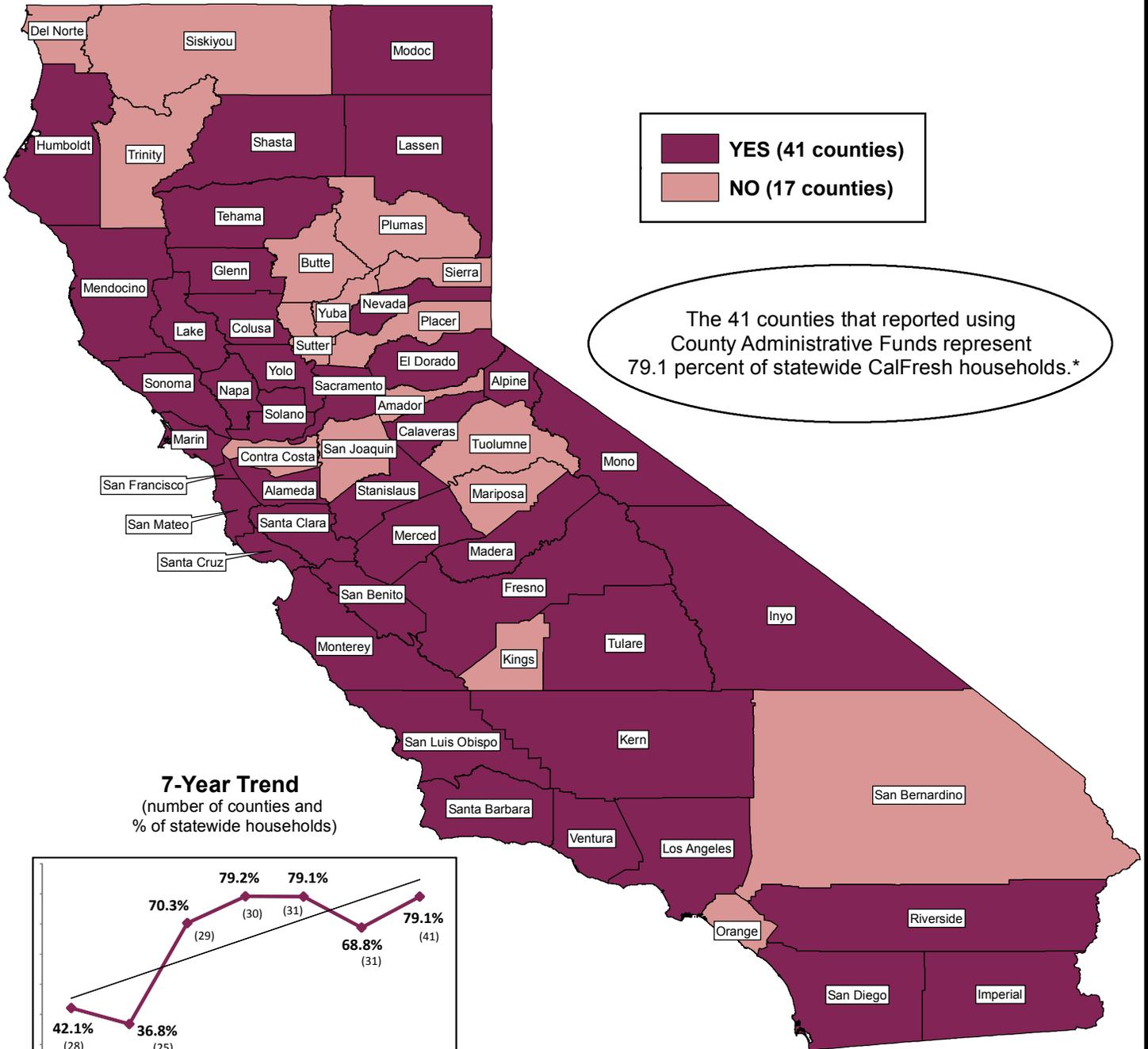


Fiscal Year

*Source: CalFresh Program Participation and Benefit Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2013 through June 2014.

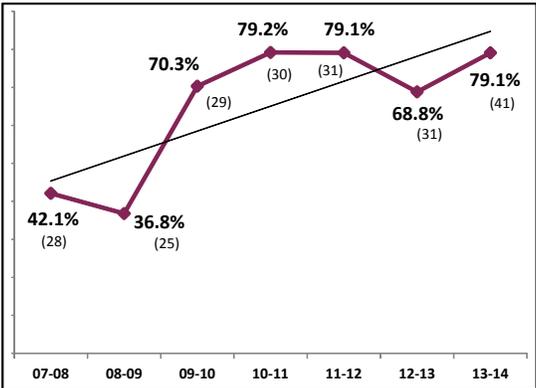
Outreach Activities Using County Administrative Funds

July 1, 2013 to June 30, 2014



The 41 counties that reported using County Administrative Funds represent 79.1 percent of statewide CalFresh households.*

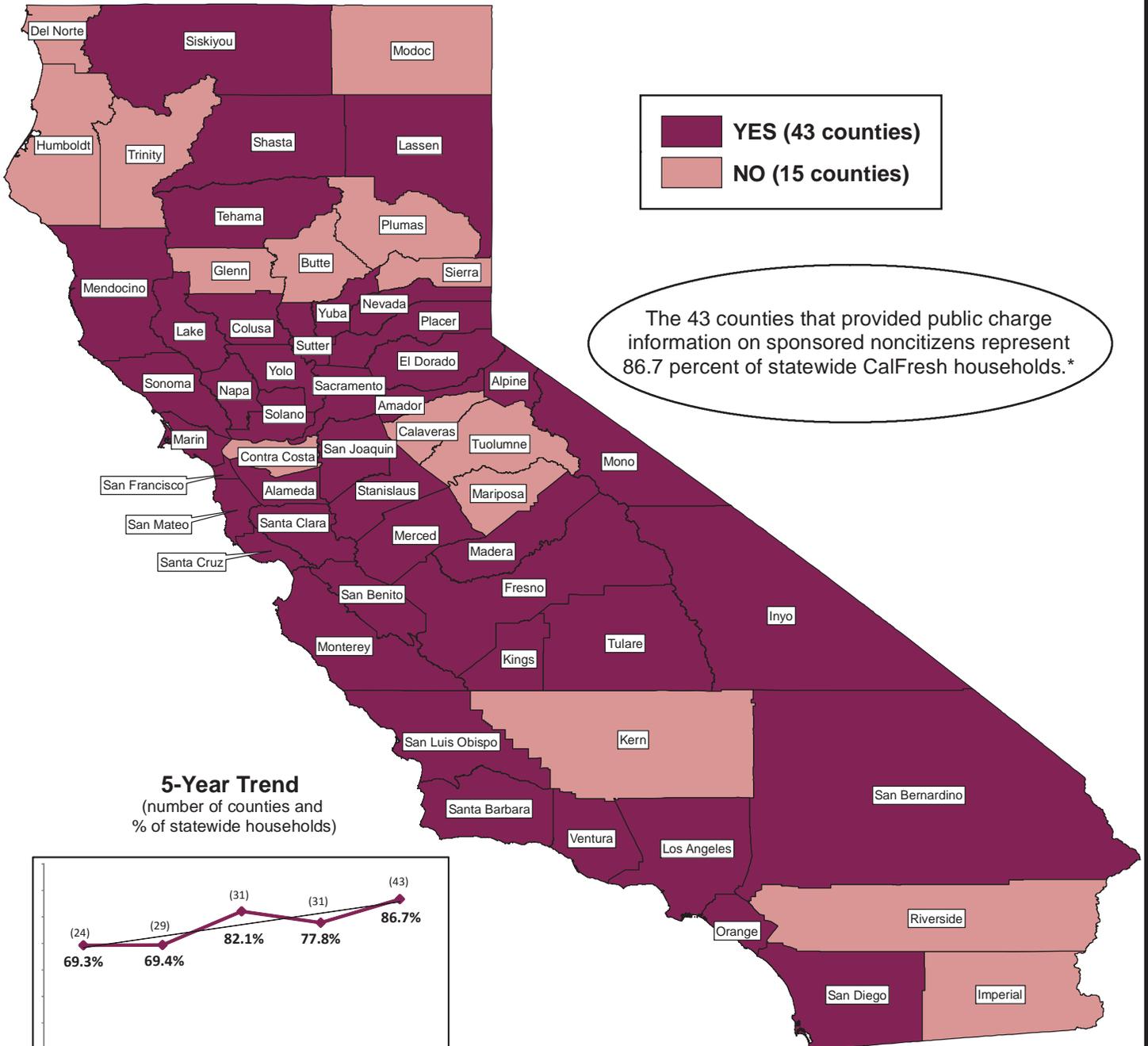
7-Year Trend
(number of counties and % of statewide households)



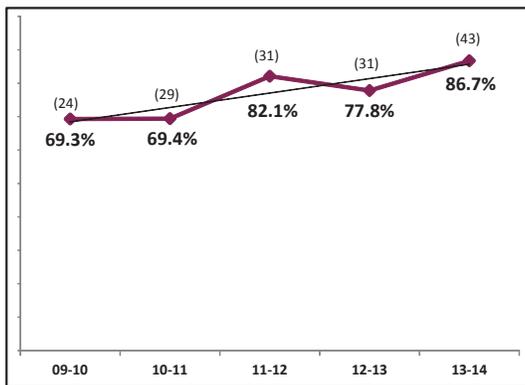
*Source: CalFresh Program Participation and Benefit Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2013 through June 2014.

Public Charge Information Regarding Sponsored Noncitizens

July 1, 2013 to June 30, 2014



5-Year Trend
(number of counties and
% of statewide households)

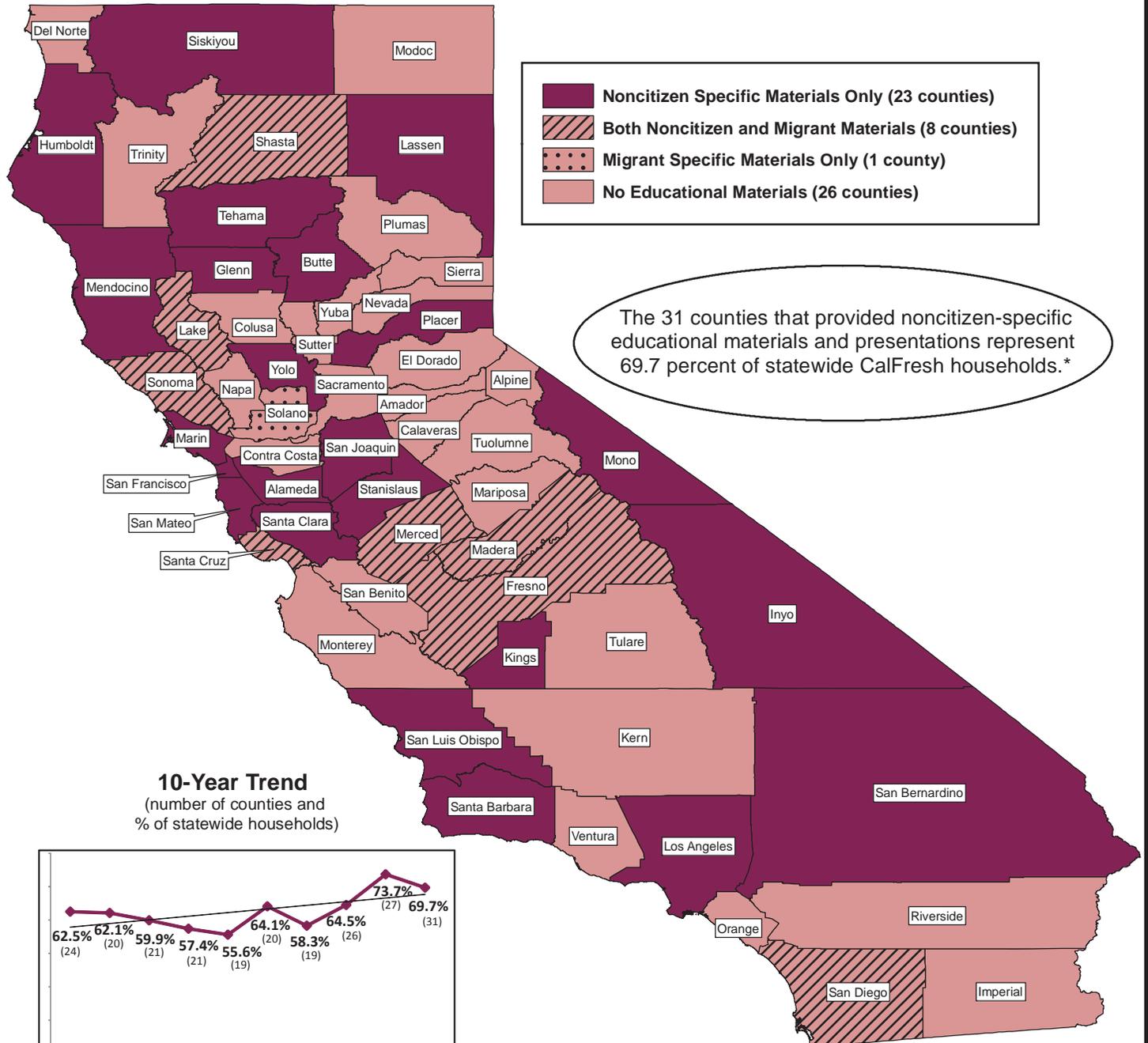


Fiscal Year

*Source: CalFresh Program Participation and Benefit Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2013 through June 2014.

Educational Materials and/or Presentations for Noncitizens and Migrant Workers

July 1, 2013 to June 30, 2014

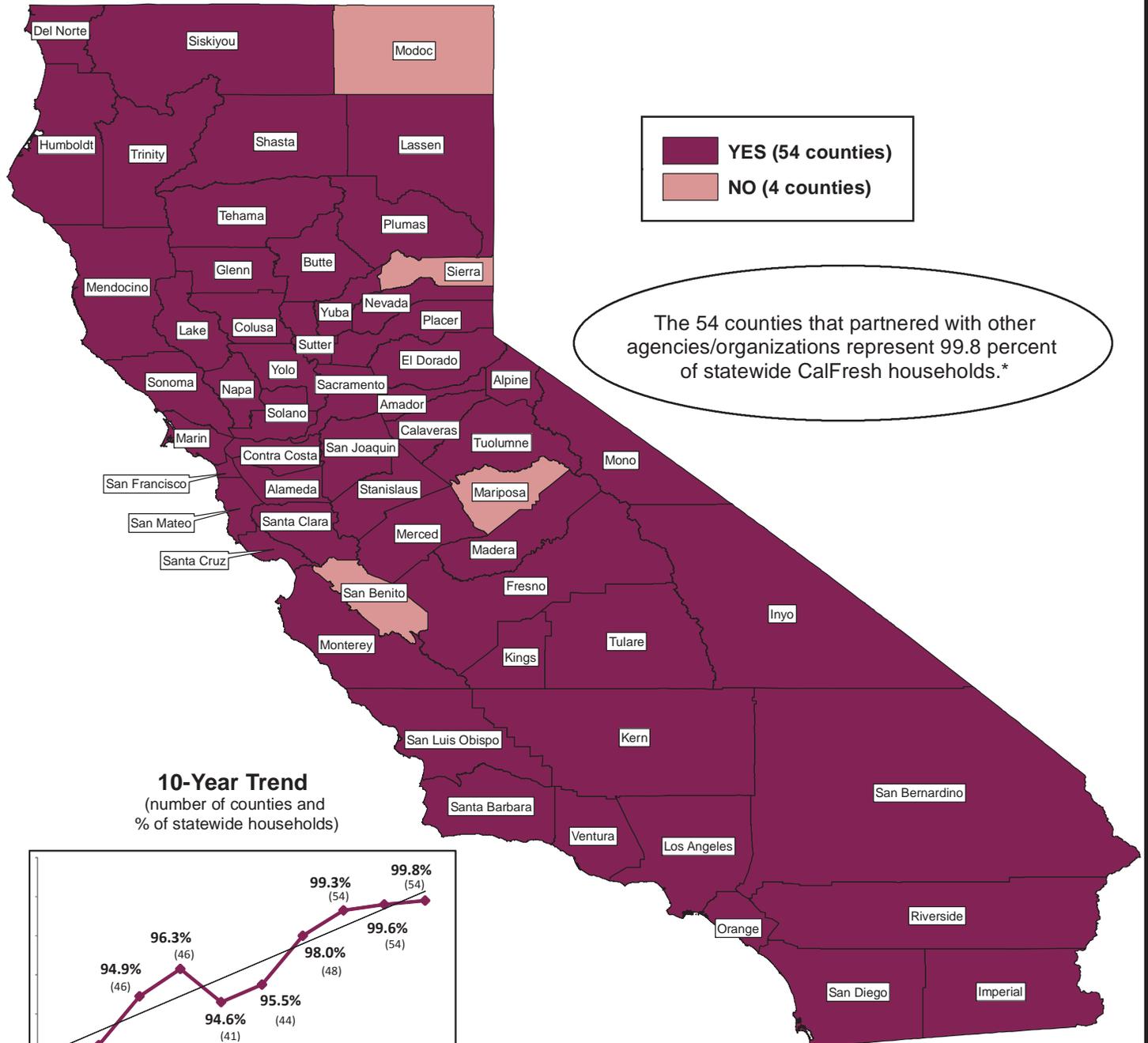


The 31 counties that provided noncitizen-specific educational materials and presentations represent 69.7 percent of statewide CalFresh households.*

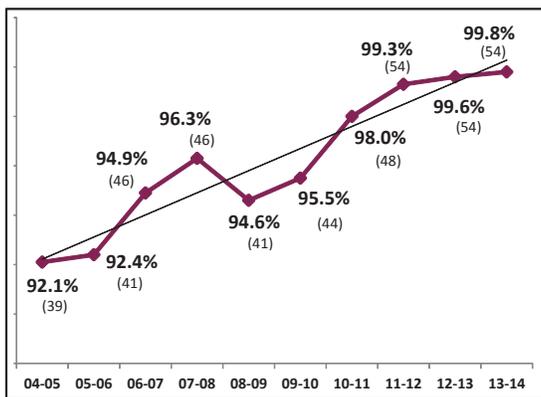
*Source: CalFresh Program Participation and Benefit Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2013 through June 2014.

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

July 1, 2013 to June 30, 2014



10-Year Trend
(number of counties and % of statewide households)

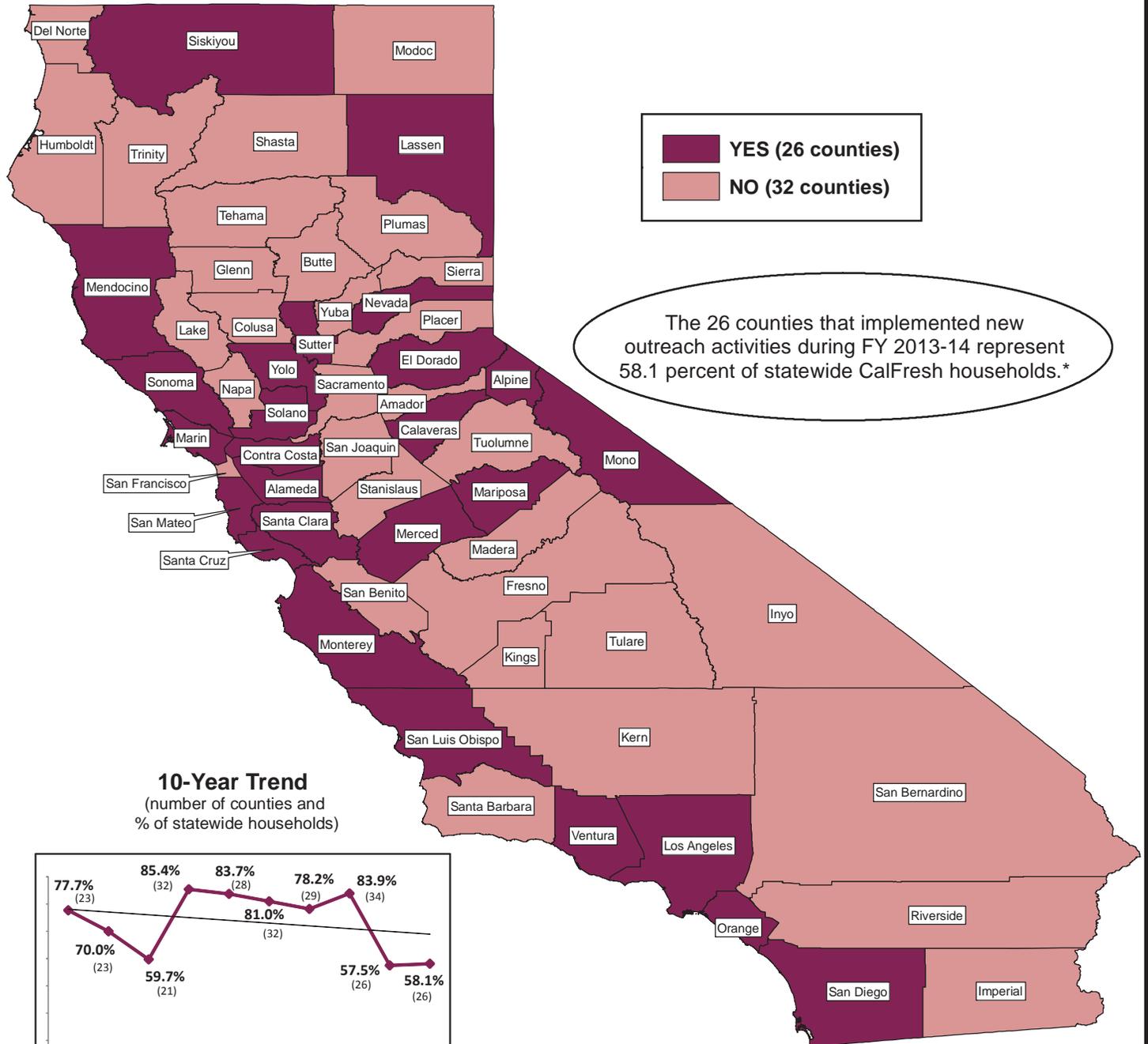


Fiscal Year

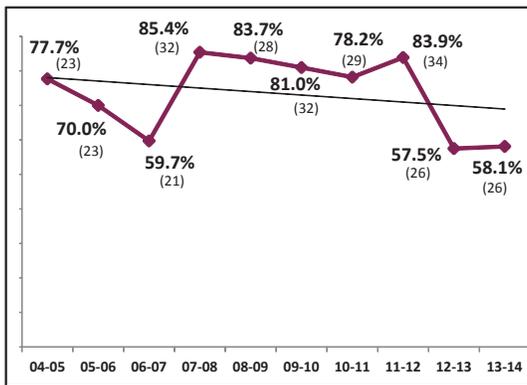
*Source: CalFresh Program Participation and Benefit Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2013 through June 2014.

Implemented New CalFresh Outreach Activities during Fiscal Year (FY) 2013-14

July 1, 2013 to June 30, 2014



10-Year Trend
(number of counties and % of statewide households)

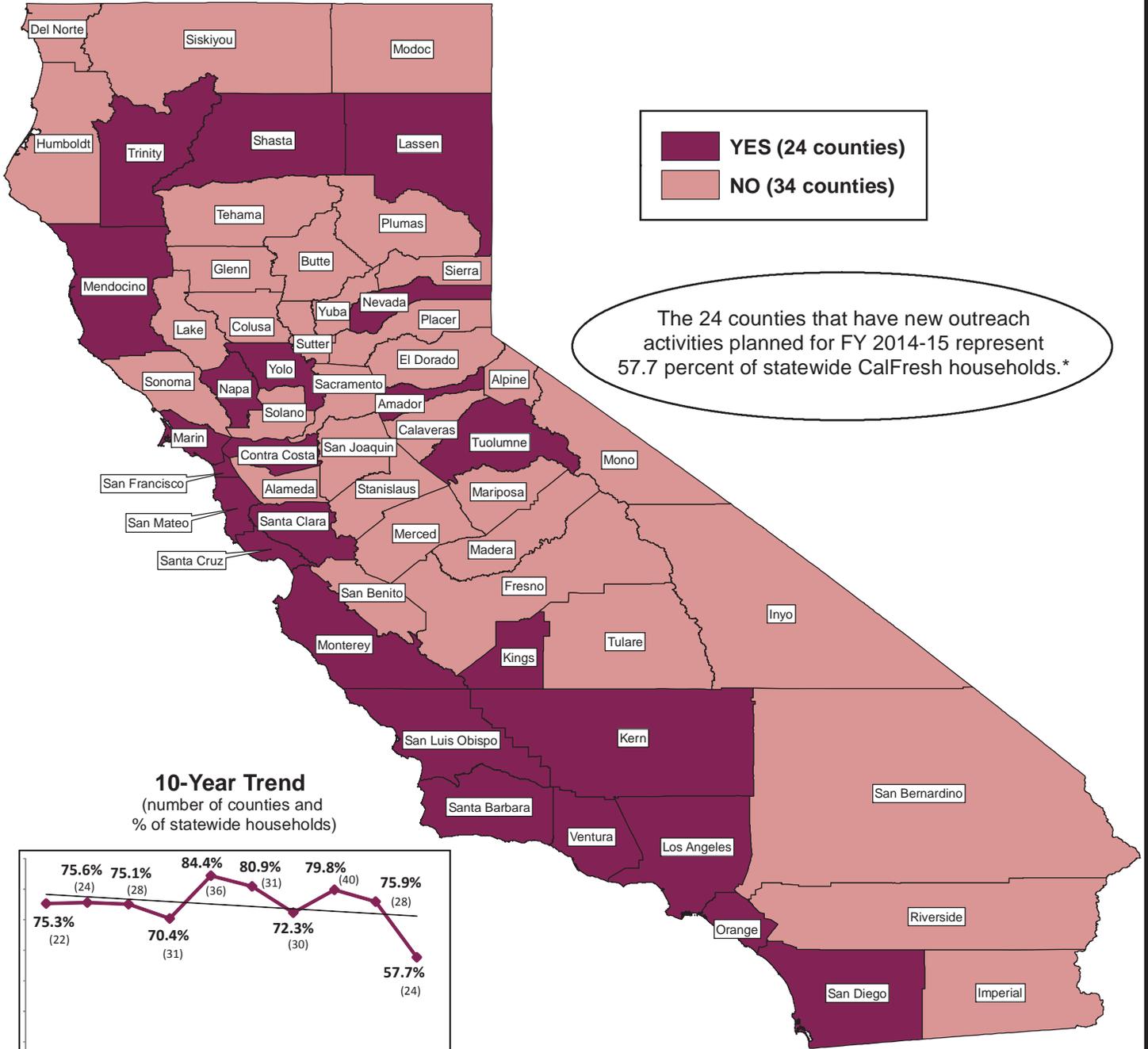


Fiscal Year

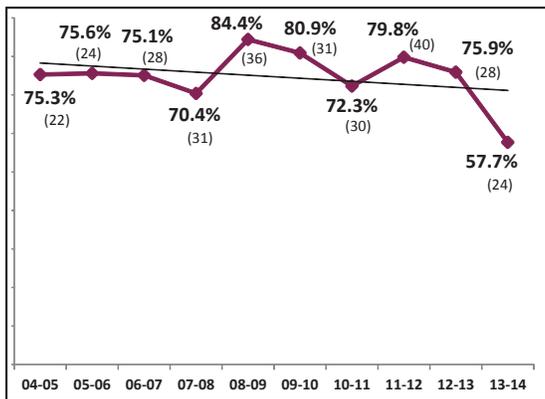
*Source: CalFresh Program Participation and Benefit Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2013 through June 2014.

New CalFresh Outreach Activities Planned for Implementation in Fiscal Year (FY) 2014-15

July 1, 2013 to June 30, 2014



10-Year Trend
(number of counties and % of statewide households)

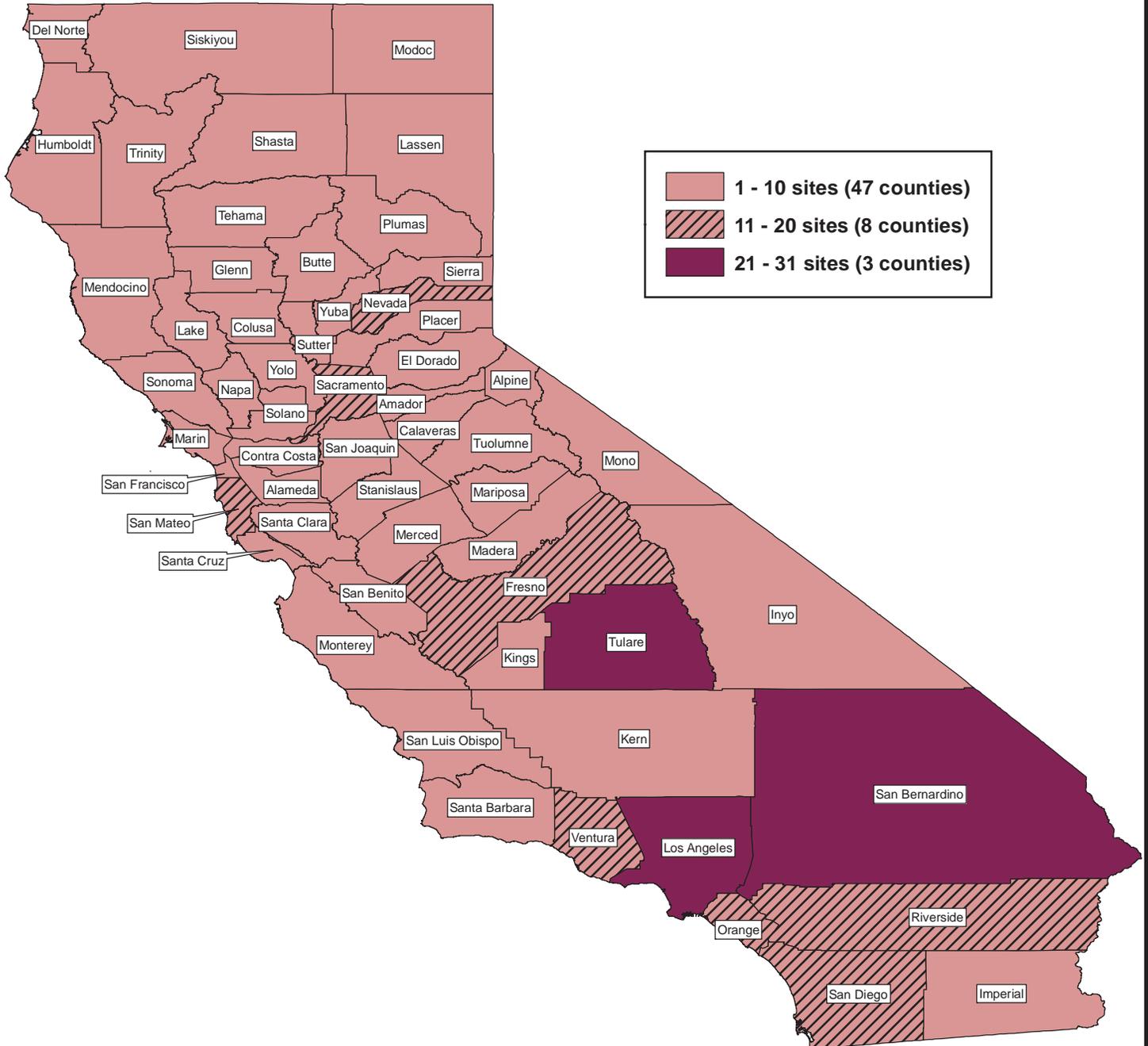


*Source: CalFresh Program Participation and Benefit Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2013 through June 2014.

**Certification
Sites/Hours of
Operation**

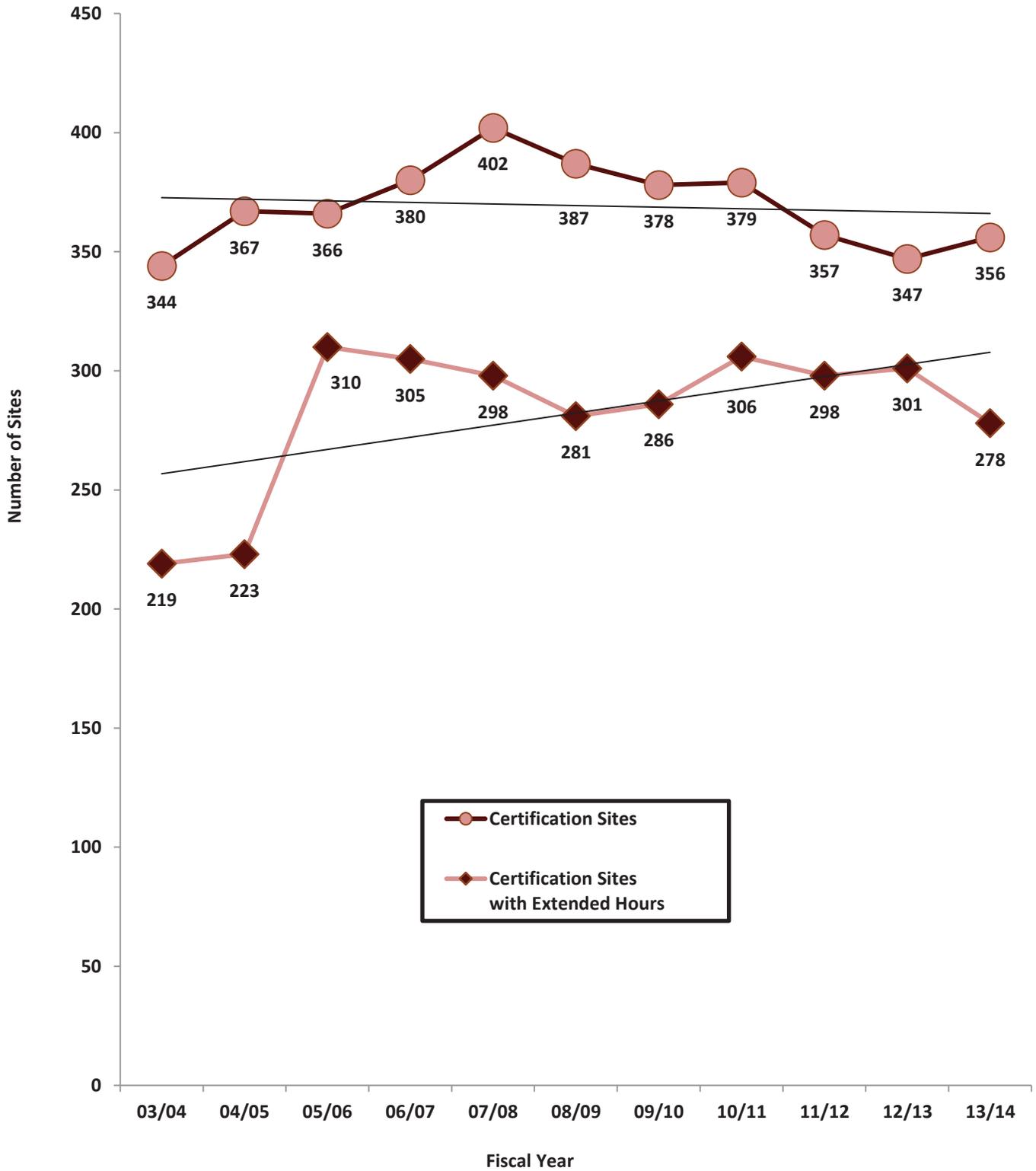
Number of Certification Sites*

July 1, 2013 to June 30, 2014



* For the number of certification sites per county, see Appendix J.

**CalFresh Certification Sites
Statewide Annual Comparisons
Fiscal Years 2003-04 to 2013-14**



APPENDICES

Appendix A	“Other” Responses
Appendix B	County Responses
Appendix C	Business Process Re-engineering (<i>BPR</i>) Efforts
Appendix D	Quality Service Survey
Appendix E	Telephone Information
Appendix F	Community-Based Organizations (<i>CBOs</i>)
Appendix G	County Partner Organizations
Appendix H	<i>New Outreach Activities Implemented during Fiscal Year 2013-14</i>
Appendix I	<i>New Outreach Activities Planned for Fiscal Year 2014-15</i>
Appendix J	County Size Based on Number of CalFresh Households
Appendix K	Statewide Certification Sites
Appendix L	Data Summary
Appendix M	CalFresh Coordinators

APPENDIX A "Other" Responses

ITEM 1: Other than County Welfare Department (CWD) Offices/Certification Sites, indicate the sites used in the county for application information and assistance. Select **ALL** application sites that apply.

- A. Column A, General CalFresh information sites.
- B. Column B, CalFresh application sites.
- C. Column C, Sites where county staff give presentations to promote CalFresh participation.
- D. Column D, Sites where county staff provide application assistance.
- E. Column E, Sites where non-county staff provide application assistance.

ITEM 1a: Please list **OTHER** sites used in the county for application information and assistance.

COUNTY	"OTHER" METHODS/SITES USED FOR APPLICATION INFORMATION AND ASSISTANCE
ALPINE	Washoe Tribal TANF office (Columns A, B, C, D, E)
RIVERSIDE	County of Riverside Probation Department (Columns A, B, D)
SAN DIEGO	Video Interviewing (Columns A, B, D, E)
SANTA CLARA	Foster Care Hub (Columns A, B, D)
STANISLAUS	We contract with three CBOs to provide application assistance and outreach for CalFresh (Columns A, B, E)

ITEM 2a: Indicate how the county used staff to assist clients in completing CalFresh application forms and answering questions. Select **ALL** that apply.

ITEM 2b: Please list **OTHER** methods staff used in the county to assist clients in completing CalFresh application forms and answering questions.

COUNTY	"OTHER" METHODS OF APPLICATION ASSISTANCE AVAILABLE TO CALFRESH CLIENTS
ALPINE	Washoe Tribal TANF employees assist clients with applications
FRESNO	https://www.mybenefitscalwin.org/
LOS ANGELES	Department's Health and Nutrition Mobile Unit
	Department's Customer Service Centers (Call Centers)
	Outreach Presentations/Assistance/Processing
	DPSS and CBO Joint Pre-screening and Application Assistance Efforts
MADERA	Telephone interview with applicant
MARIPOSA	Telephone interviews for assistance
MENDOCINO	School-based CalFresh Outreach Project
RIVERSIDE	Staff provide assistance to customers using a lobby kiosk to apply for CalFresh
SAN DIEGO	Conducted Interviews at Rehabilitation Centers
SAN FRANCISCO	Provided Eligibility Workers to assist clients with filling out online BCW applications
SAN LUIS OBISPO	CalFresh Program Manager contact for County Homeless and Foster Youth Liaisons. When they were having issues while helping a youth under 18 with an application I was the county contact to assist the youth with the process.
	Child Welfare Services Independent Living Staff help former and current Foster Youth with CalFresh applications
SANTA CRUZ	Benefits CalWIN

ITEM 3d: Indicate who the county designates to conduct the screening for Expedited Services (ES). Choose **ONLY ONE** answer.

COUNTY	"OTHER" STAFF WHO DOES ES SCREENING
GLENN	SAWS Screeners
MENDOCINO	Screeener

APPENDIX A "Other" Responses

ITEM 4a: Indicate the translated languages (other than English) in which CalFresh applications were *USED* in your county. Select *ALL* that apply.

COUNTY	"OTHER" NON-ENGLISH LANGUAGES*
SAN BERNARDINO	All languages available and utilized as needed, Spanish and Vietnamese are the two major non-English languages used
SAN DIEGO	Amharic, Serbo-Croatian, Thai
SANTA BARBARA	American Sign Language, Cantonese, Mandarin and Romanian
VENTURA	Mixteco - a translated application was not used but a translator was used to complete applications for Mixteco speaking clients

*These results may include additional languages that the state does not use to translate CalFresh application forms.

ITEM 5a: How often are eligibility workers outstationed? Choose *ONLY ONE* answer.

COUNTY	"OTHER" FREQUENCY OF OUTSTATIONED ELIGIBILITY WORKERS
DEL NORTE	Community Events
MARIN	We have one Eligibility Worker outstationed permanently at the hospital, and others as needed at community events
MONO	Monday through Thursday
SAN BENITO	Every day at the local hospital and once a week at the Health Foundation
SAN LUIS OBISPO	We have staff at the Public Health/WIC site in Morro Bay one day per week from 8am-5pm. Other sites are on a as needed basis.
SANTA CRUZ	M-F at Health Services Agency and as needed at other sites
SOLANO	Migrant Center one day a year, resource center one day per week, hospitals Monday through Friday

ITEM 5b: Indicate the sites where eligibility workers were outstationed in your county. Select *ALL* that apply.

COUNTY	"OTHER" OUTSTATIONED ELIGIBILITY WORKER SITES
BUTTE	Probation/ AB109
KINGS	Mental Health office
SACRAMENTO	Probation Department
SAN BERNARDINO	Day Reporting Centers (DRCs) and at SB County VITA sites during tax preparation season
SAN DIEGO	Community Resource Centers
SAN FRANCISCO	Project Homeless Connect
SHASTA	AB 109 Community Corrections Center

APPENDIX A "Other" Responses

ITEM 6: Indicate *ALL* features that apply to the county's on-line application system(s).

ITEM 6a: Please list *OTHER* features of the county's on-line application system. If the county has more than one system, please indicate the system and its feature(s).

COUNTY	"OTHER" FEATURES OF THE ON-LINE APPLICATION SYSTEM	ON-LINE SYSTEM
EL DORADO	Receive messages from the county	C4Yourself
	Check benefits	
	View forms	
	Submit forms	
KERN	Complete and submit Semi-Annual Report (SAR 7)	C4Yourself
	Upload verification documents	
	Register to vote	
	Review Notices of Actions	
	Get information on their eligibility case, such as benefit issued, RE due date, etc.	
KINGS	Customer can scan and upload documents/verification for their case	C4Yourself
	Customers can register to vote	
LOS ANGELES	Online tutorials for navigating YBN	YourBenefitsNow
	Submit SAR 7 report	
	Uploading verifications	
	Schedule appointments	
	Check EBT CalFresh benefits balance and check electronic notices	
MERCED	Submit reports on line such as SAR 7	C4Yourself
	View pending verifications on the case	
	Upload forms	
	Check benefits	
	Report changes	
NAPA	Receive message from worker	C4Yourself
	Upload verifications for worker	
	Worker can post forms for customer such as a pending list	
ORANGE	My Benefits CalWIN - Cooking and Nutrition information	Benefits CalWIN
	My Benefits CalWIN - required reporting information	
	My Benefits CalWIN - Community Based Organization can assist by submitting CF applications on behalf of clients	
RIVERSIDE	Customers can submit a Semi-Annual Reporting (SAR) 7 form using C-4Yourself	C4Yourself
SAN DIEGO	Submission of verifications	Benefits CalWIN
	Complete Semi-Annual Reports (SAR 7)	
SANTA BARBARA	Submit Periodic Reports	Benefits CalWIN
	Download verifications	
SANTA CLARA	E-notice option	Benefits CalWIN
SHASTA	Upload documents	C4Yourself
SONOMA	Submit semi-annual report	Benefits CalWIN
TRINITY	Recipients may complete and submit mid-period income reports through C4Yourself	C4Yourself
VENTURA	Submit verifications after the application has been submitted	Benefits CalWIN
	ADA compliance	

ITEM 6c: What date is used when an on-line application is filed outside of your county's hours of operation? Select *ALL* that apply.

COUNTY	"OTHER" DATES USED FOR ON-LINE APPLICATIONS
AMADOR	If left in our drop box the application is dated the previous business day

APPENDIX A "Other" Responses

ITEM 6d: Indicate the languages in which on-line applications are available. Select *ALL* that apply.

COUNTY	"OTHER" LANGUAGES AVAILABLE ONLINE
EL DORADO	Other languages redirect to state web site www.dss.cahwnet.gov
ORANGE	MyBCW directs other languages not provided on BCW to the CA State website to download the appropriate language needed application
SAN BERNARDINO	All other languages are available via the online application in the form of links to CDSS website and available alternate language applications for CalFresh
TRINITY	Mandarin

ITEM 6i: Indicate how the community-based organizations (CBOs) assist clients with on-line applications. Select *ALL* that apply.

COUNTY	"OTHER" METHODS CBOs ASSIST WITH ON-LINE APPLICATIONS
CALAVERAS	Food Bank helps clients complete the CF285
GLENN	They have the ability to assist clients with their home visits, or utilizing computers available
PLUMAS	CBOs have computers and assist clients using C-IV yourself
SAN LUIS OBISPO	CBOs use MyBenefitsCalWIN on a portable laptop to help clients apply for CalWIN. They also have paper applications they give clients if the client would like to apply later and walk or send the application into a county office.
SHASTA	Assist clients to complete applications via C4Yourself
SUTTER	Paper applications used by CBOs

ITEM 7b: What method was used *MOST OFTEN* to inform clients of the option to have a face-to-face interview waived? Choose *ONLY ONE* answer.

COUNTY	OTHER METHODS TO INFORM CLIENTS OF THE FACE-TO-FACE INTERVIEW WAIVER
LOS ANGELES	When the client receives the recertification packet
SHASTA	Notified through interview appointment letter
SISKIYOU	All correspondence at intake and recertification includes information on telephone interviews

ITEM 9: How does the county provide the PUB 275 for Modified Categorical Eligibility? Select *ALL* that apply.

COUNTY	"OTHER" METHODS USED TO PROVIDE THE PUB 275
LOS ANGELES	Linked to the CalFresh Webpage
MADERA	Posted on county website
SANTA CLARA	Posted on Social Service Agency portal
SANTA CRUZ	CalFresh MCE Informing Notice. Per ACL 11-11, provides the online location for the PUB275.
STANISLAUS	On-line address provided
YOLO	Link on county CalFresh website

APPENDIX A "Other" Responses

ITEM 10: Indicate what telephone system(s) the county used to provide information regarding CalFresh. Select **ALL** that apply.

ITEM 10a: Indicate **OTHER** telephone system(s) the county used to provide information regarding CalFresh.

COUNTY	"OTHER" TELEPHONE SYSTEMS USED TO PROVIDE INFORMATION REGARDING CALFRESH	TYPE OF INFORMATION
ORANGE	Community Action Partners	CALFRESH PROGRAMS IN GENERAL
	Second Harvest	CALFRESH PROGRAMS IN GENERAL
	Catholic Charities	CALFRESH PROGRAMS IN GENERAL
	WIC, Headstart, OC Health Care Agency, 211 OC	CALFRESH PROGRAMS IN GENERAL
	Intake Call Processing Center (ICPC) - ACA	CALFRESH PROGRAMS IN GENERAL
SANTA CRUZ	Food Hotline operated by community based organization Second Harvest Food Bank	CALFRESH PROGRAMS IN GENERAL
	Food Hotline operated by community based organization Second Harvest Food Bank	INFORMATION AIMED AT NONCITIZENS

ITEM 10c: Indicate which telephone system(s) provide clients the ability to leave messages after hours of operation? Select **ALL** that apply.

COUNTY	"OTHER" TELEPHONE SYSTEMS WITH ABILITY TO LEAVE MESSAGES
BUTTE	Clients calling the service center cannot leave a message. They are given our call center hours.
MENDOCINO	We have centralized inland and coastal phone numbers that clients are directed to call if they have questions
MONTEREY	1-866-361-0477 Outreach Number
SHASTA	County contact phones (530-224-4879 and 530-229-8216) allow customers to leave messages in Mien and Spanish for call back by Community Health Advocate
TEHAMA	Banked Unit Phone Line
YOLO	Worker's direct line

APPENDIX A "Other" Responses

ITEM 10d: Indicate what options clients have when connected to a recorded message. Select **ALL** that apply.

COUNTY	"OTHER" OPTIONS WHEN CONNECTED TO RECORDED MESSAGE
EL DORADO	Connect to a live operator during regular business hours
KINGS	Request benefit balance, request copies of forms they have already received
LOS ANGELES	To Use IVR system and receive General Recorded Information
MENDOCINO	Press "0" for operator who can transfer to a supervisor or Program Manager
NEVADA	Contact a clerical worker to be redirected to another person/supervisor/etc.
ORANGE	Referred to MyBenefits CalWIN or SSA Orange County web site to request a call back
RIVERSIDE	Apply for Benefits at www.C4Yourself.com
SAN FRANCISCO	During business hours only
SAN MATEO	Clients are able to leave a message when they are assigned a direct worker
TULARE	Case data information, status of case, office hours of operation and locations, benefit amounts, EBT information and how to apply for benefits
VENTURA	Caller may zero out and be connected to an eligibility worker if calling between 8am and 5pm, Monday through Friday

ITEM 10g: How quickly does the county respond to hotline messages? Select **ALL** that apply.

COUNTY	OTHER WAYS COUNTIES RESPOND TO HOTLINE MESSAGES
MENDOCINO	Strive to answer by next business day, but can be up to 3 business days
ORANGE	Hotline calls are referred to call next business day to speak to call agent between 7am-5pm or call the IVR number for information concerning their case
RIVERSIDE	Calls are returned the same day if received during normal business hours
SAN DIEGO	Operator's answer lines 24/7
SANTA CRUZ	Call back within 24 hours
SISKIYOU	Our policy is to allow two business days for a return call. Usually, workers call quicker depending upon the situation.
STANISLAUS	Within 48 hours (unless holiday)
YUBA	Callers unable to leave messages

ITEM 10h: What is the policy regarding Hotline messages left after hours or on a weekend? Select **ALL** that apply.

COUNTY	OTHER POLICIES REGARDING HOTLINE MESSAGES LEFT AFTER HOURS OR WEEKENDS
MENDOCINO	Strive to answer by next business day, but can be up to 3 business days
ORANGE	Hotline messages refer the caller to call back the next business day to speak with a call agent between 7am-5pm or call the IVR number for information concerning their case
SAN DIEGO	Operators answer lines 24/7
SAN MATEO	Respond to calls within next business day if received during weekends. Respond to calls by next business day if received after office closes.
SANTA CRUZ	Call back within 24 hours
SISKIYOU	Return calls are to be completed within 2 business days from the caller's worker. All other calls (informational/requests) next business day.
STANISLAUS	Within 48 hours (unless holiday)
YUBA	Callers unable to leave messages

APPENDIX A "Other" Responses

ITEM 10j: Indicate the languages, (other than English) that were used in the county's telephone systems. Select **ALL** that apply.

COUNTY	"OTHER" NON-ENGLISH LANGUAGES
SAN BERNARDINO	All other languages available via county contracted interpreter services
SHASTA	Burmese; Pasuto; Urdu; Thai; Pashto; Indonesian; Bosnian

ITEM 10m: Indicate who accesses language line services when interpreter services are needed. Select **ALL** that apply.

COUNTY	"OTHER" WAYS TO ACCESS LANGUAGE SERVICES
KINGS	Eligibility Workers and Supervisors contact Department Specialist or Program Manager who oversees requests for service
MADERA	Program Managers Secretary
PLACER	All staff have access to Language Line Services, if needed
SACRAMENTO	Hearings, investigations, QA/QC
TRINITY	Whomever is communicating with the client

ITEM 15: Select **ALL** CalFresh outreach activities your county conducted during FY 2013-14.

COUNTY	"OTHER" OUTREACH ACTIVITIES
EL DORADO	Conduct outreach to homeless population
HUMBOLDT	Cross-train outreach staff to accept (but not process) applications
INYO	Community presentations
KINGS	You cannot provide any of this without enough staff. So trying to hire and train staff quickly and effectively so we can provide these types of additional services.
LOS ANGELES	CBO/FBO Application Assistance Project - Partners are paid for each application approved
PLACER	We have shifted out focus from outreach to education. Our contracted CBOs educate the community on the programs and resources that Placer County Human Services offers.
SAN DIEGO	Video and web interviewing
SANTA CLARA	Partner with school districts to initiate AB 402, partner with the Senior Nutrition Division to outreach seniors
SISKIYOU	Updated CalFresh information on county website

ITEM 17b: Indicate if **NONCITIZEN-SPECIFIC** educational materials or presentations with materials were provided for each applicable sites/organizations. Select **ALL** that apply.

ITEM 17c: Indicate **OTHER** sites/organizations that provided *Noncitizen-Specific* educational materials or presentations with materials in the county.

COUNTY	OTHER SITES/ORGANIZATIONS FOR PROVIDING EDUCATIONAL MATERIALS OR PRESENTATIONS FOR NONCITIZENS	TYPE USED
FRESNO	Monthly Certified Application Assistants (CAA) meeting with Healthy Community Access Partners (HCAP)	Presentations with Materials

APPENDIX A "Other" Responses

ITEM 22b: If the county provided extended office hours during FY 2013-14, identify the frequency (in general) that clients *USED* those extended hours

COUNTY	"OTHER" EXTENDED OFFICE HOURS OFFERED	FREQUENCY
CALAVERAS	If a client needs to have an interview before we open at 8am or after we close at 5pm; we will accommodate them	Occasionally
MENDOCINO	Friday 7am-5pm, expedited only services are available at Fort Bragg and Ukiah offices (rarely used in FB office, frequently used in Ukiah)	Frequently
MERCED	Our office sometimes conducts phone interviews (Intakes and/or recertification's on Saturdays)	Occasionally
MONO	On Call for Mammoth Hospital	Frequently
MONTEREY	Some Saturday overtime	Frequently
NAPA	Saturday	Occasionally
SISKIYOU	Upon request, will accommodate 7-8am and/or 5-6pm	Occasionally

ITEM 23: What methods did the county use during FY 2013-14 to determine its hours of operation and 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 the county conduct a needs assessment)? Select *ALL* that apply.

COUNTY	"OTHER" METHODS USED TO DETERMINE HOURS OF OPERATION
HUMBOLDT	Internal assessment was done regarding what additional hours could be offered with the staffing limitations we have. By giving staff varied start/end times, we were able to offer two more open hours per day without negatively impacting staffing levels during our busiest times of the day.
MODOC	Modoc County remains open during the lunch hour of 12pm-1pm
NAPA	Besides customer request, the need for additional appointment slots prompted Napa County to offer appointments early morning, evenings and on Saturdays
SAN DIEGO	MyBenefitsCalWIN and 211 to allow clients 24 hour access to applications, submitting verification, attain case status and benefit amount, etc. County also schedules appointments and phone interviews during all business hours as well as some after hours based on the needs and requests of our clients.
SAN FRANCISCO	Extended hour options are best available through MyBenefitsCalWIN portal for application, reporting, and recertification
SHASTA	Mail customer service surveys to clients twice per year; one of areas addressed on survey is hours of operation

ITEM 24: Other than extended office hours, what were the *TOP THREE* access methods working clients used during FY 2013-14?

COUNTY	"OTHER" ACCESS METHODS USED OTHER THAN EXTENDED OFFICE HOURS
FRESNO	Outreach
IMPERIAL	In-office applications
SAN MATEO	On-line applications, drop boxes, and the ability to scan verifications
SOLANO	Customers scanned documents using the self-serve kiosk

APPENDIX B County Responses

ITEM 3b: Is the procedure for ES screening different for on-line applications and multiprogram applications? If "YES," please explain.

COUNTY	RESPONSE
CONTRA COSTA	CF only online application with ES will be screened by an ES screener who will contact the district office for the next available ES appointment depending on the type of application

ITEM 15b: Does the county spend County Administrative funds to conduct CalFresh outreach activities? If "NO," please explain.

COUNTY	RESPONSE
AMADOR	We do not conduct much outreach
BUTTE	Cancelled contracts
CONTRA COSTA	CalFresh outreach activities were funded using other funding sources
DEL NORTE	We only use outreach materials that are provided to use at no cost
KINGS	Aside from doing the above noted in #15, we do not have spare staff to do outreach. We cannot fill our vacancies quick enough. Our last 3 classes have been 14, 16, and now 19. We have to be able to do the basic work and clear it before we go out and do outreach.
MARIPOSA	Small county and we don't use County Administrative funds to conduct CF outreach activities
ORANGE	No funding for County Administrative to conduct CalFresh outreach activities
PLACER	The funds are provided to conduct community education activities
PLUMAS	We don't spend administrative funds for outreach
SAN BERNARDINO	San Bernardino County does not use any county funds for CalFresh outreach. Only allowable CalFresh outreach activities/expenditures would be claimed to CalFresh allocations, if applicable.
SAN JOAQUIN	We don't use Admin Funds to conduct outreach activities
SIERRA	All outreach is on an informal level
SISKIYOU	Use CalFresh funding
SUTTER	Sutter County does not use Admin funds for outreach efforts
TRINITY	No money in the general fund
TUOLUMNE	Under staffed
YUBA	All CalFresh outreach materials for CalFresh Outreach activities are obtained free of charge from the CalFresh website

ITEM 17: Did the county provide information about public charge in regard to sponsored Noncitizens? If "NO," please explain.

COUNTY	RESPONSE
BUTTE	Eligibility staff in the office do not provide information. Community groups such as CSUC provide handouts to potential applicants.
CALAVERAS	Have not had a sponsored noncitizen
CONTRA COSTA	Not specifically to noncitizens, but it is addressed in presentations and when the question is asked
DEL NORTE	We do not provide this type of information
GLENN	This would not be done at the outreach activities. We would recommend those persons talk with an Eligibility Worker.
HUMBOLDT	Our outreach materials assure noncitizens that they will not be reported, but does not specifically address public charge for sponsored noncitizens
IMPERIAL	Sponsored noncitizens need only supply the name of the sponsor
KERN	No requests
MARIPOSA	Small county and currently no sponsored noncitizens
MODOC	Modoc County does not have any sponsored noncitizens
PLUMAS	Plumas County did not provide information about public charge in regard to sponsored noncitizens
RIVERSIDE	Riverside County did not provide information about public charge in regard to sponsored noncitizens
SIERRA	No sponsored noncitizens
TRINITY	We do not have much of a noncitizen population here in Trinity
TUOLUMNE	Not a large population in Tuolumne County.

ITEM 18: Did the county partner with other Health and Human Service Agencies, schools, community-based organizations, etc., to improve CalFresh outreach efforts? If "NO," please explain.

COUNTY	RESPONSE
MARIPOSA	In conjunction with the New Health Care Reform, we have Community Based Organizations on our on line applications for CF. Helping clients apply through C4Yourself on line portal.
MODOC	Modoc County has done Children's Fair and similar events with other county agencies but have not developed a partnership
SAN BENITO	San Benito County does not possess the resources for outreach efforts at this time. We do plan to implement an outreach strategy in the future, however we have struggled with high caseload counts and open eligibility positions.
SIERRA	So small that all outreach is informal and usually a simple referral is sufficient

APPENDIX C Business Process Re-engineering (BPR) Efforts

Business Process Re-engineering is the process of analyzing every aspect of how business is done and making changes that will transform the way business is done traditionally in delivering services. For example, centralized or simplified application process, call centers, on-line application, document imaging, face-to-face waivers, etc.

ITEM 8: Has the county implemented (during FY 2013-14) or is the county planning to implement at a future date (FY 2014-15 or later) BPR efforts?

ITEM 8a: Please answer *EACH* BPR effort listed below and provide the implementation date or when implementation is planned to begin. If Not Applicable is selected, please leave the Implementation Date box blank.

ITEM 8b-8c: Did the county have *OTHER* BPR efforts for the same time period that are not listed above?

COUNTY	DESCRIPTION OF BUSINESS PROCESS RE-ENGINEERING EFFORTS	TYPE OF ACTION	IMPLEMENTATION DATE
AMADOR	Electronic Notice of Action	Planning to Implement	12/1/2014
	Office Process Standardization	Implemented	3/1/2014
BUTTE	Client Kiosks or Terminals	Implemented	2014
	Customer Call Center	Implemented	9/1/2013
	Interactive Voice Imaging (IVR)	Implemented	9/1/2013
	Task-Based Case Management	Implemented	9/1/2013
CONTRA COSTA	Centralized Mail-In	Planning to Implement	1/1/2015
	Electronic Notice of Action	Planning to Implement	9/1/2014
	Telephone Interviews	Implemented	10/1/2013
FRESNO	Telephone Signatures	Planning to Implement	12/1/2014
	OTHER - Online document submission portal	Implemented	10/1/2013
IMPERIAL	Partner with CBO	Implemented	Met with CalFresh Manager unknown date - emails, etc.
INYO	Client Kiosks or Terminals	Implemented	9/1/2013
	Telephone Interviews	Implemented	7/1/2013
KERN	Client Kiosks or Terminals	Planning to Implement	2/1/2015
	Electronic Notice of Action	Planning to Implement	12/1/2014
	Same Day Application/Interview Process	Planning to Implement	5/1/2015
KINGS	Document Imaging	Implemented	We have had the ability to image documents since our change to C-IV back in November 2009. However we recently, September 2014, obtained a C-IV DUK station that provides our customers the ability to image in their documents from the lobby without having to wait to be seen or go to our reception counter.
	Partner with CBO	Planning to Implement	Still under review - hope to be implemented by April 2015.
	Telephone Signatures	Implemented	7/1/2013
LOS ANGELES	Client Kiosks or Terminals	Planning to Implement	Self-Service PC computers and iPads will be available for customers in District Lobbies by August 2015.

APPENDIX C Business Process Re-engineering (BPR) Efforts

Business Process Re-engineering is the process of analyzing every aspect of how business is done and making changes that will transform the way business is done traditionally in delivering services. For example, centralized or simplified application process, call centers, on-line application, document imaging, face-to-face waivers, etc.

ITEM 8: Has the county implemented (during FY 2013-14) or is the county planning to implement at a future date (FY 2014-15 or later) BPR efforts?

ITEM 8a: Please answer *EACH* BPR effort listed below and provide the implementation date or when implementation is planned to begin. If Not Applicable is selected, please leave the Implementation Date box blank.

ITEM 8b-8c: Did the county have *OTHER* BPR efforts for the same time period that are not listed above?

COUNTY	DESCRIPTION OF BUSINESS PROCESS RE-ENGINEERING EFFORTS	TYPE OF ACTION	IMPLEMENTATION DATE
MARIN	Client Kiosks or Terminals	Implemented	11/1/2013
	Customer Call Center	Implemented	10/1/2013
	Task-Based Case Management	Planning to Implement	10/1/2014
MARIPOSA	Partner with CBO	Implemented	9/1/2013
	Task-Based Case Management	Implemented	7/1/2013
MERCED	Client Kiosks or Terminals	Planning to Implement	6/1/2015
	Electronic Notice of Action	Planning to Implement	12/30/2014
	Interactive Voice Imaging (IVR)	Planning to Implement	6/1/2015
	Partner with CBO	Implemented	11/1/2013
	Same Day Application/Interview Process	Implemented	6/1/2014
	Task-Based Case Management	Planning to Implement	6/1/2015
	Telephone Signatures	Planning to Implement	6/30/2015
NEVADA	Task-Based Case Management	Planning to Implement	6/1/2015
ORANGE	Client Kiosks or Terminals	Planning to Implement	Pilot July 2014
	Electronic Notice of Action	Planning to Implement	8/1/2014
	OTHER - We will be offering a new customer service survey in 2015.	Planning to Implement	1/1/2015
	OTHER - Virtual Hold Telephone Technology. If long wait time on calls the system offers the client a call back and when the placeholder (client) is next in the queue the system automatically calls them back.	Implemented	5/1/2014
PLACER	Dual Workers	Planning to Implement	10/1/2015
	Electronic Notice of Action	Planning to Implement	10/1/2015
	Telephone Signatures	Planning to Implement	7/1/2015
PLUMAS	Client Kiosks or Terminals	Planning to Implement	1/1/2015
	Electronic Case Management (ECM)	Planning to Implement	11/1/2014
RIVERSIDE	Client Kiosks or Terminals	Implemented	The implementation of Lobby Kiosks occurred in 8/2013
	Electronic Notice of Action	Planning to Implement	2015

APPENDIX C

Business Process Re-engineering (BPR) Efforts

Business Process Re-engineering is the process of analyzing every aspect of how business is done and making changes that will transform the way business is done traditionally in delivering services. For example, centralized or simplified application process, call centers, on-line application, document imaging, face-to-face waivers, etc.

ITEM 8: Has the county implemented (during FY 2013-14) or is the county planning to implement at a future date (FY 2014-15 or later) BPR efforts?

ITEM 8a: Please answer *EACH* BPR effort listed below and provide the implementation date or when implementation is planned to begin. If Not Applicable is selected, please leave the Implementation Date box blank.

ITEM 8b-8c: Did the county have *OTHER* BPR efforts for the same time period that are not listed above?

COUNTY	DESCRIPTION OF BUSINESS PROCESS RE-ENGINEERING EFFORTS	TYPE OF ACTION	IMPLEMENTATION DATE
SAN BENITO	Document Imaging	Implemented	6/1/2014
	Dual Workers	Implemented	7/1/2013
	Interactive Voice Imaging (IVR)	Implemented	7/1/2013
	Office Process Standardization	Planning to Implement	2015-2016 FY
	Partner with CBO	Planning to Implement	2015-2016 FY
	Task-Based Case Management	Implemented	10/1/2013
	Telephone Interviews	Implemented	7/1/2013
SAN BERNARDINO	Centralized Mail-In	Planning to Implement	San Bernardino County implemented a Processing Center in one location effective 9/2014. Mainly consists of MC /MAGi referrals however future efforts may include additional central mailings/processing.
	Telephone Signatures	Planning to Implement	San Bernardino County pursuing the use of telephonic signatures - no firm estimated date of implementation however
SAN DIEGO	Electronic Notice of Action	Planning to Implement	8/1/2014
	Office Process Standardization	Planning to Implement	TBD - in research phase
	OTHER - To improve service delivery to customers, the Health and Human Services Agency has installed an Electronic Lobby Management System (QMATIC). The QMATIC system works by having customers seeking services take a ticket based on the type of service they are requesting, the customer then takes a seat in the lobby until they are called to a workstation to be served by a HHSA representative. Utilizing QMATIC ensures faster and appropriate client directed service.	Implemented	6/1/2014

APPENDIX C

Business Process Re-engineering (BPR) Efforts

Business Process Re-engineering is the process of analyzing every aspect of how business is done and making changes that will transform the way business is done traditionally in delivering services. For example, centralized or simplified application process, call centers, on-line application, document imaging, face-to-face waivers, etc.

ITEM 8: Has the county implemented (during FY 2013-14) or is the county planning to implement at a future date (FY 2014-15 or later) BPR efforts?

ITEM 8a: Please answer *EACH* BPR effort listed below and provide the implementation date or when implementation is planned to begin. If Not Applicable is selected, please leave the Implementation Date box blank.

ITEM 8b-8c: Did the county have *OTHER* BPR efforts for the same time period that are not listed above?

COUNTY	DESCRIPTION OF BUSINESS PROCESS RE-ENGINEERING EFFORTS	TYPE OF ACTION	IMPLEMENTATION DATE
SAN FRANCISCO	Client Kiosks or Terminals	Planning to Implement	TBD - kiosks removed during lobby renovation, planning to reinstall along with business process
	Document Imaging	Implemented	Upfront imaging of documents began October 2013
	Dual Workers	Implemented	Spring 2014 some CalFresh EW's are trained in MediCal intake.
	Electronic Notice of Action	Planning to Implement	With CalWIN release 39 planned for 11/14
	Office Process Standardization	Planning to Implement	Four functional groups (face-to-face; service counter; outbound calls and inbound calls July 23, 2014
	Same Day Application/Interview Process	Planning to Implement	July 23, 2014, future appointments are the exception rather than the rule
	Telephone Signatures	Planning to Implement	TBD - Winter 2014-15
	OTHER - iTasks - standardized task management tool used by CalFresh, Medi-Cal, CalWORKs, and GA.	Implemented	Summer 2013
	OTHER - Monet; a workforce management software is used to predict call volumes and assign staff to the functional areas. Q-Flow; a queuing technology designed for first in, first out customer service and for appointment management.	Planning to Implement	7/1/2014
SAN LUIS OBISPO	Document Imaging	Planning to Implement	7/1/2015
	Electronic Notice of Action	Planning to Implement	8/1/2014
	Telephone Signatures	Planning to Implement	12/1/2014
SANTA BARBARA	Client Kiosks or Terminals	Implemented	1/1/2014
	Electronic Notice of Action	Planning to Implement	8/1/2014
	Telephone Signatures	Planning to Implement	Spring 2015
SANTA CLARA	Electronic Notice of Action	Planning to Implement	8/11/2014
	Telephone Signatures	Planning to Implement	Between 1/2015-3/2015

APPENDIX C

Business Process Re-engineering (BPR) Efforts

Business Process Re-engineering is the process of analyzing every aspect of how business is done and making changes that will transform the way business is done traditionally in delivering services. For example, centralized or simplified application process, call centers, on-line application, document imaging, face-to-face waivers, etc.

ITEM 8: Has the county implemented (during FY 2013-14) or is the county planning to implement at a future date (FY 2014-15 or later) BPR efforts?

ITEM 8a: Please answer *EACH* BPR effort listed below and provide the implementation date or when implementation is planned to begin. If Not Applicable is selected, please leave the Implementation Date box blank.

ITEM 8b-8c: Did the county have *OTHER* BPR efforts for the same time period that are not listed above?

COUNTY	DESCRIPTION OF BUSINESS PROCESS RE-ENGINEERING EFFORTS	TYPE OF ACTION	IMPLEMENTATION DATE
SANTA CRUZ	Client Kiosks or Terminals	Implemented	9/1/2013
	Document Imaging	Planning to Implement	Implemented prior to 7/1/13 but implemented up front Centralized Document Imaging September 2014
	Electronic Case Management (ECM)	Planning to Implement	8/1/2014
	Electronic Notice of Action	Planning to Implement	8/1/2014
	Office Process Standardization	Implemented	9/1/2013
	Same Day Application/Interview Process	Implemented	9/1/2013
	Task-Based Case Management	Implemented	9/1/2013
	Telephone Signatures	Planning to Implement	11/1/2014
	OTHER - Auto-Call Program Reminders	Planning to Implement	11/1/2014
OTHER - Auto-Texting Program Reminders	Planning to Implement	11/1/2014	
SHASTA	Client Kiosks or Terminals	Planning to Implement	For appointment check in and submitting documents (8/2014)
	OTHER - Conducted Lien Six Sigma Kaizan for Expedited Services; implemented Expedited Services screening checklist form to ensure CalFresh applications are screened for Expedited Services, identified as Expedited (if eligible), and scheduled within Expedited Services timeframes (if eligible)	Implemented	12/1/2013
SISKIYOU	Electronic Notice of Action	Planning to Implement	12/1/2014
	Telephone Signatures	Planning to Implement	1/1/2015 or later
SONOMA	Client Kiosks or Terminals	Planning to Implement	June 2015
	Electronic Case Management (ECM)	Planning to Implement	June 2015
	Electronic Notice of Action	Planning to Implement	September 2014
	Office Process Standardization	Planning to Implement	June 2015
	On-Demand Interviews	Planning to Implement	June 2015
	Same Day Application/Interview Process	Implemented	April 2014
	Telephone Signatures	Planning to Implement	Planning to implement department wide November 2014. Pilot group has been implementing since 7/2014.

APPENDIX C

Business Process Re-engineering (BPR) Efforts

Business Process Re-engineering is the process of analyzing every aspect of how business is done and making changes that will transform the way business is done traditionally in delivering services. For example, centralized or simplified application process, call centers, on-line application, document imaging, face-to-face waivers, etc.

ITEM 8: Has the county implemented (during FY 2013-14) or is the county planning to implement at a future date (FY 2014-15 or later) BPR efforts?

ITEM 8a: Please answer *EACH* BPR effort listed below and provide the implementation date or when implementation is planned to begin. If Not Applicable is selected, please leave the Implementation Date box blank.

ITEM 8b-8c: Did the county have *OTHER* BPR efforts for the same time period that are not listed above?

COUNTY	DESCRIPTION OF BUSINESS PROCESS RE-ENGINEERING EFFORTS	TYPE OF ACTION	IMPLEMENTATION DATE
STANISLAUS	Client Kiosks or Terminals	Implemented	9/2013 we implement Kiosks so customer can image their documents
	On-Demand Interviews	Planning to Implement	3/1/2015
	Telephone Signatures	Planning to Implement	2015
SUTTER	Customer Call Center	Implemented	9/13/2013
	Task-Based Case Management	Implemented	9/13/2013
TEHAMA	Same Day Application/Interview Process	Implemented	10/1/2013
TRINITY	Electronic Notice of Action	Planning to Implement	1/1/2015
	Office Process Standardization	Planning to Implement	6/30/2015
	Same Day Application/Interview Process	Implemented	3/1/2014
	Task-Based Case Management	Planning to Implement	4/1/2015
VENTURA	Office Process Standardization	Implemented	11/1/2013
YOLO	Customer Call Center	Implemented	Continuing October 2012, Intake October 1, 2013
	Electronic Notice of Action	Planning to Implement	8/11/2014
	Same Day Application/Interview Process	Implemented	July 1, 2013 initially, October 1, 2013 relaunch
	Task-Based Case Management	Implemented	10/1/2013
YUBA	Customer Call Center	Implemented	9/6/2013
	Office Process Standardization	Implemented	9/6/2013

APPENDIX D Quality Service Survey

ITEM 10e: Please select the statement that applies to the county. Choose *ONLY ONE* answer.

- County has a Call/Service Center that offers quality service survey opportunities to its clients.
- County has a Call/Service Center but does not offer a quality service survey opportunities to its clients.
- County has no Call/Service Center and clients are given an opportunity to rate quality service by:

COUNTIES WITH CALL/SERVICE CENTERS BUT DO NOT OFFER QUALITY SERVICE SURVEY OPPORTUNITIES TO CLIENTS	COUNTIES WITH CALL/SERVICE CENTERS THAT OFFER QUALITY SERVICE SURVEY OPPORTUNITIES TO CLIENTS
ALAMEDA	LOS ANGELES
ALPINE	PLACER
BUTTE	RIVERSIDE
CONTRA COSTA	SAN BERNARDINO
FRESNO	SAN DIEGO
HUMBOLDT	SAN MATEO
INYO	SANTA BARBARA
KERN	SANTA CLARA
KINGS	SANTA CRUZ
MARIN	SHASTA
MONTEREY	SISKIYOU
ORANGE	SONOMA
SACRAMENTO	TULARE
SAN FRANCISCO	TUOLUMNE
SOLANO	
STANISLAUS	
SUTTER	
VENTURA	
YOLO	
YUBA	

APPENDIX D Quality Service Survey

ITEM 10e: Please select the statement that applies to the county. Choose **ONLY ONE** answer.

- County has a Call/Service Center that offers quality service survey opportunities to its clients.
- County has a Call/Service Center but does not offer a quality service survey opportunities to its clients.
- County has no Call/Service Center and clients are given an opportunity to rate quality service by:

COUNTIES WITH NO CALL/SERVICE CENTERS HOW CLIENTS ARE GIVEN AN OPPORTUNITY TO RATE QUALITY SERVICE	
AMADOR	Currently have no surveys. In the past we have done paper surveys, but that has been about 3 years ago.
CALAVERAS	Calling or coming into our offices
COLUSA	Direct feedback, either written or spoken, to Eligibility Workers or Eligibility Supervisor
DEL NORTE	Complaint/complement form upon request
EL DORADO	Customer request
GLENN	We use Humboldt County as our Regional Call Center
IMPERIAL	Speaking with the immediately supervisor of their case worker
LAKE	A survey link from our Departments website
LASSEN	Client Feedback Survey
MADERA	Customers are able to rate quality of service by completing survey questionnaires that are available
MARIPOSA	EW Program Integrity EW III places random phone calls to clients to ask about service and interview process
MENDOCINO	Completing a comment or suggestion card located at one of the offices or asking to speak with a Supervisor or Program Manager
MERCED	Completing a survey during their office visit, calling our office and/or sending any correspondence
MODOC	By leaving written comments or speaking to a supervisor or program manager
MONO	Request to speak to a supervisor
NAPA	Customer service surveys are conducted periodically
NEVADA	Verbal or written notification
PLUMAS	Plumas County contracts with Shasta County to provide call center
SAN BENITO	Speaking with a supervisor, manager or director of the agency
SAN JOAQUIN	Our Call Center is currently used only for Medi-Cal applications
SAN LUIS OBISPO	Completing a Satisfaction Survey (in English and Spanish) that can be found in all our lobbies. They can mail it in or give it to one of our clerical staff and they will make sure it reaches the appropriate person for review.
SIERRA	No direct customer service rating systems in place
TEHAMA	Through Customer Service surveys done by a committee within the agency
TRINITY	Surveys mailed to applicants/recipients; also available in the lobby area

APPENDIX E

Telephone Information: Call Center, Change/Service Center, Contact Center, EBT 1-877-328-9677, Eligibility Worker direct line, General County Main Number, County Hotline, Interactive Voice Response (IVR) system, English CalFresh Info Line 1-877-847-FOOD (3663), Spanish CalFresh Info Line 1-888-9COMIDA (266432), and "211"

ITEM 11a-11i: Enter COMPLETE telephone information. Enter the type (Recording Only/Operator Only/Both), telephone number(s), specific type of information/services available and, days and hours of operation.

COUNTY	TYPE	TELEPHONE NUMBER	TYPE OF INFORMATION AVAILABLE	DAYS/HOURS OF OPERATION
ALAMEDA	Both	888-999-4771	Case status, SAR cycle	24 hours
	Both	888-328-9677	EBT information	24 hours
	Both	510-263-2420	Case status, SAR cycle	24 hours
	Operator Only	510-777-2300		8:30am-5pm
ALPINE	Both	530-694-2235	24 hours per day 7 days a week	M-F 8am-5pm
AMADOR	Both	209-223-6550	Hours of operation, location	M-F 8am-5pm
	Both	844-835-3682	Hours of operation, location	M-F 8am-5pm
BUTTE	Both	877-410-8803	This is our IVR number and provides information on case, applications, etc.	7:30am - 4:30pm
CALAVERAS	Recording Only	877-410-8804	Case information available	
	Both	209-754-6440 General main line	Worker not available, leave name and number	Always available
	Both	EW direct line	Worker not available, please leave SSN or case number, name and telephone number	M-F 8am-5pm
COLUSA	Both	530-458-0250	Agency hours of operation, address/location	M-F 8am-4:30pm
CONTRA COSTA	Recording Only	877-505-4630	Case information including amount of benefits, status of SAR 7 and benefit verification	
	Both	866-663-3225	After business hours the recording provides basic program information info and options	M-F 8am-5pm
	Recording Only	1-877-328-9677	Answers questions on EBT card replacement, changing PIN numbers, balance in accounts	
	Operator Only	211		24/7
	Both	1-800-709-8348 Option 2	The Covered CA quick sort unit	Monday-Saturday 8am-6pm
DEL NORTE	Both	707 464-3191	Option to enter extension, option to speak to operator	M-F 8am-5pm
	Operator Only	707-464-8347		Monday-Thursday 8am-5pm Fridays 8am-12pm
	Recording Only	877-410-8806	Case specific information	
EL DORADO	Both	530-642-7300	Office hours	M-F 8am-5pm
	Both	530-573-3200	Office hours	M-F 8am-5pm
FRESNO	Recording Only	855-832-8082	Hours of operation, how to apply, check status, schedule appointment	
	Operator Only	559-600-2300		M-F 8am-5pm
	Recording Only	877-600-1377	Where to apply, office locations, case status, leave message for worker	
	Recording Only	559-488-1888	Where to apply, resources, leave message for worker	
	Recording Only	800-742-1011	Departmental contact information	
	Recording Only	559-600-5956	Departmental contact information	

APPENDIX E

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COUNTY	TYPE	TELEPHONE NUMBER	TYPE OF INFORMATION AVAILABLE	DAYS/HOURS OF OPERATION
GLENN	Both	530-934-1421	During the business day, they will get a live person, after hours, they get a recording on when to call	M-F 8am-5pm
HUMBOLDT	Both	877-410-8809	IVR	M-F 7:30am-5:30pm
	Both	530-625-4251	Hours of operation for the Hoopa Outstation (informs customer they can leave a message)	M-F 9:30am-12pm and 1pm-4:30pm
	Both	707- 923-2759	Hours of operation for the Garberville Outstation (informs customer they can leave message)	M-F 9:30am-12pm and 1:00pm-4:30pm
IMPERIAL	Both	760-337-6800	Site reached	M-F 7am-5pm
INYO	Both	760-872-1394	Location, hours of operation	M-F 8am-5pm
	Both	760-876-5545	Location, hours of operation	M-F 8am-12pm and 1pm-5pm
	Both	760-852-4264	Location, hours of operation	M-F 8am-4pm
KERN	Both	661-631-6000	Provides IVR phone number, how to apply, transfer to CalFresh application line, provides information on applying on-line	M-F 8am-5pm
	Both	877-410-8812	Office hours, locations, request a CalFresh or Medi-Cal application, access case information	M-F 8am-5pm
	Recording Only	661-631-6062	Request a CalFresh application, telephone number for Call Center	
KINGS	Both	877-410-8813	Office hours, NEW IVR PIN number, case status, benefit amount, overpayment/overissuance information, request of forms previously received	IVR functions 24/7 but to reach a worker through our Call Center (same number) they are available Monday - Friday 8:30am-4pm
	Both	559-582-3241	Directory of employees, speech activated directory, specific extension, directory of departments	Automated services are available 24/7 but to reach a live body we are open Monday-Friday, 8:30am-4pm except holidays
	Both	211	Standard 211 services	24/7 - this service is not manned through our department
LAKE	Recording Only	877-410-8814	IVR access to personal case data and transfer to eligibility worker number to leave message	
	Both	707-995-4200	Operator Assistance from 8am-5pm Monday through Friday and ability to leave message after hours	M-F 8am-5pm
LASSEN	Both	530-251-8152	Hours of Operations and Instructions for leaving an actionable message	M-F 8am-5pm except holidays
	Both	530-251-8200	Hours of operations and instructions for leaving an actionable message	M-F 8am-5pm except holidays
	Recording Only	877-847-3663	CalFresh information in preferred Language	
	Recording Only	EBT 1-877-328-9677	EBT card information in preferred language	
LOS ANGELES	Both	866-613-3777	General, basic eligibility, how to apply for benefits, office location, and hours of operation	M-F 8am-5pm
MADERA	Recording Only	877-410-8816	IVR-Benefit Information	
	Operator Only	559-675-2300		M-F 8am-5pm

APPENDIX E

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COUNTY	TYPE	TELEPHONE NUMBER	TYPE OF INFORMATION AVAILABLE	DAYS/HOURS OF OPERATION
MARIN	Both	415-473-3400	Address, hours of operation, directions, transportation options, IVR information, Public Assistance benefit information, how to apply for benefits, operator assistance	M-F 8am-4:30pm
MARIPOSA	Recording Only	1-877-410-8818	Receive case information, benefit amount, request SAR 7 to be mailed	
	Both	209-966-2000	Information about EBT help, leave a message	M-F 8am-5pm
	Both	1-877328-9677	Selections to reset pin and get benefit amount still on card or talk with an operator	M-F 8am-5pm
MENDOCINO	Both	707-463-5437	Community outreach and Healthy Kids Mendocino	M-F 8am-5pm
	Both	707-463-7773	General County Social Service eligibility phone line for inland clients	M-Thursday 7am-5pm
	Both	707-962-1136	General County Social Service eligibility phone line for coastal clients	M-Thursday 7am-5pm
MERCED	Both	209-385-3000	Office hours, directions to our office and address, how to get to IVR, EBT information, information about other programs in our agency, how to apply via CIV yourself, hours operation, emergency numbers, and operator assistance	M-F 8am-5pm operator and voice recording assistance. After hours, weekends and holidays 7 days a week additional automated information is provided (emergency #s)
	Recording Only	1-877-410-8820	Benefit information, ability to request a new PIN and office hours of operation	
MODOC	Both	530-233-6501	Dial direct with extension # for worker, emergency # if after hours, for information on CalFresh Dial 2 and you will be transferred to a person	M-F 8:15am to 4:15pm
	Recording Only	1-877-847-3663	If customer is requesting CalFresh information the Modoc County phone number is provided and caller is transferred	
	Recording Only	1-877-328-9677	Many languages. Ask for Card # to get information on benefits	
MONO	Both	760-924-1770	Office closure information, phone number for the IVR case information, English and Spanish, able to leave a message	M-F 8am-5pm
	Both	760-932-5600	Office closure information, phone number for the IVR case information, English and Spanish, able to leave a message	M-F 8am-5pm
	Both	530-495-1262	Office closure information, phone number for the IVR case information, English and Spanish, able to leave a message	M-F 8am-5pm
	Both	760-934-5377	Office closure information, phone number for the IVR case information, English and Spanish, able to leave a message	M-F 8am-5pm
	Both	800-593-7551	Office closure information, phone number for the IVR case information, English and Spanish, able to leave a message	24 hours

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COUNTY	TYPE	TELEPHONE NUMBER	TYPE OF INFORMATION AVAILABLE	DAYS/HOURS OF OPERATION
MONTEREY	Recording Only	1-866-323-1953	Menu options, Contact EW, Covered California, IVR, how apply by mail or online	
	Operator Only	1-877-410-8823		M-F 8am-5pm
	Both	1-877-323-9677	EBT information	24/7
	Both	1-866-361-0477	Outreach	M-F 8am-5pm
NAPA	Both	707-253-4511	General information including information about EBT cards and IVR	M-F 8am-5pm
	Operator Only	1-800-464-4214		M-F 8am-5pm
	Recording Only	1-877-410-8824	This is the C-IV IVR system number	
NEVADA	Operator Only	211 Nevada County		24 hours per day, 7 days per week
	Both	530-265-1340	How to apply for/or check status of benefits; how to order an EBT card, 211, IVR, C4Yourself contact information; office hours	M-F 8am-5pm
	Both	530-582-7803	Office hours	M-F 8am-5pm
	Recording Only	877-328-9677	EBT benefits information, change PIN number	
ORANGE	Both	714-541-4895	24 Hour Information Line - office hours, locations, program information, access case Information, report abuse and obtain additional resources	M-F 7am-5pm
	Both	949-389-8456	24 Hour Information Line-Office hours, locations, program information, access case Information, report abuse and obtain additional resources	M-F 7am-5pm
	Both	800-281-9799	Call Center and IVR Program Information, access case information	M-F 7am-5pm
	Operator Only	211		24 hours a day, 7 days a week
PLACER	Both	1-888-385-5160	Apply for programs, per selected language; receive information on Managed Care, Medicare and EBT; receive information on Covered CA with an option to enroll; speak with an eligibility specialist on an existing case or leave a message; report Adult/Child abuse; report suspected fraud; receive office locations and directions; Customers are notified where they are in line and are given an estimated wait time.	M-F 8am-5pm customers can access Call Center staff/Eligibility Specialists. Before 8am and after 5pm and week-ends and holidays, customers will be assisted by the automated self-service menu.
PLUMAS	Both	530-283-6351	24hours/day	M-F 8am-5pm
	Both	530-283-6350	24hours/day	M-F 8am-5pm
RIVERSIDE	Both	877-410-8827	Customers can receive information regarding benefits, status of documents and ET contact information	Operators are available from M-F 7:30am-5:30pm

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COUNTY	TYPE	TELEPHONE NUMBER	TYPE OF INFORMATION AVAILABLE	DAYS/HOURS OF OPERATION
SACRAMENTO	Both	916-874-3100	How to connect to services, make application, and what information is needed	M-F 8am-5pm
	Both	209-744-0499	How to connect to services, make application, and what information is needed	M-F 8am-5pm
	Both	916-874-2072	How to connect to services, make application, and what information is needed	M-F 8am-5pm
SAN BENITO	Both	831-636-4180	You have reached the Health and Human Services, our office hours are Monday through Friday 8am-5pm, if you would like to leave a message please leave your name, case number and a phone number to call you	M-F 8am-5pm
SAN BERNARDINO	Both	877-410-8829	Customers calling have the option of obtaining case information, such as benefit amount, requesting SAR 7s, case worker information, office information, or leaving a message	Available 24 hours a day in Spanish and English. Customers calling M-F 7:30am-5:30pm have the option of speaking with a Customer Service Agent (Eligibility Worker).
SAN DIEGO	Both	1-866-262-9881	IVR- retrieve case information, hours of operation, message also in Spanish, Arabic, Vietnamese, Tagalog	Operator from 8am-5pm, recording from 5:01pm-7:59am
	Both	Eligibility Worker Direct Line	EW name and work hours, information to leave, call center information. If bilingual, information is in other language.	Operator from scheduled work hours, recording 24 hours a day.
	Operator Only	211		24 hours a day
SAN FRANCISCO	Both	311	Bilingual services, connection to San Francisco services	24/7
	Both	415-558-1001	Next report or interview due, EBT balance, case status	M-F 8am-5pm
	Recording Only	855-355-5757	Application assistance, case information	
	Both	211	CalFresh application and eligibility information, bilingual services	24/7
SAN JOAQUIN	Both	209-468-1000	Program, EW information	M-F 8am-5pm
SAN LUIS OBISPO	Recording Only	EBT 1-877-328-9677	How to order a replacement EBT card or change the PIN number.	
	Both	EW Direct line. Each worker has a different number.	Hours of availability, asked to leave a message, phone number in case of emergency	Based on Individual staff works hours but must be M-F 7am-7pm
	Both	General County Main Number 805-788-2555 or 1-800-834-4636	General program information, specific case information if they have an existing case and they have created a PIN to access information. If they request assistance they are referred to the main phone number 805-781-1600 in San Luis Obispo and an operator will connect them with someone to assist them.	If they need assistance they can be connected to an operator M-F 8am- 5pm
	Both	805-466-6000 or 805-781-1600 or 805-237-3110 or 805-931-1800 or 805-474-2000	Office business hours	M-F 8am-5pm

APPENDIX E

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COUNTY	TYPE	TELEPHONE NUMBER	TYPE OF INFORMATION AVAILABLE	DAYS/HOURS OF OPERATION
SAN MATEO	Both	800-984-3663	Referrals to food programs for families and seniors. Recording available after hours and weekends.	M-F 8:30am-4pm
	Both	800-223-8383	24-hour access to case status, EBT card requests, EBT balance office locations, options to apply	Automated system available 24 hours. Operator 8am-5pm
	Both	211 Recording	24-hour access for food or other referral services	24/7
	Both	650-363-4000	General information of county services	24/7
SANTA BARBARA	Both	866-404-4007	General information on programs/services provided by DSS. Office locations and business hours. Access to 6 months of case information such as monthly benefit amount, share of cost, renewal date and periodic reports. Requests EBT and BIC cards. Contact information for other services e.g. EBT, elderly/child abuse hotlines, health care services. Leave a message for EW or Speak with an operator.	M-F 8am-4pm; Operator after hours 24/7
	Recording Only	805-346-7135	Office hours, emergency phone numbers to report Child/Elder Abuse	7 days/week 4pm-8am
	Recording Only	805-614-1300	Office hours, emergency phone numbers to report Child/Elder Abuse	7 days/week 4pm-8am
	Recording Only	805-681-4401	Office Hours, emergency numbers to report Elder/Child Abuse	7 days/week 4pm-8am
	Recording Only	805-737-7080	Office Hours, emergency numbers to report Elder/Child Abuse	7 days/week 4pm-8am
SANTA CLARA	Both	408-758-3600	CalFresh/Medical call center: greeting, language options, information on changes in programs, if any; options to enter SSN to be routed to the EW office hours and location, or connect to the operator	M-F 8am-5pm
	Both	408-758-4100	Generic office: greeting, language options, general information; options to enter SSN to be routed to the EW, office hours and location, or connect to the operator.	M-F 8am-5pm
	Both	408-758-4600 and 758-3800	Intake Office: greeting, language options, general information on any changes; option to enter SSN to be routed to the EW, office hours and location, or connect to the operator	M-F 8am-5pm
SANTA CRUZ	Both	888-421-8080	Case status, benefits, SAR 7 status	M-F 7:30am-5:30pm
	Operator Only	831-454-4165		M-F 8am-5pm
	Operator Only	831-763-8500		M-F 8am-5pm
	Operator Only	877-847-FOOD		M-F 8am-5pm
	Operator Only	211		24/7

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COUNTY	TYPE	TELEPHONE NUMBER	TYPE OF INFORMATION AVAILABLE	DAYS/HOURS OF OPERATION
SHASTA	Recording Only	888-926-6432	Spanish Hotline	
	Recording Only	211	Community services	
	Both	877-652-0731	IVR - request benefit information, status of certain documents, or speak with a worker	M-F 7:45am-5pm
	Operator Only	877-328-9677		24/7
	Recording Only	530-224-4879	Leave message for Spanish language call back	
	Both	530-229-8400	Information and referral services offered through county Health and Human Services Agency	M-F 8am-5pm
	Recording Only	530-229-8216	Leave message for Mien language call back	
	Recording Only	877-847-3663	CalFresh Info Line	
SIERRA	Both	530-993-6720	Hours of operation	M-F 8am-5pm closed 12pm-1pm for lunch
	Recording Only	877-652-0732	IVR - status of case, office hours	
	Both	530-287-3711	Hours of operation	M-F 8am-5pm closed 12pm-1pm
SISKIYOU	Both	530-841-2798	Live person during business hours, now open during lunch hour; after hours - leave a message, it will be forwarded to appropriate staff	M-F 8am-5pm
	Both	530-841-2799	Live person during business hours, now open during lunch hour; after hours - leave a message, it will be forwarded to appropriate staff	M-F 8am-5pm
	Both	530-841-2789	Live person during business hours, now open during lunch hour; after hours - leave a message, it will be forwarded to appropriate staff	M-F 8am-5pm
	Both	800-662-7031 toll free number	Live person during business hours, now open during lunch hour; after hours - leave a message, it will be forwarded to appropriate staff	M-F 8am-5pm
	Both	530-841-2787	Live person during business hours, now open during lunch hour; after hours - leave a message, it will be forwarded to appropriate staff	M-F 8am-5pm
	Both	530-841-2700 (2789,02787,02798, 2799 also rolls to 2700)	Live person during business hours, now open during lunch hour; after hours - leave a message, it will be forwarded to appropriate staff	M-F 8am-5pm
	Both	877-652-0733	IVR services available	24/7
	Both	877-328-9677	Information on EBT benefits and card balances, replace card or request new PIN	24/7

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ITEM 11a-11i: Enter COMPLETE telephone information. Enter the type (Recording Only/Operator Only/Both), telephone number(s), specific type of information/services available and, days and hours of operation.

COUNTY	TYPE	TELEPHONE NUMBER	TYPE OF INFORMATION AVAILABLE	DAYS/HOURS OF OPERATION
SOLANO	Both	707-784-8050	General CF information, case questions, order forms, EBT replacement, benefit information	M-F 8am-5pm
	Both	707-553-5000	General CF information, case questions, order forms, EBT replacement, benefit information	M-F 8am-5pm
	Both	707-463-4500	General CF information, case questions, order forms, EBT replacement, benefit information	M-F 8am-5pm
	Operator Only	211		Sun-Sat 24 hours
	Both	707-784-3900 or 800-400-6001	General CF information, case questions, order forms, EBT replacement, benefit information	Sun-Sat 24 hours
SONOMA	Both	(877) 699-6868	Services available, how to apply, EBT questions	M-F, 8am-8pm and Saturdays, 8am-6pm
	Both	(800) 331-2278	Programs available	M-F 8am-5pm
STANISLAUS	Both	1-877-652-0734	Customer can access their case information with their password 24 hours a day	M-F 8am-5pm
	Recording Only	209 558-2777	Refers to 1-877-652-0734	
	Recording Only	877-847-3663	The telephone number to apply in Stanislaus County	
	Recording Only	209 558-1550	Refers customers to the Customer Service Center (1-877-652-0734)	
	Both	211	Provides resource information	24/7
SUTTER	Both	1-877-652-0735	Welcome to the Sutter County Welfare and Social Services. To continue in English, Press 1. Our office is currently closed. Our regular business hours are 8am-5pm, Monday through Friday, except holidays.	M-F 8am-5pm
TEHAMA	Recording Only	530-824-6271	Basic Info about the agency and the unit, to leave a message about the customer's concern, as well as information on how to call to get your EBT card replaced	M-F 7:30am-5pm
	Both	530-527-1911	Basic Info about the agency and the unit, to leave a message about the customer's concern, as well as information on how to call to get your EBT card replaced	M-F 7:30am-5pm
TRINITY	Recording Only	877-652-0737	Case info, request forms, office hours, contact worker	
	Both	800-851-5658	Office hours and location; general program information	M-F 8am-5pm
	Recording Only	877-328-9677	EBT balance	

APPENDIX E

Telephone Information: Call Center, Change/Service Center, Contact Center, EBT 1-877-328-9677, Eligibility Worker direct line, General County Main Number, County Hotline, Interactive Voice Response (IVR) system, English CalFresh Info Line 1-877-847-FOOD (3663), Spanish CalFresh Info Line 1-888-9COMIDA (266432), and "211"

ITEM 11a-11i: Enter COMPLETE telephone information. Enter the type (Recording Only/Operator Only/Both), telephone number(s), specific type of information/services available and, days and hours of operation.

COUNTY	TYPE	TELEPHONE NUMBER	TYPE OF INFORMATION AVAILABLE	DAYS/HOURS OF OPERATION
TULARE	Both	800-540-6880	Case data, status of case, office location and hours, benefit amount, EBT and how to apply for benefits	M-F 8am-5pm
	Operator Only	559-595-7103		M-F 8am-5pm
	Operator Only	559-562-7400		M-F 8am-5pm
	Operator Only	559-788-1500		M-F 8am-5pm
	Operator Only	559-685-2100		M-F 8am-5pm
	Operator Only	559-624-8100		M-F 8am-5pm
TUOLUMNE	Recording Only	877-652-0738	Benefit amount, case status, ability to request forms, office hours, assigned worker, transfer call to assigned worker	
	Both	209-533-5711	The ability to speak to an on-call worker, assigned worker or a supervisor	M-F 8am-4pm
VENTURA	Operator Only	866-904-9362		M-F 8am-5pm
	Both	888-472-4463	Information about pending applications, SAR 7 status, current benefit amount and benefit payment date	M-F 8am-5pm
YOLO	Both	1-855-278-1594	General information (business hours, ability to reach an extension)	M-F 8am-5pm
	Both	1-866-226-5415	General information (business hours, ability to reach an extension)	M-F 8am-5pm
	Both	530-661-2750	General information (business hours, ability to reach an extension)	M-F 8am-5pm
YUBA	Both	1-877-6520739	Clients interface with workers for general information and make basic changes through a live operator. Self service option to provide general case information.	M-F 8am-5pm
	Operator Only	530-749-6311		M-F 8am-5pm
	Recording Only	1-877-328-9677	EBT Information	

APPENDIX F

Community-Based Organizations (CBOs)

ITEM 14: Does the county have a written contract with CBOs to do CalFresh Outreach?

ITEM 14a-14b: Please list the names of all CBOs that the county has a written contract to do CalFresh Outreach.

COUNTY	COMMUNITY-BASED ORGANIZATION NAME
ALAMEDA	Alameda County Community Food Bank
	Alameda County Office of Education
	East Bay Agency for Children
	Afghan Coalition
	R.O.O.T.S
	Abode Services
	Homeless Action Center
	Asian Community Mental Health
	Alameda Family Services
	Davis Street Family Resource Center
	COLUSA
CONTRA COSTA	Food Bank of Contra Costa County and Solano
GLENN	Community Action Partnership
HUMBOLDT	Area 1 Agency on Aging
	Arcata House Partnership
	Betty Chin Homeless Foundation
	Boys & Girls Club
	CAFF
	Catholic Charities of the Diocese of Santa Rosa
	Changing Tides
	Food For People
	Fortuna Adventists Community Church
	HCAR
	LatinoNet
	Humboldt County Office of Education
	Humboldt Senior Resource Center
	HSU Sponsored Programs
	North Coast Growers Association
	Open Door Community Health
	RCAA
	Redwoods Rural Health Center
	Sequoia Personnel Services
	Southern Humboldt Community Park
KERN	Community Action Partnership of Kern County

APPENDIX F

Community-Based Organizations (CBOs)

ITEM 14: Does the county have a written contract with CBOs to do CalFresh Outreach?

ITEM 14a-14b: Please list the names of all CBOs that the county has a written contract to do CalFresh Outreach.

COUNTY	COMMUNITY-BASED ORGANIZATION NAME
LOS ANGELES	1736 Family Crisis Center
	Asian American Drug Abuse Program, Inc.
	Asian Pacific Health Care Venture, Inc.
	Asian Youth Center
	Bienestar Human Services, Inc.
	Centro C.H.A. Inc.
	Child and Family Guidance Center
	Community Enhancement Services
	Grandparents As Parents, Inc.
	Harbor Interfaith Services, Inc.
	Information and Referral Federation of Los Angeles (DBA 211 Los Angeles)
	Korean American Family Service Center, Inc.
	Pasadena-Foothill Valley Young Women's Christian Association
	South Asian Helpline and Referral Agency (DBA SAHARA)
	Testimonial Community Love Center
	Thai Community Development Center
Volunteers of America of Los Angeles	
MENDOCINO	Mendocino County Office of Education
	Senior Centers - county wide
	Family Resource Center Network of Mendocino County
MONTEREY	Food Bank
NEVADA	Nevada-Sierra Regional In Home Supportive Services Public Authority
PLACER	Stand Up Placer
	Placer People of Faith
	North Tahoe Family Resource Center
	Lincoln Light House Family Resource Center
	Kids First
	Gathering Inn
	Advocates for the Mentally Ill Housing
SACRAMENTO	River City Food Bank
	South Sacramento Interfaith Bureau
	California Emergency Food Services (Food Link)
	Sacramento Food Bank and Family Services
	Wind Youth Services

APPENDIX F

Community-Based Organizations (CBOs)

ITEM 14: Does the county have a written contract with CBOs to do CalFresh Outreach?

ITEM 14a-14b: Please list the names of all CBOs that the county has a written contract to do CalFresh Outreach.

COUNTY	COMMUNITY-BASED ORGANIZATION NAME
SAN DIEGO	Home Start, Inc.
	Interfaith Community Services
	SAY San Diego
	South Bay Community Services
SAN FRANCISCO	San Francisco Food Bank
SAN JOAQUIN	Catholic Charities
	Emergency Food Bank
SAN MATEO	Second Harvest Food Bank
	Jefferson Union High School District
	Job Train Single Stop
	Coast side Hope
	Puente de la Costa Sur
	Spark Point at Skyline College
	Pacifica Resource Center
SANTA BARBARA	Food Bank of Santa Barbara County
SANTA CLARA	Second Harvest Food Bank
SANTA CRUZ	Second Harvest Food Bank
	All County grant-funded agencies
SONOMA	Redwood Community Health Coalition
	211
	VOICES Foster Youth Center
STANISLAUS	Catholic Charities
	Sierra Vista
	Center for Humans Services
TRINITY	Human Response Network
TULARE	CSET
	United Way 2-1-1
	Catholic Charities
	Kings/Tulare Area Agency on Aging (KTAAA)
VENTURA	FOOD Share, Inc.
	Community Action of Ventura County (CAVC)
	Mixteco Indigena Community Organization Project (MICOP)
YOLO	Yolo County Children's Alliance
	2-1-1 Yolo
	United Christian Centers
	Yolo Family Resource Center

APPENDIX G County Partner Organizations

ITEM 18: Did your county partner with other Health and Human Service Agencies, schools, community-based organizations, etc., to improve CalFresh outreach efforts?

ITEM 18a-18f Enter **COMPLETE** Partner Organization information. Select the frequency of meetings then indicate the partner organization names and activities.

COUNTY	COMMITTEE/TASK FORCE NAME	ACTIVITIES	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS
ALAMEDA	Alameda County Public Health	CNAP meetings/activity	MONTHLY	
	Alameda Count Office of Education	CNAP	MONTHLY	
	Eden I & R 211	Training, presentations, CalFresh applications, and all related outreach activities	QUARTERLY	
	UC Cooperative Extension	CNAP	MONTHLY	
	Alameda County Community Food Bank	CalFresh Enrollment Clinics, CalFresh/CBO 101 and 102 training, CNAP	AS NEEDED	
ALPINE	Washoe Tribal TANF	Provide information to Washoe Tribal TANF	MONTHLY	
AMADOR	Hands organization	Several agencies meet to provide nutrition information and food security	MONTHLY	
	WIC	Contact with agency to exchange information	AS NEEDED	
	The Resource Connection	Contact with agency to exchange information, go over forms, assist if they have questions about applications	AS NEEDED	
	Interfaith agencies, St Vincent de Paul's,	Meet with them to explain CF application process, how to apply, explain program changes, and encourage them to have those in need apply for CF	AS NEEDED	
	Amador Tuolumne Community Action Agency	Communicate as needed. Encourage them to have those they come in contact with to apply for CF. Answer questions they may have regarding eligibility.	AS NEEDED	
	Interfaith Food Bank	As needed. Available for questions.	AS NEEDED	
BUTTE	Veterans Service Office	Provide CF brochures and outreach materials to veterans. Provide application assistance and or referral as necessary.	AS NEEDED	
CALAVERAS	Calaveras County Resource Connection - Food Bank	Have trained staff on completion of applications and provide applications. Have Eligibility worker attend produce and commodities days.	AS NEEDED	
COLUSA	Colusa One Stop	Discuss number of people assisted by partner, any barriers or problems encountered by partners in providing outreach information, additional support (if any) needed by partner to successfully provide outreach information	AS NEEDED	
CONTRA COSTA	Food and Nutrition Policy Consortium	At the meetings each partner discusses and shares upcoming events, material, activities and exchanges information about their programs and updates on their programs	OTHER	Every two months
	CalFresh Outreach Partners Meeting	Quarterly meetings with the Food Bank staff and their partners to provide more in-depth training on CalFresh program and policy information and to provide updated information for them to assist their clients	QUARTERLY	
	CalFresh Facts and Myths Training	Quarterly training with the Food Bank their partners and other CBO looking for information, answers to questions and clarification on the CalFresh program and eligibility requirements so they can better assist the people they work in the application process for CalFresh	QUARTERLY	
	CalFresh Partners Pilot Program	Collaboration effort between the department, CBOs and advocates to promote CalFresh outreach activities to increase CalFresh participation	MONTHLY	
DEL NORTE	Open Door Clinic	At the Community Health Fair, we provided program information and accepted CalFresh applications	AS NEEDED	
	North Coast Veterans Standdown	We provided program information and accepted CalFresh applications	AS NEEDED	

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EL DORADO	Christ Like Services	Worked with CBO to provide education and application assistance to local homeless population	OTHER	One time outreach
FRESNO	Healthy Communities Access Partners (HCAP)	Certified Application Assistants meeting to provide updates on CalFresh materials and rules	MONTHLY	
	Fresno Madera Ministries	Update from CBO's and County on any new activities or events. Plan enrollment events. Working on map of locations where persons can get assistance with CalFresh applications and food.	OTHER	Bi-monthly
GLENN	Community Action Partnership	During the home inspections by Weatherization, information was given to clients regarding CalFresh	QUARTERLY	
HUMBOLDT	CalFresh Task Force	Meeting for all entities doing CalFresh Outreach to come together and discuss their efforts and share tips, etc. The county offers support to this group and answers any questions that arise regarding outreach and eligibility.	MONTHLY	
	CNAP	Meeting for all local agencies to meet and share ideas and events to help avoid duplication of efforts and ensure maximum participation	QUARTERLY	
	CalFresh Forum	Structured lecture style event (with time given for Q&A) open to anyone in the community to attend. The various workshops are designed to provide different levels of information to better suit the partner's specific needs. There are several work groups available throughout the day to enhance CalFresh knowledge as well as guest speakers and handouts.	ANNUALLY	
IMPERIAL	Imperial County Food Bank	Discuss new regulations such as the Modified Categorical Eligibility and increase to %200 of the federal poverty level. Discuss application methods available, best avenue for customers to apply.	AS NEEDED	
INYO	HHS Programs Such As Senior Services, Behavioral Health, WIC, First 5	Outreach to families and individuals	AS NEEDED	
	IMACA	Outreach to families and individuals	AS NEEDED	
	Wild Iris	Outreach to families and individuals who are victims of domestic violence	ANNUALLY	
	Salvation Army	Outreach to families and individuals	AS NEEDED	
KERN	California Department of Social Services	Develop county Cal Fresh outreach plan, discuss outreach activities and recommendations. Get information on the activities that other counties are doing. Participated as speakers at the conference and provided outreach activities for Kern.	MONTHLY	
	Public Health Department	Develop county Cal Fresh outreach plan, discuss outreach activities and recommendations	MONTHLY	
	Clinica Sierra Vista	Develop county Cal Fresh outreach plan, discuss outreach activities and recommendations	MONTHLY	
	Community Action Partnership of Kern County	Develop county Cal Fresh outreach plan, discuss outreach activities and recommendations	MONTHLY	
KINGS	Kings County Community Action Organization	They would provide SNAP outreach in the form of SNAP Education to customers coming into our office. Sometimes small samples of food were provided that were prepared from recipes from the SNAP recipe book.	WEEKLY	

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COUNTY	COMMITTEE/TASK FORCE NAME	ACTIVITIES	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS
LAKE	Hunger Task Force	Access counties citizen hunger needs and other available resources to meet these needs. Community Garden, Make a Difference Day, Canning Project, materials at Farmers Market.	MONTHLY	
	Head Start	Activities as needed to provide Outreach	AS NEEDED	
	Healthy Start	Activities as needed to provide Outreach	AS NEEDED	
LASSEN	Lassen County Food Council	Community Needs regarding nutrition and food programs	QUARTERLY	
	SNAP-Ed Program	Nutritional Outreach, Healthy Eating, Gardening/Growing food	QUARTERLY	
LOS ANGELES	Currently Los Angeles County partners with 51 agencies which include CBOs, Schools, Government Agencies, Food Banks and other community agencies	Meetings are to discuss and recommend resolutions to barriers to CalFresh Program Participation; to provide updates on expansion of outreach activities and in-reach efforts; identify outreach opportunities; provide households ability to apply for CalFresh at partner agencies	QUARTERLY	
	Nutrition for Los Angeles Families Coalition. The coalition is lead by the California Food Policy Advocates.	Meetings are conducted to discuss opportunities for in-reach and to plan educational forums to inform community-based organizations about the CalFresh Program and the available resources to become a CalFresh partner	MONTHLY	
	Currently Los Angeles County partners with 51 agencies which include CBOs, Schools, Government Agencies, Food Banks and other community agencies	CalFresh Awareness Month Meetings - identify strategies for increasing awareness on CalFresh during May Awareness Month Campaign	QUARTERLY	
	County Nutrition Action Plan Workgroup	To coordinate and leverage nutrition messages, education, and services between federally funded nutrition assistance programs (FFNAPs) and other applicable agencies in Los Angeles County to increase availability and access to healthy foods for the low-income population	QUARTERLY	
	Los Angeles County Department of Public Health	Meeting to discuss health and nutrition education activities	QUARTERLY	
	Los Angeles County Children and Family Services Department (DCFS)	Meetings to discuss opportunities for outreach and awareness to families and foster youth children serviced by DCFS	QUARTERLY	

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COUNTY	COMMITTEE/TASK FORCE NAME	ACTIVITIES	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS
MADERA	First 5	Coordination of Services /Community Activities	MONTHLY	
	Public Health Department	Coordination of Services /Community Activities	MONTHLY	
	Law Enforcement	Coordination of Services /Community Activities	BI-MONTHLY (twice a month)	
	CAPMC	Coordination of Services /Community Activities	BI-MONTHLY (twice a month)	
	Food Bank	Coordination of Services /Community Activities	BI-MONTHLY (twice a month)	
	Faith Based Organizations	Coordination of Services /Community Activities	MONTHLY	
MARIN	San Francisco/ Marin Food Bank	Meet to discuss barriers to enrollment, forms, CalFresh program questions, coordination of outreach efforts, training, CalFresh awareness month planning, coordinates CalFresh Assistors Network meetings	AS NEEDED	
	Marin Food Policy Council	Council meets on a monthly basis and has identified increase CalFresh enrollment as one of its goals	MONTHLY	
	Marin County Division of Aging	Participates on CalFresh Awareness Workgroup, helped plan May 2014 CalFresh Awareness Month	AS NEEDED	
	Marin County Public Health	Participates on CalFresh Awareness Workgroup, helped plan May 2014 CalFresh Awareness Month. Attendees: Food Bank, Adopt a Family, Ritter Center, LIFT Levantante.	AS NEEDED	
	CalFresh Assistors Network	A group organized by the San Francisco/Marin Food Bank made up of several CBOs who meet with county staff to ask questions regarding CalFresh policy and regulations, the application process and to give feedback from clients applying for CalFresh. Attendees include Ritter Center, Community Action Marin, Bahia Vista School.	AS NEEDED	
MENDOCINO	Mendocino County Office of Education	HHSA has contracted with MCOE for school-based Cal Fresh outreach activities	AS NEEDED	
	Senior Centers - countywide	HHSA has contracted with local senior centers for Cal Fresh outreach activities	ANNUALLY	
	Family Resource Center Network of Mendocino County	County has contracted with family resource centers for outreach and application assistance for Cal Fresh eligible families and seniors	AS NEEDED	
MERCED	Public Health	Discussed outreach events and targeted areas were outreach needed to be done	AS NEEDED	
	UC Cooperative Extension	Discussed outreach events and targeted areas were outreach needed to be done	AS NEEDED	
	Golden Valley Health Centers	Participated in different health fairs	AS NEEDED	
MONO	Mammoth Unified School District	Presentations at Back to School Night	AS NEEDED	
	Mono County Public Health Department	Presentation at Mammoth Flu Clinic	AS NEEDED	
MONTEREY	WIC	Meetings	QUARTERLY	

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COUNTY	COMMITTEE/TASK FORCE NAME	ACTIVITIES	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS
NAPA	Safety Net Food Committee	Inform customers of the various agencies about the benefits of CalFresh	AS NEEDED	
	CHI	Share information about CalFresh and offer application assistance to customers who wish to apply for benefits	MONTHLY	
NEVADA	Nevada-Sierra Regional In Home Supportive Services Public Authority	Market Match Pilot Program. The partner participated in a pilot market match that provided tokens to CalFresh recipients to be used at three local farmer's markets to encourage the purchase and consumption of healthy fruits and vegetables.	OTHER	Seasonal
	Nevada-Sierra Regional In Home Supportive Services Public Authority	211 Directory/CalFresh Outreach. The partner maintains an up to date resource databank for the citizens of Nevada County and the Truckee-Tahoe region. They provide guidance to clients on how and where to apply for CalFresh benefits, as well as other food programs/opportunities in the county.	MONTHLY	
	Public Health Department	Social Services Eligibility Worker attends annual Fruit and Veggie fest	AS NEEDED	
ORANGE	County Nutrition Action Plan (CNAP) Partners	Orange County Health Care and Nutrition Services collaborate with several local agencies to develop and implement the CNAP that is developed annually. Provides CalFresh accessibility, outreach and nutrition education.	QUARTERLY	
	Community Action Partnership of Orange County	Provide workshops at Family Resource Centers to assist individuals with completing CalFresh applications. Provides presentations to agencies, schools and CBOs about the CalFresh program, and disseminates CF information via their Food Banks and the local Mexican Consulate. Member of the CNAP Committee.	QUARTERLY	
	Second Harvest Food Bank	Provides workshops at Family Resource Centers to assist individuals with completing on-line My Benefits CalWIN applications and Semi-Annual Reports. Provides presentations to agencies, schools, and CBO's about the CalFresh program, disseminates CF information via their Food Bank, and member of the CNAP Committee.	QUARTERLY	
	Catholic Charities	Provides workshops at Family Resource Centers to assist individuals with completing on-line My Benefits CalWIN applications and Semi-Annual Reports. Provides presentations to agencies, schools, and CBO's about the CalFresh program, disseminates CF information via their Food Bank, and member of the CNAP Committee.	QUARTERLY	
	211 OC	Provides CalFresh Information and materials to callers; promotes food resources. Assists callers with CalFresh Applications and submits via BCW.	QUARTERLY	
	Children Health Initiative of Orange County	Certified Application Assistants help applicants to complete an electronic application One-e-App (OEA)	MONTHLY	

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PLACER	Placer Food Bank	CWD provide training and resource material to Placer Food Bank staff. CWD and Placer Food Bank organize and attend community events throughout Placer County at a variety of locations.	QUARTERLY	
	Seniors First	CWD and Seniors First staff hosted CalFresh nutritional/application assistance events at eight congregate meal sites	ANNUALLY	
	Auburn Interfaith Food Closet, Project Mana, Seventh Day Adventist Services, Elija's Jar Food Closet, Salvation Army Food Closet, St. Vincent De Paul Food Closet	Staff/volunteers at the above sites provide application assistance, program information and referrals upon request. Materials are provided by CWD, including monthly Nutrition information that are included in commodity bags. CWD staff and Food closet staff meet quarterly.	QUARTERLY	
	Placer People of Faith, KidsFirst, North Tahoe Resource Center, Lighthouse Family Resource Center, Advocates for the Mentally Ill Housing, Stand Up Placer, Gathering Inn	Monthly collaborative meetings are held with CWD staff and designated staff from the above listed organizations. Meetings center around developing community education, application assistance and retention supports and strategies.	MONTHLY	
PLUMAS	PCIRC	Trained staff regarding CF application process	AS NEEDED	
	DRC	Trained staff regarding CF application process. Sent eligibility staff to site to assist clients with applications.	AS NEEDED	
	PUSD	Express Enrollment	AS NEEDED	
RIVERSIDE	Department of Public Health, CalFresh Nutritional Services	Co-located in booths at community events	MONTHLY	
	UC CalFresh/UC Regents	Provides access to county offices to promote CalFresh Nutrition	MONTHLY	
	Community Action Partnership	Provide CalFresh materials to various programs	QUARTERLY	
	CNAP	Collaborative meetings to discuss CalFresh Program Outreach	WEEKLY	
SACRAMENTO	Sacramento Hunger Coalition/Housing Alliance	Collaborative meetings and information sharing	QUARTERLY	
	Alchemist LTD	Provide information regarding Farmers Markets and use of CalFresh to purchase fresh fruits and vegetables	AS NEEDED	
	Sacramento Steps Forward	Collaborative meeting with a focus on the homeless population and their needs	QUARTERLY	
	Wind Youth Services	Nutritional information aimed at homeless youth, food access and awareness on application processes and retaining benefits	AS NEEDED	

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COUNTY	COMMITTEE/TASK FORCE NAME	ACTIVITIES	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS
SAN BERNARDINO	Department of Aging and Adult Services (DAAS)	Provide information on CalFresh eligibility, and the use of the C4Yourself on-line application. Lap-top computers were provided to the Social Workers to help potential customers apply for benefits.	MONTHLY	
	Department of Veterans Affairs (VA)	Collaboration between the VA and the Transitional Assistance Department (TAD) to increase CalFresh participation in the veterans community	AS NEEDED	
	Department of Public Health (DPH)	Collaboration between DPH and TAD to increase program and food access to the local community	QUARTERLY	
	Fontana Police Department	Presentations on CalFresh offered on the second and fourth Tuesday of every month for the probation and parolee population	QUARTERLY	
	San Bernardino County Schools	Presentations on CalFresh and other Transitional Assistance Department (TAD) program benefits offered on an "as needed" basis or as requested by various schools	AS NEEDED	
SAN DIEGO	Community Resource Centers	Video Interviews to outreach to migrants and DV victims and other hard to reach clients. We also coordinate with some ARs for substance intervention programs ensuring CF outreach.	AS NEEDED	
	St Vincent De Paul	Provide them applications and we have an established relationship were we communicate and assist them with client's cases (when we have a release on file for the cases)	AS NEEDED	
	CalFresh Task Force	Coalition of Community partners throughout San Diego County to discuss outreach, program changes and policy updates	MONTHLY	
	Rincon Indian Reservation Social Services	Rincon Indian Reservation Social Services	AS NEEDED	
	Public Health South & Consumer Center for Health Education and Advocacy	Monthly outreach activities to provide awareness	MONTHLY	
	Various other Outreach Community partner	Outreach activities with various local agencies throughout the county to ensure CF awareness and education of healthy eating	OTHER	Various other Outreach Community partner
SAN FRANCISCO	San Francisco Food Bank	CalFresh Outreach Coalition - monthly CalFresh In A Day - monthly	MONTHLY	
	Cameron House	Outreach and enrollment	BI-MONTHLY (twice a month)	
	Wu Yee Children's Services	CalFresh enrollment assistance	AS NEEDED	
	Project Homeless Connect	Multi-service center for homeless and low-income individuals	OTHER	Every other month
	Skyline Community College	outreach and presentation, in coordination with San Mateo County and area food banks (Second Harvest and San Francisco)	OTHER	Spring outreach event
SAN JOAQUIN	Catholic Charities	Meet to discuss outreach efforts	QUARTERLY	
	Emergency Food Bank	Meet to discuss outreach efforts	QUARTERLY	
	Hunger Task Force	Meet to discuss outreach efforts	MONTHLY	

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COUNTY	COMMITTEE/TASK FORCE NAME	ACTIVITIES	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS
SAN LUIS OBISPO	WIC	WIC gives out CalFresh flyers and information to inform public they may be eligible for both programs. CalFresh Eligibility Staff give out WIC information to applicants/recipients so they will be aware they may qualify for both programs. WIC flyer are included in all information packets given to both applicants and recipients. Partnered with WIC to place 15,000 WIC/CalFresh flyers in back to school packets.	QUARTERLY	
	Food Bank	Food Bank assists the public with applications so the CalFresh Program Manager often explains regulations to support their knowledge when assisting applicants. We discuss community outreach opportunities and coordinate efforts. If they are attending an outreach event that DSS is not attending they will provide CalFresh information and applications. DSS provides outreach materials such as CalFresh coloring books and crayons for children, along with flyer, brochures, and applications. We collaborated this year to present at a CalFresh Forum in May presenting various CalFresh information. We are also collaborating to put 23,000 CF/Food Bank flyers in back to school packets.	QUARTERLY	Also as needed for collaborative projects
	Catholic Charities	Collaborated on a CalFresh Forum held in May to present a variety of topics to the public regarding the need for CalFresh, how to helps the public and the local economy, how to apply, who is eligible, recent CalFresh changes, etc.	QUARTERLY	We meet quarterly and as needed when collaborating on projects
	CNAP	Attend quarterly meetings to give CalFresh updates to others in the community who are teaching nutrition education, healthy eatings, healthy food preparation, etc. This is part of the larger county plan to support healthy living and eating and accessing CalFresh as a means to purchase healthy foods.	QUARTERLY	
	County Office Of Education	I am the contact for the county Homeless and Foster Youth liaisons from each school district. I have given presentations and updates on the application process, that homeless youth can apply without their parents, and assisted unaccompanied youth navigate the application process when needed.	AS NEEDED	
SAN MATEO	Second Harvest Food Bank	Receives countywide hotline calls. Provides assistance with CalFresh applications.	OTHER	Every other month
	Jefferson Union High School District	Provides assistance with CalFresh applications	OTHER	Every other month
	JobTrain Single Stop	Provides assistance with CalFresh applications	OTHER	Every other month
	Coastside Hope	Provides assistance with CalFresh applications	OTHER	Every other month
	Puente de la Costa Sur	Provides assistance with CalFresh applications	OTHER	Every other month
	SparkPoint at Skyline College	Provides assistance with CalFresh applications	OTHER	Every other month

APPENDIX G

County Partner Organizations

ITEM 18: Did your county partner with other Health and Human Service Agencies, schools, community-based organizations, etc., to improve CalFresh outreach efforts?

ITEM 18a-18f Enter **COMPLETE** Partner Organization information. Select the frequency of meetings then indicate the partner organization names and activities.

COUNTY	COMMITTEE/TASK FORCE NAME	ACTIVITIES	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS
SANTA BARBARA	Santa Barbara County School District	The county provides the direct certification list to schools through Santa Barbara County	AS NEEDED	
	Food Bank of Santa Barbara County	Provide online CF applications on an ongoing basis. Provides nutritional education. There are 4 subcontractors under the Food Bank Umbrella collecting online CF applications: SB Neighborhood Clinics, American Indian Health Services, Noah's Anchorage Youth Crisis Shelter & Community Solutions, Inc.	QUARTERLY	
	Santa Ynez Valley People Helping People Center	Provide online CF applications on an ongoing basis. There are 3 subcontractors under the SYVPHP Center Umbrella collecting online CF applications: Cuyama Valley FRC, Carpinteria's Children's project, and Isla Vista Youth Projects.	QUARTERLY	
	Santa Barbara County Education Office-Health Linkages	Provide online CF applications on an ongoing basis. There are 2 subcontractors under the Santa Barbara County Education Office-Health Linkages Umbrella collecting online CF applications: Guadalupe USD-Fam Serv Ctr and Family Service Agency.	QUARTERLY	
	The Good Samaritan Shelter	Provide online CF applications on an ongoing basis	ANNUALLY	
	The Salvation Army-Santa Barbara	Provide online CF applications on an ongoing basis	QUARTERLY	
SANTA CLARA	Second Harvest Food Bank	Discuss about ideas for outreach. Evaluate the progress of existing outreach efforts. Review outreach materials.	AS NEEDED	
	Various CBOs	Discuss about ideas for outreach. Evaluate the progress of existing outreach efforts. Review outreach materials. Discuss retention efforts, etc.	MONTHLY	
	Local School Districts	Establish an Memorandum of Understanding, establish referral processes, send SHFB outreach staff to back to school nights, etc.	AS NEEDED	
SANTA CRUZ	Second Harvest Food Bank of Santa Cruz and San Benito Counties	Contract to provide outreach and enrollment activities. Develop outreach materials and media.	QUARTERLY	
	County of Santa Cruz Health Services Agency	Provides general CalFresh information, applications, staff assistance and initial application interviews	AS NEEDED	
	Homeless Services Center	Provide CalFresh Employment and Training services to CalFresh participants. The program provides employment activities in order to work towards paid employment.	QUARTERLY	
	Health Care Outreach Coalition	CAAs make referrals to the CalFresh program and provide general CalFresh outreach	AS NEEDED	
SHASTA	Northern Valley Catholic Social Services	Provide technical support and a liaison to their Cal Fresh Outreach workers	AS NEEDED	
	Shasta County Office of Education	Provide technical support and a liaison to their Cal Fresh Outreach workers	AS NEEDED	

APPENDIX G

County Partner Organizations

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ITEM 18a-18f Enter **COMPLETE** Partner Organization information. Select the frequency of meetings then indicate the partner organization names and activities.

COUNTY	COMMITTEE/TASK FORCE NAME	ACTIVITIES	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS
SISKIYOU	Family Community Resource Centers	Meet with Director and other staff to discuss challenges from customers and CBO perspective. Collaborate to improve processes and streamline processes as much as able. Provide presentations as needed.	AS NEEDED	
	Public Health	Meet with staff to provide CalFresh materials and to provide presentations as needed	AS NEEDED	
	Siskiyou Domestic Violence and Crisis Center	Meet with staff to provide CalFresh materials and to provide presentations as needed	AS NEEDED	
	Local Hospitals	Meet with staff to provide CalFresh materials and to provide presentations as needed	AS NEEDED	
	CBOs in Community	Meet with staff to provide CalFresh materials and to provide presentations as needed	AS NEEDED	
	Siskiyou Child Care Center	Meet with staff to provide CalFresh materials and to provide presentations as needed	AS NEEDED	
SOLANO	Food Bank of Contra Costa and Solano	Presentations, training materials, applications	OTHER	Every other month
	UC Cooperative Extension	Presentations, training materials in the form of training PowerPoint, applications	OTHER	Every other month
	California Tribal TANF	Presentations, informational materials (brochures, pamphlets), applications	OTHER	Every other month
	Local Housing Authorities	Informational materials (brochures, pamphlets), applications	QUARTERLY	
	WIC	Presentations, training materials in the form of PowerPoint, applications	OTHER	Every other month
	Local School Districts	Presentations, informational materials (brochures, pamphlets), applications	OTHER	Every other month
SONOMA	Health Services Department	CNAP meetings to collaborate on aligning nutrition and education strategies in Sonoma County	QUARTERLY	
	Redwood Empire Food Bank, Redwood Community Health Coalition, Community Action Partnership, Health Services Department	Sonoma County Hunger Index - Multiple community partners have come together to determine how many meals are missing in our neighborhoods. Measuring this gap helps us gauge our progress as a community, as well as forecast the challenges that challenges lay ahead. The 2013 Hunger Index shows that the amount of food needed to close the meal gap is alarmingly high and that action is needed in our communities.	MONTHLY	
STANISLAUS	Catholic Charities	Provide outreach information and assist customers to complete applications online or paper	QUARTERLY	
	Center for Human Services	Provide outreach information and assist customers to complete applications online or paper	QUARTERLY	
	Sierra Vista	Provide outreach information and assist customers to complete applications online or paper	QUARTERLY	
SUTTER	Sutter County Public Health Department	Local Health Department (LHD) Collaborative Effort	MONTHLY	
	Sutter County Veterans Department	Participate in the Annual Veterans Standown	AS NEEDED	
	Sutter County Food Bank	Participate in CF Disaster Food Box Distribution	AS NEEDED	
TEHAMA	CAA	Community Outreach	AS NEEDED	
TRINITY	Human Response Network	Provide information and assist with applications	AS NEEDED	

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County Partner Organizations

ITEM 18: Did your county partner with other Health and Human Service Agencies, schools, community-based organizations, etc., to improve CalFresh outreach efforts?

ITEM 18a-18f Enter **COMPLETE** Partner Organization information. Select the frequency of meetings then indicate the partner organization names and activities.

COUNTY	COMMITTEE/TASK FORCE NAME	ACTIVITIES	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS
TULARE	CSET	Provided CalFresh application assistance	AS NEEDED	
	United Way 2-1-1	Provided CalFresh application assistance	AS NEEDED	
	Catholic Charities	Provided CalFresh application assistance	AS NEEDED	
	Kings/Tulare Area Agency Aging (KTAAA)	Provided CalFresh application assistance	AS NEEDED	
TUOLUMNE	Catholic Charities	Assists customers in completing application and submits application to county via mail or online	AS NEEDED	
VENTURA	Food Share, Inc.	Attend outreach activities, pre-screen and complete applications on an ongoing basis	AS NEEDED	
	One Stop- Ventura Region	Provide services to the homeless population in this region. Provide information, answer questions and address concerns, and take applications.	WEEKLY	
	One Stop- Oxnard Region	Provide services to the homeless population in this region. Provide information, answer questions and address concerns, and take applications.	WEEKLY	
	Parole Action Community Team (PACT)	Provide services for individuals who are paroled into Ventura County. An orientation is give to the attendees. Provide information, answer questions and address concerns, and take applications.	BI-MONTHLY (twice a month)	
YOLO	Multiple CBOs	CBO CalFresh training	QUARTERLY	
YUBA	Yuba County Schools	Lone Tree Elementary, Cedar Lane Elementary, Ella Elementary, Yuba Gardens, Intermediate and Mary Covillaud Elementary have received one-time activities that were indirect (table/outreach activities) or direct education (speaking at classes, one time, regarding specific nutrition topics for more than 15 minutes)	OTHER	Approximately once per month or once every other month depending on the activity and if the school is in session
	University of California Davis Cooperative Extension	Healthy Yuba meetings that allow for collaboration	AS NEEDED	
	Yuba-Sutter Gleaners Food Bank, Inc.	Conducted indirect education (Summer 2014) at Drought Food Distribution Site (organized/facilitated by Gleaners)	AS NEEDED	

APPENDIX H

New Outreach Activities Implemented during Fiscal Year 2013-14

ITEM 19: Did your county implement any **NEW** CalFresh outreach activities during FY 2013-14 (July 1, 2013 to June 30, 2014)?

ITEM 19a-19f: Describe the **NEW** outreach activities implemented in FY 2013-14 and indicate whether they were one-time or ongoing activities.

COUNTY	TYPE OF ACTIVITY	DESCRIPTION OF NEW OUTREACH ACTIVITIES
ALAMEDA	ONGOING	CalFresh Super Clinics - on site enrollment at Food Bank
	ONGOING	AB 402 - Reverse Direct Certification
ALPINE	ONGOING	Outreach at Alpine County Health Fair
CALAVERAS	ONGOING	Opened new outstation in the town of Rail Road Flat
CONTRA COSTA	ONGOING	CalFresh Partnership was implemented during this fiscal year
EL DORADO	ONE-TIME	Worked with CBO to provide education and application assistance to local homeless population
LASSEN	ONGOING	SNAP-Ed Project - gardening and cooking demonstrations
	ONGOING	Family Olympics - healthy eating, food preparation and preservation demonstrations
LOS ANGELES	ONGOING	Partnership between the Mexican American Opportunity Foundation and the CalFresh Outreach Section to assist by providing CalFresh Program training and program information materials. Participate in MAOF's events to provide assistance with CalFresh application process to senior citizens groups and their families.
	ONGOING	Partnership between the Youth Policy Institute and the CalFresh Outreach Section to assist by providing CalFresh Program training and program information materials. Participate in Youth Policy Institute events to provide assistance with CalFresh application process to youth and immigrant community groups.
	ONE-TIME	Partnership between the California Food Policy Advocates, Nutrition for Los Angeles Families (NFLAF), Southern California Gas Company/CARE Program and DPSS to convene a CalFresh Conference (In-Reach). Over 70 agencies attended the convening to obtain CalFresh Program information and to learn about the many opportunities to partner with Los Angeles County DPSS to conduct CalFresh Program Outreach for the participants they service.
MARIN	ONE-TIME	Whistlestop - CalFresh information presented to seniors along with nutritional education provided by Public Health. Applications were made available to seniors who were present for meals.
	ONGOING	Began having CalFresh Assistors network meetings with the San Francisco/Marin Food Bank and other CBOs currently assisting applicants with CalFresh applications
	ONE-TIME	During CalFresh awareness month we did outreach outside of the CWD office every Wednesday afternoon in May. We partnered with Public Health and the Food Bank, with games, nutrition information, food, music, and CalFresh information and application assistance.
MARIPOSA	ONGOING	In conjunction with Health Care Reform - Community Based Organizations representatives were trained to help clients apply online for CF and health care through C4Yourself portal. Money was from a grant. October 2013 through September 30, 2014.
MENDOCINO	ONGOING	Contract with Mendocino County Office of Education
	ONGOING	Contract with local Senior Centers countywide
MERCED	ONGOING	Partnered with Produce on the Go. It's a mobile food truck that serves our desert areas where some of our low income families live. It provides our families easy access to fruits and vegetables.
MONO	ONE-TIME	Presentation at Mono County Public Health Flu Clinic
	ONE-TIME	Presentation at Mammoth Unified School District Back to School Night
MONTEREY	ONGOING	Stationed an Outreach Worker at Adult Probation
	ONGOING	Stationed an Outreach Worker at Dorothy's Kitchen
NEVADA	ONGOING	Probation Department: Partnered to have eligibility staff assist in CalFresh application enrollment for AB109 or incarcerated individuals being released.
	ONGOING	Sheriff's Department: Probation Department: Partnered to have eligibility staff assist in CalFresh application enrollment for AB109 or incarcerated individuals being released.
ORANGE	ONGOING	Orange County continues to work with partners via Covered CA to integrate CalFresh and Medi-Cal outreach
	ONGOING	211 OC assists callers in completing a CalFresh application and submitting them via BCW

APPENDIX H

New Outreach Activities Implemented during Fiscal Year 2013-14

ITEM 19: Did your county implement any **NEW** CalFresh outreach activities during FY 2013-14 (July 1, 2013 to June 30, 2014)?

ITEM 19a-19f: Describe the **NEW** outreach activities implemented in FY 2013-14 and indicate whether they were one-time or ongoing activities.

COUNTY	TYPE OF ACTIVITY	DESCRIPTION OF NEW OUTREACH ACTIVITIES
SAN DIEGO	ONGOING	Created CF Outreach FRC Team with the goal of one outreach event a month; participated in May CF Awareness
	ONGOING	Cal State San Marcos Intern; mentored student for purpose of CF outreach and the need for nutrition security in the community; educated on the Farmer's Market movement and the role of nutritious food
	ONGOING	Partner with Feeding America to assist in processing applications in local soup kitchen
	ONE-TIME	National Night with Escondido Police Department (COMPACT) Escondido Street Fair
	ONE-TIME	Various one-time activities throughout the county with various community agencies
SAN LUIS OBISPO	ONE-TIME	Attended the 5 Cities Homeless Coalition meeting to present CalFresh application information, regulations specific to homeless population, and unaccompanied youth can apply without their parent
	ONE-TIME	Assisted a local agency who works with seniors draft a flyer regarding how to apply for CalFresh, what the gross income limits are based on Household size, etc. to ensure the information they were giving out to the public was correct
SAN MATEO	ONE-TIME	CalFresh in-a-day event. Booths were available at Skyline College where Eligibility Workers/Benefit Analysts were stationed and processed applications on the same day.
	ONE-TIME	CalFresh In-Depth event. Information was provided on the timing, completion and approval process of CalFresh applications. The event will include information from partners regarding the impact made in the community and how immigrant populations are assisted.
	ONGOING	Contracted nutritionist to conduct nutrition education workshops in conjunction with CalFresh outreach
	ONE-TIME	Pop Up Farmer's Market at regional offices
SANTA CLARA	ONGOING	Outreach efforts to senior meal sites and Meals on Wheels
	ONGOING	Initiated college student outreach for San Jose State University
	ONGOING	Provide CalFresh 101 training to community outreach partners
	ONE-TIME	Mailed CalFresh flyers to Medi-Cal recipients
SANTA CRUZ	ONGOING	Reverse Certification AB 402
	ONGOING	In-Reach to Medi-Cal Expansion
	ONGOING	Churn reduction: Inbound Redetermination appointments. Conduct Recertification interviews at customers convenience (when customer calls for related purpose).
	ONGOING	Horizontal Integration
SISKIYOU	ONGOING	Provided an Eligibility Worker to perform outreach duties (provide applications, information, assist as needed) at commodity distribution sites
	ONGOING	Provided an Eligibility Worker to perform outreach duties (provide applications, information, assist as needed) at farmer's market
	ONE-TIME	Provided an Eligibility Worker to perform outreach duties (provide applications, information, assist as needed) at Disaster Food Distribution Site
	ONE-TIME	Due to catastrophic fires in the community of Weed, (Siskiyou County), a Local Assistance Center (LAC) was set up to assist with replacement of CalFresh benefits as well as assistance for new applicants
SOLANO	ONGOING	Solano County developed a new brochure aimed at the Senior population and gives general information about CalFresh. This brochure is used by Meals on Wheels and the local Area Department of Aging. This brochure includes a dedicated phone number for seniors to call the department to obtain information about applying for CalFresh benefits and/or have an application mailed out to them.
	ONGOING	Solano County developed a new flyer aimed at former foster care youth. This flyer gives general information about CalFresh and instructs the customer on the various ways to apply for benefits. This brochure is used by the Child Welfare Department social workers and foster care eligibility workers.
	ONGOING	Solano County provided additional training to WIC staff and Network for Healthy California Public Health Nurses

APPENDIX H

New Outreach Activities Implemented during Fiscal Year 2013-14

ITEM 19: Did your county implement any *NEW* CalFresh outreach activities during FY 2013-14 (July 1, 2013 to June 30, 2014)?

ITEM 19a-19f: Describe the *NEW* outreach activities implemented in FY 2013-14 and indicate whether they were one-time or ongoing activities.

COUNTY	TYPE OF ACTIVITY	DESCRIPTION OF NEW OUTREACH ACTIVITIES
SONOMA	ONGOING	Increased the amount of outstationed Eligibility Workers in the community assisting underserved clients in applying for CalFresh
	ONGOING	Increased the number of events attended in the community promoting CalFresh
	ONGOING	Increased the amount of CBO sites where outstationed Eligibility Workers in the community assist clients in applying for CalFresh
SUTTER	ONE-TIME	Assist local food bank with Eligibility staff availability at disaster food box distribution
VENTURA	ONGOING	CalFresh information and/or applications taken at city events, i.e. Farm Worker Fair, Fruit and Veggie Festival, Beach Festival, Noche en Oaxaca
	ONGOING	CalFresh information and/or applications taken at local community parks
	ONGOING	CalFresh information and/or applications taken at Boys and Girls Club
YOLO	ONGOING	Created a CalFresh Outreach Team. The team of workers are outstationed at different organizations and also provides outreach at various local events/activities/fairs.

APPENDIX I

New Outreach Activities Planned for Fiscal Year 2014-15

ITEM 20: Does your county have any *NEW* CalFresh outreach activities planned for implementation during the next state fiscal year, July 1, 2014 through June 30, 2015 (FY 2014-15)?

ITEM 20a-20f: Describe the *NEW* outreach activities planned for FY 2014-15 and indicate whether they are one-time or ongoing activities

COUNTY	TYPE OF ACTIVITY	DESCRIPTION OF NEW OUTREACH ACTIVITIES
AMADOR	ONE-TIME	Hope to reach out to more community based organizations to explain the CF program
	ONE-TIME	CalFresh publication---Tried doing this with multiple counties but fell through FY 13/14
CONTRA COSTA	ONE-TIME	EHSDD Staff Development is providing a portion CalFresh Eligibility training to employees of the Food Bank
	ONGOING	Members of the Multi-faith ACTION COALITION and other volunteers will assist applicants with completing CF applications at Food Bank Distribution sites
	ONGOING	The ACA Outreach and Education Committee attends resource fairs throughout the year to provide information on Medi-Cal and CalFresh by EHSD staff. This committee is pursuing all kinds of avenues to increase enrollment in CalFresh.
KERN	ONGOING	School Districts
	ONGOING	On-line applications through CAPK
KINGS	ONGOING	Outreach at food distribution sites within the County. Have a couple workers to provide and take applications.
	ONGOING	Try to provide an eligibility worker on site at our Avenal outstation on a weekly to bi-weekly basis so we can quickly accept and take action on application requests
	ONGOING	Working in conjunction with our jails when providing health insurance access prior to release, we are also looking to provide access to SNAP
LASSEN	ONGOING	Grocery budgeting, cooking and meal preparation demonstrations
LOS ANGELES	ONE-TIME	CalFresh Awareness Month 2015 Campaign
MARIN	ONE-TIME	Senior Health Fair and Flu Clinic at the Margaret Todd Senior Center
	ONE-TIME	Participate in the Evacuation Drill Educational session for the Marin Valley Mobile Country Club (55 and older population)
	ONE-TIME	Fairfax Women's Club
	ONE-TIME	Lift Levantante Grand Opening Event for the Canal Health Hub
MENDOCINO	ONGOING	Possible contract for a consultant to work with local Famer's Markets on Cal Fresh outreach
	ONE-TIME	Federal Food Month in October will highlight the Cal Fresh program, including a 5-day community-wide CalFresh challenge
MONTEREY	ONE-TIME	Update Orientation Video which will include CalFresh information
	ONE-TIME	Update the Outreach Website to a user friendly platform
NAPA	ONGOING	Provide assistance with C4Yourself online applications via a partnership with Catholic Charities. We are currently working on the MOU that will make this partnership possible.
NEVADA	ONGOING	Partner with Probation Department to give C4Yourself training to allow their staff to assist in application assistance
	ONGOING	Sierra Roots: Eligibility Staff to attend lunches for the homeless to assist in application assistance
ORANGE	ONGOING	211 Orange County - Interviewing CalFresh applicants and submitting completed CalFresh applications through BCW
SAN DIEGO	ONGOING	Outstation workers at Crawford Community Connection to receive and process applications, answer customer questions, and participate in outreach activities
	ONGOING	Exploring the expansion of video interviewing in Senior Centers and Veterans Services
	ONGOING	Extending the partnership with Feeding America to assist in processing applications in local homeless efforts
SAN FRANCISCO	ONGOING	CASC - Community Assessment Service Center for SF residents on parole or probation, EW on site twice a week
	ONGOING	CalFresh in-reach to households receiving Medi-Cal but not CalFresh
	ONGOING	CalFresh outreach to families with children receiving free or reduced school meals
SAN LUIS OBISPO	ONE-TIME	We plan to give a presentation at the local county jail about CalFresh and other programs available from our Department to support them and their families when they are released.
	ONGOING	We currently have staff going to the county jail daily to take Medi-Cal applications. We will be adding a flyer regarding how to apply for CalFresh and information about drug felons and how the drug felon regulations will be changing in early 2015.

APPENDIX I

New Outreach Activities Planned for Fiscal Year 2014-15

ITEM 20: Does your county have any *NEW* CalFresh outreach activities planned for implementation during the next state fiscal year, July 1, 2014 through June 30, 2015 (FY 2014-15)?

ITEM 20a-20f: Describe the *NEW* outreach activities planned for FY 2014-15 and indicate whether they are one-time or ongoing activities

COUNTY	TYPE OF ACTIVITY	DESCRIPTION OF NEW OUTREACH ACTIVITIES
SAN MATEO	ONGOING	Crunch Day
	ONGOING	Mobile Clinic
SANTA BARBARA	ONGOING	We are partnering with Casa Esperanza Homeless Shelter. They will assist the public with CF, CW, MediCal and General relief applications. Implementation date is 10/2014.
SANTA CLARA	ONGOING	Provide CalFresh outreach flyer to Sourcewise clients by outreach partner
	ONGOING	Expand student outreach to all community colleges in Santa Clara County
SANTA CRUZ	ONGOING	Telephonic signature
	ONGOING	Electronic notices
	ONGOING	Auto-texting program reminders
	ONGOING	Auto-call program reminders
	ONGOING	Restaurant Meal Program
	ONGOING	Targeted outreach in underrepresented unincorporated county area
SHASTA	ONGOING	Presentations to the substance abuse and incarcerated populations
TRINITY	ONGOING	Shasta County Office of Education is assisting with application filing at outreach locations. They are to assist with no less than 250 applications per year.
TUOLUMNE	ONGOING	Utilize Food Insecurity Nutrition Incentive program funds by partnering with a community based organization to educate CalFresh recipients on how shop for healthy food
	ONGOING	Outstation an Eligibility Worker at Tuolumne County Day Reporting Center to provide information and assist through the application process
VENTURA	ONGOING	CalFresh community outreach events
	ONGOING	Presentations to community based organizations
	ONGOING	Use media to market CalFresh
YOLO	ONGOING	Yolo County is creating a partnership with UC Davis to provide a worker from the CalFresh Outreach team to specifically target eligible students and be available on-campus 4 days per week to assist students with the application process and to process their applications.

APPENDIX J

County Size Based on Number of CalFresh Households*

Number of Certification Sites by County

Total Sites		Sites with Extended Hours		SMALL COUNTIES (30)		Total Sites		Sites with Extended Hours		MEDIUM COUNTIES (15)		Total Sites		Sites with Extended Hours		LARGE COUNTIES (13)	
1	0	Alpine		2	0	Butte	7	5	Alameda								
1	1	Amador		9	8	Contra Costa	16	11	Fresno (15)**								
7	7	Calaveras (6)**		8	2	Imperial (10)**	8	0	Kern (17)**								
1	1	Colusa		5	5	Kings	31	31	Los Angeles								
2	1	Del Norte		6	5	Madera (5)**	13	11	Orange (12)**								
6	5	El Dorado		3	3	Merced	13	12	Riverside (14)**								
2	2	Glenn		3	3	Monterey	20	18	Sacramento (18)**								
3	1	Humboldt		4	2	San Francisco	22	22	San Bernardino (21)**								
3	1	Inyo (2)**		12	7	San Mateo	12	12	San Diego								
1	1	Lake		4	4	Santa Barbara	7	1	San Joaquin								
2	2	Lassen		3	3	Santa Cruz	6	6	Santa Clara (5)**								
3	3	Marin (2)**		8	5	Shasta (7)**	6	6	Stanislaus (7)**								
2	1	Mariposa (1)**		3	3	Solano	6	6	Tulare (21)**								
3	2	Mendocino (2)**		3	1	Sonoma	25	24									
1	1	Modoc		3	1	Sonoma											
4	1	Mono		11	11	Ventura											
5	5	Napa															
15	3	Nevada (7)**															
3	3	Placer															
1	1	Plumas															
1	1	San Benito															
6	6	San Luis Obispo (7)**															
2	0	Sierra															
1	1	Siskiyou															
2	2	Sutter (4)**															
2	0	Tehama															
2	1	Trinity															
1	1	Tuolumne															
2	2	Yolo															
1	1	Yuba															
Total Sites = 86				Total Sites = 84				Total Sites = 186									
Sites with Extended Office Hours = 57				Sites with Extended Office Hours = 62				Sites with Extended Office Hours = 159									
Sites/County Median = 2.0				Sites/County Median = 4.0				Sites/County Median = 13.0									

County Size Definition:

Small Counties: 9,999 or fewer CalFresh Households
 Medium Counties: 10,000 - 39,999 CalFresh Households
 Large Counties: 40,000 or more CalFresh Households

*CalFresh Households Source: Food Stamp Program Participation and Benefit Issuance Report (DFA 256, July 2013 - June 2014)

**Number of certification sites during FY 2012-13.

APPENDIX K Statewide Certification Sites as of June 30, 2014

- Site address
- Days and hours of operation (actual days and hours the site is open for business)
- Extended office hours (hours the site is open for business before 8 am, lunch 12 - 1pm, and after 5 pm)
- Services offered: (AP = Applications Provided, AA = Applications Accepted, ESS = Expedited Services Screening, IC = Interview Conducted, ALL = all services)

COUNTY	NAME	ADDRESS	CITY	ZIP CODE	SERVICE CODES	DAYS OPEN	HOURS OF OPERATION	EXTENDED HOURS
ALAMEDA	North County	2000 San Pablo Ave	Oakland	94612	ALL	M-F	8:30am-5pm	M-F 12pm-1pm
	Eden Multi-Service Center	24100 Amador St	Hayward	94544	ALL	M-F	8:30am-5pm	M-F 12pm-1pm
	Eastmont Self-Sufficiency Center	6955 Foothill Blvd	Oakland	94605	ALL	M-F	8:30am-5pm	M-F 12pm-1pm
	Enterprise Medi-Ca ICenter	8477 Enterprise Way	Oakland	94621	ALL	M-F	8:30am-5pm	M-F 12pm-1pm
	Fremont Outstation	39155 Liberty Way	Fremont	94536	ALL	M-F	8:30am-5pm	None
	Livermore Outstation	3311 Pacific Ave	Livermore	94550	ALL	M-F	8:30am-5pm	M-F 12pm-1pm
	Pleasanton Outstation	5669 Gibraltar Ave	Pleasanton	94588	ESS, IC	M-F	8am-5pm	None
ALPINE	Alpine County Social Services	75 A Diamond Valley Rd.	Markleeville	96120	ALL	M-F	8am-5pm	None
AMADOR	Amador County Dept. of Social Services	10877 Conductor Blvd, STE 200	Sutter Creek	95685	ALL	M-F	8am-5pm	Upon request
BUTTE	Chico Community Employment Center	2445 Carmichael Drive	Chico	95928	ALL	M-F	7:30am-4:30pm	None
	Oroville Community Employment Center	78 Table Mountain Blvd	Oroville	95965	ALL	M-F	7:30am-4:30pm	None
CALAVERAS	Main Office	509 E St Charles St	San Andreas	95251	ALL	M-F	8am-5pm	Upon request
	Angels camp	426 N Main St	Angels Camp	95222	ALL	Mon	9am-3pm	Upon request
	Arnold	2182 Highway 4	Arnold	95223	ALL	Tues	9am-4pm	Upon request
	Copperopolis	3505 Spangler Lane	Copperopolis	95228	ALL	Tues & Thurs	8am-5pm	Upon request
	Mountain Ranch	7867 Whisky Slide Rd	Mountain Ranch	95246	ALL	Tues & Thurs	8:30am-12pm	Upon request
	West Point	291 Main St	West Point	95255	ALL	Tues & Thurs	Tues 7am-4pm, Thurs 9am-6pm	Upon request
	Railroad Flat	250 N Rail Road Flat Rd	Rail Road Flat	95248	ALL	Wed	12:30pm-4pm	Upon request

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COLUSA	Colusa County Department of Health and Human Services	251 E. Webster Street	Colusa	95932	ALL	M-F	8am-4:30pm	12pm-1pm (lunch hour), M-F; after 5pm upon request
CONTRA COSTA		4545 Delta Fair Blvd,	Antioch	94509	ALL	M-F	8am-5pm	Upon request
		151 Sand Creek Rd, # A	Brentwood	94513	ALL	M-F	8am-5pm	Upon request
		400 Ellinwood Way	Pleasant Hill	94523	ALL	M-F	8am-5pm	Upon request
		3105 Willow Pass Rd	Bay Point	94565	ALL	M-F	8am-5pm	Upon request
		151 Linus Pauling Dr	Hercules	94547	ALL	M-F	8am-5pm	Upon request
	MCSC	1650 CavalhoRd	Antioch	94509	ALL	M-F	8am-5pm	Upon request
		1305 McDonald Ave	Richmond	94801	ALL	M-F	8am-5pm	Upon request
		1535 Fred Jackson Way	Richmond	94801	ALL	M-F	8am-5pm	Upon request
		1275 A Hall Ave	Richmond	94804	ALL	M-F	8am-5pm	None
DEL NORTE		880 Northcrest dry	Crescent City	95531	ALL	M-F	8am-5pm	As needed
		286 M St	Crescent City	95531	AP, IC	M-F	8am-5pm	None

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EL DORADO	Health and Human Services Agency	3057 Briw Rd	Placerville	95667	ALL	M-F	8am-5pm	Upon request staff are available before 8am, during lunch, and after 5
	Health and Human Services Agency	3368 Lake Tahoe Blvd. #100	S. Lake Tahoe	96150	ALL	M-F	8am-5pm	Upon request staff are available before 8am, during lunch, and after 5pm
	Child Support Services	3883 Ponderosa Rd.	Shingle Springs	95682	ALL	M-F	8am-5pm	Upon request staff are available before 8am, during lunch, and after 5pm
	Marshall Hospital	100 Marshall Way	Placerville	95667	ALL	M-F	8am-5pm	By request only
	Barton Hospital	2170 South Ave.	S. Lake Tahoe	96150	ALL	M-F	8am-5pm	By request only
	Georgetown	6065 Highway 193	Georgetown	95634	ALL	Varies	8am-5pm when available	None

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FRESNO	Justice Court Building	1534 13th Street	Firebaugh	93622	ALL	Tues & Thurs	9am-3pm	None
	Omni Women's Health Center	1122 S St.	Fresno	93721	ALL	Mon & Wed	9am-3pm	None
	Mosqueda Center	4670 E Butler Ave	Fresno	93702	ALL	M-F	8:30am-4pm	None
	Social Services Huron	36658 S. Lassen Ste. B	Huron	93234	ALL	Mon, Thurs & Fri	9am-4:15pm	None
	Heritage Center	3151 N. Millbrook	Fresno	93703	ALL	M-F	7:30am-4:30pm	M-F 7:30am-8am & 12pm-1pm
	Fairgrounds Building	4468 East Kings Canyon Road	Fresno	93702	ALL	M-F	7:30am-4:30pm	M-F 7:30am-8am & 12pm-1pm
	Barton Building	4499 E. Kings Canyon	Fresno	93702	AP, AA	M-F	7:30am-4pm	M-F 7:30am-8am & 12pm-1pm
	E Street Building	1209 E Street	Fresno	93702	ALL	M-F	7:30am-4pm	M-F 7:30am-8am & 12pm-1pm
	West Fresno Office	142 E. California Ave	Fresno	93706	ALL	M-F	7:30am-4pm	M-F 7:30am-8am & 12pm-1pm
	Commissary Building	4449 E Kings Canyon	Fresno	93702	ALL	M-F	7:30am-4pm	M-F 7:30am-8am & 12pm-1pm
	Sunnyside Building	5693 E Kings Canyon	Fresno	93727	ALL	M-F	7:30am-4pm	M-F 7:30am-8am & 12pm-1pm
	Coalinga Regional	311 Coalinga Plaza	Coalinga	93210	ALL	M-F	7:30am-4pm	M-F 7:30am-8am & 12pm-1pm
	Reedley Regional	1680 E Manning Ave	Fresno	93564	ALL	M-F	7:30am-4pm	M-F 7:30am-8am & 12pm-1pm
	Selma Regional	3800 McCall	Selma	93662	ALL	M-F	7:30am-4pm	M-F 7:30am-8am & 12pm-1pm
	Elm Community Health Center	2790 S Elm Ave	Fresno	93706	ALL	M-F	9am-3:30pm	None
Air Fresno Call Center	2179 N Air Fresno Drive	Fresno	93727	ALL	M-F	7:30am-4:30pm	M-F 7:30am-8am & 12pm-1pm	

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GLENN	Glenn County Health & Human Services Agency	420 East Laurel Street	Willows	95988	ALL	M-F	8am-5pm	Lunch 12pm-1pm
	Glenn County Health & Human Services Agency	604 East Walker Street	Orland	95963	ALL	M-F	8am-5pm	Lunch 12pm-1pm
HUMBOLDT	DHHS - SS Main Office	929 Koster St	Eureka	95501	ALL	M-F	7:30am-5:30pm	Open at 7:30, close at 5:30 and open during lunch hour every M-F
	DHHS - SS Garberville Outstation	727 Cedar St.	Garberville	95542	ALL	M-F	9am-12pm, 1pm-4:30pm	None
	DHHS - SS Hoopa Outstation	535 Airport Road	Hoopa	95546	ALL	M-F	9am-12pm, 1pm-4:30pm	None
IMPERIAL	Social Services	2995 & 2895 S. 4th St.	El Centro	92243	ALL	M-F	7am-5pm	7am-8am, M-F
	Calexico FRC	604 W. Birch	Calexico	92231	ALL	Tues, Wed & Fri	7am-5pm	7am-8am, Tues, Wed & Fri
	Central Union High	1014 Brighton	El Centro	92243	ALL	3rd Mon as needed	1pm-5pm	None
	Niland FRC	8027 Hwy 111	Niland	92257	ALL	Mon & Tues	9am-4pm	None
	Ocotillo FRC	1161 N. Imperial Hwy	Ocotillo	92259	ALL	3rd Tues	8am-12pm	None
	San Pascual Healthy Start	Rt. 1 676 Baseline Rd.	Winterhaven	92283	ALL	Mon, Tues & Fri	10am-4:30pm	None
	Palo Verde Outstation	112 Hwy 78	Palo Verde	92266	ALL	2nd Tues	10am-3pm	None
	Salton City FRC	189 S. Marina Dr #A	Santon City	92275	ALL	Wed	9am-4pm	None
INYO		920 N Main St	Bishop	93514	ALL	M-F	8am-5pm	M-F site does not close during lunch
		380 N Mt Whitney	Lone Pine	93545	ALL	M-F	8am-12pm & 1pm-5pm	None
		405 Hot Springs Rd	Tecopa	92389	AP, AA	M-F	8am-4pm	None

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KERN	Delano DHS	1816 Cecil Ave	Delano	93215	ALL	M-F	8am-5pm	None
	Lake Isabella DHS	7050 Lake Isabella Blvd	Lake Isabella	93240	ALL	M-F	8am-5pm	None
	Lamont -DHS	8300 Segrue Rd	Lamont	93241	ALL	M-F	8am-5pm	None
	Mojave -DHS	2340 Hwy 58	Mojave	93501	ALL	M-F	8am-5pm	None
	Ridgecrest - DHS	145 E. Ridgecrest Blvd	Ridgecrest	93555	ALL	M-F	8am-5pm	None
	Shafter - DHS		Shafter	93263	ALL	M-F	8am-5pm	None
	Taft - DHS	119 North 10th Street	Taft	93268	ALL	M-F	8am-5pm	None
	Bakersfield - DHS	100 E. California Ave	Bakersfield	93307	ALL	M-F	8am-5pm	None
KINGS	Kings County HSA	1400 W Lacey Blvd., Bldg #8	Hanford	93230	ALL	M-F	8:30am-4pm	7am-8:30 am & 4pm-6pm, M-F as requested by customer
	Kings County HSA Outstation	951 Chittenden	Corcoran	93212	ALL	M-F	8:30am-12pm & 1pm-4pm	7am-8:30am, 12pm-1pm & 4pm-6pm as requested by the customer
	Avenal HSA Outstation	520 Fresno Street	Avenal	93204	AP and AA	Mon-Thurs	9am-12:30pm & 1pm-3pm	12:30pm - 1pm M-F as needed/requested by the customer
	Kings View Mental Health	1393 Bailey Street	Hanford	93230	ALL	Thurs	As requested	7am-8:30am & 12pm-1pm on Thurs as needed/requested
	Adventist Medical Center	115 Mall Drive	Hanford	93230	ALL	M-F	8:30am-4pm	7am-8:30am and 12pm-1pm & 4pm-5pm M-F as needed/requested by the customer
LAKE	Lake County Social Services	15975 Anderson Ranch Parkway PO Box 9000	Lower Lake	95423	CWks/CF/MC	M-F	8am-4:30pm	M-F lunch 12pm-1pm

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LASSEN	Richmond Road	720 Richmond Road	Susanville	96130	ALL	M-F	8am-5pm	Upon request
	Business Career Network	1616 Chestnut Street	Susanville	96130	ALL	M-F	8am-5pm	Upon request
LOS ANGELES		4680 San Fernando Rd.	Glendale	91204	ALL	M-F	8am-5pm	M-F lunch 12pm-1pm
		955 N. Lake Ave.	Pasadena	91104	ALL	M-F	8am-5pm	M-F lunch 12pm-1pm
		3350 Aerojet Ave.	El Monte	91731	ALL	M-F	8am-5pm	M-F lunch 12pm-1pm
		5445 Whittier Blvd.	Los Angeles	90022	ALL	M-F	8am-5pm	M-F lunch 12pm-1pm
		8130 S. Atlantic Ave.	Cudahy	90201	ALL	M-F	8am-5pm	M-F lunch 12pm-1pm
		17600 B Santa Fe Ave.	Rancho Dominguez	90221	ALL	M-F	8am-5pm	M-F lunch 12pm-1pm
		1819 W. 120th St.	Los Angeles	90047	ALL	M-F	8am-5pm	M-F lunch 12pm-1pm
		2415 W. 6th Street	Los Angeles	90057	ALL	M-F	8am-5pm	M-F lunch 12pm-1pm
		14545 Lanark St.	Panorama City	91402	ALL	M-F	8am-5pm	M-F lunch 12pm-1pm
		3833 S. Vermont Ave.	Los Angeles	90037	ALL	M-F	8am-5pm	M-F lunch 12pm-1pm
		2615 S. Grand Ave.	Los Angeles	90007	ALL	M-F	8am-5pm	M-F lunch 12pm-1pm
		813 E. Fourth Place	Los Angeles	90013	ALL	M-F	8am-5pm	M-F lunch 12pm-1pm
		2855 E. Olympic Blvd.	Los Angeles	90023	ALL	M-F	8am-5pm	M-F lunch 12pm-1pm
		1740 E. Gage Ave	Los Angeles	90001	ALL	M-F	8am-5pm	M-F lunch 12pm-1pm
		3352 Aerojet Ave	El Monte	91731	ALL	M-F	8am-5pm	M-F lunch 12pm-1pm
		211 E. Alondra Blvd.	Compton	90220	ALL	M-F	8am-5pm	M-F lunch 12pm-1pm
	10728 S. Central Ave.	Los Angeles	90059	ALL	M-F	8am-5pm	M-F lunch 12pm-1pm	
	17600 A Santa Fe Ave.	Rancho Dominguez	90221	ALL	M-F	8am-5pm	M-F lunch 12pm-1pm	

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LOS ANGELES (Continued)		9188 Glenoaks Blvd.	Sun Valley	91352	ALL	M-F	8am-5pm	M-F lunch 12pm-1pm
		349-B East Ave. K-6	Lancaster	93535	ALL	M-F	8am-5pm	M-F lunch 12pm-1pm
		2040 W. Holt Ave.	Pomona	91768	ALL	M-F	8am-5pm	M-F lunch 12pm-1pm
		2601 Wilshire Blvd.	Los Angeles	90057	ALL	M-F	8am-5pm	M-F lunch 12pm-1pm
		12727 Norwalk Blvd.	Norwalk	90650	ALL	M-F	8am-5pm	M-F lunch 12pm-1pm
		27233 Camp Plenty Rd.	Canyon Country	91351	ALL	M-F	8am-5pm	M-F lunch 12pm-1pm
		11110 W. Pico Blvd.	Los Angeles	90064	ALL	M-F	8am-5pm	M-F lunch 12pm-1pm
		2961 E. Victoria St.	Rancho Dominguez	90221	ALL	M-F	8am-5pm	M-F lunch 12pm-1pm
		4077 N. Mission Rd.	Los Angeles	90032	ALL	M-F	8am-5pm	M-F lunch 12pm-1pm
		337 East Ave K-10	Lancaster	93535	ALL	M-F	8am-5pm	M-F lunch 12pm-1pm
		2707 S. Grand Ave.	Los Angeles	90007	ALL	M-F	8am-5pm	M-F lunch 12pm-1pm
		21415-21615 Plummer St.	Chatsworth	91311	ALL	M-F	8am-5pm	M-F lunch 12pm-1pm
		8300 S. Vermont Ave.	Los Angeles	90044	ALL	M-F	8am-5pm	M-F lunch 12pm-1pm
MADERA	Dept. of Social Services	720 East Yosemite Ave .	Madera	93638	ALL	M-F	8am-5pm	By request only
	Dept. of Social Services	629 East Yosemite Ave	Madera	93638	ALL	M-F	8am-5pm	By request only
		125 S. 2nd.St.	Chowchilla	93610	ALL	M-F	8am-5pm	By request only
		1250 E. Almond	Madera	93638	ALL	M-F	8am-5pm	By request only
		40325 Highway 41	Oakhurst	93644	ALL	M-F	8am-5pm	By request only
		14241 Road 28	Madera	93637	ALL	M-F	8am-5pm	None

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MARIN	120 Office	120 North Redwood DR	San Rafael	94903	ALL	M-F	8:00am-4:30pm	Clients may be seen at lunch or after 4:30pm because some staff work until 5:30pm
	West Marin Office	100 6th St	Point Reyes Station	94956	ALL	M-F	8:00am-4:30pm	Clients may be seen at lunch or after 4:30pm because some staff work until 5:30pm
	920 Grand office	920 Grand	San Rafael	94901	ALL	M-F	8:00am-4:30pm	Clients may be seen at lunch or after 4:30pm because some staff work until 5:30pm
MARIPOSA	Dept. of Human Services	5362 Lemee Lane	Mariposa	95338	ALL	M-F	8am-5pm	Available during lunch and before 8am
	Coulterville Office	5026 Broadway	Coulterville	95311	AP, AA	Mon-Thurs	8am-4:30pm	None
MENDOCINO	Mendocino County HHSA - Ukiah office	737 S State St	Ukiah	95482	ALL	Mon-Thurs	7am-5pm	Open during lunch time and from 7am-8am
	Mendocino County HHSA - FB office	764 S Franklin St	Fort Bragg	95437	ALL	Mon-Thurs	7am-5pm	From 7am-8am
	Mendocino County HHSA - WISC (Willits Integrated Service Center)	221 S Lenore Ave	Willits	95490	AA, IC, AP	Mon-Thurs	8am-5pm	None

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MERCED	Merced County Human Services Agency	2115 W. Wardobe	Merced	95341	ALL	M-F	7:45am-5pm	M-F 7:45am-8am, lunch 12pm-1pm & Thurs 5pm to 7pm
	Merced County Human Services Agency	415 F Street	Los Banos	93635	ALL	M-F	7:45am-5pm	M-F 7:45am-8am & lunch 12pm-1pm.
	Merced County Human Services Agency	1471 B Street Ste F,G, & H	Livingston	95334	ALL	M-F	8am-5pm	M-F 12pm- 1pm
MODOC	Social Services	120 N. Main St	Alturas	96101	ALL	M-F	8:15am-4:15pm	Modoc County provides extended hours upon request of customer
MONO	Main Office	452 Old Mammoth Road	Mammoth Lakes	93546	ALL	M-F	8am-5pm	None
	Bridgeport	85 School Street	Bridgeport	93517	ALL	M-F	8am-5pm	None
	Walker	107384 Hwy 395	Walker	96107	ALL	M-F	8am-5pm	None
	Mammoth Hospital	85 Sierra Park Rd	Mammoth Lakes	93546	ALL	Mon-Thurs	8am-5pm	On Call
MONTEREY	DSS	1000 S. Main	Salinas	93901	ALL	M-F	8am-5pm	During lunch hours and some Saturdays 7am-1pm
	DSS	1281 Broadway	Seaside	93940	ALL	M-F	8am-5pm	During lunch hours
	DSS	1280 Broadway	King City	93901	ALL	M-F	8am-5pm	During lunch hours some Saturdays 7am-1pm

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NAPA		2261 Elm Street	Napa	94559	ALL	M-F	8am-5pm	On request/special arrangement (M-Sat, hours vary by customer/worker need)
		650 Imperial Way	Napa	94558	ALL	M-F	8am-5pm	On request/special arrangement (M-Sat, hours vary by customer/worker need)
		4381 Broadway, Suite 101	American Canyon	94503	ALL	M-F	8am-5pm	On request/special arrangement (M-Sat, hours vary by customer/worker need)
		900 Coombs Street, Ste 257	Napa	94558	ALL	M-F	8am-5pm	On request/special arrangement (M-Sat, hours vary by customer/worker need)
		1141 Pear Tree Ln	Napa	94559	ALL	M-F	8am-5pm	On request/special arrangement (M-Sat, hours vary by customer/worker need)

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NEVADA		950 Maidu Ave	Nevada City	95959	ALL	M-F	8am-4pm	Upon request
		715 Maltman Dr	Grass Valley	95945	ALL	M-F	8am-5pm	Upon request
		10075 Levone Ave, Suite 207	Truckee	96161	ALL	M-F	8am-12pm & 1pm-5pm	Upon request
	Sierra Nevada Memorial Hospital	155 Glasson Way	Grass Valley	95945	ALL	M-F	8am-12pm & 1pm-5pm	None
	Progress House	145 Bost Ave	Nevada City	95959	ALL	Fri	3:15pm-4:45pm	None
	Hospitality House	1262 Sutton Way	Grass Valley	95945	ALL	Tues & Thurs	2:15pm-4:45pm	None
	Community Recovery Resource Center	180 Sierra College Drive	Grass Valley	95945	ALL	4th Mon of month	3:00pm-4:00pm	None
	Common Goals	103 Providence Mine Rd, Suite 101	Nevada City	95959	ALL	2nd Mon of month	3pm-4pm	None
	Miners Family Health Center	1345 Whispering Pines Ln	Grass Valley	95945	ALL	Wed	9am-12:15pm	None
	Penn Valley Food Bank	11739 Spenceville Road	Penn Valley	95946	ALL	2nd Tues of month	9:15am-12pm	None
	Partner's Family Resource Center	10862 Spenceville Road	Penn Valley	95946	ALL	2nd Tues of month	12pm-2:15pm	None
	North San Juan Food Bank	29190 Highway 49	North San Juan	95959	ALL	2nd Thurs of month	9am-12pm	None
	San Juan Resource Center for Families	18847 Oak Tree Rd	Nevada City	95959	ALL	2nd Thurs of month	12pm-2pm	None
	FREED	2059 Nevada City Hwy #102	Grass Valley	95945	ALL	4th Wed of month	12:45pm-3:45pm	None
Gold Country Community Center	841 Old Tunnel Rd	Grass Valley	95945	ALL	4th Wed of month	11:45am-1:15pm	None	

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ORANGE	Anaheim Regional Center	3320 E. La Palma	Anaheim	92806	ALL	M-F	7am-5pm	None
	Central Regional Operations	2020 W. Walnut St.	Santa Ana	92703	ALL	M-F	7am-5pm	M-F 7am-8am & 12pm-1pm
	Santa Ana Regional Center	1928 S. Grand Ave	Santa Ana	92705	ALL	M-F	7am-5pm	M-F 7am-8am & 12pm-1pm
	Garden Grove Regional Center	12912 Brookhurst	Garden Grove	92840	ALL	M-F	7am-5pm	M-F 7am-8am & 12pm-1pm
	Aliso Viejo Regional Center	115 Columbia	Aliso Viejo	92656	ALL	M-F	7am-5pm	M-F 7am-8am & 12pm-1pm
	South Region	23330/40 Moulton Pkwy	Laguna Hills	92653	ALL	M-F	7am-5pm	M-F 7am-8am & 12pm-1pm
	North/CalWO RKs/PACF	3320 E La Palma	Anaheim	92806	ALL	M-F	7am-5pm	M-F 7am-8am & 12pm-1pm
	East/CalWO RKs/PACF	1928 S Grand Bldg #C	Santa Ana	92705	ALL	M-F	7am-5pm	M-F 7am-8am & 12pm-1pm
	Intake Call Processing Center	800 North Eckoff	Orange	92868	ALL by phone	M-F	7:30am-9pm (no walk-ins)	Saturdays
	County Community Service Center	15460 Magnolia St	Westminster	92683	ALL	M-F	9am-5pm	None
	Train Station	1000 E. Santa Ana Blvd. #300	Santa Ana	92701	ALL	M-F	7am-5pm	M-F 7am-8am & 12pm-1pm
	Sanddollar	1240 S State College	Anaheim	92806	ALL	M-F	7am-5pm	M-F 7am-8am & 12pm-1pm
CHIP/CalWO RKs/PACF	6100 Chip Ave	Cypress	90630	ALL	M-F	7am-5pm	M-F 7am-8am & 12pm-1pm	
PLACER	Human Services	11552 B Ave	Auburn	95603	ALL	M-F	8am-5pm	Hours are extended on an individual, as needed basis
	Human Services	1000 Sunset Blvd. #220	Rocklin	95765	ALL	M-F	8am-5pm	Hours are extended on an individual, as needed basis
	Human Services	5225 N. Lake Tahoe Blvd	Carnelian Bay	96140	ALL	M-F	8am-5pm	Hours are extended on an individual, as needed basis

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PLUMAS	PCDSS	270 County Hospital rd.	Quincy	95971	ALL	M-F	8am-5pm	Lunch hour and before and after hours when requested
RIVERSIDE	County of Riverside - Banning	63 S. 4th Street,	Banning	92220	ALL	M-F	7:30am-8am, 12pm-1pm, 5pm-5:30pm	M-F 12pm- 1pm & 5pm-5:30pm
	County of Riverside - Blythe	1225 W. Hobson Way,	Blythe	92225	ALL	M-F	7:30am-8am, 12pm-1pm, 5pm-5:30pm	M-F 12pm- 1pm & 5pm-5:30pm
	County of Riverside - Cathedral City	68-615 Perez Rd. Unit 9A,	Cathedral City	92234	ALL	M-F	7:30am-8am, 12pm-1pm, 5pm-5:30pm	M-F 12pm- 1pm & 5pm-5:30pm
	County of Riverside - Hemet	541 N. San Jacinto St.,	Hemet	92543	ALL	M-F	7:30am-8am, 12pm-1pm, 5pm-5:30pm	M-F 12pm- 1pm & 5pm-5:30pm
	County of Riverside - Indio	44-199 Monroe St. Ste D	Indio	92201	ALL	M-F	7:30am-8am, 12pm-1pm, 5pm-5:30pm	M-F 12pm- 1pm & 5pm-5:30pm
	County of Riverside- Jurupa	5961 Mission Blvd. Suite 100	Riverside	92509	ALL	M-F	7:30am-8am, 12pm-1pm, 5pm-5:30pm	M-F 12pm- 1pm & 5pm-5:30pm
	County of Riverside - Lake Elsinore	1400 Minthorn St.	Lake Elsinore	92530	ALL	M-F	7:30am-8am, 12pm-1pm, 5pm-5:30pm	M-F 12pm- 1pm & 5pm-5:30pm
	County of Riverside - La Sierra	11060 Magnolia Ave.	Riverside	92505	ALL	M-F	7:30am-8am, 12pm-1pm, 5pm-5:30pm	M-F 12pm- 1pm & 5pm-5:30pm
	County of Riverside - Moreno Valley	23119 Cottonwood Ave. Bldg. C	Moreno Valley	92553	ALL	M-F	7:30am-8am, 12pm-1pm, 5pm-5:30pm	M-F 12pm- 1pm & 5pm-5:30pm
	County of Riverside - Norco	3178 Hamner Ave.	Norco	92860	ALL	M-F	7:30am-8am, 12pm-1pm, 5pm-5:30pm	M-F 12pm- 1pm & 5pm-5:30pm
	County of Riverside - Perris	501 Redlands Ave	Perris	92571	ALL	M-F	7:30am-8am, 12pm-1pm, 5pm-5:30pm	M-F 12pm- 1pm & 5pm-5:30pm
	County of Riverside - Temecula	43264 Business Park Dr. B1	Temecula	92590	ALL	M-F	7:30am-8am, 12pm-1pm, 5pm-5:30pm	M-F 12pm- 1pm & 5pm-5:30pm
	County of Riverside - Probation	1020 Iowa Avenue	Riverside	92507	ALL	Wed	7:30am-5:30pm	None

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SACRAMENTO	RCCC County Main Jail	12500 Bruceville Road	Sacramento	95757	ALL	M-F	8am-4pm	None
	Probation Department	3201 Florin Perkins Rd	Sacramento	95826	ALL	M-F	8am-4pm	None
	Pat Wright Building	1725 28th Street	Sacramento	95814	ALL	M-F	8am-4pm	Upon client request, M-F
	Research Bureau	3960 Research Dr	Sacramento	95838	ALL	M-F	8am-4pm	Upon client request, M-F
	Fulton Bureau	2700 Fulton Ave	Sacramento	95821	ALL	M-F	8am-4pm	Upon client request, M-F
	North Highlands Bureau	5747 Watt Ave	North Highlands	95660	ALL	M-F	8am-4pm	Upon client request, M-F
	Galt Bureau	210 North Lincoln Way	Galt	95632	ALL	M-F	8am-4pm	M-F at client request
	Susie Gaines Mitchell Bldg	2450 Florin Road	Sacramento	95822	ALL	M-F	8am-4pm	M-F at client request
	Arena Bureau	2101 Arena Blvd	Sacramento	95838	ALL	M-F	8am-4pm	M-F at client request
	Rancho Cordova Bureau	10013 Folsom Blvd	Rancho Cordova	95670	ALL	M-F	8am-4pm	M-F at client request
	Bowling Green Bureau	4433 Florin Road	Sacramento	95823	ALL	M-F	8am-4pm	M-F at client request
	AM Winn Elementary	3351 Explorer Drive	Sacramento	95827	ALL	M-F	8am-4pm	M-F at client request
	Sacramento City College	3835 Freeport Blvd	Sacramento	95822	ALL	M-F	8am-4pm	M-F at client request
	Prairie Elementary School	5251 Valley High Drive	Sacramento	95823	ALL	M-F	8am-4pm	M-F at client request
	Earl Warren Elementary	5420 Lowell Street	Sacramento	95820	ALL	M-F	8am-4pm	M-F at client request
	Sacramento Skills Center	5451 Lemon Hill Ave	Sacramento	95824	ALL	M-F	8am-4pm	M-F at client request
	Hillsdale One Stop	5655 Hillsdale Drive	Sacramento	95842	ALL	M-F	8am-4pm	M-F at client request
	Valley High School	6300 Ehrhardt Ave	Sacramento	95818	ALL	M-F	8am-4pm	M-F at client request
Franklin One Stop	7000 Franklin Blvd	Sacramento	95823	ALL	M-F	8am-4pm	M-F at client request	
Elk Grove Adult Educ. Ctr	8401 Gerber Road	Sacramento	95828	ALL	M-F	8am-4pm	M-F at client request	

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SAN BENITO	San Benito County Health and Human Services Agency	1111 San Felipe Rd. Suite 206	Hollister	95023	ALL	M-F	8am-5pm	Upon request and need
SAN BERNARDINO	San Bernardino TAD 01	265 East 4th St.	San Bernardino	92415	ALL	M-F	8:30am-4:30pm	M-F 7am-8:30am, 12pm-1pm, 4:30pm-6pm
	San Bernardino TAD 02	2050 North Massachusetts	San Bernardino	92415	ALL	M-F	8:30am-4:30pm	M-F 7am-8:30am, 12pm-1pm, 4:30pm-6pm
	Ontario TAD 15	1637 E. Holt Blvd.	Ontario	91761	ALL	M-F	8:30am-4:30pm	M-F 7am-8:30am, 12pm-1pm, 4:30pm-6pm
	Rancho Cucamonga TAD 25	10825 Arrow Route	Rancho Cucamonga	91730	ALL	M-F	8:30am-4:30pm	M-F 7am-8:30am, 12pm-1pm, 4:30pm-6pm
	Ontario TAD 75	1627 E. Holt Blvd.	Ontario	91761	ALL	M-F	8:30am-4:30pm	M-F 7am-8:30am, 12pm-1pm, 4:30pm-6pm
	Barstow TAD 06	1900 E. Main St	Barstow	92311	ALL	M-F	8:30am-4:30pm	M-F 7am-8:30am, 12pm-1pm, 4:30pm-6pm
	Hesperia TAD 08	9655 9th Ave..	Hesperia	92345	ALL	M-F	8:30am-4:30pm	M-F 7am-8:30am, 12pm-1pm, 4:30pm-6pm
	Needles TAD 10	1090 E. Broadway St.	Needles	92363	ALL	M-F	8:30am-4:30pm	M-F 7am-8:30am, 12pm-1pm, 4:30pm-6pm
	Victorville TAD 18	15010 Palmdale Rd.	Victorville	92392	ALL	M-F	8:30am-4:30pm	M-F 7am-8:30am, 12pm-1pm, 4:30pm-6pm
	Hesperia TAD 26	15980 Main St.	Hesperia	92345	ALL	M-F	8:30am-4:30pm	M-F 7am-8:30am, 12pm-1pm, 4:30pm-6pm

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SAN BERNARDINO (Continued)	Adelanto TAD 48	10875 Rancho Rd.	Adelanto	92301	ALL	M-F	8:30am-4:30pm	M-F 7am-8:30am, 12pm-1pm, 4:30pm-6pm
	Yucca Valley TAD 03	56357 Pima Trail	Yucca Valley	92284	ALL	M-F	8:30am-4:30pm	M-F 7am-8:30am, 12pm-1pm, 4:30pm-6pm
	Redlands TAD 04	1811 W. Lugonia Ave.	Redlands	92374	ALL	M-F	8:30am-4:30pm	M-F 7am-8:30am, 12pm-1pm, 4:30pm-6pm
	Del Rosa TAD 07	1585 E. Highland Ave.	San Bernardino	92415	ALL	M-F	8:30am-4:30pm	M-F 7am-8:30am, 12pm-1pm, 4:30pm-6pm
	Yucaipa TAD 24	32353 Yucaipa Blvd.	Yucaipa	92399	ALL	M-F	8:30am-4:30pm	M-F 7am-8:30am, 12pm-1pm, 4:30pm-6pm
	Twentynine Palms TAD 79	73629 Sun Valley Dr.	Twentynine Palms	92377	ALL	M-F	8:30am-4:30pm	M-F 7am-8:30am, 12pm-1pm, 4:30pm-6pm
	Fontana TAD 09	7977 Sierra Ave.	Fontana	92336	ALL	M-F	8:30am-4:30pm	M-F 7am-8:30am, 12pm-1pm, 4:30pm-6pm
	Colton TAD 19	2040 W. Woodpine Ave.	Colton	92324	ALL	M-F	8:30am-4:30pm	M-F 7am-8:30am, 12pm-1pm, 4:30pm-6pm
	Rialto TAD 39	1175 W. Foothill Blvd.	Rialto	92376	ALL	M-F	8:30am-4:30pm	M-F 7am-8:30am, 12pm-1pm, 4:30pm-6pm
	CSC - San Bernardino	860 Brier Dr.	San Bernardino	92415	ALL	M-F	7:30am-5:30pm	M-F 7am-8:30am, 12pm-1pm, 4:30pm-6pm
	CSC - Ontario	1637 E. Holt Blvd	Ontario	91761	ALL	M-F	7:30am-5:30pm	M-F 7am-8:30am, 12pm-1pm, 4:30pm-6pm
CSC - Hesperia	15980 Main St.	Hesperia	92345	ALL	M-F	7:30am-5:30pm	M-F 7am-8:30am, 12pm-1pm, 4:30pm-6pm	

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SAN DIEGO	Centre City Family Resource Center	1255 Imperial Ave, 5th Floor	San Diego	92101	ALL	M-F	7am-5pm	M-F before 8am & lunch 12pm-1pm
	Lemon Grove Family Resource Center	7065 Broadway	Lemon Grove	91945	ALL	M-F	7am-5pm	M-F before 8am & lunch 12pm-1pm
	El Cajon Family Resource Center	220 S. First St.	El Cajon	92019	ALL	M-F	7am-5pm	M-F before 8am & lunch 12pm-1pm
	North Central Family Resource Center	5055 Ruffin Rd.	San Diego	92123	ALL	M-F	7am-5pm	M-F before 8am & lunch 12pm-1pm
	Metro Family Resource Center	1130 10th Avenue	San Diego	92101	ALL	M-F	7am-5pm	M-F before 8am & lunch 12pm-1pm
	Northeast Family Resource Center	5001 73rd Street	San Diego	92115	ALL	M-F	7am-5pm	M-F before 8am & lunch 12pm-1pm
	North Coastal Family Resource Center	1315 Union Plaza Court	Oceanside	92054	ALL	M-F	7am-5pm	M-F before 8am & lunch 12pm-1pm
	North Inland Family Resource Center	600 East Valley Parkway	Escondido	92025	ALL	M-F	7am-5pm	M-F before 8am & lunch 12pm-1pm
	Southeast Family Resource Center	4588 Market Street	San Diego	92102	ALL	M-F	7am-5pm	M-F before 8am & lunch 12pm-1pm
	South Region Family Resource Center	690 Oxford Avenue Suite E	Chula Vista	91911	ALL	M-F	7am-5pm	M-F before 8am & lunch 12pm-1pm
	Ramona Community Resource Center	1521 Main Street	Ramona	92065	ALL	M-F	7am-5pm	M-F before 8am & lunch 12pm-1pm
Fallbrook Community Resource Center	130 E. Alvarado Street	Fallbrook	92028	ALL	M-F	7am-5pm	M-F before 8am & lunch 12pm-1pm	

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SAN FRANCISCO		1235 Mission St	San Francisco	94103	ALL	M-F	8am-5pm	Weekday lunch hours 12pm-1pm
		1440 Harrison St	San Francisco	94103	ALL	M-F	8am-5pm	Weekday lunch hours 12pm-1pm
		3120 Mission St	San Francisco	94110	ALL	M-F	9am-5pm	None
		170 Otis St	San Francisco	94103	ALL	M-F	8am-5pm	None
SAN JOAQUIN	San Joaquin Human Services Agency	333 E Washington	Stockton	95201	ALL	M-F	8am-5pm	7-8am, 12pm-1pm, 5pm-6pm
	Kennedy Community Center	2800 "D" Street	Stockton	95206	ALL	Mon only	8am-5pm	None
	Garden Acres Community Center	607 Bird Avenue	Stockton	95215	ALL	Mon Only	8am-5pm	None
	Boggs Tract	533 S. Los Angeles St.	Stockton	95003	ALL	Mon & Tues only	8am-5pm	None
	Northeast Community Center	2885 E. Harding Way	Stockton	95202	ALL	Wed & Thurs only	8am-5pm	None
	Lodi Community Center	415 South Sacramento St.	Lodi	95240	ALL	Tues, Wed & Thurs	8am-5pm	None
	Larch Clover Community Center	11157 West Larch Road	Tracy	95376	ALL	Tues, Wed & Thurs	8am-5pm	None
SAN LUIS OBISPO	Paso Robles Office	406 Spring St	Paso Robles	93446	ALL	M-F	8am-5pm	M-F 12pm-1pm
	Atascadero Office	9415 El Camino Real	Atascadero	93422	ALL	M-F	8am-5pm	M-F 12pm-1pm
	San Luis Obispo Office	3433 South Higuera St	San Luis Obispo	93403	ALL	M-F	8am-5pm	M-F 12pm-1pm
	Arroyo Grande Office	1086 Grand Ave	Arroyo Grande	93420	ALL	M-F	8am-5pm	M-F 12pm-1pm
	Nipomo Office	681 W. Tefft St	Nipomo	93444	ALL	M-F	8am-5pm	M-F 12pm-1pm
	Morro Bay Outstation Site	760 Morro Bay Blvd	Morro Bay	93422	ALL	Wed	8am-5pm	Wed 12pm-1pm

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SAN MATEO	Human Services Agency	271 92nd Street	Daly City	94015	ALL	M-F	8am-5pm	12pm-1pm
	Human Services Agency	1487 Huntington Avenue	South San Francisco	94080	ALL	M-F	8am-5pm	12pm-1pm
	Human Services Agency	400 Harbor Blvd., Bldg. B	Belmont	94002	ALL	M-F	8am-5pm	12pm-1pm
	Human Services Agency	2500 Middlefield Road	Redwood City	94063	ALL	M-F	8am-5pm	12pm-1pm
	Human Services Agency	2415 University Avenue	East Palo Alto	94303	ALL	M-F	8am-5pm	12pm-1pm
	Daly City Youth Clinic	2780 Junipero Serra Blvd.	Daly City	94015	ALL	M-F	9:30am-5:30pm	5pm-5:30pm
	Mike Nevin Health Clinic	380 90th Street	Daly City	94015	ALL	Tues-Fri	8am-5pm	None
	San Mateo Medical Center	222 W. 39th Avenue	San Mateo	94403	ALL	M-F	8am-5pm	12pm-1pm
	Samaritan House	4031 Pacific Blvd.	San Mateo	94403	ALL	Tues & Thurs	Tues 8am-5pm & Thurs 8am-12pm	None
	Coastside Family Medical Clinic	225 S. Cabrillo Hwy. Suite 100A	Half Moon Bay	94019	ALL	M-F	8am-5pm	None
	Puente de la Costa Sur	620 North Street	Pescadero	94060	ALL	M-F	8am-12pm	None
	Sequoia Teen Wellness Center	200 James Avenue	Redwood City	94062	ALL	M-Thurs	8:30am-4:30pm	None
	SANTA BARBARA	DSS-Betteravia Office	2125 S. Centerpointe Pky	Santa Maria	93455	ALL	M-F	8am-4pm
DSS-Workforce Resource Center		1444 S. Broadway	Santa Maria	93454	ALL	M-F	8am-4pm	M-F 4pm-5pm
Santa Barbara DSS		234 Camino Del Remedio	Santa Barbara	93110	ALL	M-F	8am-4pm	M-F 4pm-5pm
Lompoc DSS		1100 W. Laurel Ave.	Lompoc	93436	ALL	M-F	8am-4pm	M-F 4pm-5pm

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SANTA CLARA	Assistance Application Center	1867 Senter Road	San Jose	95112	ALL	M-F	8am-5pm	M-F 12pm- 1pm
	North County District Office	1330 W. Middlefield Road	Mountain view	94043	ALL	M-F	8am-5pm	M-F 12pm- 1pm
	South County District Office	379 Tomkins Court	Gilroy	95020	ALL	M-F	8am-5pm	M-F 12pm- 1pm
	Continuing Benefit Services	1870 Senter Road	San Jose	95112	AP, AA, IC	M-F	8am-5pm	M-F 12pm- 1pm
	General Assistance Services	1919 Senter Road	San Jose	95112	ALL	M-F	8am-5pm	M-F 12pm- 1pm
	Valley Medi-Cal Center	650 S. Bascom Avenue	San Jose	95128	ALL	M-F	8am-5pm	M-F 12pm- 1pm
SANTA CRUZ	Customer Service Center	1020 Emeline Avenue	Santa Cruz	95060	ALL	M-F	8am-5pm	Upon request
	Customer Service Center	18 West Beach Street	Watsonville	95076	ALL	M-F	8am-5pm	Upon request
	Phone Service Center	245 Westridge Drive	Watsonville	95076	ALL	M-F	7:30am-5:30pm	M-F 7:30am-5:30pm

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SHASTA	Eligibility and Employment Services-Cascade	2460 Breslauer Way	Redding	96001	ALL	M-F	7:30am-5pm	M-F 7:30am-8am & 12pm-1pm
	Downtown Redding Center	1220 Sacramento St.	Redding	96001	ALL	M-F	8am-5pm *closed Fridays 12pm-1pm	M-Thurs 12pm-1pm
	Enterprise Regional Office	2757 Churn Creek Rd	Redding	96002	ALL	M-F	8am-5pm	M-F 12pm-1pm
	Anderson Regional Office	2889 East Center St	Anderson	96007	ALL	M-F	8am-12pm 1pm-5pm	None
	Shasta Lake Regional Office	4216 Shasta Dam Blvd.	Shasta Lake	96019	ALL	M-F	8am-5pm	M-F 12pm-1pm
	Burney Regional Office	36911 Main St	Burney	96013	ALL	M-F	8am-5pm	M-F 12pm-1pm
	Shasta Community Health Center	1035 Placer St.	Redding	96001	IC	M-F	By appointment	None
	Community Corrections Center	1421 Court Street	Redding	96001	ALL	M-F	8am-4pm	None

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COUNTY	NAME	ADDRESS	CITY	ZIP CODE	SERVICE CODES	DAYS OPEN	HOURS OF OPERATION	EXTENDED HOURS
SIERRA	Sierra County HHS	202 Front St.	Loyalton	96118	ALL	M-F	8am-5pm, closed 12pm-1pm for lunch	None
	Sierra Count HHS	22 Maiden Ln	Downieville	95936	ALL	M-F	8am-5pm, closed 12pm-1pm for lunch	None
SISKIYOU	Siskiyou County Human Services Agency	818 S. Main St.	Yreka	96097	ALL	M-F	8am-5pm	M-F 12pm-1pm
SOLANO		275 Beck Ave	Fairfield	94533	ALL	M-F	8am-5pm	M-F as needed when requested
		365 Tuolumne St	Vallejo	94590	ALL	M-F	8am-5pm	M-F as needed when requested
		1119 E Monte Vista Ave	Vacaville	95688	ALL	M-F	8am-5pm	M-F as needed when requested
SONOMA	Economic Assistance Intake	2550 Paulin Drive	Santa Rosa	95402	ALL	M-F	8am-5pm	None
	Economic Assistance Continuing	420 Mendocino Avenue	Santa Rosa	95402	ALL	M-F, S	8am-9pm, 8am-6pm	M-F 5pm-9pm, S 8am-6pm
	Employment & Training SonomaWO RKs	2227 Capricorn Way	Santa Rosa	95407	ALL	M-F	8am-5pm	None

APPENDIX K

Statewide Certification Sites as of June 30, 2014

- Site address
- Days and hours of operation (actual days and hours the site is open for business)
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COUNTY	NAME	ADDRESS	CITY	ZIP CODE	SERVICE CODES	DAYS OPEN	HOURS OF OPERATION	EXTENDED HOURS
STANISLAUS	Community Services Agency	251 E Hackett Rd	Modesto	95353	ALL	M-F	8am-5pm	By request
	West Side Service Center	401 Paradise Rd	Modesto	95351	ALL	M-F	8am-5pm	By request only
	CSA	830 Scenic Ave	Modesto	95354	ALL	M-F	8am-5pm	By request
	Hughson Family Resource Center	2413 3rd street	Hughson	95326	ALL	M-F	8am-5pm	By request
	CSA	101 Lander	Turlock	95380	ALL	M-F	8am-5pm	By request
	East County Community Service Center	1404 West F street suite 1	Oakdale	95361	ALL	M-F	8am-5pm	By request
SUTTER	Sutter County Welfare Main Site	190 Garden Hwy	Yuba City	95993	ALL	M-F	8am-5pm	7am-6pm including lunch period
	Sutter County CalWorks	539 Garden Hwy Suite A	Yuba City	95993	ALL	M-F	8am-5pm	M-F 7am-5:30pm including lunch period
TEHAMA	Tehama County Department of Social Services	310 S Main Street	Red Bluff	96080	ALL	M-F	7:30am-5pm	None
	Tehama County Department of Social Services	275 Solano Street	Corning	96021	ALL	M-F	7:30am-5pm	None
TRINITY	Health & Human Services (Main Office)	51 Industrial Parkway, Bldg 1	Weaverville	96093	ALL	M-F	8am-5pm	M-F 12pm-1pm
	Hayfork Community Center	154 Tule Creek Road	Hayfork	96041	ALL	M-F	9am-4pm	None

APPENDIX K Statewide Certification Sites as of June 30, 2014

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COUNTY	NAME	ADDRESS	CITY	ZIP CODE	SERVICE CODES	DAYS OPEN	HOURS OF OPERATION	EXTENDED HOURS
TULARE	Porterville District Office	1055 W. Henderson	Porterville	93257	ALL	M-F	8am-5pm	M-F 7am-8 am, 12pm-1 pm
	Tulare District Office	458 E. O'Neal	Tulare	93274	ALL	M-F	8am-5pm	M-F 7am-8 am, 12pm-1 pm
	Dinuba District Office	1066 N, Alta	Dinuba	93618	ALL	M-F	8am-5pm	M-F 7am-8 am, 12pm-1 pm
	Lindsay District Office	900 N. Sequoia	Lindsay	93247	ALL	M-F	8am-5pm	M-F 7am-8 am, 12pm-1 pm
	Visalia District Office	1845 N. Dinuba Blvd	Visalia	93291	ALL	M-F	8am-5pm	M-F 7am-8 am, 12pm-1 pm
	The Processing Center	26644 S. Mooney Blvd	Visalia	93277	ALL	M-F	8am-5pm	M-F 7am-8 am, 12pm-1 pm
	Kaweah Delta District Hospital	400 W. Mineral King	Visalia	93291	ALL	M-F	8am-5pm	12pm-1pm
	Visalia Adult Clinic MH	3300 S. Fairway	Visalia	93277	ALL	M-F	8am-5pm	None
	Family Health Care Network Visalia (FHCN)	501 N Bridge	Visalia	93291	ALL	M-F	8am-5pm	12pm-1pm
	IHSS Hyde	3500 W. Mineral King	Visalia	93291	ALL	M-F	8am-5pm	12pm-1pm
	Family Health Care Network Porterville (FHCN)	1107 W Poplar	Porterville	93257	ALL	M-F	8am-5pm	12pm-1pm
	Visalia Health Clinic (VHC)	2611 N Dinuba Blvd	Visalia	93291	ALL	M-F	8am-5pm	12pm-1pm
	Porterville Mental Health	303 E. Olive Ave	Porterville	93257	ALL	M-F	8am-5pm	12pm-1pm

APPENDIX K

Statewide Certification Sites as of June 30, 2014

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- Services offered: (AP = Applications Provided, AA = Applications Accepted, ESS = Expedited Services Screening, IC = Interview Conducted, ALL = all services)

COUNTY	NAME	ADDRESS	CITY	ZIP CODE	SERVICE CODES	DAYS OPEN	HOURS OF OPERATION	EXTENDED HOURS
TULARE (Continued)	Sierra View District Hospital (SVDH)	465 W. Puntman	Porterville	93257	ALL	M-F	8am-5pm	12pm-1pm
	Tulare Regional Medical Center	869 N. Cherry St	Tulare	93274	ALL	M-F	8am-5pm	12pm-1pm
	Lindsay Health Care	845 N. Sequoia Ave	Lindsay	93247	ALL	M-F	8am-5pm	12pm-1pm
	Farmersville Health Clinic (FHC)	660 E. Visalia Rd	Farmersville	93223	ALL	M-F	8am-5pm	12pm-1pm
	Probation Department	100 E. Center	Visalia	93291	ALL	M-F	8am-5pm	12pm-1pm
	Tulare Community Health Clinic	1101 N Cherry Street	Tulare	93274	ALL	M-F	8am-5pm	12pm-1pm
	Earlimart Resource Center	114 N. Front St	Earlimart	93219	ALL	M-F	8am-5pm	12pm-1pm
	Pixley Resource Center	433 S. Main St	Pixley	93256	ALL	M-F	8am-5pm	12pm-1pm
	Family Health Care Network	33025 Road 159	Ivanhoe	93235	ALL	M-F	8am-5pm	12pm-1pm
	Family Health Care Network	201 E. Lakeview Ave	Woodlake	93286	ALL	M-F	8am-5pm	12pm-1pm
	Family Health Care Network	12586 Avenue 408	Orosi	93647	ALL	M-F	8am-5pm	12pm-1pm
Hillman Clinic _TRMC	1062 S, K St	Tulare	93274	ALL	M-F	8am-5pm	12pm-1pm	
TUOLUMNE	Tuolumne County DSS	20075 Cedar Rd North	Sonora	95370	ALL	M-F	8am-4pm	Upon request only, during lunch time or after 4pm

APPENDIX K Statewide Certification Sites as of June 30, 2014

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COUNTY	NAME	ADDRESS	CITY	ZIP CODE	SERVICE CODES	DAYS OPEN	HOURS OF OPERATION	EXTENDED HOURS
VENTURA	Child Only Office	1001 Partridge Drive	Ventura	93003	ALL	M-F	8am-5pm	By request only M-F, 7:30am-8am & 12pm-1pm
	East County Intake & Eligibility Center	2003 Royal Ave	Simi Valley	93065	ALL	M-F	8am-5pm	By request only M-F, 7:30am-8am & 12pm-1pm
	East County Job & Career Center	980 Enchanted Way	Simi Valley	93065	ALL	M-F	8am-5pm	By request only M-F, 7:30am-8am & 12pm-1pm
	Moorpark Community Service Center	612 Spring Road, Bldg. B Suite 301	Moorpark	93021	ALL	M-F	8am-5pm	By request only M-F, 7:30am-8am & 12pm-1pm
	Fillmore Community Service Center	828 W. Ventura St. #200	Fillmore	93015	ALL	M-F	8am-5pm	By request only M-F, 7:30am-8am & 12pm-1pm
	Oxnard Intake & Eligibility Center	1400 Vanguard Drive	Oxnard	93033	ALL	M-F	8am-5pm	By request only M-F, 7:30am-8am & 12pm-1pm
	Santa Clara Valley Community Service Center	725 E. Main Street #101	Santa Paula	93060	ALL	M-F	8am-5pm	By request only M-F, 7:30am-8am & 12pm-1pm
	Thousand Oaks Community Service Center	80 E. Hillcrest Drive, Suite 200	Thousand Oaks	91360	ALL	M-F	8am-5pm	By request only M-F, 7:30am-8am & 12pm-1pm
	Ventura Intake & Eligibility	4651 Telephone Rd. Suite 100	Ventura	93003	ALL	M-F	8am-5pm	By request only M-F, 7:30am-8am & 12pm-1pm
	Ventura Job & Career Center	4651 Telephone Rd. Suite 200	Ventura	93003	ALL	M-F	8am-5pm	By request only M-F, 7:30am-8am & 12pm-1pm
West Oxnard Job & Career Center	635 S. Ventura Road	Oxnard	93030	ALL	M-F	8am-5pm	By request only M-F, 7:30am-8am & 12pm-1pm	

APPENDIX K

Statewide Certification Sites as of June 30, 2014

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COUNTY	NAME	ADDRESS	CITY	ZIP CODE	SERVICE CODES	DAYS OPEN	HOURS OF OPERATION	EXTENDED HOURS
YOLO	Department of Employment and Social Services	25 N Cottonwood ST	Woodland	95695	ALL	M-F	8am-4pm	Lunch 12pm-1pm
	Department of Employment and Social Services	500A Jefferson BLVD, Suite 100	West Sacramento	95605	ALL	M-F	8am-4pm	Lunch 12pm-1pm
YUBA	Yuba County Health & Human Services Department	5730 Packard Avenue Ste 100	Marysville	95901	ALL	M-F	8am-5pm	Upon request before 8am, during lunch hour and after 5pm

APPENDIX L

DATA SUMMARY

Fiscal Year 2013-14

PART A - ACCESS AND AWARENESS

Application Access

1. Other than County Welfare Department (CWD) Offices/Certification Sites, indicate the sites used in the county for application information and assistance. Select **ALL** application sites that apply.
 Column A, General CalFresh information sites.
 Column B, CalFresh application forms.
 Column C, Sites where county staff give presentations to promote CalFresh participation.
 Column D, Sites where county staff provide application assistance.
 Column E, Sites where non-county staff provide application assistance.

Application Sites	Types of Information and Assistance (Number of Counties)				
	General CalFresh Information	CalFresh Application Forms	County Staff Presentations	County Staff Provide Assistance	Non- County Staff Provide Assistance
Community Events (Health/Job/Info Fairs, Harvest Festivals, etc.)	49	46	33	39	27
Community-Based Organizations	50	46	32	22	36
Food Banks	46	41	24	14	32
One Stop Centers/Family Resource Centers	44	37	18	25	25
Direct Mail/Internet/Telephone/Fax Requests	40	40	8	31	13
Hospitals/Clinics	38	33	8	28	18
Government Offices Other than CWD (WIC, SSA, EDD, etc.)	42	31	15	16	17
Schools	39	20	17	16	21
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	36	26	16	14	19
In-Home Visits	30	30	8	31	6
Senior Centers	35	20	17	13	13
C4Yourself Website	35	33	7	13	6
Alcohol/Drug Rehabilitation Centers	35	19	12	11	11
Farmers' Markets	37	17	7	10	17
USDA Food Distribution Sites	29	21	6	11	17
Senior Congregate Meal Sites	28	16	10	11	10
Churches	24	14	12	7	13
Senior Housing/Living Centers	21	11	11	9	11
Mobile Sites	16	15	8	10	10
Employment Sites	27	10	8	5	7
MyBenefitsCalWIN Website	17	17	2	8	13
Jails	19	11	7	9	4
Libraries	19	10	4	5	11
Veteran's Administration	17	9	7	8	8
Child Care Facilities	19	9	6	3	8
Volunteers In Tax Assistance (VITA) Sites	20	6	3	5	10
Migrant Camps	14	8	6	7	7
Grocery Stores	21	6	2	2	4
Family Planning Sites	19	6	3	3	3
Your Benefits Now (LEADER)	1	1	1	1	1
Other*	5	5	1	4	3

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

APPENDIX L

DATA SUMMARY Fiscal Year 2013-14

2. Did the county provide county and/or non-county staff to assist clients in completing CalFresh application forms and answering questions?	Number of Counties	Percentage of 58 Counties
Yes	58	100.0%
No	0	0.0%
Total	58	100.0%

2a. Indicate how the county used staff to assist clients in completing CalFresh application forms and answering questions. Select ALL that apply.	Number of Counties	Percentage of 58 Counties
Provided Eligibility Workers/Support Staff to Assist Clients with Filling Out Applications and Answering Questions	56	96.6%
Provided Bilingual Assistance	53	91.4%
Provided Eligibility Workers who Complete Applications Jointly (Interactive Interview) with Clients	51	87.9%
Provided Outreach Staff	46	79.3%
Used Community-Based Organizations to Provide Application Assistance	46	79.3%
Provided Eligibility Screening through a Streamlined Application Process	44	75.9%
Conducted In-Home Visits	31	53.4%
Conducted Hospital Visits	20	34.5%
Other*	11	19.0%

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

Expedited Services (ES)

3. Are all applications screened for determination of ES entitlement?	Number of Counties	Percentage of 58 Counties
Yes	58	100.0%
No	0	0.0%
Total	58	100.0%

3a. Does screening for determination of ES entitlement include all applications filed on-line?	Number of Counties	Percentage of 58 Counties
Yes	58	100.0%
No	0	0.0%
Total	58	100.0%

3b. Is the procedure for ES screening different for on-line applications and multi-program applications?	Number of Counties	Percentage of 58 Counties
Yes*	1	1.7%
No	57	98.3%
Total	58	100.0%

*For an explanation, see APPENDIX B.

APPENDIX L

DATA SUMMARY Fiscal Year 2013-14

3c. Indicate when screening for ES is <i>MOST OFTEN</i> completed. Choose <i>ONLY ONE</i> answer.	Number of Counties	Percentage of 58 Counties
When application is submitted	53	91.4%
During the interview	3	5.2%
When application is requested	2	3.4%
Other	0	0.0%
Total	58	100.0%

3d. Indicate who the county designates to conduct the screening for ES. Choose <i>ONLY ONE</i> answer.	Number of Counties	Percentage of 58 Counties
Eligibility Worker	46	79.3%
Application Screening Unit	7	12.1%
Clerical/Receptionist	2	3.4%
Supervisor	1	1.7%
Other	2	3.4%
Total	58	100.0%

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

Translated Languages

4. Did the county use translated languages (other than English) in its CalFresh applications?	Number of Counties	Percentage of 58 Counties
Yes	57	98.3%
No	1	1.7%
Total	58	100.0%

4a. Indicate the translated languages (other than English) in which CalFresh applications were <i>USED</i> in the county.	Select <i>ALL</i> that apply	
Non-English Languages*	Number of Counties	Percentage of 57 Counties
Spanish	57	100.0%
Vietnamese	15	26.3%
Chinese	11	19.3%
Farsi	11	19.3%
Hmong	11	19.3%
Russian	11	19.3%
Tagalog	11	19.3%
Arabic	8	14.0%
Korean	7	12.3%
Laotian	7	12.3%
Cambodian	6	10.5%
Armenian	5	8.8%
Japanese	4	7.0%
Punjabi	4	7.0%
Mien	3	5.3%
Portuguese	2	3.5%
Samoan	2	3.5%
Somali	2	3.5%
Ukrainian	1	1.8%
Other**	4	7.0%

*These results may include additional languages that the state does not use to translate CalFresh application forms.

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

APPENDIX L

DATA SUMMARY

Fiscal Year 2013-14

Outstationed Eligibility Workers

5. Did the county provide outstationed CalFresh eligibility workers at sites other than CWDs?	Number of Counties	Percentage of 58 Counties
Yes	39	67.2%
No	19	32.8%
Total	58	100.0%

5a. How often are eligibility workers outstationed? Choose <i>ONLY ONE</i> answer.	Number of Counties	Percentage of 39 Counties
Monday to Friday	15	38.5%
More than once a week	9	23.1%
As needed	5	12.8%
Once a month	2	5.1%
Once a week	1	2.6%
Bi-monthly (every two months)	0	0.0%
Bi-weekly (every two weeks)	0	0.0%
More than once a month	0	0.0%
Other*	7	17.9%
Total	39	100.0%

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

5b. Indicate the sites where eligibility workers were outstationed in the county. Select <i>ALL</i> that apply.	Number of Counties	Percentage of 39 Counties
Hospitals/Clinics	25	64.1%
Community Events (Health/Job/Info Fairs, Harvest Festivals, etc.)	23	59.0%
One Stop Centers/Family Resource Centers	18	46.2%
Community-Based Organizations	17	43.6%
Government Offices other than CWD (WIC, SSA, EDD, etc.)	12	30.8%
In-Home Visits	12	30.8%
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	10	25.6%
Food Banks	9	23.1%
Farmers' Market	8	20.5%
Jails	8	20.5%
Alcohol/Drug Rehabilitation Centers	7	17.9%
Schools	7	17.9%
Senior Centers	6	15.4%
Senior Congregate Meal Sites	6	15.4%
Mobile Sites (Van)	5	12.8%
Churches	3	7.7%
Libraries	3	7.7%
Migrant Camps	3	7.7%
Senior Housing/Living Centers	3	7.7%
USDA Food Distribution Sites	3	7.7%
Volunteers in Tax Assistance (VITA) Sites	3	7.7%
Employment Sites	2	5.1%
Veteran's Administration	2	5.1%
Child Care Facilities	1	2.6%
Grocery Stores	1	2.6%
Family Planning	0	0.0%
Other*	7	17.9%

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

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DATA SUMMARY

Fiscal Year 2013-14

On-line Applications

6. Indicate ALL features that apply to the county's on-line application system(s).	Number of Counties			
On-Line Application Features	C4Yourself	MyBenefits CalWIN	YourBenefits Now	One E-Application
Easy to Use with Clear Instructions and Simple Language	39	18	1	2
Establish the Application Filing Date (including submitting application with only the name, date, and signature)	39	18	1	2
Help Tools Available either On-Line, by Phone or Via Other Means	38	18	1	2
Print the Application Form	38	18	1	2
Apply for Expedited Services	38	17	1	2
Provide Confirmation that the On-Line Application has been Submitted	38	18	1	1
Submit Application Electronically with an Electronic Signature (E-Signature)	37	18	1	2
Partially Complete and Save Application until Later	38	15	1	2
Submit Application for Recertification	37	17	0	2
Easy to Locate and Access from County's Websites	34	17	1	2
Check the Status of the Application	37	12	1	2
Send Message to County	32	14	0	1
Process Expedited Services Entitlement	31	10	0	2
Report Changes Prior to Application Processing	31	9	1	1
If no E-Signature is Available, Obtain a Signature	16	3	0	2
Other*	8	6	1	0

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

6b. Is the applicant provided a copy of the changes made to their electronic application at the interview?	Number of Counties	Percentage of 58 Counties
Yes	45	77.6%
No	13	22.4%
Total	58	100.0%

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6c. What date is used when an on-line application is filed outside of your county's hours of operation? Select ALL that apply.	Number of Counties	Percentage of 58 Counties
Same Day, if filed before office opens	45	77.6%
Same Day, if filed after office closes	20	34.5%
Next Business Day, if filed after office closes	35	60.3%
Next Business Day, during weekends	34	58.6%
Other	1	1.7%

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

6d. Indicate the languages in which on-line applications are available. Select ALL that apply.	Number of Counties	Percentage of 58 Counties
Spanish	56	96.6%
English	52	89.7%
Russian	19	32.8%
Chinese	18	31.0%
Tagalog	15	25.9%
Hmong	14	24.1%
Farsi	13	22.4%
Portuguese	13	22.4%
Vietnamese	13	22.4%
Armenian	12	20.7%
Mien	12	20.7%
Arabic	11	19.0%
Cambodian	11	19.0%
Japanese	11	19.0%
Korean	11	19.0%
Laotian	11	19.0%
Punjabi	10	17.2%
Ukrainian	6	10.3%
Other*	4	6.9%

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

Kiosks or Computer Terminals

6e. Are there kiosks or computer terminals available for applicants to apply on-line?	Number of Counties	Percentage of 58 Counties
Yes	28	48.3%
No	30	51.7%
Total	58	100.0%

6f. Are there staff available to assist applicants in using kiosks or computer terminals?	Number of Counties	Percentage of 28 Counties
Yes	28	100.0%
No	0	0.0%
Total	28	100.0%

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DATA SUMMARY Fiscal Year 2013-14		
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6g. Is there sufficient privacy so others cannot easily see the information being entered in kiosks or computer terminals?	Number of Counties	Percentage of 28 Counties
Yes	26	92.9%
No	2	7.1%
Total	28	100.0%

6h. Are kiosks or computer terminals accessible outside of normal business hours?	Number of Counties	Percentage of 28 Counties
Yes	5	17.9%
No	23	82.1%
Total	28	100.0%

6i. Indicate how community-based organizations (CBOs) assist clients with on-line applications. Select ALL that apply.	Number of Counties	Percentage of 58 Counties
CBOs have unique identifiers	31	53.4%
County can track the outcomes of the applications submitted by the CBOs.	25	43.1%
CBOs have the ability to check the status of the application	22	37.9%
Application Assister Portal	18	31.0%
Not currently partnering	18	31.0%
Other*	6	10.3%

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

Face-to-Face Interview Waivers

7. Indicate the primary interview method that was used for <i>INITIAL</i> application and for <i>RECERTIFICATION</i> .	Number of Counties	
Methods	Initial	Recertification
Telephone Interviews	32	55
In Person	26	3
Webcam	0	0
Total	58	58

7a. ESTIMATE the percentage of applications that had face-to-face interviews waived by the county during FY 2013-14.	Number of Counties				
Types of Application	0 to 25% waived	26 to 50% waived	51 to 75% waived	76 to 99% waived	100% waived
Hardship at Intake	20	6	4	14	14
Elderly and Disabled Households at Intake	20	8	6	14	10
Elderly and Disabled Households at Recertification	6	4	6	32	10
Semi-Annual Reporting Households at Recertification	8	1	8	33	8
Households at Intake	15	13	8	17	5
Households at Recertification	5	3	9	32	9

APPENDIX L

DATA SUMMARY Fiscal Year 2013-14

7b. What method was used <i>MOST OFTEN</i> to inform clients of the option to have a face-to-face interview waived? Choose <i>ONLY ONE</i> answer.	Number of Counties	Percentage of 58 Counties
When the Application is Submitted	31	53.4%
When the Client Receives an Application	16	27.6%
When the Eligibility Worker Sees a Potential Need	4	6.9%
When a Client Calls the CWD	3	5.2%
Through Outreach Materials	1	1.7%
By Telephone Hotline Messages	0	0.0%
Website	0	0.0%
Other*	3	5.2%
Total	58	100.0%

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

Program Access

8. Has the county implemented (during FY 2013-14) or is the county planning to implement at a future date (FY 2014-15 or later) Business Process Re-engineering (BPR) efforts?	Number of Counties	Percentage of 58 Counties
Yes	35	60.3%
No	23	39.7%
Total	58	100.0%

8a. Please answer EACH BPR effort listed below and provide the implementation date or when implementation is planned to begin. If Not Applicable is selected, please leave the Implementation Date box blank.	Number of Counties		
	Implemented (7/1/13 - 6/30/14)	Planning to Implement (7/1/14 and later)	NOT APPLICABLE (implemented prior to 7/1/13)
Electronic NOA	0	17	18
Client Kiosks or Terminals	7	8	20
Telephonic Signatures	1	12	22
Task-Based Case Management	6	4	25
Office Process Standardization	4	5	26
Same Day Application/Interview Process	6	2	27
Customer Call Center	5	0	30
Document Imaging	3	2	30
Partner with Community-Based Organizations (CBO)	3	2	30
Dual Workers	2	1	32
Electronic Case Management (ECM)	0	3	32
Interactive Voice Imaging (IVR)	2	1	32
Telephone Interviews	3	0	32
Centralized Mail-In	0	2	33
On-Demand Interviews	0	2	33
Electronic Inter-County Transfer	0	0	35
Other*	4	2	

*For a list of "Other" responses, see APPENDIX C.

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DATA SUMMARY Fiscal Year 2013-14

9. How does the county provide the PUB 275 for Modified Categorical Eligibility? Select <i>ALL</i> that apply.	Number of Counties	Percentage of 58 Counties
Included in application and/or recertification packets	57	98.3%
Flyer (mailed or handed out)	34	58.6%
Linked to on-line application system	26	44.8%
Poster	7	12.1%
Other*	6	10.3%

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

Telephone Systems

10. Indicate what telephone system(s) the county used to provide information regarding CalFresh. Select <i>ALL</i> that apply.	CalFresh Programs in General	Information Aimed at Noncitizens
Eligibility Worker direct line	52	29
General County Main Number	55	24
Interactive Voice Response (IVR)	55	20
Call Center	37	18
EBT toll-free number 1-877-328-9677	40	13
County number "211"	29	13
Change/Service Center	20	12
English CF Info Line 1-877-847-FOOD (3663)	23	3
Spanish CF Info Line 1-888-9COMIDA (266432)	16	8
County Hotline	16	6
Contact Center	13	7
Other*	2	1

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

10b. If the county has IVR, Call Center, Change/Service Center and/or Contact Center, indicate how many calls were received on average per day. Choose <i>ONLY ONE</i> answer.	Number of Counties	Percentage of 56 Counties
Over 150 calls	28	50.0%
1 to 50 calls	18	32.1%
51 to 100 calls	6	10.7%
101 to 150 calls	4	7.1%
Total	56	100.0%

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10c. Indicate which telephone system(s) provide clients the ability to leave messages after hours of operation. Select ALL that apply.	Number of Counties
Eligibility Worker direct line	51
General County Main Number	31
Interactive Voice Response (IVR)	22
Call Center	11
County Hotline	5
County number "211"	5
EBT toll-free number 1-877-328-9677	4
Change/Service Center	3
Contact Center	2
English CF Info Line 1-877-847-FOOD (3663)	2
Spanish CF Info Line 1-888-9COMIDA (266432)	2
Other*	6

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

10d. Indicate what options clients have when connected to a recorded message. Select ALL that apply.	Number of Counties	Percentage of 58 Counties
Leave a voicemail message	50	86.2%
Connect directly to Eligibility Worker	33	56.9%
Call another number	26	44.8%
Speak to a Supervisor	14	24.1%
Send an e-mail	5	8.6%
Other*	11	19.0%

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

10e. Please select the statement that applies to your county. Choose ONLY ONE answer.	Number of Counties	Percentage of 58 Counties
County has no Call/Service Center and clients are given an opportunity to rate quality service by:*	24	41.4%
County has a Call/Service Center but does not offer a quality service survey opportunities to its clients	20	34.5%
County has a Call/Service Center that offers quality service survey opportunities to its clients	14	24.1%
Total	58	100.0%

*For a list of counties with no Call/Service Centers and how quality service is rated, see Appendix D.

10f. Does your county have a county hotline?	Number of Counties	Percentage of 58 Counties
Yes	16	27.6%
No	42	72.4%
Total	58	100.0%

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10g. How quickly does the county respond to hotline messages? Select <i>ALL</i> that apply.	Number of Counties	Percentage of 16 Counties
Next Business Day, if received after office closes	12	75.0%
Next Business Day, if received during weekends	12	75.0%
Same Day, if received before office opens	11	68.8%
Same Day, if received after office closes	1	6.3%
Other*	8	50.0%

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

10h. What is the policy regarding Hotline messages left after hours or on a weekend?	Number of Counties	Percentage of 16 Counties
Next Business Day, if received during weekends	11	68.8%
Next Business Day, if received after office closes	10	62.5%
Same Day, if received before office opens	7	43.8%
Same Day, if received after office closes	0	0.0%
Other*	8	50.0%

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

10i. Based on telephone systems selected, did the county use other languages (other than English) in any of its telephone system(s)?	Number of Counties	Percentage of 58 Counties
Yes	53	91.4%
No	5	8.6%
Total	58	100.0%

10j. Indicate the languages (other than English) that were used in the county's telephone systems. Select <i>ALL</i> that apply.	Number of Counties
Spanish	52
Russian	9
Vietnamese	9
Chinese - Cantonese	7
Farsi	7
Tagalog	6
Chinese - Mandarin	4
Cambodian	3
Laotian	3
Hmong	2
Arabic	1
Armenian	1
Korean	1
Mien	1
Punjabi	1
Japanese	0
Portuguese	0
Ukrainian	0
Other*	2

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

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10k. Does the county utilize bilingual staff to assist clients?	Number of Counties	Percentage of 58 Counties
Yes	54	93.1%
No	4	6.9%
Total	58	100.0%

10l. Does the county use contracted language services?	Number of Counties	Percentage of 58 Counties
Yes	57	98.3%
No	1	1.7%
Total	58	100.0%

10m. Indicate who accesses language line services when interpreter services are needed. Select ALL that apply.	Number of Counties	Percentage of 57 Counties
Eligibility Worker	53	93.0%
Supervisor	46	80.7%
Clerical/Receptionist	37	64.9%
Application Screening Unit	21	36.8%
Other*	5	8.8%

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

11. Please enter COMPLETE telephone information: telephone number(s), type (recording/operator), specific type of information/services available and, days and hours of operation.
Types of Telephone Systems
For Call Center, Change/Service Center, Contact Center, EBT 877-328-9677, EW Direct Line, General County Main Number, County Hotline, English CF Info Line 877-847-FOOD (3663), Interactive Voice Response (IVR) system, Spanish CF Info Line 888-9COMIDA (266432), and "211"
For a list of county phone information, see Appendix E.

Document Imaging

12. Does your county use a document imaging system?	Number of Counties	Percentage of 58 Counties
Yes	57	98.3%
No	1	1.7%
Total	58	100.0%

12a. Are document imaging activities centralized or decentralized?	Number of Counties	Percentage of 57 Counties
Centralized	36	63.2%
Decentralized	21	36.8%
Total	57	100.0%

12b. Are imaged documents accessible to Eligibility Workers during interviews?	Number of Counties	Percentage of 57 Counties
Yes	57	100.0%
No	0	0.0%
Total	57	100.0%

12c. Are all imaging of clients' CalFresh documents current and up-to-date?	Number of Counties	Percentage of 57 Counties
Yes	56	98.2%
No	1	1.8%
Total	57	100.0%

APPENDIX L

DATA SUMMARY Fiscal Year 2013-14

Outreach Activities

13. Does the county use local media for broadcasting public service announcements that included information regarding CalFresh programs and noncitizens' potential eligibility for these programs?	CalFresh Programs in General	Noncitizens' Eligibility
Yes	15	7
No	43	51
Totals	58	58

14. Does your county have a <u>written</u> contract with community-based organizations (CBOs) to do CalFresh Outreach?	Number of Counties	Percentage of 58 Counties
	25	43.1%

*For a list of CBOs, see APPENDIX F.

15. Select <i>ALL</i> CalFresh outreach activities the county conducted during FY 2013-14.	Most Used Outreach Activities		Single Most Effective	
15a. What is the county's <i>SINGLE MOST EFFECTIVE</i> outreach activity during FY 2013-14?	Select <i>ALL</i> that apply		Choose <i>ONLY ONE</i> answer	
Outreach Activities	Number of Counties	Percentage of 58 Counties	Number of Counties	Percentage of 58 Counties
Participate in Community Events (Health/Job/Information fairs, Harvest Festivals, etc.)	50	86.2%	15	25.9%
Partner with Various Agencies and Organizations	44	75.9%	15	25.9%
Outstation Eligibility Workers	37	63.8%	8	13.8%
Cross-Train Staff to Accept and Process Applications	43	74.1%	6	10.3%
Provide Training and Informational Materials to CBOs	49	84.5%	3	5.2%
Provide Extended Office Hours (Upon Request, Before 8 am, Lunch [12-1pm], After 5pm)	52	89.7%	2	3.4%
Provide Informational Brochures/Flyers Regarding CalFresh	55	94.8%	2	3.4%
Use Organizations to Provide CF 285 Applications electronically through a CBO portal	31	53.4%	2	3.4%
Conduct Activity Booths Aimed at Family Nutrition and Physical Activity	23	39.7%	1	1.7%
Develop a Website	19	32.8%	1	1.7%
Increase Certification Sites	7	12.1%	1	1.7%
Provide a Mobile Intake Unit to go into the Community	9	15.5%	1	1.7%
Use Organizations to Provide CF 285 Applications, Organizations Send in to CWD for Clients	36	62.1%	1	1.7%
Use Local Media to Enable and Enhance Awareness	13	22.4%	0	0.0%
Use Organizations to Provide CF 285 Applications, Organizations Advise Clients to Mail In	36	62.1%	0	0.0%
Other*	9	15.5%	0	0.0%
Total			58	100.0%

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

APPENDIX L

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15b. Does the county spend County Administrative funds to conduct CalFresh outreach activities?	Number of Counties	Percentage of 58 Counties
Yes	41	70.7%
No*	17	29.3%
Total	58	100.0%

*For an explanation, see APPENDIX B.

16. Did the county provide any <i>MIGRANT-SPECIFIC</i> educational materials or presentations with materials to sites/organizations for <i>MIGRANT WORKERS</i> ?	Number of Counties	Percentage of 58 Counties
Yes	9	15.5%
No	49	84.5%
Total	58	100.0%

16a. Indicate if <i>Migrant-Specific</i> educational materials or presentations with materials were provided for each applicable sites/organizations. Select ALL that apply.	Materials Only	Presentations with Materials
	Number of Counties	
Community Events (Health/Job/Information/Fairs, Harvest Festivals, etc.)	3	4
Migrant Camps	1	5
Migrant Education Sites	2	4
CWD/Certification Sites	3	1
Farmers' Markets	1	3
Hospitals/Clinics	4	0
Community-Based Organizations	1	2
Food Banks	0	3
Homeless Centers	1	2
Senior Centers	1	2
Senior Congregate Meal Sites	2	1
Senior Housing/Living Centers	2	1
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	1	2
Alcohol/Drug Rehabilitation Centers	2	0
Churches	2	0
Government Offices Other than CWD (WIC, SSA, EDD, etc.)	1	1
Mobile Sites	0	2
MyBenefitsCalWIN Website	2	0
Schools	2	0
USDA Food Distribution Sites	0	2
Career Service Centers	0	1
Child Care Facilities	1	0
Family Planning	1	0
Grocery Stores	1	0
In Home Visits	1	0
Jails	1	0
Libraries	1	0
One StopCenters/Family Resource Centers	1	0
Veteran's Administration	1	0
Volunteers In Tax Assistance (VITA) sites for income tax preparation	1	0
C4Yourself Website	0	0
Employment Sites	0	0
YourBenefitsNow Website (LEADER)	0	0
Other	0	0

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17. Did the county provide information about public charge in regard to sponsored Noncitizens?	Number of Counties	Percentage of 58 Counties
Yes	43	74.1%
No*	15	25.9%
Total	58	100.0%

*For an explanation, see APPENDIX B.

17a. Did the county provide any <i>NONCITIZEN-SPECIFIC</i> educational materials or presentations with materials to sites/organizations for <i>NONCITIZENS</i> ?	Number of Counties	Percentage of 58 Counties
Yes	31	53.4%
No	27	46.6%
Total	58	100.0%

17b. Indicate if <i>Noncitizen-Specific</i> educational materials or presentations with materials were provided for each applicable sites/organizations. <u>Select ALL that apply.</u>	Materials Only	Presentations with Materials
	Number of Counties	
Community-Based Organizations	14	14
Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	15	11
CWD/Certification Sites	11	9
Food Banks	9	11
Government Offices Other than CWD (WIC, SSA, EDD, etc.)	13	7
One Stop Centers/ Family Resource Centers	11	7
Schools	11	7
Hospitals/Clinics	12	5
Farmers' Markets	8	8
Churches	7	6
Senior Centers	6	7
Homeless Centers	6	6
In-Home Visits	8	3
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	7	4
Veteran's Administration	7	4
C4Yourself website	8	2
Senior Congregate Meal Sites	4	6
Senior Housing/Living Centers	6	4
USDA Food Distribution Sites	6	4
Alcohol/Drug Rehabilitation Centers	7	2
Jails	5	4
Career Service Centers	5	3
Grocery Stores	6	2
Libraries	7	1
Migrant Camps	4	4
Migrant Education Sites	2	5
Mobile Sites	3	4
MyBenefitsCalWIN website	7	0
Employment Sites	4	2
Volunteers In Tax Assistance (VITA) sites for income tax preparation	5	1
Family Planning	5	0
Child Care Facilities	3	1
YourBenefitsNow Website (LEADER)	1	0
Other*	1	1

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

APPENDIX L

DATA SUMMARY Fiscal Year 2013-14

18. Did the county partner with other Health and Human Services Agencies, schools, community-based organizations, etc. to improve CalFresh outreach efforts?	Number of Counties	Percentage of 58 Counties
Yes	54	93.1%
No*	4	6.9%
Total	58	100.0%

*For an explanation, see APPENDIX B.

18a. Enter **COMPLETE** Partner Organization information. Select the frequency of meetings then indicate the partner organization names and activities.
For a list of County Partner Organizations, see APPENDIX G.

19. Did the county implement any NEW CalFresh outreach activities during FY 2013-14 (July 1, 2013 to June 30, 2014)?	Number of Counties	Percentage of 58 Counties
Yes	26	44.8%
No	32	55.2%
Total	58	100.0%

19a to 19f Describe the NEW outreach activities to implemented in FY 2013-14 and indicate whether they were one-time or ongoing activities.	Number of Activities	Percentage of Total
One-Time Activity	17	27.9%
Ongoing Activity	44	72.1%
Total	61	100.0%

For a Description of **NEW** Outreach Activities Implemented during FY 2013-14, see APPENDIX H.

APPENDIX L

DATA SUMMARY Fiscal Year 2013-14

20. Does the county have any <i>NEW</i> CalFresh outreach activities planned for implementation during the next fiscal year FY 2014-15 (July 1, 2014 through June 30, 2015)?	Number of Counties	Percentage of 58 Counties
Yes	24	41.4%
No	34	58.6%
Total	58	100.0%

20a Describe the <i>NEW</i> outreach activities planned for FY 2014-15 and indicate whether they will be one-time or ongoing activities.	Number of Activities	Percentage of Total
One-Time Activity	12	23.5%
Ongoing Activity	39	76.5%
Total	51	100.0%

For a Description of *NEW* Outreach Activities Planned for FY 2014-15, see APPENDIX I.

PART B - CERTIFICATION Certification Sites

21. Please provide information for your county's certification sites that were opened during FY 2013-14.
For a list of county certification sites, see APPENDIX K.

22. As of June 30, 2014, how many certification sites were there in the county?	356
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For a list of counties and number of certification sites, see APPENDIX J.

22a. During FY 2013-14, did any of the county's certification sites have extended office hours?	Number of Counties	Percentage of 58 Counties
Yes	53	91.4%
No	5	8.6%
Total	58	100.0%

22b. If the county provided extended office hours during FY 2013-14, identify the frequency (in general) that clients <i>USED</i> those extended hours.	Number of Counties	
Frequency of Use of Extended Hours	Occasionally Used	Frequently Used
Lunch (12 pm - 1 pm)	8	45
Upon Request Only	35	8
After 5 pm	30	8
Before 8 am	24	11
Other*	4	3

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

APPENDIX L

DATA SUMMARY

Fiscal Year 2013-14

Determination of Operational and Extended Hours

23. What methods did the county use during FY 2013-14 to determine its hours of operation and 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 the county conduct a needs assessment)? Select ALL that apply.	Number of Counties	Percentage of 58 Counties
Clients Requested As Needed	46	79.3%
Historical Data on Hours Meeting Working Clients' Needs were Available in the County	28	48.3%
Other County Agencies were Polled	5	8.6%
Working Clients were Polled at CWD Offices or Certification Sites	3	5.2%
Surveys or Questionnaires were Mailed to Working Recipients	2	3.4%
Other*	6	10.3%

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

24. Other than extended office hours, what were the TOP THREE access methods working clients used during FY 2013-14? Select the TOP THREE ONLY.	Number of Counties	Percentage of 58 Counties
On-Line Application	46	79.3%
Telephone Interviews were Conducted: Monday through Friday, during Hours of Operation	38	65.5%
Clients Mail Required Documents to the CWD	32	55.2%
Drop Boxes in Which Documents May Be Deposited After Normal Hours Were Used	23	39.7%
Call Center/IVR	16	27.6%
Telephone Interviews were Conducted: During Extended Office Hours (Upon Request, Before 8am, Lunch Hour, After 5pm)	15	25.9%
Authorized Representatives were Appointed to Come in During Hours of Operation	0	0.0%
In-Home Visits	0	0.0%
Other*	4	6.9%

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

APPENDIX M CalFresh Coordinators

COUNTY CODE	COUNTY	NAME	TITLE	E-MAIL ADDRESS	PHONE	EXTENSION
01	ALAMEDA	Danielle Flewellen	Program Specialist	dawhite@acgov.org	510-259-3825	Not Applicable
02	ALPINE	vacant	Integrated Case Worker	nwilliamson@alpinecountyca.gov	530-694-2235	Not Applicable
03	AMADOR	Judy Brown	Staff Services Analyst	jbrown@amadorgov.org	209-223-6611	Not Applicable
04	BUTTE	Ken MacKell	Program Manager	Kmackell@buttecounty.net	530-879-3528	Not Applicable
05	CALAVERAS	Sydney Prest	Supervisor	sprest@co.calaveras.ca.us	209-754-6549	Not Applicable
06	COLUSA	Leslie Culp	Program Manager	lculp@colusadhhs.org	530-458-0867	Not Applicable
07	CONTRA COSTA	Audry Gonsalvez	CalFresh Program Analyst	agonsalvez@ehsd.cccounty.us	925-313-1641	Not Applicable
08	DEL NORTE	Carmen Fong-Chavez	Program Manager	cchavez@co.del-norte.ca.us	707-464-3191	2600
09	EL DORADO	Deborah Stark	Program Manager	deborah.stark@edcgov.us	530-642-7328	Not Applicable
10	FRESNO	Peter Vue	CalFresh Program Manager	pvue@co.fresno.ca.us	559-600-2760	Not Applicable
11	GLENN	Amanda Castillo	Eligibility Supervisor	acastillo@hra.co.glenn.ca.us	530-934-1403	Not Applicable
12	HUMBOLDT	Paris Bauer	Staff Services Analyst - CalFresh	pbauer@co.humboldt.ca.us	707-268-2778	Not Applicable
13	IMPERIAL	Nancy Wise	Program Manager	nancywise@co.imperial.ca.us	760-337-7469	Not Applicable
14	INYO	Becky Allen	Human Services Supervisor	ballen@inyocounty.us	760-872-1394	Not Applicable
15	KERN	Martha Esparza	Assistant Program Director	esparzm@co.kern.ca.us	661-631-7337	Not Applicable
16	KINGS	Antoinette Gonzales	Program Manager	antoinette.gonzales@countyofkings.com	559-852-4280	Not Applicable
17	LAKE	Kathy Harrison	Program Manager	kharrison@dss.co.lake.ca.us	707-995-4290	Not Applicable
18	LASSEN	Yvonne Hawkes	ICW Supervisor	YHawkes@co.lassen.ca.us	530-251-8165	Not Applicable
19	LOS ANGELES	Angelo Salazar	Human Services Administrator II	angelosalazar@dpss.lacounty.gov	562-908-6345	Not Applicable
20	MADERA	Cindy Chandler	Program Manager	cindy.chandler@co.madera.ca.us	559-675-2336	Not Applicable
21	MARIN	Ronna Buccelli	Eligibility Program Manager	rbuccelli@marincounty.org	415-473-3503	Not Applicable
22	MARIPOSA	Nancy Bell	Deputy Director	nbell@mariposahsc.org	209-742-0919	Not Applicable
23	MENDOCINO	Isabel Oglesby	Program Manager	oglesbyi@co.mendocino.ca.us	707-962-1065	Not Applicable
24	MERCED	Lupe Cisneros	Staff Services Analyst	LCisneros@hsa.co.merced.ca.us	209-385-3000	5301
25	MODOC	Patty Shirk	Program Manager	pattyshirk@co.modoc.ca.us	530-233-6501	1322
26	MONO	Francie Avitia	Program Manager	favitia@mono.ca.gov	760-924-1789	Not Applicable
27	MONTEREY	Christine Alvarez	MA II	alvarezlc@co.monterey.ca.us	831-796-1544	Not Applicable
28	NAPA	Alli Muller	SSA	alli.muller@countyofnapa.org	707-253-6180	Not Applicable
29	NEVADA	Sara Connor	Program Manager	sara.connor@co.nevada.ca.us	530-265-7195	Not Applicable

APPENDIX M CalFresh Coordinators

COUNTY CODE	COUNTY	NAME	TITLE	E-MAIL ADDRESS	PHONE	EXTENSION
30	ORANGE	Pamela Andrade	Administrative Manager I	pamela.andrade@ssa.ocgov.com	714-541-7862	Not Applicable
31	PLACER	Linda Zelhart	Nutrition Assistance Manager	lzelhart@placer.ca.gov	530-889-7617	Not Applicable
32	PLUMAS	Suzanne Wilson	Benefits Assistance Supervisor	suzannewilson@countyofplumas.com	530-283-6441	Not Applicable
33	RIVERSIDE	Robin Zeno-Jackson	Program Specialist	rozenoja@riversidedpss.org	951-358-4994	Not Applicable
34	SACRAMENTO	Vicki O'Brien	CalFresh Program Specialist	obrienv@saccounty.net	916-875-3745	Not Applicable
35	SAN BENITO	Tracey Belton	Deputy Director	tbelton@cosb.us	831-630-5146	Not Applicable
36	SAN BERNARDINO	Maria Contreras	Program Specialist II	contrerasm@hss.sbcounty.gov	909-383-9704	Not Applicable
37	SAN DIEGO	Deanna Helenihi	CalFresh Program Specialist II	deanna.helenihi@sdcounty.ca.gov	619-338-2726	Not Applicable
38	SAN FRANCISCO	Leo O'Farrell	Program Director	Leo.O'farrell@sfgov.org	415-558-1157	Not Applicable
39	SAN JOAQUIN	Alisa Rosas	Staff Analyst II	arosas@sjgov.org	209-468-2043	Not Applicable
40	SAN LUIS OBISPO	Suzanne Garcia	CalFresh Program Manager	sgarcia@co.slo.ca.us	805-781-1895	Not Applicable
41	SAN MATEO	Nancy Rodriguez	Program Specialist	nrodriguez@smchsa.org	650-802-6423	Not Applicable
42	SANTA BARBARA	Eloise Aguilon	Department Business Specialist II	e.aguilon@sbcsocialserv.org	805-346-8213	Not Applicable
43	SANTA CLARA	Michelle Demetrius	CalFresh Program Coordinator	michelle.demetrius@ssa.sccgov.org	408-755-7540	Not Applicable
44	SANTA CRUZ	Lainie Gray	Associate Human Services Analyst	lainie.gray@santacruzcounty.us	831-763-8764	Not Applicable
45	SHASTA	Kari Hallstrom	Staff Services Analyst	khallstrom@co.shasta.ca.us	530-245-7653	Not Applicable
46	SIERRA	Lori McGee	ICW Supervisor	lmcgee@sierracounty.ca.gov	530-993-6725	Not Applicable
47	SISKIYOU	Patricia Barbieri	Program Manager	tbarbieri@co.siskiyou.ca.us	530-841-2754	Not Applicable
48	SOLANO	Juanita Fleming	Program Specialist	jmmccord-fleming@solanocounty.com	707-784-3807	Not Applicable
49	SONOMA	Shaydra Ennis	Program Planning and Evaluation Analyst	sennis@schsd.org	707-565-2524	Not Applicable
50	STANISLAUS	Teresa Baker	Manager III	bakert@stancounty.com	209-558-2669	Not Applicable
51	SUTTER	David S. Nagra	Program Manager	dsnagra@co.sutter.ca.us	530-822-7239	Not Applicable
52	TEHAMA	Carol Backus	Fair Hearings Officer	cbackus@tcdss.org	530-528-4117	Not Applicable
53	TRINITY	Rebecca Trujillo	Staff Services Analyst	rtrujillo@trinitycounty.org	530-623-8221	Not Applicable
54	TULARE	Idalia Gonzalez	CalFresh Program Specialist II	IGonzale@tularehhsa.org	559-623-0142	Not Applicable
55	TUOLUMNE	Laurie Darby	Eligibility Supervisor	ldarby@co.tuolumne.ca.us	209-533-5753	Not Applicable
56	VENTURA	Margarita Cabral	Program Analyst	margarita.cabral@ventura.org	805-477-5363	Not Applicable
57	YOLO	Jennifer Martinez	ESS Program Supervisor	jennifer.martinez@yolocounty.org	530-661-2789	Not Applicable
58	YUBA	Carla Jara	Program Specialist	cjara@co.yuba.ca.us	530-749-6411	Not Applicable



CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
Will Lightbourne, Director