

**CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
FOOD STAMP BRANCH**

**FOOD STAMP PROGRAM
OPERATIONS AND ACCESS REPORT**

July 1, 2007 – June 30, 2008

Prepared by:
Data Systems and Survey Design Bureau
Administration Division
February 2009

*Annual Report of County Operations and Activities Associated With The Administration
of Food Stamp Program Benefits in California*

Table of Contents

SUMMARY..... 1

CHARTS AND MAPS:

Application Access

Methods/Sites - Distribution of Food Stamp Program Materials..... 5

Methods/Sites - Application Assistance for Food Stamp Clients 6

Methods of Application Assistance Available to Food Stamp Clients 7

**Outstationed Eligibility Workers at Sites Other Than County Welfare
Departments 8**

**Outstationed Eligibility Worker Sites Other Than County Welfare
Departments 9**

Face-to-Face Interview Waivers

**How Clients First Become Aware of the Option to Waive the
Face-to-Face Interview..... 10**

Face-to-Face Interviews Waived 11

Reasons Face-to-Face Interviews were Waived..... 12

Program Access

Food Stamp Program Hotline Telephone Number(s) 13

Food Stamp Program Eligibility Public Service Announcements 14

Food Stamp Program Outreach Activities 15

Outreach Activities Using County Administrative Funds..... 16

Educational Materials and/or Presentations..... 17

**Partnered with Other Health and Human Services Agencies, Schools, and
Community-Based Organizations to Improve Outreach Efforts 18**

**Implemented *New* Food Stamp Outreach Activities During
State Fiscal Year 2007/2008 19**

***New* Food Stamp Outreach Activities Planned for Implementation
In State Fiscal Year 2008/2009 20**

Certification Sites/Hours of Operation

**Food Stamp Program Certification Sites - Statewide Annual Comparisons
State Fiscal Years 2003/2004 to 2007/2008..... 21**

Frequency of Extended Office Hours Used by Food Stamp Clients 22

**Methods Used to Determine Hours of Operation to Meet Needs
Of Working Clients..... 23**

**Access Methods Used By Working Clients Other Than Extended
Office Hours 24**

Appendices

Appendix A	“Other” Responses	25
Appendix B	Hotline Number, Hotline Type, Days/Hours of Operation and Type of Information Available	28
Appendix C	Committee/Task Force Name, Frequency of Meetings and Activities	30
Appendix D	Description of <i>New Outreach Activities Implemented</i> In State Fiscal Year 2007/2008	39
Appendix E	Description of <i>New Outreach Activities Planned</i> For State Fiscal Year 2008/2009	42
Appendix F	County Size Based on Number of Food Stamp Program Households	44
Appendix G	Statewide Certification Sites	45
Appendix H	Data Summary	51
Appendix I	Survey Form	62

FOOD STAMP PROGRAM SURVEY OF OPERATIONS AND ACCESS
ANNUAL REPORT
STATE FISCAL YEAR 2007/2008

SUMMARY

BACKGROUND

State regulations require that all County Welfare Departments (CWDs) provide an annual report on their operations and activities associated with the administration of Food Stamp Program (FSP) benefits, including a review of their hours of operation. In accordance with these regulations, the Food Stamp Branch (FSB) of the California Department of Social Services (CDSS) requests that all counties complete an annual Food Stamp Program Survey of Operations and Access; the most recent request occurred via ACIN I-50-08, dated June 30, 2008. The information requested by the survey is instrumental to CDSS in meeting statewide program needs, responding to a variety of information requests, and evaluating legislative proposals and regulatory changes regarding the administration of the FSP in California.

This report provides survey results of FSP information collected in two primary areas—Access and Awareness activities conducted in State Fiscal Year (SFY) 2007/2008, and Certification activities based on county operations as of June 30, 2008. It also contains information regarding face-to-face interview waivers and extended office hours.

ACCESS AND AWARENESS

Application Access

- Other than County Welfare Department (CWD) offices and certification sites, the top five methods and sites most frequently used for distributing general food stamp program information and application forms were community events, community-based organizations, one stop centers/family resource centers, hospital/clinics, and direct mail/internet and telephone/facsimile requests.

- Fifty-five counties provided application assistance. The most frequently utilized methods of assistance were eligibility worker/support staff assistance in filling out applications/answering questions (51 counties), bilingual staff (50 counties), and eligibility workers assisting via interactive interviews (48 counties).
- Fifty-seven counties utilized food stamp applications translated in languages other than English. Spanish translated applications were provided in all 57 counties. Vietnamese, Hmong, and Russian were the next most frequently translated languages. While all 58 counties had translated languages available, one county had no need for them.
- Forty-seven counties (97.4 percent of statewide FSP households*) provided outstationed eligibility workers at sites other than CWDs. The top three most frequently utilized sites for outstationed eligibility workers were hospitals/clinics (33 counties), community events (29 counties), and one stop centers/family resource centers (29 counties).

Face-to-Face Interview Waivers

- Twenty-eight counties (46.5 percent of statewide FSP households*) indicated that clients first become aware of the option to waive the face-to-face interview when the eligibility worker sees a potential need and informs the client.
- Forty-eight counties (88.1 percent of statewide FSP household*) used eligibility workers to conduct the face-to-face waiver screenings. Standardized questions were used by five of the six counties that engaged clerical staff to conduct this process.
- Fifty counties (97.7 percent of statewide FSP households*) waived face-to-face interviews for clients who were eligible for such waiver. Of these 50 counties, 25 waived 1 to 5 percent of all face-to-face interviews. Six counties waived over 20 percent of their face-to-face interviews; a 100 percent increase over last year.
- When asked to identify the top three reasons face-to-face interviews were waived, counties cited household members age 60 or older with no earned income, lack of transportation, and physically disabled household members with no earned income.
- Telephone interviews were the primary replacement method used by 43 of the 50 counties that waived the face-to-face interview.

*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2007 through June 2008.

Program Access

- Twenty-three counties (75.4 percent of statewide FSP households*) maintained an FSP hotline telephone number that provided general FSP information. Of these 23 counties, two indicated their hotline also included information about noncitizen eligibility.
- Sixteen counties (57.9 percent of statewide FSP households*) utilized local media public service announcements to provide general FSP information. This is a 25 percent increase over last year when 12 counties, representing 60.2 percent of statewide FSP households, provided general FSP information via local media. Of this year's 16 counties, 5 also included information about noncitizen eligibility.
- Extended office hours (upon request, before 8 a.m., lunch, after 5 p.m.), utilized by all 58 counties, was the most common outreach effort. The *single most effective* outreach effort, utilized by 21 counties (63.3 percent of statewide FSP households*), was outstationed eligibility workers.
- Twenty-eight counties (42.1 percent of statewide FSP households*) expended County Administrative funds to conduct Food Stamp Program outreach activities.
- Nine counties (7.4 percent of statewide FSP households*) provided FSP educational materials and/or conducted presentations specifically for migrant workers. Community events such as migrant/health/job and other information fairs were most frequently utilized.
- Twenty-one counties (57.4 percent of statewide FSP households*) provided FSP educational materials and/or presentations specifically for noncitizens. Community-based organizations and community events continue to be the most frequently utilized.
- To improve FSP outreach efforts, 46 counties (96.3 of statewide FSP households*) partnered with other Health and Human Services agencies, schools and community-based organizations. This is the same number of counties as last year.
- Thirty-two counties (85.4 percent of statewide FSP households*) implemented new FSP outreach activities during SFY 2007/2008. The majority of the activities were ongoing, rather than one-time only.
- Thirty-one counties (70.4 percent of statewide FSP households*) indicated plans to implement new FSP outreach activities during SFY 2008/2009. The majority of the anticipated activities are ongoing, rather than one-time only.

*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2007 through June 2008.

CERTIFICATION

Certification Sites

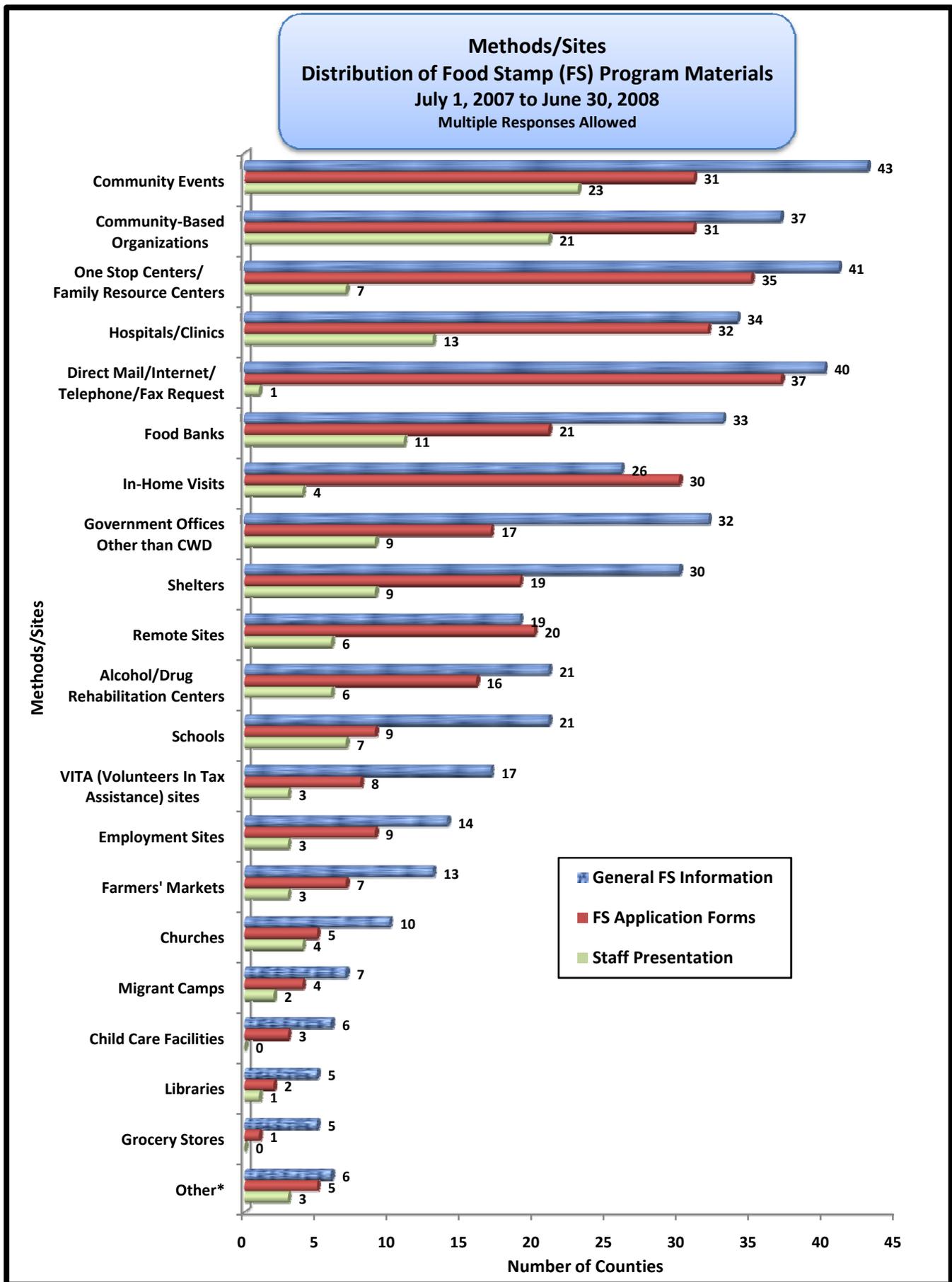
- There were 402 FSP certification sites statewide; a 5.8 percent increase over 380 sites last year.
- Extended office hours (upon request, before 8 a.m., lunch, after 5 p.m.) were offered by all 58 counties at 298 of the 402 certification sites.

Determination of Operational and Extended Hours

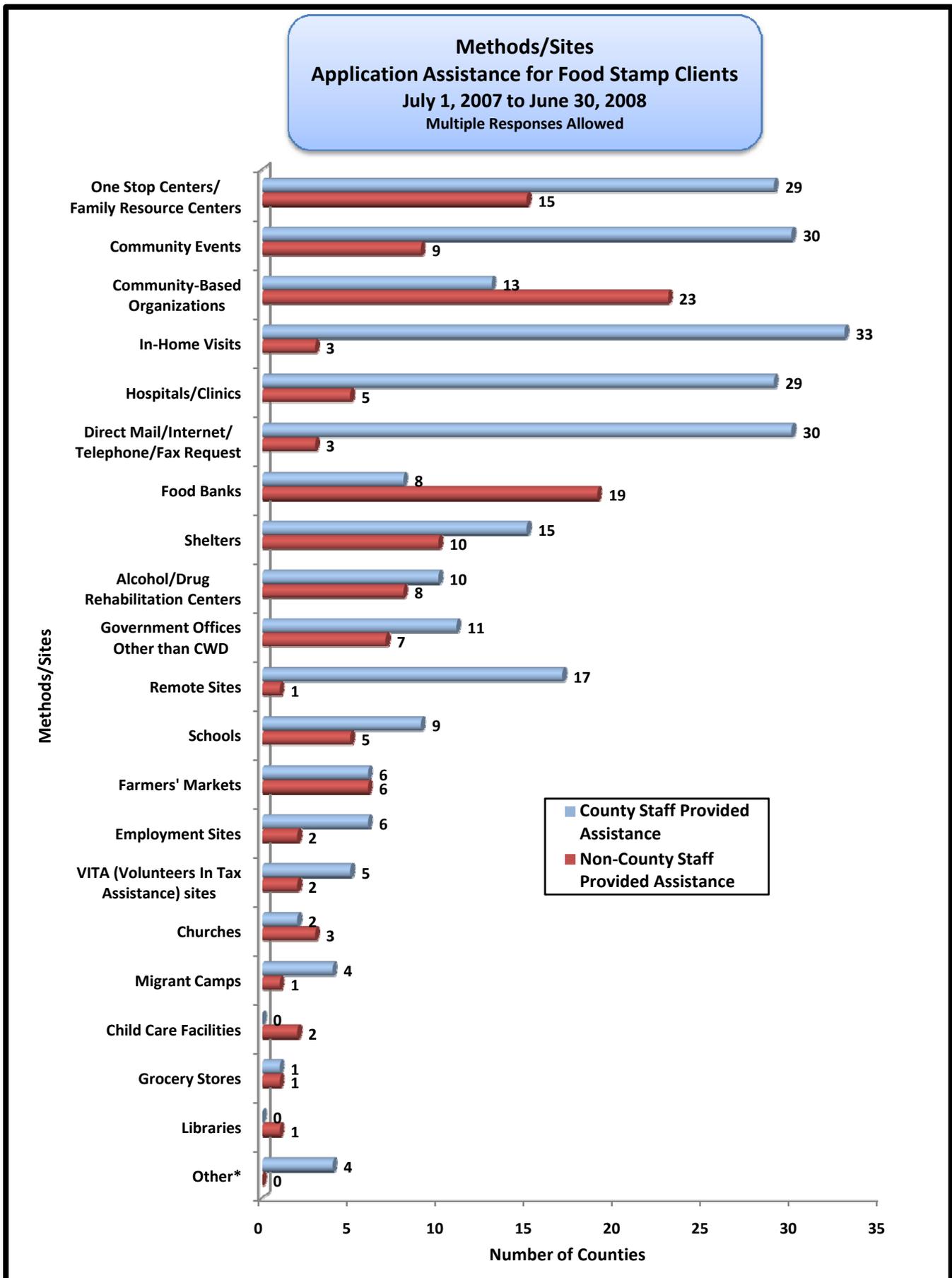
- Client request was the primary (45 out of 58 counties) method used to determine operational and extended hours of service to meet the needs of working clients.
- Other than extended office hours, the top three access methods most frequently utilized by working clients continue to be mailing required documents to CWD, depositing documents in after hour drop boxes at the CWD, and telephone interviews conducted Monday through Friday, during regular hours of operation.

CHARTS AND MAPS

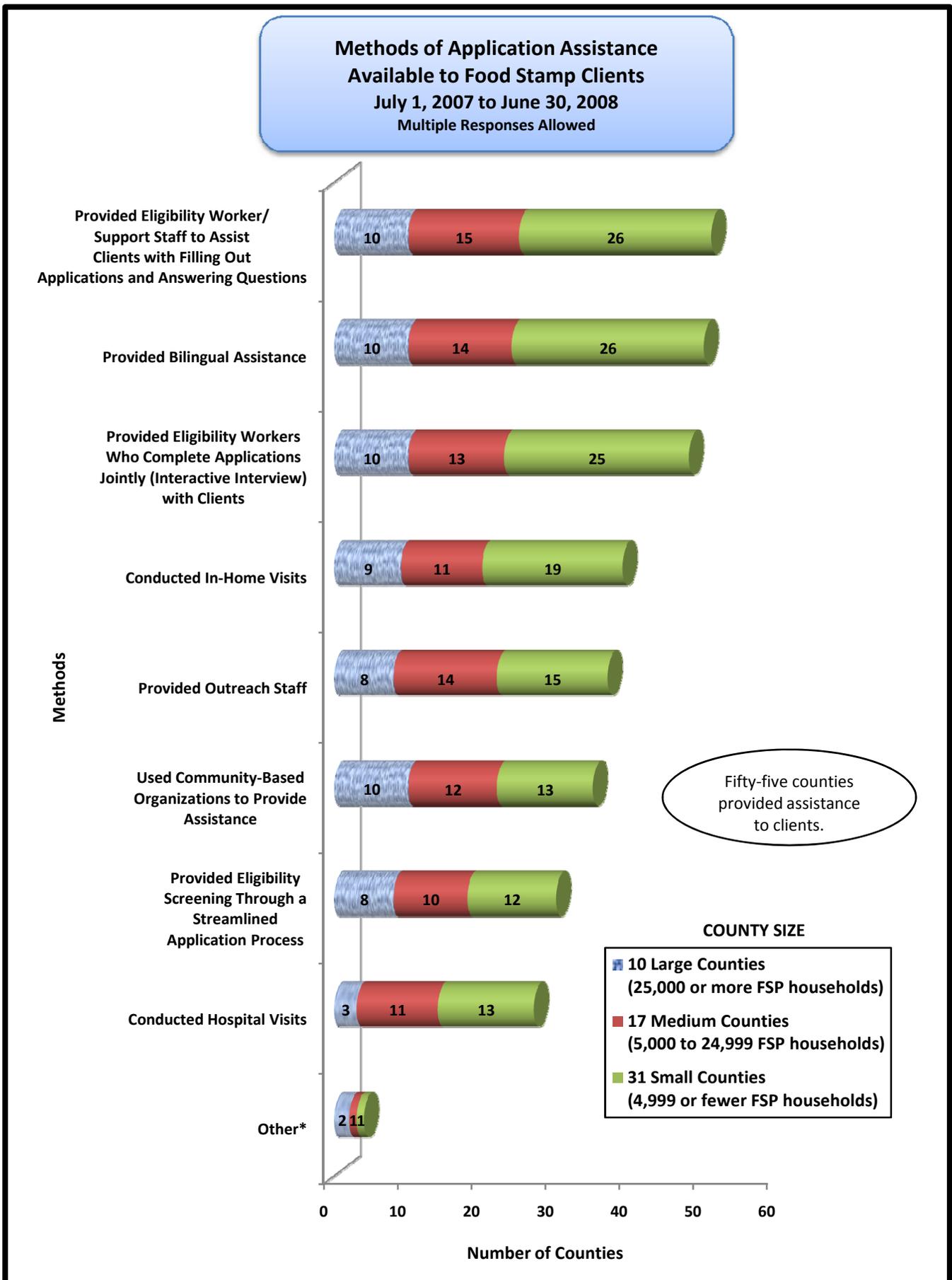
Application Access



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



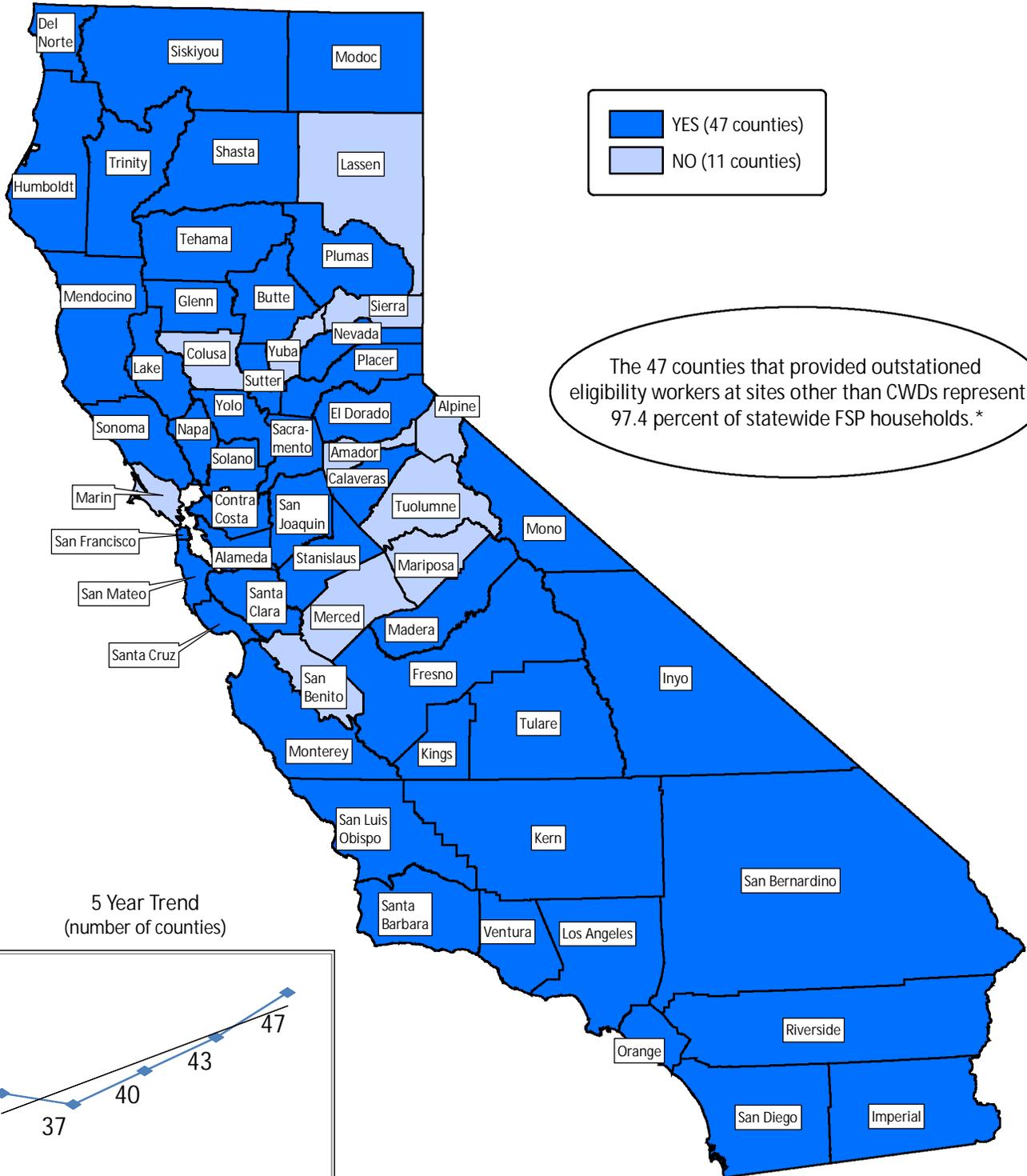
*For "Other" methods/sites, see Appendix A, page 25.



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

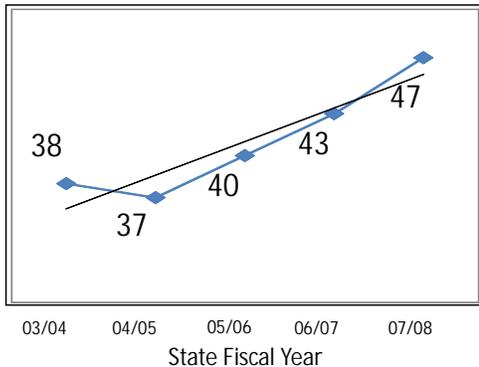
Outstationed Eligibility Workers at Sites Other Than County Welfare Departments

July 1, 2007 to June 30, 2008

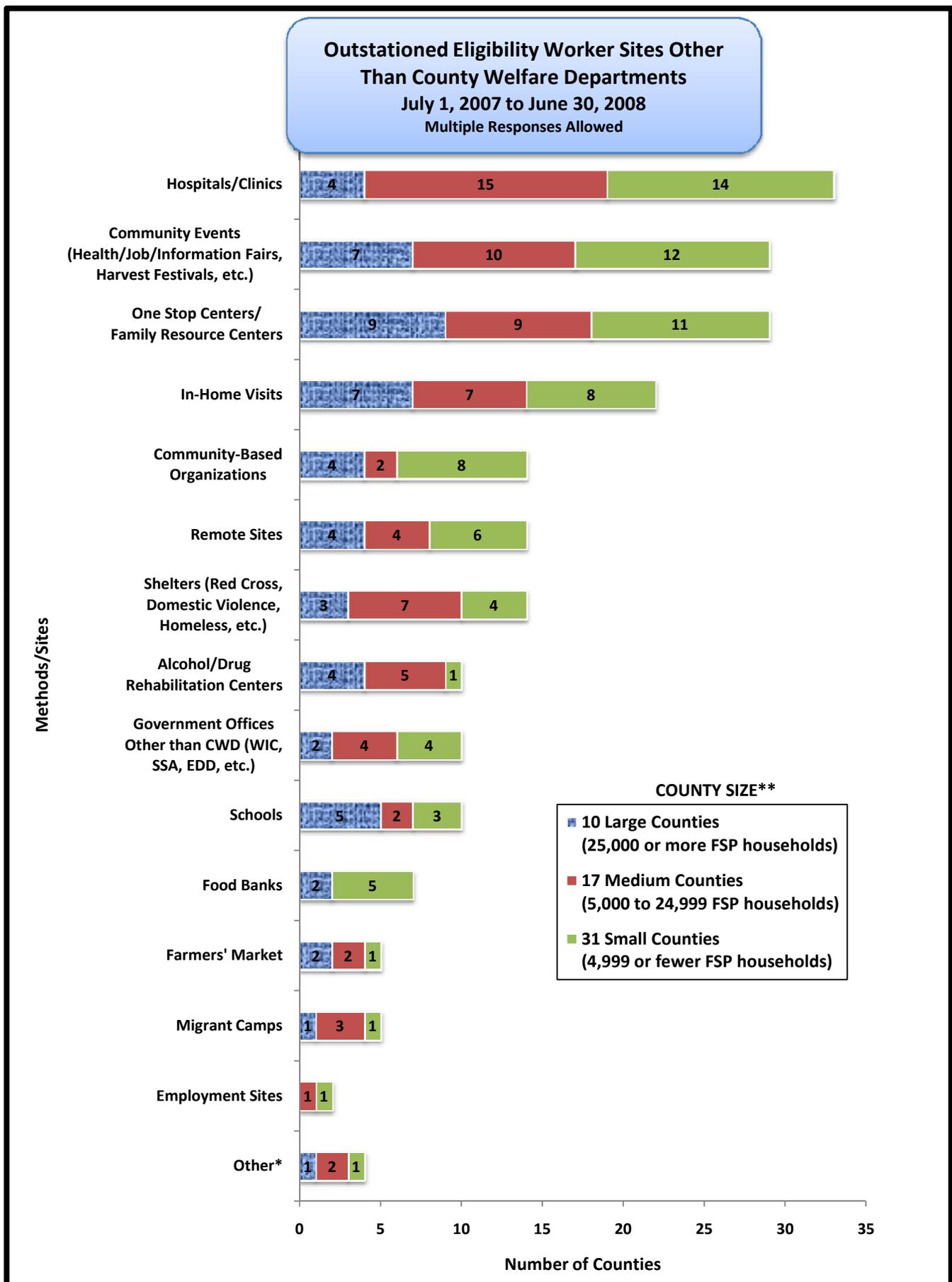


The 47 counties that provided outstationed eligibility workers at sites other than CWDs represent 97.4 percent of statewide FSP households.*

5 Year Trend
(number of counties)

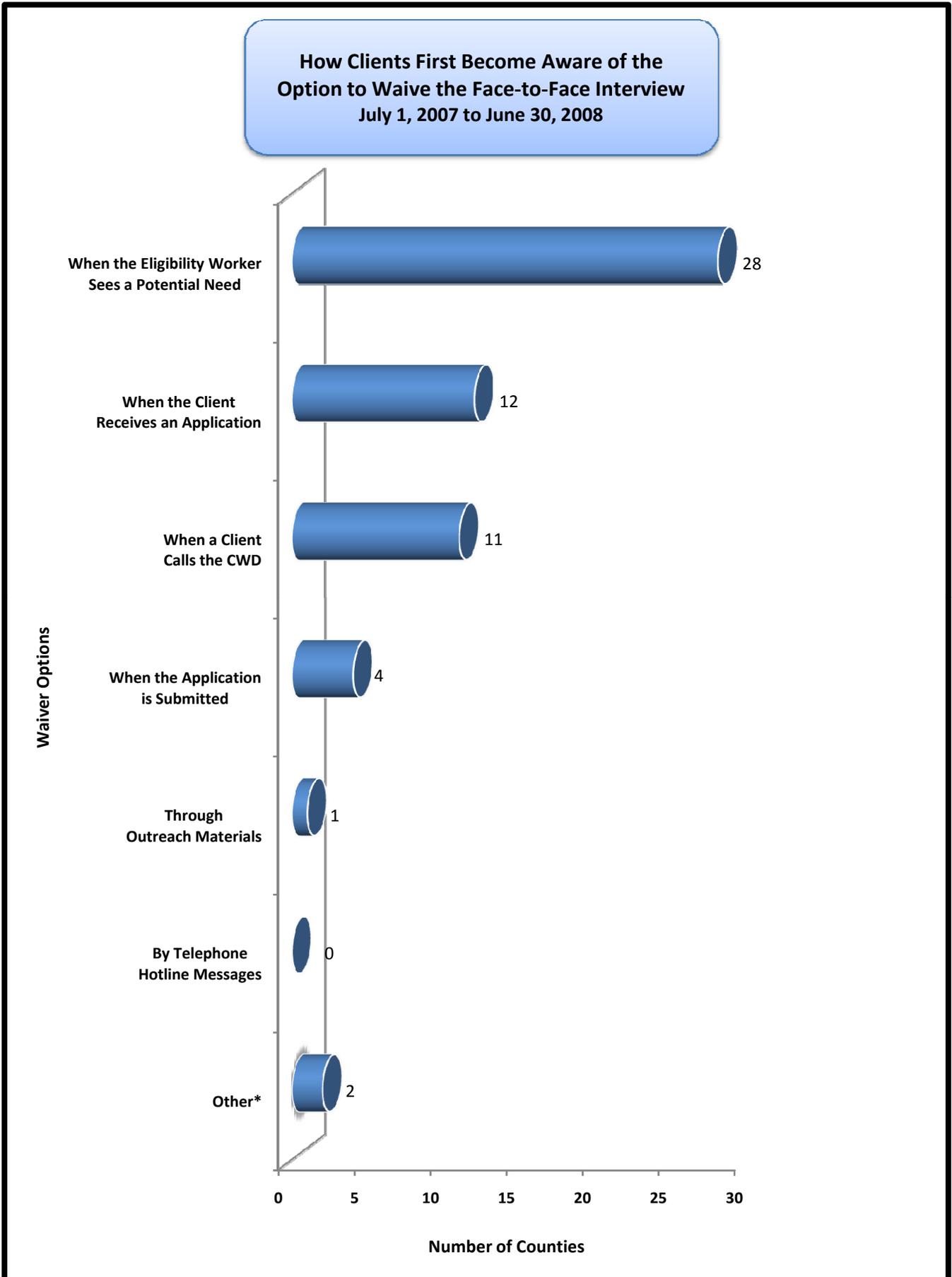


*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA256). The statewide average was computed based on monthly household totals for the 12-month period July 2007 through June 2008.



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

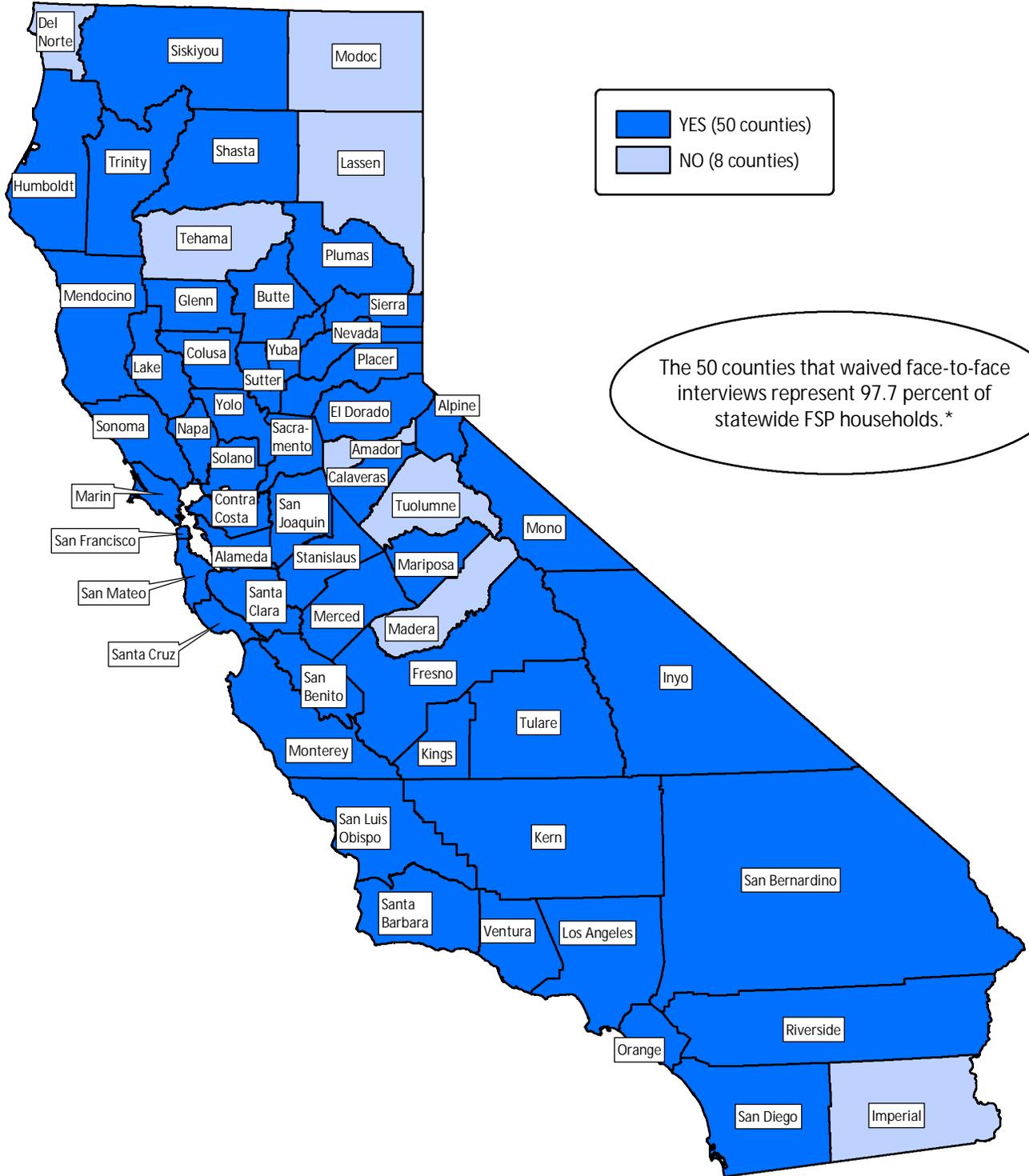
Face-to-Face Interview Waivers



*For "Other" waiver options see Appendix A, page 26.

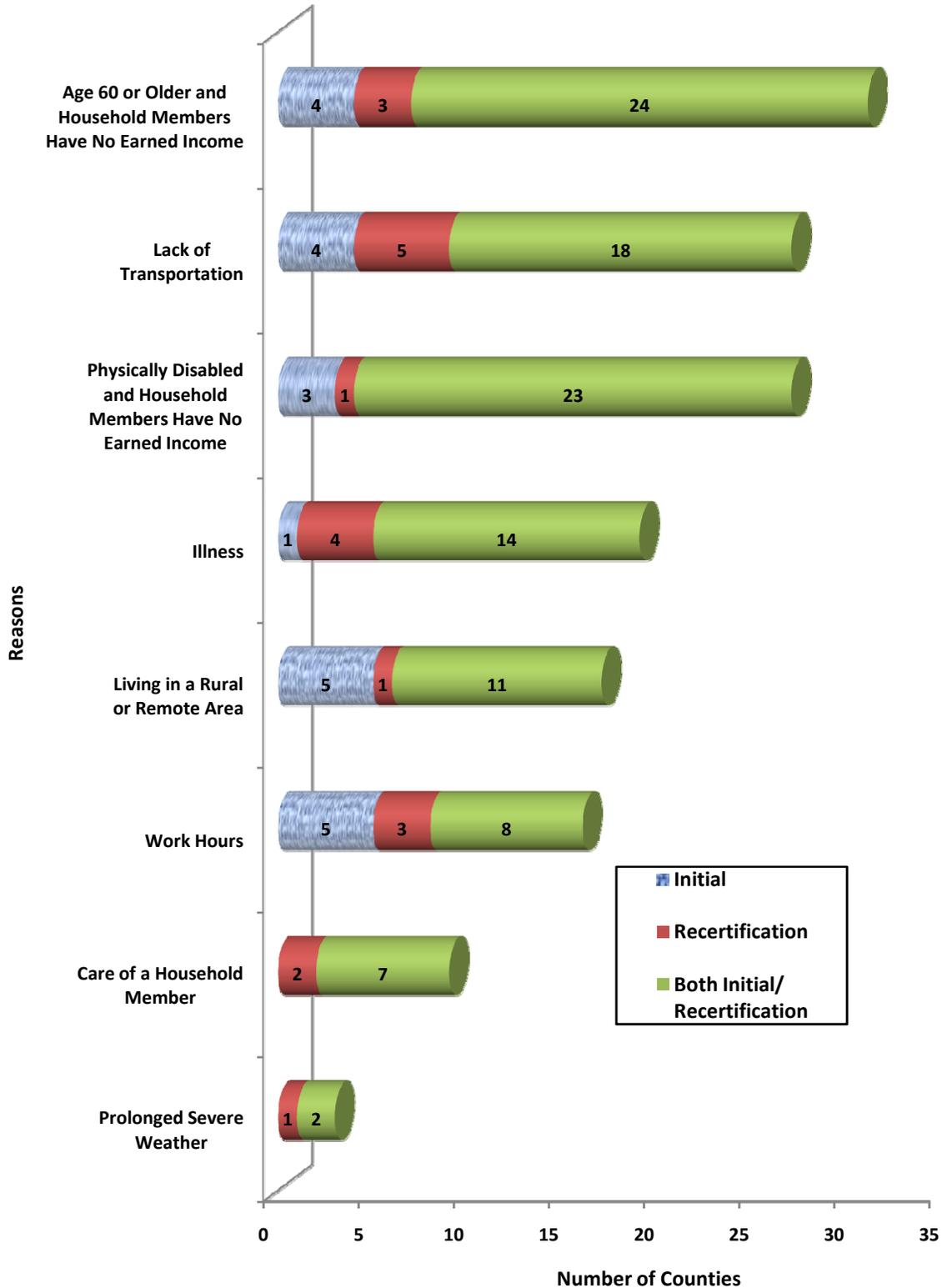
Face-to-Face Interviews Waived

July 1, 2007 to June 30, 2008



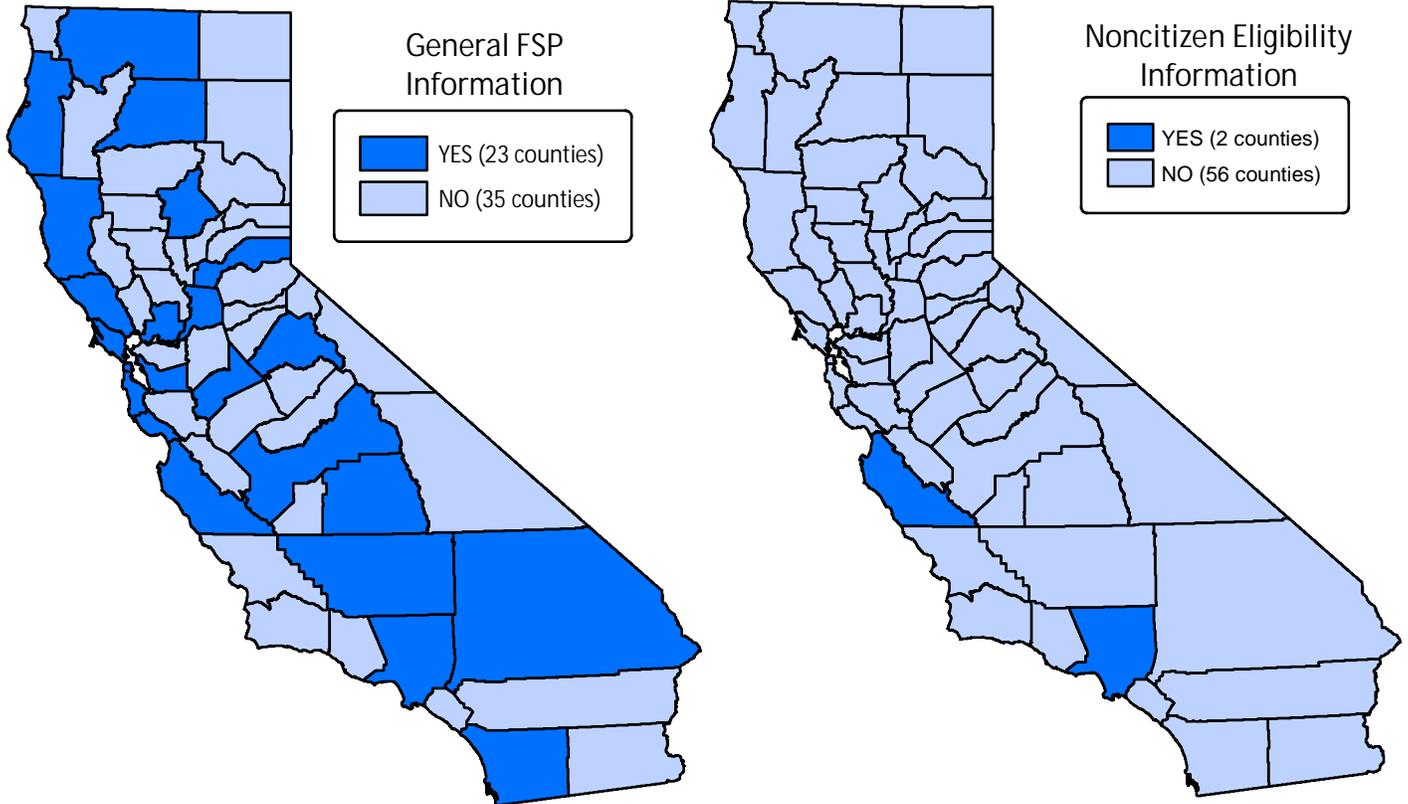
*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA256). The statewide average was computed based on monthly household totals for the 12-month period July 2007 through June 2008.

Reasons Face-to-Face Interviews were Waived
July 1, 2007 to June 30, 2008
 Top Three Reasons Required

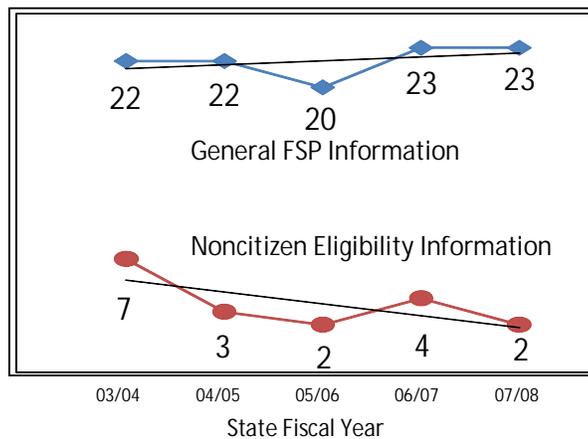


Program Access

Food Stamp Program (FSP) Hotline Telephone Number(s) July 1, 2007 to June 30, 2008

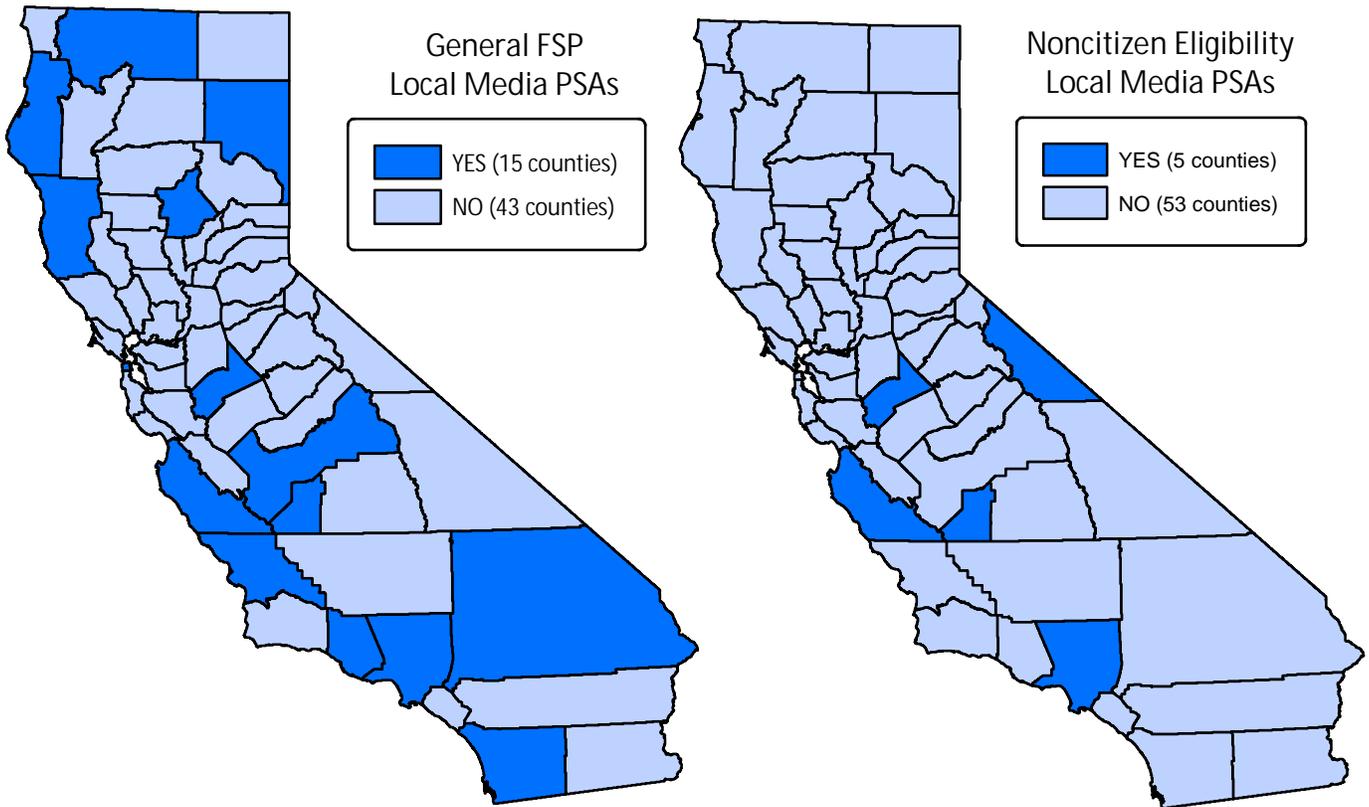


5 Year Trend
 (number of counties)

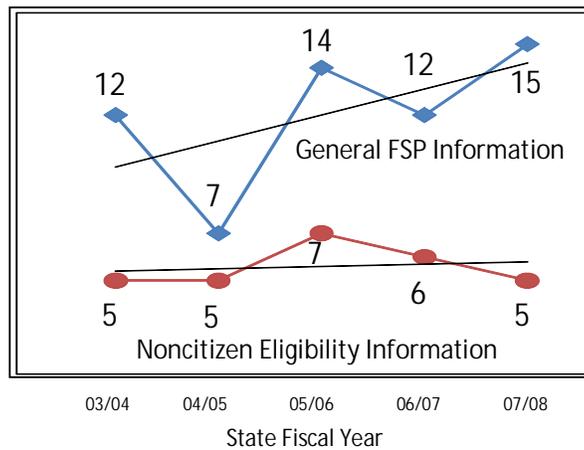


Food Stamp Program (FSP) Eligibility Public Service Announcements (PSAs)

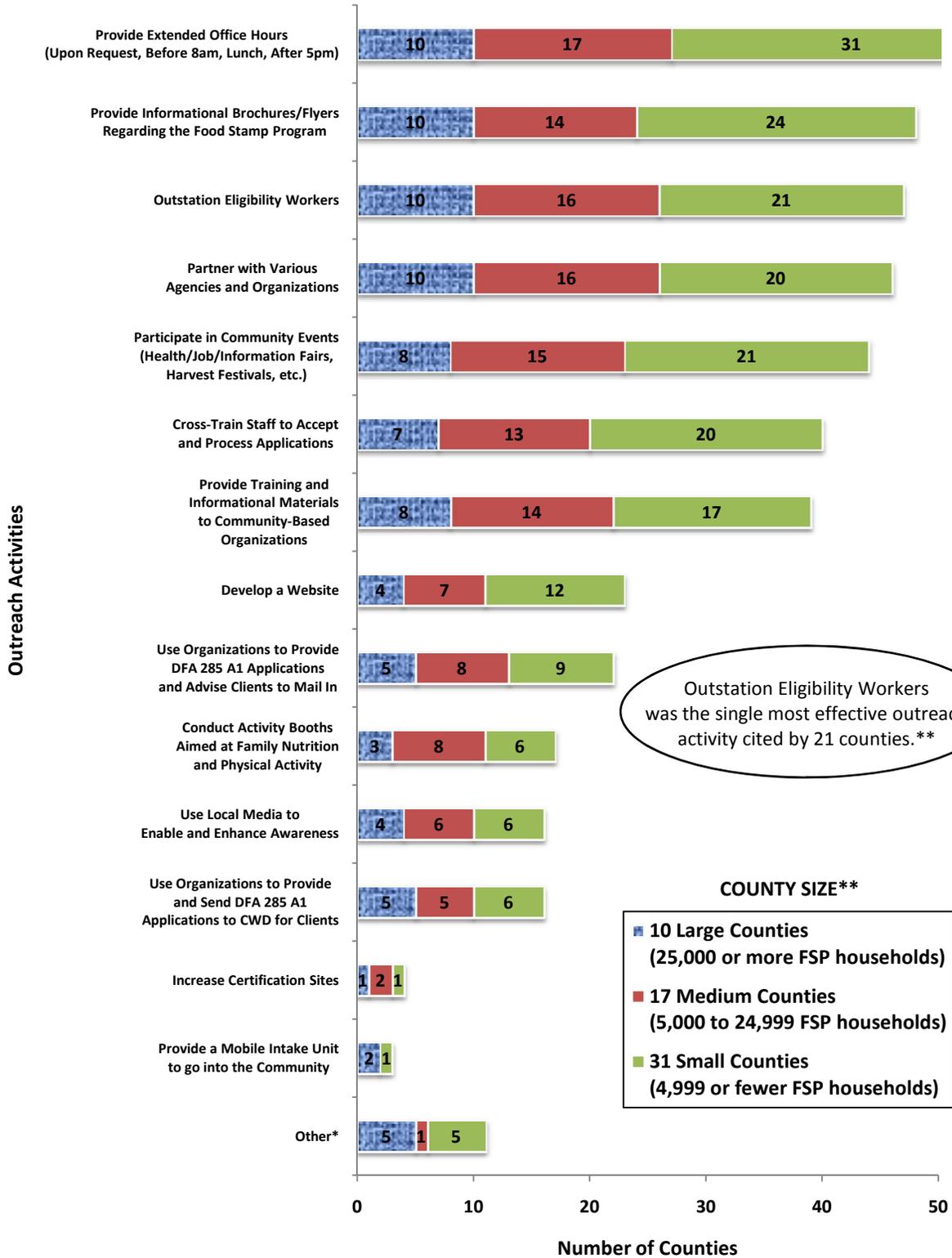
July 1, 2007 to June 30, 2008



5 Year Trend
(number of counties)



Food Stamp Program Outreach Activities
 July 1, 2007 to June 30, 2008
 Multiple Responses Allowed



*For "Other" outreach activities, see Appendix A, page 26.

Outreach Activities Using County Administrative Funds

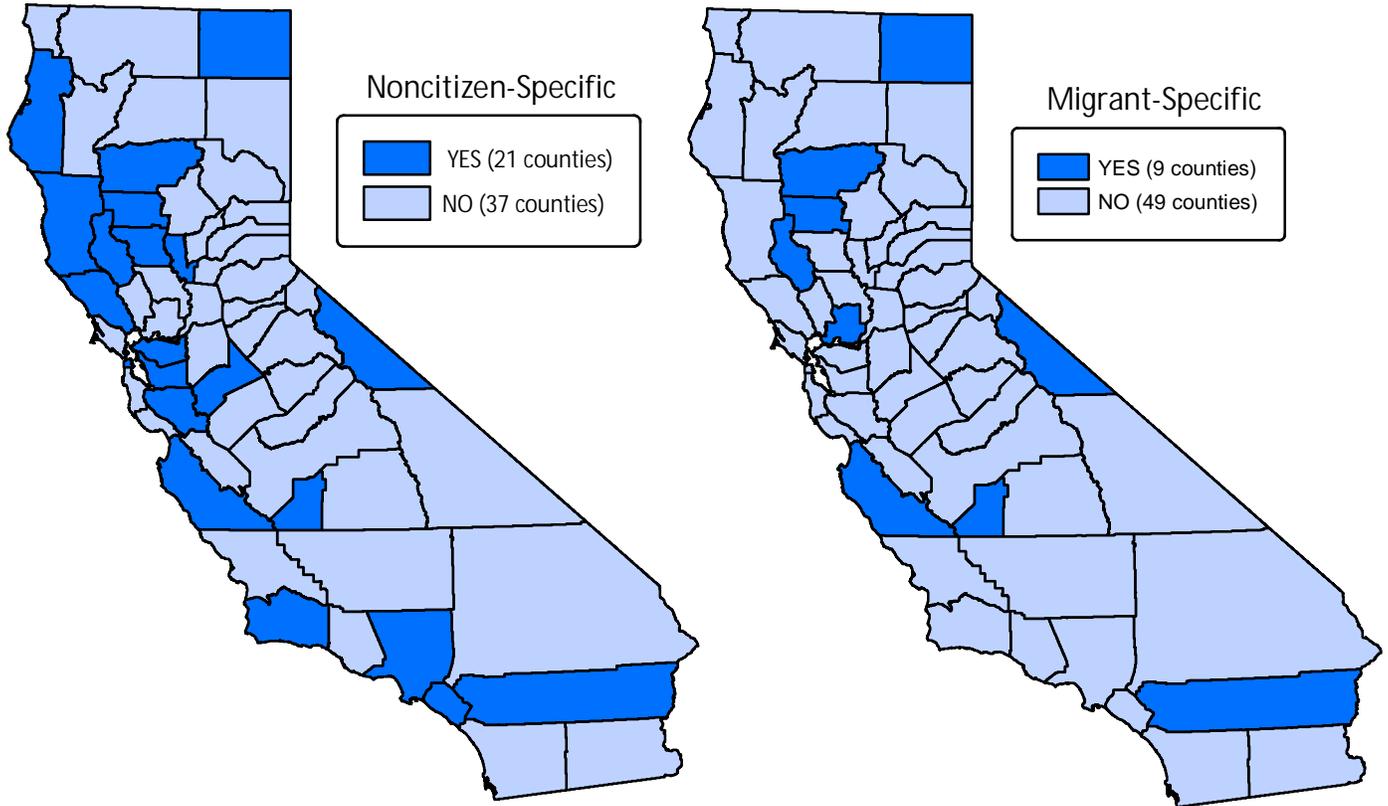
July 1, 2007 to June 30, 2008



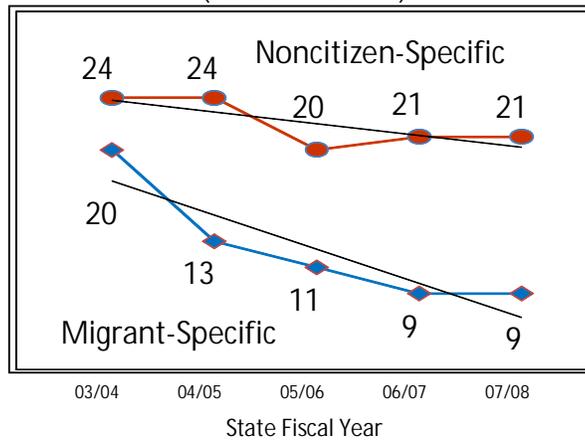
*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA256). The statewide average was computed based on monthly household totals for the 12-month period July 2007 through June 2008.

Educational Materials and/or Presentations

July 1, 2007 to June 30, 2008



5 Year Trend
(number of counties)

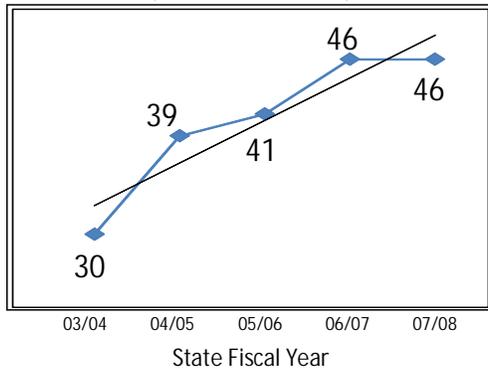


Partnered with Other Health and Human Services Agencies,
 Schools, and Community-Based Organizations to Improve Outreach Efforts
 July 1, 2007 to June 30, 2008



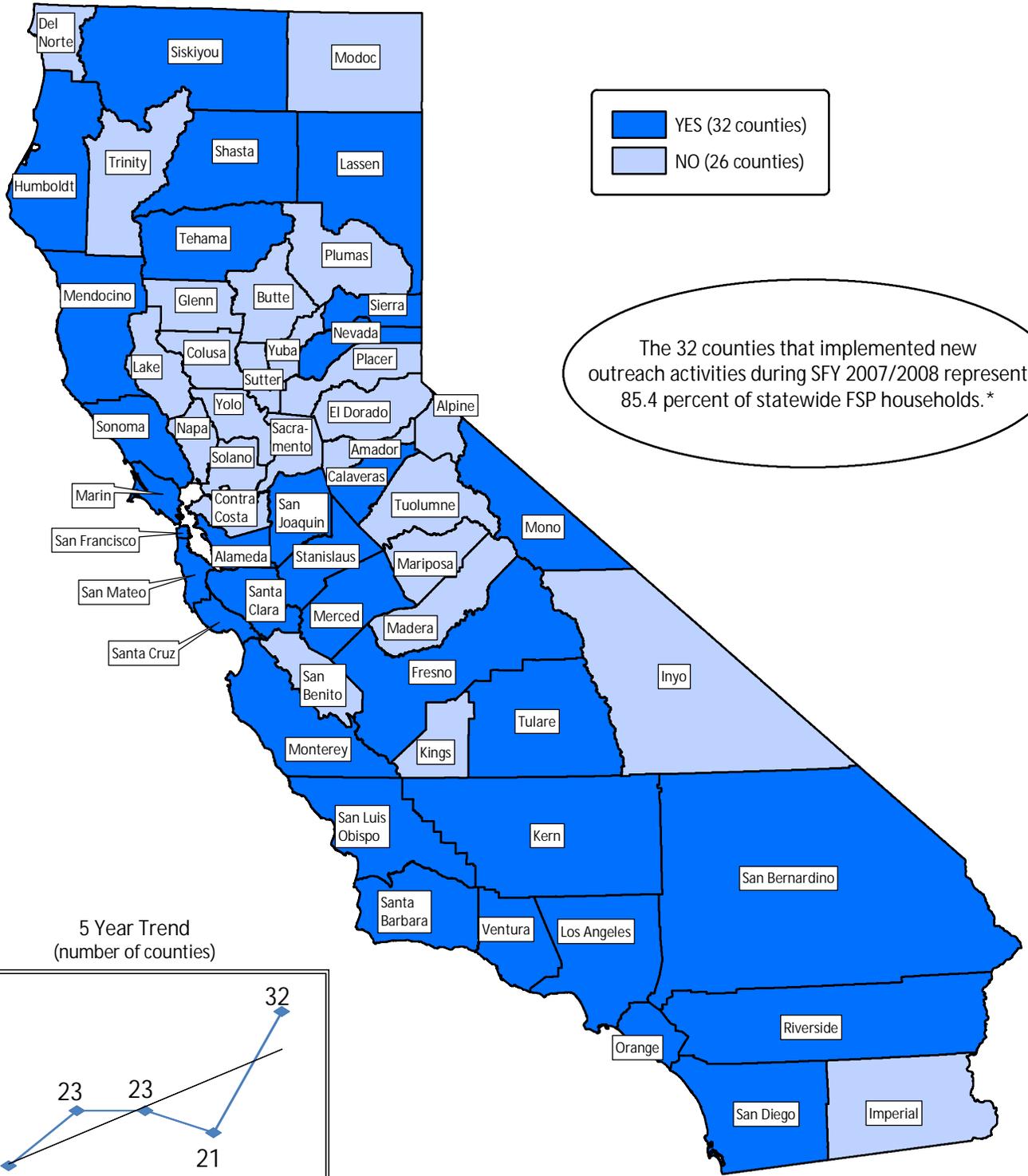
The 46 counties that partnered with other agencies/organizations represent 96.3 percent of statewide FSP households.*

5 Year Trend
 (number of counties)

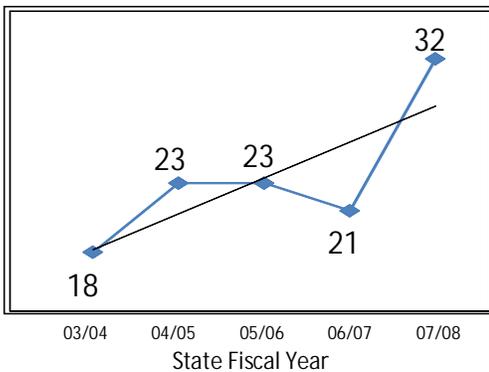


*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA256). The statewide average was computed based on monthly household totals for the 12-month period July 2007 through June 2008.

Implemented New Food Stamp Outreach Activities During State Fiscal Year (SFY) 2007/2008 July 1, 2007 to June 30, 2008



5 Year Trend
 (number of counties)



*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA256). The statewide average was computed based on monthly household totals for the 12-month period July 2007 through June 2008.

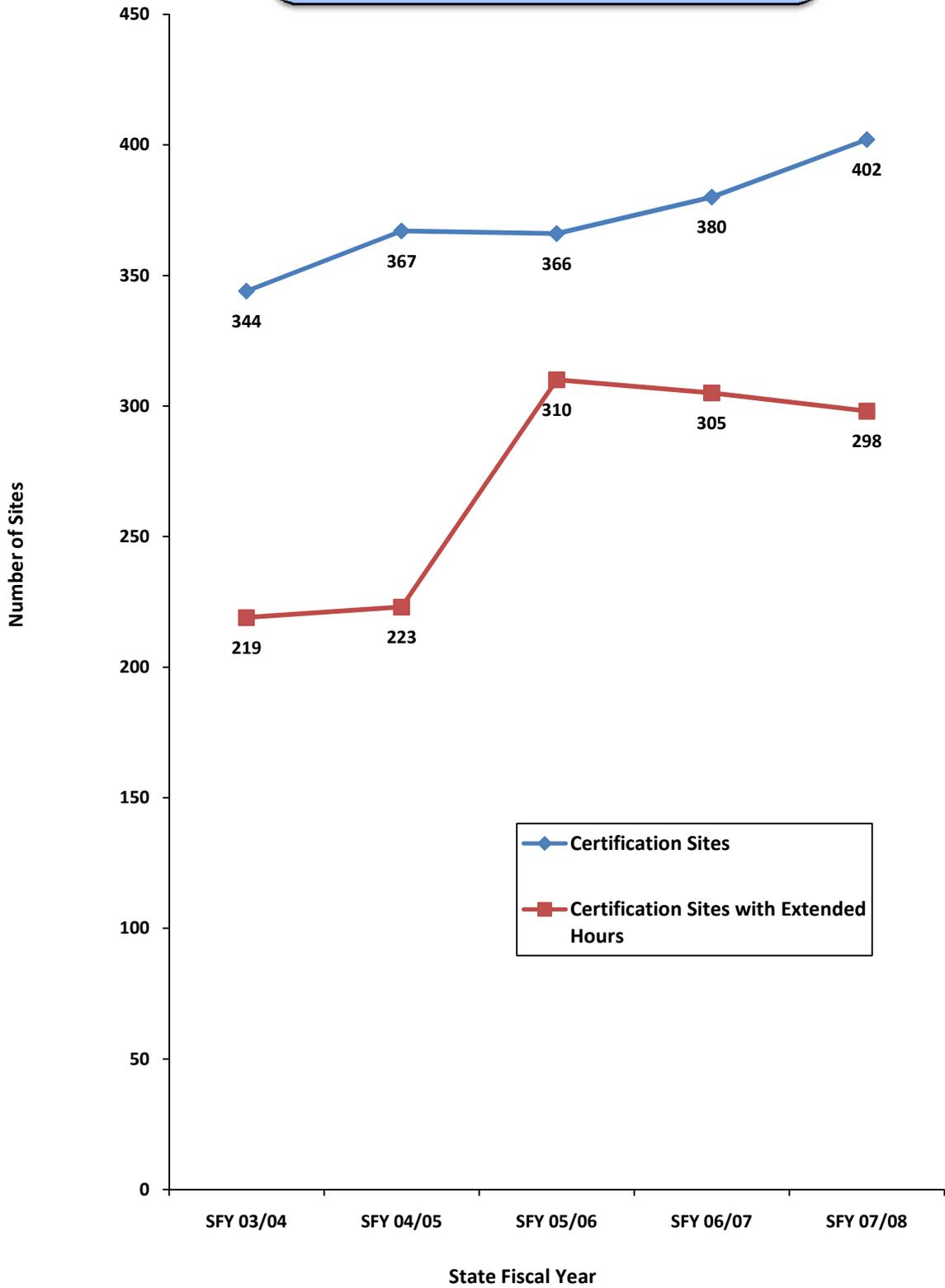
New Food Stamp Outreach Activities Planned for Implementation in State Fiscal Year (SFY) 2008/2009 July 1, 2007 to June 30, 2008

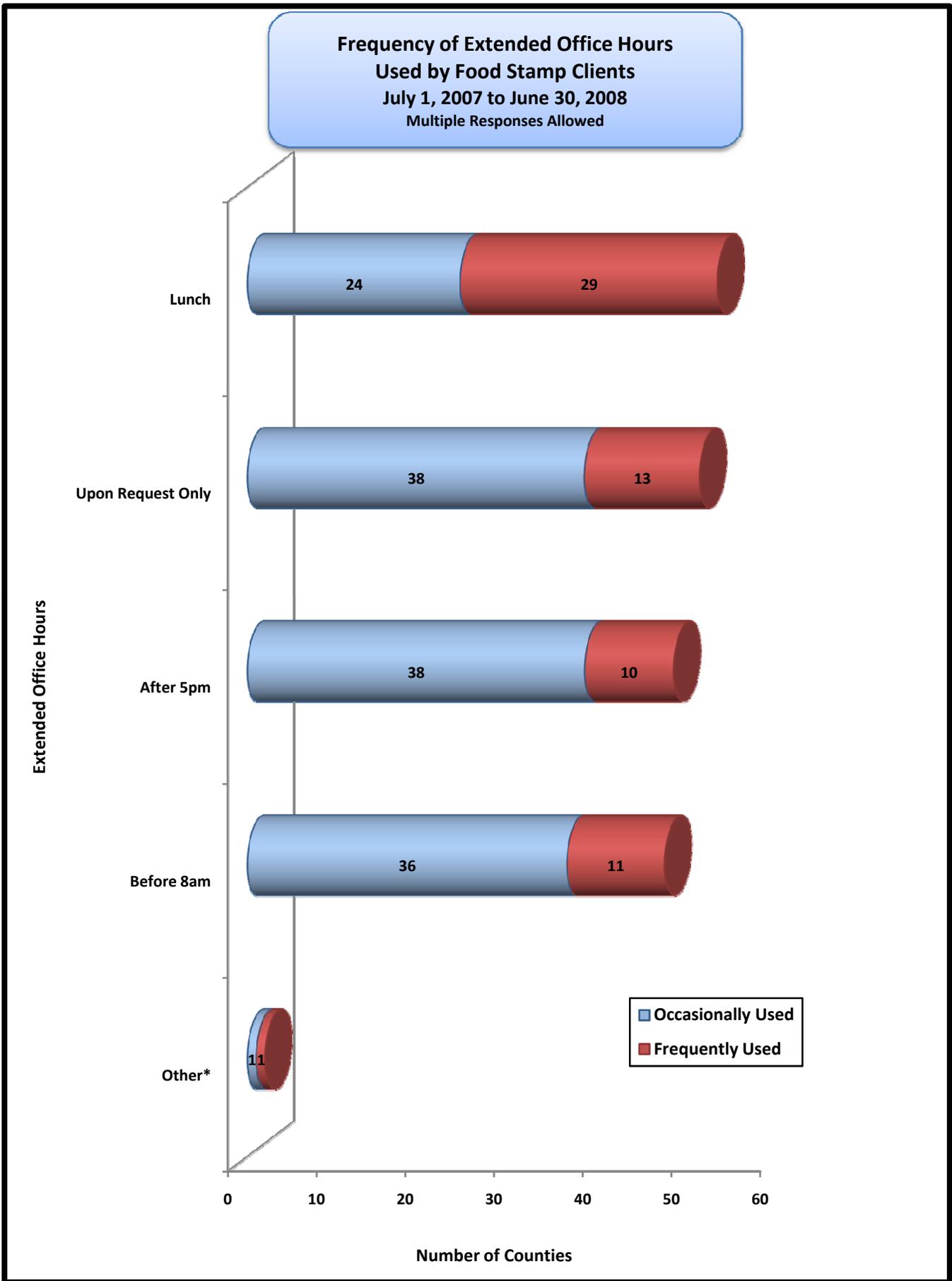


*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA256). The statewide average was computed based on monthly household totals for the 12-month period July 2007 through June 2008.

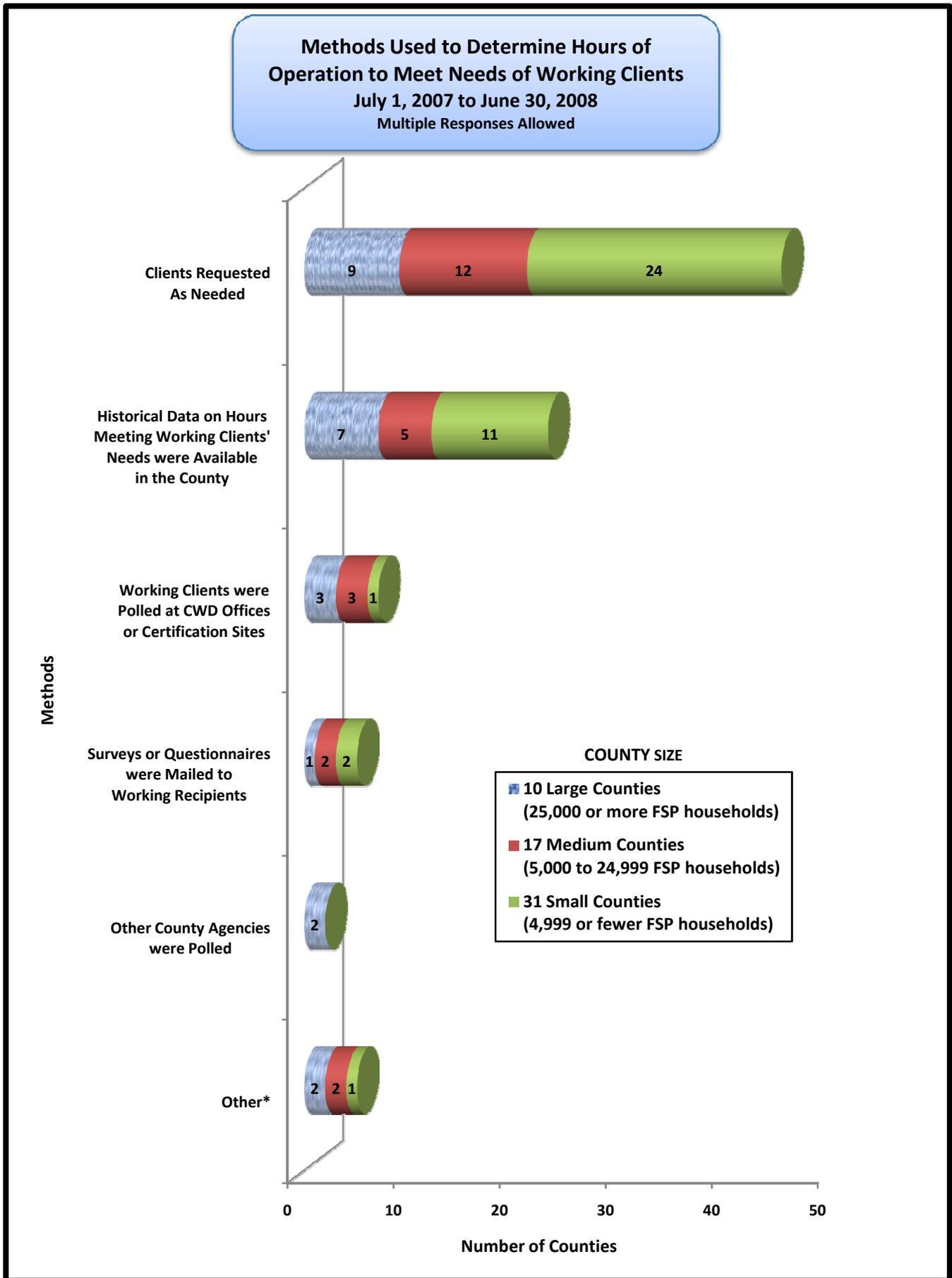
Certification Sites/Hours of Operation

Food Stamp Program Certification Sites
Statewide Annual Comparisons
State Fiscal Years 2003/2004 to 2007/2008



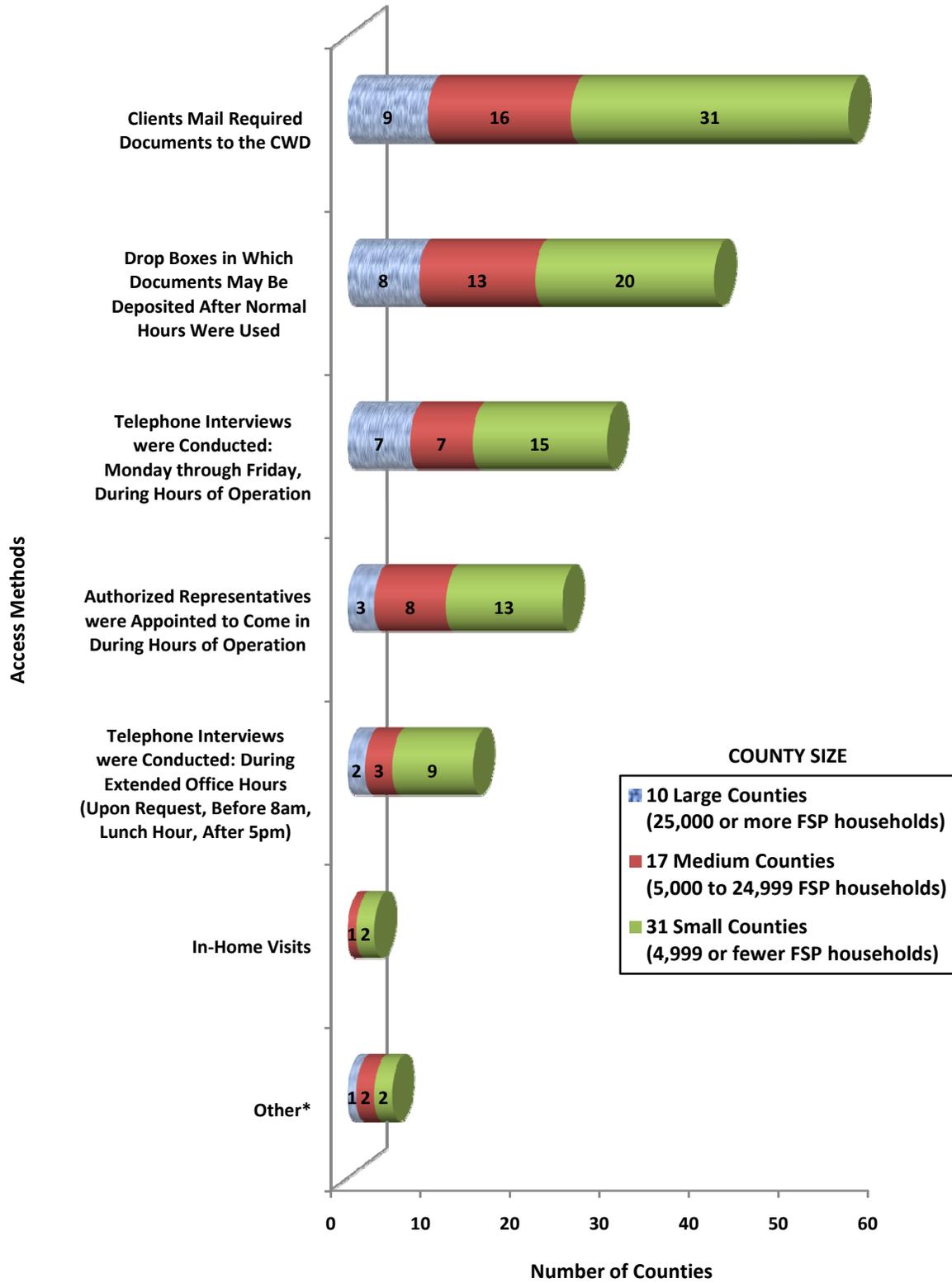


*For "Other" extended office hours, see Appendix A, page 27.



*For "Other" methods, see Appendix A, page 27.

**Access Methods Used By Working Clients
 Other Than Extended Office Hours
 July 1, 2007 to June 30, 2008
 Top Three Access Methods Required**



*For "Other" access methods, see Appendix A, page 27.

APPENDICES

Appendix A	“Other” Responses
Appendix B	Hotline Number, Hotline Type, Days/Hours of Operation, and Type of Information Available
Appendix C	Committee/Task Force Name, Frequency of Meetings and Activities
Appendix D	Description of <i>New Outreach Activities</i> Implemented in State Fiscal Year 2007/2008
Appendix E	Description of <i>New Outreach Activities</i> Planned for State Fiscal Year 2008/2009
Appendix F	County Size Based on Number of Food Stamp Program Households
Appendix G	Statewide Certification Sites
Appendix H	Data Summary
Appendix I	Survey Form

APPENDIX A "Other" Responses

ITEM 1: Other than County Welfare Department (CWD) Offices/Certification Sites, indicate the following:

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

COUNTY	"OTHER" METHODS/SITES USED FOR DISTRIBUTION OF FOOD STAMP PROGRAM MATERIALS
CALAVERAS	Senior Center (Columns A, B, C, & E)
	Behavioral Health Agency (Columns A, B, & C)
EL DORADO	El Dorado County Community Health Center (Columns A & B)
LOS ANGELES	Jails (Columns A, B, & C)
SAN BERNARDINO	Department of Veterans Affairs (Columns A, B, & E)
SANTA BARBARA	Health Care Centers-Visiting Nurses (Columns A, B, & C)
SUTTER	Sutter County Children & Families Commission - Bright Future (Columns A, C, & E)
	Leo Chesney Women's Prison (Columns A & E)

ITEM 2: If application assistance was selected in Item 1, column C or D, indicate how your county used staff to assist clients in completing food stamp application forms and answering questions.

COUNTY	"OTHER" METHODS OF APPLICATION ASSISTANCE AVAILABLE TO FOOD STAMP CLIENTS
LASSEN	Provided staff for application assistance at one stops in remote areas on a set schedule
LOS ANGELES	Jails - Provided Eligibility Workers/Support Staff to Assist Clients with Filling Out Applications and Answering Questions
ORANGE	Outstationed Eligibility Technicians complete application interviews at Family Resource Centers CalWORKs (Initial Services) Social Workers attend Family Reunification meetings when a financial need is identified to assist with applications including food stamps.
SANTA BARBARA	Health/Job Information Fairs Eligibility staff help out with applications and Q & A's

ITEM 3: Indicate the translated languages (other than English) in which food stamp applications were *USED* in your county.

COUNTY	"OTHER" NON-ENGLISH LANGUAGES
ORANGE	To comply with ACL 03-05, Food Stamp case carrying staff certified in obscure bilingual languages have a desktop shortcut to the CDSS translated forms website on their computers. However, obscure language form utilization is not tracked.
SAN DIEGO	Americ Sign Language
	Somali
VENTURA	Mixteco

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

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

COUNTY	"OTHER" OUTSTATIONED ELIGIBILITY WORKER SITES
EL DORADO	Local Assistance Center (LAC) during declared emergency
LOS ANGELES	Jails
SAN FRANCISCO	Self-Help for Elderly, Senior Housings and Cameron House
	Mission Neighborhood Health Center, La Rasa and Presbyterian Church
SANTA BARBARA	Health Care Services - Visiting Nurses

APPENDIX A "Other" Responses

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

COUNTY	"OTHER" WAYS CLIENTS FIRST BECAME AWARE OF FACE-TO-FACE INTERVIEW WAIVER
ALAMEDA	When a hardship card is attached from a CBO
MERCED	Not yet implemented in county.

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

COUNTY	"OTHER" WAYS TO DETERMINE THE NEED FOR FACE-TO-FACE INTERVIEW WAIVERS
MERCED	Not yet implemented in county.

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

ITEM 7b: If you answered "YES" to Item 7, indicate the primary replacement method that was used for initial application and the primary replacement for recertification.

COUNTY	"OTHER" METHODS USED TO REPLACE FACE-TO-FACE INTERVIEWS
KINGS	In Home Visits (Initial & Recertification)
SANTA BARBARA	Home visits (Initial)

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

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

COUNTY	"OTHER" OUTREACH ACTIVITIES
KERN	DHS creates a quarterly client letter, which provides our client's/general county public upcoming regulation changes, program information or an extension of services being offered by our department, it is posted on the DHS external Website for client's/general public to access and read. Partnered with Hunger Action LA Coalition to End Hunger and Homelessness by developing a summer of policy/regulations of all public assistance programs administered in our department and providing them to Hunger Action LA in which they will be publishing a "People's Guide to Services for Kern County".
MONO	Walker Senior Health Fair - Hispanic Cultural Month event at local High School Walker Spring Fling - Walker Senior Center Commodities distribution Walker Fall Festival
MONTEREY	Home visits after 5pm
NAPA	Participate in Safety Net Food Committee meetings with local CBOs. Display posters, play "Good Food TV" DVD, have brochures & recipes available in lobby.
ORANGE	Our Agency internet site provides general Food Stamp eligibility information, a link to the CDSS Internet Site for Food Stamp Benefits, and county location where to submit applications.
RIVERSIDE	Implemented the C4Yourself eApplication to apply via the Internet.
SACRAMENTO	Hunger Coalition
SAN DIEGO	Partner with the University of California Cooperative Extension to offer the Food Stamp nutrition Education Program to client in Family Resources Centers Work with the San Diego County Office of Education's Migrant Education Program by giving overviews of the FSP at "parent nights" Provide FS screening and application assistance for Elementary school-based via the collaboration between the Agency, San Diego Hunger Coalition and the school.
SISKIYOU	Information provided in our WTW Office Bootcamp
YOLO	Migrant Camp Outreach
YUBA	Veteran's Stand Down Community Connections for Recent Parolees

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

APPENDIX A "Other" Responses

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

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

COUNTY	"OTHER" SITES/ORGANIZATIONS FOR PROVIDING EDUCATIONAL MATERIALS OR PRESENTATIONS FOR MIGRANT WORKERS	TYPE USED
KINGS	One Stop Centers	Pres/Mat
LAKE	California Human Development Corp; CHDC	MatOnly

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

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

COUNTY	"OTHER" SITES/ORGANIZATIONS FOR PROVIDING EDUCATIONAL MATERIALS OR PRESENTATIONS FOR NONCITIZENS	TYPE USED
HUMBOLDT	Unuited Way Community Swithboard	Pres/Mat
	Area 1 Agency on Aging	Pres/Mat
ORANGE	Mexican Consulate	MatOnly
SANTA BARBARA	Presentation made upon request	Pres/Mat

ITEM 18a: If extended office hours were indicated in items 10 and 18, identify the frequency (in general) that clients *USED* those extended hours.

COUNTY	"OTHER" EXTENDED OFFICE HOURS OFFERED	FREQUENCY
GLENN	Two Wednesdays per month from 5pm to 7pm.	Frequently Used
SAN FRANCISCO	According outreach activity schedules	Occasionally Used

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

COUNTY	"OTHER" METHODS USED TO DETERMINE HOURS OF OPERATION
LOS ANGELES	Collaborative efforts of the Department and other stakeholders to meet the needs of the public.
ORANGE	Extended office hours were available in previous years with minimal utilization that did not justify further use of those hours.
SAN BENITO	Standard Hours of Operations
SANTA BARBARA	Hours selected to align other county agencies clients have contact with so transportation and child care needs could be lessened.
SANTA CRUZ	Customer Service Survey attached to applications (includes question on our office hours)

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

COUNTY	"OTHER" ACCESS METHODS USED OTHER THAN EXTENDED OFFICE HOURS
EL DORADO	Telephone contact to follow up on application requests or requests for Food Stamp information.
LOS ANGELES	Access to non-traditional sites.
MERCED	Saturday interviews (during high-demand months, staff paid as overtime)
NEVADA	Clients visit office during working hours
SAN JOAQUIN	Fax required documents
	E-mail required documents

APPENDIX B

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

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

ITEM 8c: Provide the telephone "hotline" number(s), "hotline" type, days AND hours or operation, and/or specific type of information available through the "hotline."

COUNTY	HOTLINE TELEPHONE NUMBER	HOTLINE TYPE	DAYS/HOURS OF OPERATION	TYPE OF INFORMATION AVAILABLE
ALAMEDA	(888) 999-4772	Both	M-F 8:30am-5:00pm	Directions to an office and hours of operation. Status of your case and QR7 information.
BUTTE	(800) 499-9189	Both	M-F, 8am-Noon and 1pm-5pm	Instructions on how to apply for Food Stamps.
FRESNO	(559) 453-4998	Both	M-F 8 to 5	Information on where to apply
	*211	Both	Sun - Sat 24 hours	Information on where to apply
	1-877-847-3663	Both	Sun - Sat 24 hours	Information on where to apply
HUMBOLDT	(707) 269-3590	Both	7 days/24 hours	Recorded message provides office hours
	(707) 268-3471	Both	7 days/24 hours	Recording informs client that we are unable to take their call; prompts client to leave information for call back.
KERN	(661) 631-6000	Both	M-F 8am - 5pm	Option to apply by phone or leave address to have application mailed to client.
	(661) 631-6062	Recording Only		FS Application Hotline- can have call returned or leave address to have an application mailed.
	(631) 326-2840	Both	M-F 8am - 5pm	Medi-Cal Emergencies
	(800) 690-1997	LiveOnly	M-F 8am - 5pm	
	2-1-1 or 336-5200	LiveOnly	24 hours	
	1-888-506-2200	Both	Recording of food stamp application information 24 hours	Provides summary of Food Stamp Applications processes and regulations also allows caller to apply by phone or mail.
LOS ANGELES	(877) 597-4777	Both	M-F 8am-5pm	Days and Hours of operation
	(877) 481-1044	Both	M-F 8am-5pm	Days and Hours of operation
	(866) 613-3777	Both	M-F 8am-5pm	Days and Hours of operation
MARIN	(415)473-3400	Both	M-F 8am - 5pm	Recording refers clients to Food Stamps office and daily Duty Workers to answer questions regarding Food Stamps
MENDOCINO	707-463-7700	Both	M-F (8-12, 1-5)	Briefly states what the FSP is
	(707) 463-2437	Both	M-F (8-12, 1-5)	Briefly states what the FSP is
	(877) 327-1677	LiveOnly	M-F (8-12, 1-5)	
	(707) 962-1000	LiveOnly	M-F (8-12, 1-5)	
MONTEREY	1-866-361-0477	LiveOnly	M-F 8am-5pm	
PLACER	(916) 784-6000	Both	M-F 8am-5pm	Description of programs including Food Stamps, how to apply, office hours, and locations.
	(530) 889-7611	Both	M-F 8am-5pm	Description of programs including Food Stamps, how to apply, office hours, and locations.
	(530) 584-1900	Both	M-F 8am-5pm	Description of programs including Food Stamps, how to apply, office hours, and locations.
SACRAMENTO	(916) 874-2072	Both	M - F, 7:30am - 5pm	Questions about Medi-Cal, CalWORKs and Food Stamps can be answered by the operator.
	(916) 685-9273	Both	M - F, 8am - 5pm	Questions about Medi-Cal, CalWORKs and Food Stamps can be answered by the operator.
	(209) 745-3484	Both	M - F, 8am - 5pm	Questions about Medi-Cal, CalWORKs and Food Stamps can be answered by the operator.
	(916) 648-0894	Both	M - F, 8am - 5pm	Call during regular business hours.
	(916) 874-2256	Both	M - F, 7:30am - 5pm	Questions about Medi-Cal, CalWORKs and Food Stamps can be answered by the operator.

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

APPENDIX B

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

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

ITEM 8c: Provide the telephone "hotline" number(s), "hotline" type, days AND hours of operation, and/or specific type of information available through the "hotline."

COUNTY	HOTLINE TELEPHONE NUMBER	HOTLINE TYPE	DAYS/HOURS OF OPERATION	TYPE OF INFORMATION AVAILABLE
SAN BERNARDINO	(909) 383-9826	LiveOnly	M-F 7:30 am to 5:30 pm	
	(909) 386-9502	Both	M-F 7:30 am to 5:30 pm	General FSP information
SAN DIEGO	(866) 262-9881	Both	MWTHF: 8:00am-5:00pm Tuesday: 9:00am-5:00pm	Food Stamp general eligibility, benefit of using FS EBT card. Office locator by zip code, operator assistance option
	"2-1-1"	Both	24/7	Preliminary FS Assessment and Referral to local Public Assistance
SAN FRANCISCO	(415) 558-1001	Both	M-F 8am-5pm	Inbound Call Center, hours of operations, locations, FAQ, program information including required documentions, EBT, best time to come to office
	(415) 558-4186	Recording Only		Location, hours of operations, ability to leave voicemail and get called back
SAN MATEO	(800) 223-8383	Both	M-F 8am-5pm	EBT card access; application process & where to apply; status of pending application; information on CBOs
	1-800-984-3663	Both	M-F, 8am-5pm	Food Stamp information line
SANTA CRUZ	(888) 421-8080	Both	M-F, 8am-5pm	Information available 24/7: EBT 800 number, office addresses and hours of operation
SHASTA	530-225-5767	LiveOnly	8am - 5pm	
SISKIYOU	(800) 662-7031	Both	M-F 8am-5pm	Office hours and types of application accepted
SOLANO	211	LiveOnly	M-F 24 hrs	
SONOMA	(800) 331-2278	Both	Monday through Friday 8 AM to 5 PM	General information about when & where to apply for Food Stamps (English and Spanish)
STANISLAUS	(209) 558-2777	Both	Hotline is accessible 24 hours a day. There are three messages, one available during regular office hours, M-F, 8-5; one during lunch hour 12-1; an after hours message is given outside the above regular office hours.	Hours of operation-all locations, referrals to specific resources based on needs including phone numbers (also 911 for emergencies); all CSA office locations with addresses and phone numbers. At end of message caller can leave a voice mail message. During business hours callers may be routed to the live application line, request to have an application mailed.
	(800) 962-4468	Both	same as above	Same as above-both phone lines provide the same information
TULARE	(800) 540-6880	Both	M-Th 7:30am-6:00pm F 7:30am-5:00pm	Where to go if wanting to apply for food stamps.
TUOLUMNE	209-533-5711	LiveOnly	M-F 8am-4pm	

APPENDIX C

Committee/Task Force Name, Frequency of Meetings and Activities

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

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

COUNTY	COMMITTEE/TASK FORCE NAME	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS	ACTIVITIES	
ALAMEDA	Alameda County Community Food Bank	Quarterly		Provide eligibility training materials and update outreach materials used in order for CBOs to screen clients for potential FS eligibility. Complete and send an electronic application to CWD if potentially eligible.	
	Alameda County Nutrition Action Plan (CNAP)	Monthly		Would like to develop an application/referral process for WIC/FS/School/EFAP meals to pilot in Alameda County.	
AMADOR	Connecting Hands	Bi-Monthly		Update the committees on Food Stamps reg changes that may ease the application process.	
	Food Security Group	Monthly		planning food stamp and food bank outreach to groups in the community that are hesitant to come in, providing food stamp information during community events, networking of community agencies	
	Community Outreach Taskforce	Monthly		Network of community health groups that outreach to the community to increase the overall health of the community	
BUTTE	Private Industry Council	Other		As needed	Ensure their staff are aware of the benefits of the Food Stamp Program and where clients may apply.
	Butte County Department of Public Health	Other		As needed	Ensure their staff are aware of the benefits of the Food Stamp Program and where clients may apply.
	Butte County Department of Behavioral Health	Other		As needed	Ensure their staff are aware of the benefits of the Food Stamp Program and where clients may apply.
	Butte County Department of Child Support Services	Other		As needed	Ensure their staff are aware of the benefits of the Food Stamp Program and where clients may apply.
CALAVERAS	Mark Twain Saint Joseph Hospital	Other		As needed	Provide outstation services at medical clinics in our remote areas, this includes taking applications, face-to-face interviews, verification drop off, providing EBT cards etc.
	Behavioral Health	Other	As needed	Provide information and assistance with completion of applications at the Mental Health office during the Mental Health consumer drop-in days.	
	Human Resource Council (HRC)	Other	As needed	One of our staff members is stationed at the HRC office to provide information and assistance with completion of applications during their weekly extended hours evening.	
	Human Resource Council (HRC)	Other	as needed	One of our staff members accompanies the Mobile Food Pantry, providing information and assistance with completion of applications.	
	Senior Center	Other	as needed	One of our staff members is stationed at the Senior Center during the commodities distribution, and provides information and assistance with the completion of applications.	
	Blue Mountain Youth Alliance	Other	as needed	Provide information and assistance with completion of applications at the West Point Youth Center.	
COLUSA	Family Resource Centers	Quarterly		Information dissemination; pamphlets	
	Workforce Investment Agency (One-Stop)	Quarterly		Information dissemination; pamphlets	
CONTRA COSTA	Food and Nutrition Policy Consortium	Quarterly		Conduct quarterly nutrition awareness activities in the community; train CBO volunteers in nutrition and basic food stamp eligibility.	
	Food Stamp Outreach Partners Meeting	Quarterly		Conduct quarterly meetings with food bank partners in order to provide more in depth program information and to discuss outreach efforts by all partners.	
DEL NORTE	Del Norte High School - Del Norte USD Network for a Healthy California	Other		Each event was scheduled separately	Back to School Nights & Open Houses at the various county schools
	Del Norte USD Network for Healthy California	Bi-Monthly			Network for a Healthy California meetings
	Healthy Families	Other		Each event was scheduled separately	County Fair and Community Health Fairs
	Veterans Stand Down	Other		Rescheduled for 10/2008	Annual Veteran Stand Down Activity in Humboldt County

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APPENDIX C

Committee/Task Force Name, Frequency of Meetings and Activities

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COUNTY	COMMITTEE/TASK FORCE NAME	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS	ACTIVITIES	
FRESNO	Centro La Familia	Monthly		Discuss Outreach, Food Stamp Participation, trained staff on taking applications	
	Fresno Metro Ministries	Monthly		Discuss Outreach, Food Stamp Participation, trained staff on taking applications.	
	Fresno Center For New Americans	Monthly		Discuss Outreach, Food Stamp Participation, trained staff on taking applications.	
	Community Food Bank	Monthly		Discuss Outreach, Food Stamp Participation, trained staff on taking applications.	
HUMBOLDT	Food Stamp Task Force with Food Bank and several community agencies both public and private	Quarterly		Collaboration with community agencies to increase accessibility and public awareness of the Food Stamp Program - Focus for 2008 has been on Seniors	
	Senior Resource Center	Other		When requested	Provided written material, publication in Senior Directory, and presentations at the Senior lunch program.
	United Way Community Switchboard	Other		When requested	Provided Food Stamp program training to volunteer operators for referrals to the Food Stamp program
	Humboldt County Nutritin Acton Partners with Public Health and several community agencies both public and private	Bi-Monthly			Working on developing an action plan, sharing information and resources to increase fruit and vegetalbe consumption by Humboldt County residents.
IMPERIAL	Imperial Valley Food Bank	Other	as needed	D.S.S. shares updated information regarding Food Stamp changes so they may share with with the community.	
	Imperial Valley Regional Occupational Program/ACE	Quarterly		D.S.S. shares updated information regarding Food Stamp changes so they may share with with the community.	
	Homeless Task Force	Monthly		D.S.S. shares updated information regarding Food Stamp changes so they may share with with the community.	
	Local Community Council	Quarterly		D.S.S. shares updated information regarding Food Stamp changes so they may share with with the community.	
	Center for Family Solutions	Other	AS NEEDED	D.S.S. shares updated information regarding Food Stamp changes so they may share with with the community.	
KERN	Arvin (Arvin Union School District) 737 Bear Mountain Blvd. Arvin Ca 93203	Monthly		Share Information	
	Buttonwillow Healthy Start Collaborative 400 McKittrick HY Buttonwillow Ca 93206	Bi-Monthly		Share Information	
	California City Collaborative 8525 California City Blvd Suite A California City Ca 93505	Monthly		Share Information	
	Delano Neighborhood Partnership (Community Alliance Meeting) 1842 Norwalk Delano Ca 93215	Monthly		Share Information	

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KERN	East Bakersfield Community Coalition 1700 Flower St Bakersfield Ca 93305	Monthly		Share Information
	East Kern Collaborative 2340 HY Mojave Ca 93501	Monthly		Share Information
KINGS	Kings Community Action Organization	Other	As requested	Program Info and application assistance
	Family Resource Centers	Monthly		Program Info and application assistance
	Schools	Monthly		Program Info and application assistance
	Health Department	Other	As requested	Program Info and application assistance
	Parole And Correction Team	Monthly		Program Info and application assistance
LAKE	Hunger Task Force	Monthly		Assess counties citizen hunger needs and other resources available to meet these needs. Community Garden, Make A Difference Day, Canning Project. Materials at Farmer's Market.
	ARBOR	Bi-Monthly		Nutrition Information/classes for WtW participants.
	UCCE-University of California Cooperative Extension	Bi-Monthly		Food Stamp Nutrition Education Program.
LOS ANGELES	California Food Policy Advocates, L.A. Coalition to End Hunger and Homelessness, and L.A. Regional Food Bank.	Quarterly		Meetings to discuss and recommend resolutions to barriers to food stamp participation, as well as providing updates as they pertain to expanding our outreach efforts.
	Daughters of Charity, WIC, and Harbor Interfaith	Quarterly		Provide households the ability to apply for FS at non-traditional sites. Meetings are held to discuss the FS participation and provide updates on our efforts.
	Department of Community and Senior Services	Monthly		Provide the opportunity for individuals and families to apply for FS at non-traditional sites. Currently we are conducting a pilot in their WorkSource Centers.
	Los Angeles County Probation Department	Other	As Needed	Provide the opportunity for released inmates to apply for Food Stamps and other services at mandatory orientations scheduled by the Probation Department.
	Los Angeles Unified School District	Quarterly		L. A. County is partnering with LAUSD to make available outreach workers at health centers located on school premises.
	Department of Public Health	Quarterly		Meetings to discuss nutrition.
MADERA	First 5 Madera County	Monthly		Corrdination of Services/Community Activities
	Public Health Department	Monthly		Corrdination of Services/Community Activities
	Law Enforcement	Monthly		Corrdination of Services/Community Activities
	Madera Rescue Mission	Monthly		Corrdination of Services/Community Activities
	Faith Based Organizations	Monthly		Corrdination of Services/Community Activities
	Madera Food Bank	Monthly		Corrdination of Services/Community Activities
MARIN	Marin H & H S Nutrition Wellness Program	Other	as needed	Provides nutrition education trainings and outreach to food stamp eligible population and collaborates with WIC program as well.
	H & H S Food Security Coalition	Other	as needed	Provides community coalition around increasing access to healthy foods and improving communication to community orgs and food banks working with food stamp eligible population

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APPENDIX C

Committee/Task Force Name, Frequency of Meetings and Activities

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COUNTY	COMMITTEE/TASK FORCE NAME	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS	ACTIVITIES
MENDOCINO	Food Bank	Other	Yearly	Meetings, trainings and provided materials
	Nuestra Casa	Quarterly		Meetings, trainings and provided materials
	Healthy Kids Mendocino Policy and Planning Committee	Monthly		Meetings, trainings and provided materials
MERCED	Central California Regional Obesity Prevention Program	Monthly	as needed	Annual county "Food Summit"; information-sharing meetings; community-awareness events.
	Hunger Task Force	Monthly		Annual county "Food Summit"; information-sharing meetings; community-awareness events.
	Women, Children, and Infants (WIC)	Bi-Monthly		Information-sharing meetings.
	Head Start	Bi-Monthly		Information-sharing meetings.
	Livingston Medical Clinic	Quarterly		Information-sharing meetings, application process training.
	Golden Valley Health Care Center	Quarterly		Information-sharing meetings, application process training.
MODOC	Teach, Inc	Other	as needed	Food Bank, Shelter
MONO	Mono County Health Dept.	Quarterly	as needed	Review Food Stamp basic eligibility, provide applications for First Five program.
	Community Connection for Children	Quarterly		Review Food Stamp basic eligibility, provide applications for First Five program.
MONTEREY	WIC Offices	Monthly	as needed	Group meetings throughout Monterey County
	Family Markets	Monthly		Presentation of program materials
	Farmers Markets	Monthly		Presentation of program materials
	Food Bank	Monthly		Presentation of program materials
	USDA Sites	Monthly		Presentation of program materials
	Holy Trinity Church	Monthly		Presentation of program materials
NAPA	Food Bank	Monthly	as needed	A Community Aide goes to the Food Bank to tell people about the FSP, distribute applications and offer help filling them out. The Food Bank refers people to us.
	Safety Net Food Committee	Monthly		Attend meetings with CBOs such as the Salvation Army, St. Vincent de Paul, Food Bank, Senior Nutrition Program, Area Agency on Aging and update the agencies about FS activities & regulation changes that could affect the people they serve as well as encourage CBOs to refer people to apply for FS, offer materials, identify food needs in the community.
NEVADA	UC Davis Cooperative Extension	Quarterly	as needed	Lobby display on food safety.
				Quarterly "Foodlines" newsletter.

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APPENDIX C

Committee/Task Force Name, Frequency of Meetings and Activities

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COUNTY	COMMITTEE/TASK FORCE NAME	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS	ACTIVITIES
ORANGE	Orange County Department of Education	Other	Three times a year	Participates in a coordinated effort to disseminate information about Food Stamps, free and reduced school lunches via community fairs, school events, school readiness coordinators, as well as distributing Food Stamp information and brochures to schools throughout Orange County. Attends outreach subcommittee meetings with HCA.
	Orange County Hunger Coalition	Other	Three times a year	Participates in a coordinated effort to disseminate Food Stamp and nutrition education information via senior centers, governmental agencies; also distributes Food Stamp information and brochures with the Coalition's annual Emergency Food Resource Guide.
	Orange County Health Care Agency Nutrition Services (HCA)	Other	Three times a year	Participates in a coordinated effort to disseminate information regarding nutrition education and free and reduced school lunch information as it relates to nutrition education. Also has the primary responsibility for distributing nutrition education information throughout Orange County via community fairs and events, mobile van, WIC, hospitals and medical facilities.
	Children and Families Commission	Other	Three times a year	Participates in a coordinated effort to disseminate Food Stamp, free and reduced school lunches, and nutrition program information via Bridges for Newborn's program at hospitals, mobile van, Family Resource Centers, School Readiness Coordinators, and other Commission collaboratives. Attends outreach subcommittee meetings with HCA.
	Community Action Partnership of Orange County	Other	Three times a year	A county collaborative partner in the Food Stamp Assisted Application Project, providing workshops to assist individuals with completing the Food Stamp application process. Also provides presentations to agencies, schools, and CBOs about the Assisted Application Project and provides information about Food Stamps via VITA sites, their Food Bank, and the local Mexican Consulate.
	Over 21 agencies, schools, community based organizations, food banks, and Nutrition Network affiliated organizations	Other	As needed	Food Stamp, free and reduced lunches, and other nutrition education information is disseminated via community fairs, school events, mobile van, hospitals, family resource centers, as well as distributing Food Stamp information and brochures to over 35 different agencies/organizations with a total distribution to over 200 sites. Most of these agencies attend subcommittee meetings with Social Services, HCA, or Community Action Partnership of Orange County.
PLACER	WIC Health Fair	Quarterly		Partner in providing information and outreach materials to the community health fair.
	St. Vincent DePaul - Roseville	Monthly		Provide outreach and on-site application processing at the St. Vincent DePaul community/church based organization.
	The Gathering Inn Homeless Shelter program	Other	Winter months only	Provide partnership with other Placer County HHS divisions to provide services to our homeless population within the county. Provide food stamp application information.
	EDD - One Stop	Monthly		One-stop center, have eligibility staff stationed in the EDD facility to provide food stamp information and materials, and do continuing CalWORKS and Food Stamp eligibility for recipients of those programs.
	Placer County Parole office	Monthly		Provide eligibility staff to give informational presentation to new Placer County parolees regarding Food Stamp program eligibility. Also provide application forms, and instructions for filing the application.

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RIVERSIDE	Nutrition Services	Bi-Monthly		Collaborate to distribute informational brochures to assist limited income families to buy more nutritious foods for a healthier diet.
	Riverside County Mental Health	Other	Application assistance only, no meetings held	Mental Health offices assist customers with application completion
	Family Resource Center, Mecca	Other	a worker is stationed there 1/2 day Monday - Thursday	Assists customers with application completion, accepts verifications.
	Longfellow Elementary School, Riverside	Other	Application assistance only, no meetings held	Assist customers with application completion, complete interviews.
	Victory Outreach, Riverside, Indio, Hemet, Norco/Corona	Other	Application assistance only, no meetings held	Assist customers with application completion and sometimes accompany the customer to the office for interviews or appointments.
	MFI Recovery, Riverside, Whiteside Manor, Teen Challenge and Recovery Options Center (ROC) Riverside	Other	Meetings are held when customers need assistance	Assist customers with application completion and sometimes accompany the customer to the office for interviews or appointments.
SACRAMENTO	Hunger Coalition	Quarterly		Provide applications and information
	WeConnect	Other	Annual	Provide applications and information
SAN BERNARDINO	Department of Veterans Affairs	Monthly		Eligibility staff collaborating with the office of Veterans Affairs to increase FS participation of VA beneficiaries.
	Department of Public Health	Quarterly		Collaboration between various county departments to discuss Food and Nutrition access in SB County.
	Inland Behavioral and Health Services, Inc.	Other	As needed	Collaboration between Inland Behavioral and Health Services and the County Transitional Assistance Dept. Help complete on-line E-Applications for customers in the SB area.
SAN DIEGO	San Diego Hunger Coalition	Monthly		Provide flyers and overview of Food Stamps Program Application and track level of enrollment of outreach-sponsored clients
	Aging and Independence Services (AIS)	Quarterly		Distributing flyers and FNS materials informing clients of F/S benefits. Monitoring and tracking the number of Seniors Food Stamps enrollment of AIS outreach efforts. As of May 2008, the senior participation in the Food Stamp Program has an increase of 26.78% since June 07
	Chula Vista Community Collaborative	Monthly		Discuss client survey issues and how we can better serve clients' needs. Discuss program updates and clarify program regulations. Inform about the Business process changes and any new forms related to FS. Application.
	Nutrition Education Workgroup	Monthly		Inform audience of new FS program update, school project at Balboa Elementary. Discuss on how to engage retailers and developed school-base project without adding multiples meetings.
SAN FRANCISCO	Self-Help	Bi-Monthly		Application Assistance
	Cameron House	Bi-Monthly		Application Assistance
	School Fair	Bi-Monthly		Application Assistance
	Healthy Family Fair	Bi-Monthly		Application Assistance
	Health Clinic	Monthly		Application Assistance
	La Raza	Monthly		Application Assistance

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APPENDIX C

Committee/Task Force Name, Frequency of Meetings and Activities

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COUNTY	COMMITTEE/TASK FORCE NAME	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS	ACTIVITIES
SAN LUIS OBISPO	Economic Opportunity Commission	Other	One time	Provided informational materials, applications and support.
	Food Bank Coalition	Other	Ongoing	Provided informational materials, applications and support.
	Santa Rosa and San Benito Elementary Schools in Atascadero	Other	One time	Provided informational materials and applications.
	County Probation Department	Monthly		Applications and information are available; support for answering questions
SAN MATEO	Second Harvest Food Bank (SHFB)	Quarterly		Receive countywide hotline calls; provide FS education & application assistance
	Daly City Community Services Center (DCCSC)	Quarterly		Complete FS applications
	African-American Community Health Advisory Committee (AACHAC)	Quarterly		Host 12 FS education seminars targeting youth & seniors
SANTA BARBARA	Network for a Healthy California - Gold Coast	Other	as needed	Ramona Armijo-Sloan, MPH did a presentation to the FS supervisors on promoting Healthy eating habits, exercise and the new food pyramid.
	Santa Barbara County School District	Other	Annually	Direct Certification Listing
	Center for Nutrition Policy	Monthly		Enclosing FS information in Brown Bag lunches for the elderly.
	Health Care Services	Other	varies upon need	Visiting nurses take FS applications on home visits. Nurses contact FS supervisors directly with eligibility questions to help identify the applicant's potential eligibility.
SANTA CLARA	Nutrition & Wellness Santa Clara County Department of Public Health	Other	as requested	Presented on Food Stamp program, application process and general eligibility
	Second Harvest Food Bank	Monthly		Presented on Food Stamp Program, application process and general eligibility. Partner to streamline and simplify the Food Stamp application process.
	Safety Net Committee	Monthly		Ensure that there is a safety net to meet the basic needs of the community (i.e. shelter, food, utilities)
	CalWORKs Advisory/Refugee Immigrant forum	Monthly		Provide updates and presentations regarding any changes in the Food Stamp Program.
	Opportunity Center, Sacred Heart Community Services, St. Joseph's Family Center, Neew Direction, Sunnyvale Community Services	Other	as requested	Partner to streamline and simplify the Food Stamp application process.
	Valley Medical Center CalWIN Application Assistors and Santa Clara Family Health Plan	Monthly		Provide updates and presentations regarding any changes in the Food Stamp Program.

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SANTA CRUZ	Second Harvest Food Bank	Other	as needed	Provides general Food Stamp information, application forms and non-county staff assistance. Meetings scheduled as necessary.
	Planned Parenthood	Other	as needed	Provides general Food Stamp information, application forms, county staff assistance and initial application interview. Meetings scheduled as necessary.
	Dominican Hospital	Other	as needed	Provides general Food Stamp information, application forms and non-county staff assistance. Meetings scheduled as necessary.
	County of Santa Cruz Health Service Agency	Other	as needed	Provides general Food Stamp information, application forms, county staff assistance and initial application interview.
	Homeless Services Center	Other	as needed	Provides FSET services to homeless Food Stamp clients. The program is intended to provide employment activities that enable participants to maintain Food Stamp eligibility while working towards sustained employment. Meetings scheduled as necessary.
	La Manzana	Other	as needed	Provides general Food Stamp information, application forms and non-county staff assistance. Meetings scheduled as necessary.
SHASTA	Shasta County Food Group	Monthly		Discussion and information exchange on matters relating to food insecurity.
	Parole and Community Team	Quarterly		Discussion and information exchange on matters relating to parolees.
	People of Progress	Quarterly		Discussion and information exchange on matters relating to the homeless.
SISKIYOU	Family/Community Resource Centers	Other	Some are weekly others monthly	Outstation applications and interviews conducted
	STEP	Other	As needed	Provided presentations and outreach materials
SOLANO	UC Cooperative	Quarterly		Food tasting, demonstrations
	Food Bank	Quarterly		Presentations
	WIC	Quarterly		Presentations
	School Districts	Quarterly		General Information
SONOMA	Redwood Empire Food Bank	Monthly		Provide training and informational meetings to staff of Food Bank along with their partner agencies (Also provide materials). Assist Food Bank Outreach coordinator with their outreach efforts.
	Police and Corrections Team	Monthly		Provide presentations and material to parolees recently released from prison.
	Department of Health Services	Quarterly		Provide application packets and instructions on how to help clients apply to WIC staff.
	Department of Health Services	Quarterly		Provide application packets and instructions on how to help clients apply to shelter staff and CBO staff.
	Continuum of Care Planning Group (SITIM)	Quarterly		Provide information to coordinators of shelters, drug rehabilitation centers, mental health facilities, etc on general Food Stamp information and how to help clients apply.
	Interlink (Mental Health Facility)	Other		Yearly
STANISLAUS	WIC	Monthly		CWD on site meetings and nutrition demonstrations (food preparation)
	CNAP	Monthly		Meetings with HSA, WIC, and local school district nutrition representatives to share information on current programs, coordinate outreach efforts, eligibility and school nutrition information and projects.
	Homeless Shelters	Other		As needed

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

APPENDIX C

Committee/Task Force Name, Frequency of Meetings and Activities

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

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

COUNTY	COMMITTEE/TASK FORCE NAME	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS	ACTIVITIES
SUTTER	Sutter County Children & Families Commission	Monthly		Public Assistance Specialist attends monthly health fair for children 5 and under and provides information on Public Assistance Programs to
	Department of Veteran's Affairs - Annual Veteran's Standdown Event	Other	Yearly	Public Assistance Specialist attends annual 3 day Veteran's Standdown and provides information on Public Assistance Programs to participants.
	Sutter County Public Health Division	Other	Weekly	Public Assistance Specialist is outstationed at Health Department weekly and provides information and takes applications on Public Assistance Programs including Food Stamps.
TEHAMA	St. Elizabeth Community Hospital	Other	Yearly	Health Spree
	Latino Outreach	Quarterly		Planning meetings for our Latino Population
TULARE	Tulare County Nutrition Collaborative	Monthly		Discuss barriers to the FSP.
	Proteus	Other	As needed	Trained staff on the FSP in order form them to assist with the application.
	See & Co.	Other	As needed	Trained staff on the FSP in order form them to assist with the application.
	Tulare Health Clinic	Other	As needed	Trained staff on the FSP in order form them to assist with the application.
	EDD	Monthly		Discuss FSP with employment seekers.
	WIC	Other	As needed	Give presentation on the FSP to WIC staff at annual in-service.
VENTURA	Ventura Networking Committee	Monthly		Attend monthly meeting to share Food Stamp program information and networking with other agencies for awarness of FSP.
	Network for a Healthy California	Quarterly		Participate in events throughout the year to provide education and awareness of the Food Stamp Program.
	Adolescent Family Life Program (AFLP)	Other	One-time meeting	Food Stamp Program information presented to staff.
	One Stop Center at Ventura County Medical Center	Other	Weekly	Food Stamp staff on-site to answer any questions and take applications.
	Ventura County Public Health Health Screening	Quarterly		Health screening, food stamp program education and awareness of the program.
	Police and Corrections Team Orientations (PACT)	Other	Bi-Weekly	Food Stamp staff on-site to answer any questions and take applications.
YOLO	County of Yolo Health Department-Public Health	Other	As needed.	Provide on as "needed basis" printed materials. Participated in an outreach distributing information and provided staff to answer food stamp questions.
	County Nutrition Action Plan (CNAP)	Monthly		Meets on a monthly basis to increase coordination of resurces, efforts and staff. And to provide distributionof information regarding application process for USDA funded nutrition programs including FS, WIC

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

APPENDIX D

Description of *New* Outreach Activities Implemented in State Fiscal Year (SFY) 2007/2008

ITEM 15: Did your county implement any *NEW* food stamp program outreach activities during SFY 2007/2008?

ITEM 15a: If you answered "YES" to item 15, describe the *NEW* outreach activities implemented in SFY 2007/2008 and indicate whether they were one-time or ongoing activities.

COUNTY	DESCRIPTION OF NEW OUTREACH ACTIVITIES	TYPE OF ACTIVITY
ALAMEDA	Developed a part 2 for an eligibilty training tool for CBOs interested in assisting with FS eligibility	Ongoing
CALAVERAS	Opened two new outstations in two additional communities within our county, (one of which is in a remote site). They are open one day per week, and provide applications, conduct face-to-face interviews and accept verifications.	Ongoing
	Stationed a staff member at the Senior Center during the monthly commodities delivery to provide information, applications and assistance with completing applications.	Ongoing
	Stationed a staff member at the Human Resource Council agency weekly, during their extended hours evening, to provide information and assistance with completion of applications.	Ongoing
	Assigned a staff member to accompany the Mobile Food Pantry, providing information and assistance with completion of applications.	Ongoing
	Assigned a staff member to visit and be available at one of our community Youth Center with a focus on trying to provide program information and applications to our homeless teenagers, and to connect with families.	Ongoing
FRESNO	DVD providing Food Stamp program information for CWD lobbies, special events, presentations and training sessions; broadcasting on County operated Cable TV channel.	Ongoing
	Pilot program targeted toward active no Share Of Cost (SOC) Medi-Cal clients at time of RRR to encourage to apply for Food Stamps by completing the enclosed application or going to one of the participating CBOs.	Ongoing
HUMBOLDT	Working with United Way Community Switchboard for Food Stamp application referrals	Ongoing
	Providing presentations to Seniors at the Senior lunch program to promote Food Stamp applications	Ongoing
	Updated County Wed Site with a fresh new look and current Food Stamp information, application instructions, outreach activities, and a link to myfoodstamps.	One-Time
KERN	Contact with EBT vendor - JP Morgan to request that the yearly retailer access list - also include the Farmers Markets within our county who accept EBT. Once the list is updated will post the current list on the external DHS Website to make the client's aware of which Farmer's Market's are accepting EBT to allow them more nutritional choices when shopping.	Ongoing
LASSEN	Increase the variety of materials made available to outreach sites	Ongoing
LOS ANGELES	CBO/FBO contracts to take Food Stamp Applications and provide all documentation needed to approve the applications for a fee of \$40.00 per approved application. 20 CBOs participated in FY 2007/2008.	Ongoing
	Outstationed Medi-Cal Eligibility Workers now accept Food Stamp applications.	Ongoing
MARIN	Provide Training to Marin Community Clinic and Dental Clinic around Food Stamp Nutrition Education Kiosk, brochures and recipes	Ongoing
	Partner with WIC Program to provide food stamp eligible clients nutrition education information.	Ongoing
MENDOCINO	Stationed a Worker at a local Hispanic resource center 1 day a week to explain the FSP, Public Charge and other barriers to people coming into the center. Assisted customers in completing FS applications.	Ongoing
MERCED	C4Yourself Online Food Stamp Application	Ongoing
	In-Home Visits with Social Workers to assess client's nutritional habits and promote the Food Stamp program.	Ongoing
MONO	Ran radio ads on local spanish station discussing public charge and the food stamp program.	One-Time
MONTEREY	Created Social Services web page that included a link to the USDA Food Stamp application	Ongoing
	Senior Center in Marina	Ongoing
	Marina Family Market	Ongoing
	Family Resource Center Castroville	Ongoing
	First Day Back to School Bash	Ongoing
	SCORE Dia Del Trabajador	Ongoing
Apostolic Community Life Center	Ongoing	
NEVADA	Placement and maintenance of computer kiosks in county locations with access to www.dial211.com	Ongoing
ORANGE	Increase the number of Family Resource Center locations for conducting Food Stamp Outreach workshops	Ongoing
	Increase the number of Family Resouce Center locations where portable SFIS equipment is used to photo and finger image applicants.	Ongoing
	Implement a Mobile Response Vehicle to be used in an emergency to accept and process assistance applications, including Food Stamps.	Ongoing
	Expand the number of Food Stamp Outreach workshops to include Vietnamese.	Ongoing
	Expand to a Community Center in Garden Grove.	Ongoing
	Expand Orange County Rescue Mission mobile vehicle outreach efforts to a variety of sites.	Ongoing
RIVERSIDE	C4YOURSELF - Internet Food Stamp application	Ongoing

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

APPENDIX D

Description of *New* Outreach Activities Implemented in State Fiscal Year (SFY) 2007/2008

ITEM 15: Did your county implement any *NEW* food stamp program outreach activities during SFY 2007/2008?

ITEM 15a: If you answered "YES" to item 15, describe the *NEW* outreach activities implemented in SFY 2007/2008 and indicate whether they were one-time or ongoing activities.

COUNTY	DESCRIPTION OF NEW OUTREACH ACTIVITIES	TYPE OF ACTIVITY
SAN BERNARDINO	San Bernardino County along with the other C-IV counties have implemented the online application - C4Yourself.com. This application allows the general public to complete and submit a FS application 24 hours a day.	Ongoing
	San Bernardino County staff work in collaboration with the Dept. of Aging and Adult Services to provide FSP information to local agencies, such as the Senior Companion Program and the Senior Service Providers Coalition.	Ongoing
SAN DIEGO	Re-engineering of the eligibility system operations for all self-sufficiency programs including Food Stamps to provide direct benefits to clients by improving access through a Customer Call/Contact Center.	Ongoing
	As part of the San Diego County childhood obesity Action Plan, to promote affordable, healthy and quality fresh fruits and vegetables EBT card is now accessible at the city height Farmer Market. Agency staff provides Food Stamp screening to potential applicants on Saturday.	Ongoing
	Monitor and track Food Stamp applications and outcomes received from Outreach partners	Ongoing
	Provide San Diego Hunger Coalition with ongoing support to Outreach partners/workers	Ongoing
	Nutrition Education Workgroup lead by the County Food Stamp Programs is a collaboration of Agency staff and representatives from hunger and nutrition organizations that identifies strategies for promoting the Food Stamp Program's role in nutrition assistance.	Ongoing
SAN FRANCISCO	Cameron House	Ongoing
	Next Door - Homeless Shelter	Ongoing
SAN JOAQUIN	Contract awarded to Lao Khmu to provide outreach services. Two Outreach Workers visit various sites, distribute FS information, prescreen for potential eligibility and assist customers in completing the DFA 285 1A.	Ongoing
SAN LUIS OBISPO	We started the Probation Department Outreach where we have applications, information and staff available to field questions. This is held once a month.	Ongoing
SAN MATEO	SHFB Partnership - SHFB provide assistance in completing FS applications in the field in conjunction with their food bank outreach. They also receive the countywide hotline calls M-F, 8am-5pm. In addition, SHFB provide FS education and application assistance over the telephone	Ongoing
	FS Application Incentive Program - DCCSC complete FS applications. For each completed application that is approved, DCCSC will receive \$50	Ongoing
	FS Referral & Education Program - AACHAC hosts 12 FS education seminars targeting under served African-American community and specifically focused on the senior & youth population. AACHAC also make FS referral & provide case management support such as transportation to local FS offices to the applicants.	Ongoing
	Public Information & Marketing - We created marketing materials that are placed in all SamTrans buses throughout the county and all CalTrains that are culturally appropriate. We also created advertising that is place on the back of grocery store receipts in grocery stores that are located in the county zip codes that are most likely to serve FS eligible households.	Ongoing
SANTA BARBARA	All offices are running the Food Stamp video "Champions for Change"	Ongoing
	The Food Stamps Kiosks with recipe cards are located in every lobby across each district office.	Ongoing

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APPENDIX D

Description of *New* Outreach Activities Implemented in State Fiscal Year (SFY) 2007/2008

ITEM 15: Did your county implement any *NEW* food stamp program outreach activities during SFY 2007/2008?

ITEM 15a: If you answered "YES" to item 15, describe the *NEW* outreach activities implemented in SFY 2007/2008 and indicate whether they were one-time or ongoing activities.

COUNTY	DESCRIPTION OF NEW OUTREACH ACTIVITIES	TYPE OF ACTIVITY
SANTA CLARA	Working with Valley Medical Center, Santa Clara Family Health Plan and Safesty Net Committee	Ongoing
	Medi-Cal and Children's Health Initiative (CHI) Outreach is conducted	Ongoing
	Joined the Community Food and Nutrititon Network	Ongoing
	Started discussion with the county's Veteran's Offices and Department of Veteran's Affairs to provide outreach information to veterans.	Ongoing
SANTA CRUZ	Food Stamp Outreach Survey, asking from which sources (radio, television, newspaper, etc) do clients get their information.	One-Time
SHASTA	Participation in various community events, such as the Mental Health Fair and the County Fair	Ongoing
SIERRA	Cross training with other Health and Human staff to imporve their knowledge of the foodstamp program.	One-Time
SISKIYOU	Located at 5 Family/Community Resource Centers	Ongoing
SONOMA	Visited several sites that had not been visited before including mental health facilities in the county.	Ongoing
	Are still in the process of pursuing the possibility of accepting EBT cards at our local Farmers Markets. This is in coordination with our local Food Bank Outreach Personnel.	Ongoing
STANISLAUS	Training of community agencies on C4 Yourself online FS application process available to all C-IV Counties. Allow partner agencies to help clients complete online application.	Ongoing
TEHAMA	Use the Food Stamp Office Resource Kit "Good Food in Action" at a number of outreaches. Gave out the recipe cards and brochures.	Ongoing
	Added an update to our County Website giving the C4Yourself link for clients to electronically fill out the application and submit it via mail.	Ongoing
TULARE	Staff attend local Farmer's Markets to assist with applications and provide informational material.	Ongoing
	Staff attend local health fairs to assist with applications and provide informational material.	Ongoing
	Display FS "hotline" number on area transit buses, county vehicles and billboards.	Ongoing
VENTURA	Moorpark School District	One-Time
	Simi Valley Street Fair	One-Time
	One Stop Center held at Ventura County Medical Center	Ongoing
	Veterans Standown	Ongoing
	Police and Corrections Team Orientations	Ongoing
	Our Lady of Guadalupe Health Fair	One-Time

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

APPENDIX E

Description of New Outreach Activities Planned for State Fiscal Year (SFY) 2008/2009

ITEM 16: Does your county have any NEW food stamp program activities planned for implementation during the next fiscal year, July 1, 2008 through June 30, 2009 (SFY 2008/2009)?

ITEM 16a: If you answered "YES" to Item 16, describe the NEW outreach activities planned for SFY 2008/2009 and indicate whether they will be one-time or ongoing activities.

COUNTY	DESCRIPTION OF NEW OUTREACH ACTIVITIES	TYPE OF ACTIVITY
ALAMEDA	Developing a referral/application form for a request of food and nutrition programs for the following agencies: Wic/FS/School meals and EFAP	Ongoing
ALPINE	Informational Brochures/Applications to Native TANF offices	Ongoing
	Informational Brochures in Medi-Cal mail in applications	Ongoing
CALAVERAS	Partnering with our sheriff's department, library, Behavioral Health Agency, community hospital and possibly CDF, HRC, job connection and First Five to provide community outreach, as a group, at local community events.	Ongoing
	Assigning a staff member to provide outreach information at one of our community's family dinner night.	One-Time
COLUSA	Videos in Waiting Room at Main Office (now have DVD & TV there)	Ongoing
EL DORADO	Open house two weekends in August 2008 for Child Support Awareness Month. Food Stamp applications and information provided as well as staff on hand to answer questions.	One-Time
GLENN	FS mobile education/outreach re: availability & access; improving food security and nutritional health; and application assistance in different settings in the county. NB: These activities are contingent pending award of funding to support such activities.	Ongoing
HUMBOLDT	Partner with CalWORKs on a mobile eligibility van to reach remote areas of the county.	Ongoing
	Partner with Area 1 on Aging to provide more Food Stamp education to Seniors.	One-Time
KERN	Collaborate with Central Valley Health Networks on Food Stamp Application Training for their employee's so they can assist applicants in completing the Food Stamp application (pending approval - waiting for details of proposal from CVHN).	One-Time
	Collaborate with United Way of Kern and key community stakeholders on the "10-year Plan to End Chronic Homelessness" to develop system of streamlining county wide resources and public service benefits offered.	Ongoing
LASSEN	Media outreach PSA's with radio, weekly newspaper	Ongoing
	Training Mental Health and Alcohol&Drug Treatment staff to assist with applications	Ongoing
	Presentations to Rural Health Clinics and provide them with FS outreach materials	Ongoing
	Mail Food Stamp Program outreach materials with Mail-in MediCal app's	Ongoing
LOS ANGELES	DPSS is seeking grant funding for a mobile intake unit that is equipped to process applications and issue EBT cards. Unit would be used to take applications in non-traditional sites and and to provide service in disaster.	Ongoing
MADERA	Take Applications to Farmer's Market and other community events	Ongoing
	Complete a survey to determine what hours of operation best meet the needs of working clients	One-Time
MARIN	Implement another Food Stamp Kiosk, video and recipes at Food Stamp office	Ongoing
MARIPOSA	We are designing a Mariposa County Department of Human Services website that will contain pages with eligibility information, including information designed to enhance participation in the Food Stamp Program.	Ongoing
MENDOCINO	CBO based in our lobby once a month and will present demonstration on the benefits of FS and how to prepare and buy healthy foods with their FS. This will include cooking demonstrations with samples of the food prepared.	Ongoing
MONO	Dorms have just been built at our local junior college, will be working with Cerro Coso College to develop Food Stamp information process.	Ongoing
MONTEREY	Outreach for North County Pajaro area	Ongoing
	Salvation Army in Marina-Monterey Peninsula	Ongoing
	Back to School Days and First Day celebrations county wide	Ongoing
	Laundry facilities in the 93905 zip code area with highest poverty levels	Ongoing
	Weekend Food Stamps Enrollment workshops	Ongoing
NEVADA	Plan to add and maintain a Food Stamps page to the Nevada County Department of Social Services website including downloadable forms and links to other State and Federal resources for the Food Stamps Program.	Ongoing
ORANGE	Outreach to newly released inmates.	Ongoing
	Outreach to juveniles leaving Juvenile Hall.	Ongoing
RIVERSIDE	Waiver of face-to-face interview requirement	Ongoing
SACRAMENTO	Outreach to Elderly/Disabled	Ongoing

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

APPENDIX E

Description of New Outreach Activities Planned for State Fiscal Year (SFY) 2008/2009

ITEM 16: Does your county have any NEW food stamp program activities planned for implementation during the next fiscal year, July 1, 2008 through June 30, 2009 (SFY 2008/2009)?

ITEM 16a: If you answered "YES" to Item 16, describe the NEW outreach activities planned for SFY 2008/2009 and indicate whether they will be one-time or ongoing activities.

COUNTY	DESCRIPTION OF NEW OUTREACH ACTIVITIES	TYPE OF ACTIVITY
SAN DIEGO	Expand the school-based Food Stamp screening and application assistance project.	Ongoing
	Support community-based programs to help expand the use of EBT at various Farmers Market throughout San Diego County	Ongoing
	Improve access to Food Stamp for emancipated Foster Care children	Ongoing
SAN FRANCISCO	BVHP Annual Back to School Celebration	One-Time
	Mayor's Summer Violence Prevention Effort	Ongoing
	Contract with 12 CBOs in preparation for Food Stamps Web Application	Ongoing
SAN MATEO	Expand the FS Incentive Program by adding community partners & CBOs	Ongoing
	Expand the public information & marketing efforts & materials	Ongoing
SANTA BARBARA	Posters for Farmer's market outreach	Ongoing
SANTA CLARA	FSET Expansion Project planned for DeAnza College students.	One-Time
	Join the South County Nonprofit Collaborative	Ongoing
	Outstation Eligibility Workers at two new clinics for the homeless the county plans to open	Ongoing
	Contact restaurants to market the Restaurant Meals Program	Ongoing
SANTA CRUZ	Cabrillo College FSET Plan	Ongoing
SHASTA	Farmers Market Outreach	Ongoing
SUTTER	Sutter County is looking at the feasibility of working with the WIC department to ensure participants are aware of the availability of Food Stamps	Ongoing
	Sutter County is looking at the feasibility of working with the local Farmer's Markets to provide attendees with information on the Food Stamp Program.	Ongoing
TEHAMA	We are planning to put an 800 information line in. This will give clients additional information on how to apply for food stamps.	Ongoing
	We are planning to put outreach materials with community partners: WIC, Food Banks, Senior Center, Family Resource Centers, Churches that are currently feeding the homeless.	Ongoing
	We are currently gathering information on obtaining a wireless EBT for our farmers markets.	Ongoing
	We are currently gathering information on PSAs for local TV and radio.	Ongoing
TUOLUMNE	Outstation an EW at the local food bank one day each month	Ongoing
	Outstation an EW at WIC during voucher distribution day	Ongoing
	Information booth at Health Fair	Ongoing
	Information booth at Pregnancy Fair	Ongoing
VENTURA	Feria Campesina	One-Time
	Ventura County Public Health, Chronic Disease	Ongoing
	Mixteco/Indigena Community Organizing Project (MICOP)	Ongoing
	Food Share, Inc.	Ongoing
	Network for a Healthy California - Gold Coast	Ongoing
	Latino Campaign	Ongoing

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

APPENDIX F

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

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

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

10 LARGE
Alameda
Fresno
Kern
Los Angeles
Orange
Riverside
Sacramento
San Bernardino
San Diego
Santa Clara

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

*Source: Food Stamp Program Participation and Benefit Issuance Report (DFA 256, Jan-Dec 2006)

APPENDIX G

Statewide Certification Sites

Number of Certification Sites by County Size*

31 SMALL COUNTIES			
1	Alpine	4	Napa
1	Amador	10	Nevada
1	Calaveras	4	Placer
1	Colusa	2	Plumas
2	Del Norte	1	San Benito
4	El Dorado	6	San Luis Obispo
2	Glenn	31	San Mateo
3	Humboldt	2	Sierra
3	Inyo	1	Siskiyou
1	Lake	4	Sutter
2	Lassen	3	Tehama
2	Marin	2	Trinity
1	Mariposa	1	Tuolumne
2	Mendocino	3	Yolo
1	Modoc	2	Yuba
3	Mono		
Total Sites = 106			
Median/County = 2.0			
Sites with Extended Office Hours = 89			

17 MEDIUM COUNTIES	
2	Butte
9	Contra Costa
16	Imperial
10	Kings
7	Madera
3	Merced
3	Monterey
4	San Francisco
1	San Joaquin
5	Santa Barbara
3	Santa Cruz
3	Shasta
4	Solano
3	Sonoma
11	Stanislaus
26	Tulare
9	Ventura
Total Sites = 119	
Median/County = 4.0	
Sites with Extended Office Hours = 72	

10 LARGE COUNTIES	
6	Alameda
27	Fresno
18	Kern
30	Los Angeles
15	Orange
14	Riverside
30	Sacramento
18	San Bernardino
12	San Diego
7	Santa Clara
Total Sites = 177	
Median/County = 16.5	
Sites with Extended Office Hours = 137	

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

*Source: Food Stamp Program Participation and Benefit Issuance Report (DFA 256, Jan-Dec 2006)

APPENDIX G Statewide Certification Sites

ITEM 18: As of June 30, 2008, indicate the following for each individual certification site reported in Item 17:

- 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 a.m., lunch, and after 5 p.m.)
- Services offered: (use these codes AP = Applications Provided, AA = Applications Accepted, ESS = Expedited Service Screening, IC = Interviews Conducted. ALL = All of the above)

COUNTY INFORMATION		CERTIFICATION SITES				
County	Site	Number of Sites	Days	Hours Open to Public	Services	Sites with Extended Hours Per County
ALAMEDA	L	6	M-F	8:30 - 5:00	ALL	1
ALPINE	S	1	M-F	8am - 5pm	ALL	1
AMADOR	S	1	M-F	8am - 5pm	ALL	1
BUTTE	M	2	M-F	7:30am - 5pm	ALL	2
CALAVERAS	S	1	M-F	8 am - 5 pm	ALL	1
COLUSA	S	1	M-F	8:00 a.m. - 4:30 p.m. incl. lunch hr.	ALL	1
CONTRA COSTA	M	7	M-F	8:00 - 5:00. Other hours available upon request	ALL	7
		2	M-F	8:00 - 5:00 phone calls and staff meet clients at the district offices	ALL	1
DEL NORTE	S	1	M-F	8:00am-5:00pm	ALL	1
		1	M-F	8:00am-5:00pm	AP, AA	
EL DORADO	S	4	M-F	8am - 5pm	ALL	4
FRESNO	L	4	M-F	8am - 5pm	ALL	3
		4	M-F	7:30am-3:30pm	ALL	4
		1	M-F	8am - 4pm	ALL	1
		1	M-F	7:30am-3:00pm	ALL	1
		1	T, Th	9am-3pm	ALL	1
		1	W	8:30am-4pm	ALL	2
		1	M, Th, F	9am-4:15pm	AP,AA	
		4	W	9am-3pm	ALL	
		1	1st M of month	9am-3pm	ALL	
		2	M	9am-3pm	ALL	
		1	M, W	9am-3pm	ALL	
		2	Tu	9am-3pm	ALL	
		2	Th	9am-3pm	ALL	
		1	Every other Tu	9:30am-2:30pm	ALL	
1	T	1:30pm-4pm	ALL			
GLENN	S	2	M,T,Th, F W (2 times per month)	8am-5pm 8am-7pm	ALL	2
HUMBOLDT	S	1	M-Th F	8:30am - 12pm and 1pm - 5pm other hours available upon request 10am - 12pm and 1pm - 5pm	ALL	1
		2	M-F	8:30 am -12 noon and 1-5 pm	ALL	1

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APPENDIX G Statewide Certification Sites

ITEM 18: As of June 30, 2008, indicate the following for each individual certification site reported in Item 17:

- 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 a.m., lunch, and after 5 p.m.)
- Services offered: (use these codes AP = Applications Provided, AA = Applications Accepted, ESS = Expedited Service Screening, IC = Interviews Conducted. ALL = All of the above)

COUNTY INFORMATION		CERTIFICATION SITES				
County	Site	Number of Sites	Days	Hours Open to Public	Services	Sites with Extended Hours Per County
IMPERIAL	M	1	M-F	7am - 5pm	ALL	1
		1	M-F	8am - 5pm	ALL	1
		1	Tu, W, Th	8am - 4pm	ALL	
		2	M,T,W,F	9am - 4pm	ALL	
		1	T,W,F	9am - 4pm	ALL	
		1	T, F	9am -4pm	ALL	
		2	W	9am - 4pm	ALL	
		1	M,Tu	9am - 4pm	ALL	
		2	M	9am - 4pm	ALL	
		1	2nd T	9am - 4pm	ALL	
		1	M	8am - 12pm	ALL	
		1	M	1pm - 4pm	ALL	
		1	On Call	On Call	ALL	
INYO	S	1	M-F	8am-5pm	ALL	1
		1	M-F	9am-noon 1pm-5pm	ALL	1
		1	M-F	Varies due to climate	ALL	
KERN	L	10	M-F	8am - 5pm & 12 - 1pm	ALL	10
		3	M-F	8am - 5pm & 12:30 - 1pm	ALL	3
		1	M-F	8am - 5pm & 12:30 - 1pm	ALL ESS, IC	1
		1	M&W	8am - 3pm & 12:30-1pm	ALL	1
		1	Tues & Thur	8am - 3pm & 12:30-1pm	ALL	1
		1	M-T	9am - 4:30pm & 12:30 - 1pm	ALL	1
		1	Wed	9am-4:30pm	ALL	0
KINGS	M	2	M-F	8:30am - 4:00pm	ALL	2
		1	3rd Wed	9:00am - 12:00pm	AP, AA, IC	
		1	2nd W	1:00pm - 4:00pm	AP, AA, IC	
		1	Tues	8:00pm - 5:00pm	AP, AA, IC	
		1	2nd and 4th Th	9:00pm - 3:00pm	AP, AA, IC	
		1	4th Wed	12:00pm - 4:00pm	AP, AA, IC	
		1	Mon and Thur	10:00am to 3:00pm	AP, AA, IC	
		1	3rd Thur	12:30pm-4:00pm	AP, AA, IC	
		1	On Call	On Call	AP, AA, IC	
LAKE	S	1	M-F	8:30 am - 4:30 pm	ALL	1
LASSEN	S	2	M-F	7am-6pm	ALL	2
LOS ANGELES	L	30	M-F	8am - 5pm	ALL	30
MADERA	M	7	M-F	8am - 5pm	ALL	7
MARIN	S	1	M-F	8am - 4:45pm	ALL	1
		1	M-F	8:30am - 5:00pm	ALL	1
MARIPOSA	S	1	M-F	9:00am - 4:00pm	IC	1
MENDOCINO	S	2	M-F	8am-12pm & 1-5pm	ALL	1
MERCED	M	1	MTWF	8am - 5pm	ALL	1
			Th	8am - 7pm		
		2	M-F	8am - 5pm	ALL	2

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

APPENDIX G Statewide Certification Sites

ITEM 18: As of June 30, 2008, indicate the following for each individual certification site reported in Item 17:

- 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 a.m., lunch, and after 5 p.m.)
- Services offered: (use these codes AP = Applications Provided, AA = Applications Accepted, ESS = Expedited Service Screening, IC = Interviews Conducted. ALL = All of the above)

COUNTY INFORMATION		CERTIFICATION SITES				
County	Site	Number of Sites	Days	Hours Open to Public	Services	Sites with Extended Hours Per County
MODOC	S	1	M-F	10am - 4pm	ALL	1
MONO	S	2	M-F	8am - 5pm	ALL	2
		1	Tu,W,Th Sat/Sun	9am-4pm 24/7	ALL	1
MONTEREY	M	3	M-F	8am - 5pm	ALL	3
NAPA	S	4	M-F	8am - 5pm	ALL	4
NEVADA	S	1	M-F	8am - 4pm	ALL	1
		1	M-F	8am - 12pm and 1pm - 5pm	ALL	1
		1	M-F	8am - 5pm	ALL	1
		1	Tu-F	7:30am - 12:30 pm and 1:30pm - 6:30pm	ALL	1
		1	Th 2nd Th	9:15am - 11:30am 9:15am - 10:15am	ALL	
		1	2nd Th	10:30am - 11:30am	ALL	
		1	3rd Th	9:30am - 11:30am	ALL	
		1	Tu	1pm - 3:30 pm	ALL	
		1	Tu	4:30 pm - 5:30 pm	ALL	
		1	Alt M & F	3pm - 4pm	ALL	
ORANGE	L	9	M-F	7 AM - 5 PM	ALL	9
		5	M-F	7 AM - 5 PM	IC	5
		1	M, T F	10am-1pm 2pm-5pm	AP, AA, IC	
PLACER	S	3	M-F	8am - 5pm	ALL	3
		1	Weds.	8:30am-3:30pm	ALL	
PLUMAS	S	1	M-F	7am - 5pm	ALL	1
		1	M-F	8am-5pm	ALL	
RIVERSIDE	L	14	M-Thurs F	7am - 5:30 pm 8am-5pm	ALL	14
SACRAMENTO	L	1	M-F	9am - 6pm, M-Th; 9am - 4:30pm, F	ALL	1
		1	M-F	8am - 5pm, M,W,Th,F 8am-6pm, Tu	ALL	1
		1	M-F	7:30am - 4pm	ALL	1
		3	M-F	7:30am - 5pm	ALL	3
		2	M-F	7:30am - 4:30pm	ALL	2
		3	M-F	7am - 5pm	ALL	3
		3	M-F	7am - 4:30pm	ALL	3
		11	M-F	8am - 5pm	ALL	
		1	M-F	8am - 6pm	ALL	
		2	M-F	8:30am - 4:30pm, M-Th; 8:30am - 12pm, F	ALL	
		1	M-F	8am - 4:30pm	ALL	
1	M-F	8:30am - 5pm	ALL			

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

APPENDIX G

Statewide Certification Sites

ITEM 18: As of June 30, 2008, indicate the following for each individual certification site reported in Item 17:

- 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 a.m., lunch, and after 5 p.m.)
- Services offered: (use these codes AP = Applications Provided, AA = Applications Accepted, ESS = Expedited Service Screening, IC = Interviews Conducted. ALL = All of the above)

COUNTY INFORMATION		CERTIFICATION SITES				
County	Site	Number of Sites	Days	Hours Open to Public	Services	Sites with Extended Hours Per County
SAN BENITO	S	1	M-F	8am - 5pm	ALL	1
SAN BERNARDINO	L	18	M-F	8:30 am - 4:30 pm	ALL	18
SAN DIEGO	L	3	M-F	7:15am - 5pm	ALL	3
		4	M-F	8am - 5pm	ALL	4
		4	M-F	6:45am - 5pm	ALL	4
		1	M-F	7am - 5pm	ALL	1
SAN FRANCISCO	M	4	M-F	8am - 5pm	ALL	4
SAN JOAQUIN	M	1	M-F	8 am-5pm	ALL	1
SAN LUIS OBISPO	S	6	M-F	8am - 5pm	ALL	6
SAN MATEO	S	25	M-F	8am - 5pm	ALL	25
		1	M-Tu-W-Th	8am - 5pm	ALL	1
		1	Tue	8am - 12pm	ALL	
		1	Wed	8am - 12pm	ALL	
		1	Thu	8am - 12pm	ALL	
		1	M-F	1pm - 5pm	ALL	
SANTA BARBARA	M	3	M-F	8am - 4pm	ALL	1
		1	M-W, Fri Th	8am - 4:15pm 8am - 4pm	ALL	1
		1	M-F	8am-5pm	ALL	
SANTA CLARA	L	7	M-F	8AM-5PM	ALL	7
SANTA CRUZ	M	2	M-F	8am-5pm	ALL	2
		1	M-F	8am-5pm	AP, IC	
SHASTA	M	2	M, W, F T, Th	7:30 - 5pm 7:30am-5:30 pm	ALL	2
		1	M-F	8:00am-5:00pm	ALL	1
SIERRA	S	2	M-F	8am - 5pm	ALL	2
SISKIYOU	S	1	M-F	8:00am -5:00pm	IC	1
SOLANO	M	2	M-F	8am-5:30pm	ALL	2
		1	M-F	8am-5pm	ALL	1
		1	M-F	8:30am-5pm	ALL	1
SONOMA	M	3	M-F	8am - 5pm	ALL	3
STANISLAUS	M	6	M-F	8am - 5pm	ALL	6
		1	M-F	8am - 5pm	AP, AA, IC	1
		1	1st and 3rd Friday of the month	8:30am-12:30pm	ALL	1
		1	Tuesdays	8:30am-4pm	ALL	1
		1	1st and 3rd Wednesday of the month	8:30am-12:30pm	ALL	1
		1	Th	8:30-12:30	ALL	1

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

APPENDIX G

Statewide Certification Sites

ITEM 18: As of June 30, 2008, indicate the following for each individual certification site reported in Item 17:

- 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 a.m., lunch, and after 5 p.m.)
- Services offered: (use these codes AP = Applications Provided, AA = Applications Accepted, ESS = Expedited Service Screening, IC = Interviews Conducted. ALL = All of the above)

COUNTY INFORMATION		CERTIFICATION SITES				
County	Site	Number of Sites	Days	Hours Open to Public	Services	Sites with Extended Hours Per County
SUTTER	S	2	M-F	8am-5pm, other hours available between 7am & 8am and until 6 pm	ALL	2
		1	M-F	8am-5pm, other hours available between 7am & 8am and until 5:30 pm	ALL	1
		1	Thur	8am-5pm, other hours available between 7am & 8am and until 6 pm	ALL	1
TEHAMA	S	2	M-F	7:30 to 5:00	AP, AA, ESS	2
		1	M-F	8:00 - 5:00	AP, AA, ESS	1
TRINITY	S	1	M-F	8am-5pm	ALL	1
		1	W	8am-5pm	ALL	1
TULARE	M	6	M-Th F	7:30am - 6:00pm 8am - 5pm	ALL	6
		1	M-F	8 am-6 pm	ALL	
		1	M-F	7:30am-4:30pm	ALL	
		5	M-F	8am - 5pm	ALL	
		1	M	1 pm-3 pm	ALL	
		1	T	1 pm-5 pm	ALL	
		1	T	9 am-12 pm	ALL	
		1	W	3:15 pm-4:15 pm	ALL	
		1	W	10 am-3 pm	ALL	
		1	W	8 am-12 pm	ALL	
		1	W	9 am-12 pm	ALL	
		1	Th	10 am-12 pm	ALL	
		1	F	9 am-12pm	ALL	
		1	M-Th	7 am-6 pm	ALL	
		1	M-Th	8 am-6 pm	ALL	
		1	M-Th	7 am-5:30 pm	ALL	
1	M-T	3 pm-4 pm	ALL			
TUOLUMNE	S	1	M-F	8am - 4pm	ALL	1
VENTURA	M	9	M-F	8am - 5pm	ALL	9
YOLO	S	3	M-F	8am-5pm	ALL	3
YUBA	S	2	M-F	8am - 5pm	ALL	2

TOTAL SITES = 402	TOTAL SITES with EXTENDED HOURS = 298
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Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX H
Food Stamp Program Survey of Operations and Access
 State Fiscal Year 2007/2008

Data Summary

PART A - ACCESS AND AWARENESS
Application Access

1. Other than County Welfare Department (CWD) Offices/Certification Sites, indicate the following:
- A. Column A, General Food Stamp information sites.
 - B. Column B, Food Stamp application sites.
 - C. Column C, Sites where county staff provide application assistance.
 - D. Column D, Sites where non-county staff provide application assistance.
 - E. Column E, Sites where county staff give presentations to promote Food Stamp participation.

Check ALL that apply	Column A # of cos.	Column B # of cos.	Column C # of cos.	Column D # of cos.	Column E # of cos.
Application Sites	Gen FS Info	FS Appl Forms	Staff Prov Assistance	Non-County Prov Assistance	Staff Presentation
Alcohol/Drug Rehabilitation Centers	21	16	10	8	6
Child Care Facilities	6	3	0	2	0
Churches	10	5	2	3	4
Community-Based Organizations	37	31	13	23	21
Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	43	31	30	9	23
Direct Mail/Internet/Telephone/Fax Request	40	37	30	3	1
Employment Sites	14	9	6	2	3
Farmers' Markets	13	7	6	6	3
Food Banks	33	21	8	19	11
Government Offices Other than CWD (WIC, SSA, EDD, etc.)	32	17	11	7	9
Grocery Stores	5	1	1	1	0
VITA (Volunteers In Tax Assistance) sites	17	8	5	2	3
Hospitals/Clinics	34	32	29	5	13
In-Home Visits	26	30	33	3	4
Libraries	5	2	0	1	1
Migrant Camps	7	4	4	1	2
One Stop Centers/Family Resource Centers	41	35	29	15	7
Remote Sites	19	20	17	1	6
Schools	21	9	9	5	7
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	30	19	15	10	9
Other*	6	5	4	0	3

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

APPENDIX H
Food Stamp Program Survey of Operations and Access
 State Fiscal Year 2007/2008

Data Summary

2. If application assistance was selected in Item 1, column C or D, indicate how your county used staff to assist clients in completing food stamp application forms and answering questions.	Check ALL that apply	
Application Assistance Process	#	% of 55 cos.
Conducted Hospital Visits	27	49.1%
Conducted In-Home Visits	39	70.9%
Provided Bilingual Assistance	50	90.9%
Provided Eligibility Screening through a Streamlined Application Process	30	54.5%
Provided Eligibility Workers/Support Staff to Assist Clients with Filling Out Applications and Answering Questions	51	92.7%
Provided Eligibility Workers who Complete Applications Jointly (Interactive Interview) with Clients	48	87.3%
Provided Outreach Staff	37	67.3%
Used Community-Based Organizations to Provide Assistance	35	63.6%
Other*	4	7.3%

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

3. Indicate the translated languages (other than English) in which food stamp applications were USED in your county.	Check ALL that apply	
Non-English Languages	#	% of 57 cos.
None	1	1.8%
Arabic	6	10.5%
Armenian	4	7.0%
Cambodian	8	14.0%
Cushite	0	0.0%
Farsi	9	15.8%
Formosan	1	1.8%
Hmong	11	19.3%
Japanese	0	0.0%
Korean	5	8.8%
Laotian	9	15.8%
Mandarin/Chinese	9	15.8%
Mien	0	0.0%
Punjabi	1	1.8%
Portuguese	1	1.8%
Russian	11	19.3%
Spanish	57	100.0%
Syriac	1	1.8%
Tagalog	10	17.5%
Ukrainian	2	3.5%
Vietnamese	17	29.8%
Other*	3	5.3%

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

APPENDIX H
Food Stamp Program Survey of Operations and Access
 State Fiscal Year 2007/2008

Data Summary

4. Did your county provide outstationed food stamp eligibility workers at sites other than CWDs?	#	% of 58 cos.
Yes	47	81.0%
No	11	19.0%
Totals	58	100.0%

4a. If you answered "YES" to Item 4, indicate the sites where eligibility workers were outstationed.	Check ALL that apply	
Outstationed Eligibility Worker Sites	#	% of 47 cos.
Alcohol/Drug Rehabilitation Centers	10	21.3%
Community-Based Organizations	14	29.8%
Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	29	61.7%
Employment Sites	2	4.3%
Farmers' Market	5	10.6%
Food Banks	7	14.9%
Government Offices Other than CWD (WIC, SSA, EDD, etc.)	10	21.3%
Hospitals/Clinics	33	70.2%
In-Home Visits	22	46.8%
Migrant Camps	5	10.6%
One Stop Centers/Family Resource Centers	29	61.7%
Remote Sites	14	29.8%
Schools	10	21.3%
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	14	29.8%
Other*	4	8.5%

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

Face-to-Face Interview Waivers		
5. Primarily, how did clients <i>FIRST</i> become aware of the option to have a face-to-face interview waived?	#	% of 58 cos.
Through Outreach Materials	1	1.7%
By Telephone Hotline Messages	0	0.0%
When a Client Calls the CWD	11	19.0%
When the Client Receives an Application	12	20.7%
When the Application is Submitted	4	6.9%
When the Eligibility Worker Sees a Potential Need	28	48.3%
Other*	2	3.4%
Totals	58	100.0%

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

APPENDIX H
Food Stamp Program Survey of Operations and Access
 State Fiscal Year 2007/2008

Data Summary

6. How was the initial screening usually conducted when determining the need to have the face-to-face interview waived?	#	% of 58 cos.
By Clerical Staff	6	10.3%
By Eligibility Workers	48	82.8%
By the Client Completing a Form	3	5.2%
Other*	1	1.7%
Totals	58	100.0%

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

6a. If you answered "By Clerical Staff" in Item 6, did the clerical staff ask standardized questions?	#	% of 6 cos.
Yes	5	83.3%
No	1	16.7%
Totals	6	100.0%

7. Did your county waive any face-to-face interviews due to hardship?	#	% of 58 cos.
Yes	50	86.2%
No	8	13.8%
Totals	58	100.0%

7a. If you answered "YES" to Item 7, check the TOP THREE reasons that face-to-face interviews were waived.	Check the TOP THREE ONLY		
	Initial	Recertification	Both
Reasons for Waiving Face-to-Face Interviews			
Age 60 or Older and Household Members Have No Earned Income	4	3	24
Care of a Household Member	0	2	7
Illness	1	4	14
Lack of Transportation	4	5	18
Living in a Rural or Remote Area	5	1	11
Physically Disabled and Household Members Have No Earned Income	3	1	23
Prolonged Severe Weather	0	1	2
Work Hours	5	3	8
Other*	0	0	0

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

APPENDIX H
Food Stamp Program Survey of Operations and Access
 State Fiscal Year 2007/2008

Data Summary

7b. If you answered "Yes" to Item 7, indicate the primary replacement method that was used for initial application and the primary replacement method for recertification.	#	#
Methods	Initial	Recertification
Telephone Interviews	43	39
Mail Only	5	10
Other	2	1
Totals	50	50

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

7c. If you answered "YES" to Item 7, <i>ESTIMATE</i> the percentage of applications that had face-to-face interviews waived.	#	% of 50 cos.
1 to 5 percent were waived	25	50.0%
6 to 10 percent were waived	15	30.0%
11 to 20 percent were waived	4	8.0%
Over 20 percent were waived	6	12.0%
Totals	50	100.0%

Program Access

8. Did your county maintain a telephone "hotline" that included information regarding food stamp programs and noncitizens' potential eligibility for these programs?	Food Stamp Programs in General	Information Aimed at Noncitizens
Yes	23	2
No	35	56
Totals	58	58

8a. Did your county maintain this telephone "hotline" of services in languages other than English?	#
Yes	19
No	4
Totals	23

APPENDIX H
Food Stamp Program Survey of Operations and Access
 State Fiscal Year 2007/2008

Data Summary

8b. Indicate the telephone "hotline" languages (other than English) that were used in your county.	Check ALL that apply
Non-English Languages	#
Arabic	0
Armenian	0
Cambodian	1
Cushite	0
Farsi	1
Formosan	0
Hmong	1
Japanese	0
Korean	0
Laotian	1
Mandarin/Chinese	3
Mien	0
Punjabi	0
Portuguese	0
Russian	2
Spanish	19
Syriac	0
Tagalog	1
Ukrainian	0
Vietnamese	5
Other*	0

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

8c. Provide the telephone "hotline" number(s), "hotline" type, days AND hours of operation, and/or specific type of information available through the "hotline."

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

9. Did your county use local media for broadcasting public service announcements that included information regarding food stamp programs and noncitizens' potential eligibility for these programs?	Food Stamp Programs in General	Noncitizens' Eligibility
Yes	15	5
No	43	53
Totals	58	58

APPENDIX H
Food Stamp Program Survey of Operations and Access
 State Fiscal Year 2007/2008

Data Summary

10. Tell us about your county's food stamp outreach activities: A. In Column A, indicate <i>ALL</i> food stamp program outreach activities your county conducted. B. In Column B, select the <i>SINGLE MOST EFFECTIVE</i> activity.	Column A Check ALL Outreach Activities that Apply	Column B Select the <i>SINGLE MOST EFFECTIVE</i> activity	
Outreach Activities	# of Counties		% of 58 cos.
Conduct Activity Booths Aimed at Family Nutrition and Physical Activity	17	0	0.0%
Cross-Train Staff to Accept and Process Applications	40	8	13.8%
Develop a Website	23	0	0.0%
Increase Certification Sites	4	0	0.0%
Outstation Eligibility Workers	47	21	36.2%
Participate in Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	44	4	6.9%
Partner with Various Agencies and Organizations	46	12	20.7%
Provide a Mobile Intake Unit to go into the Community	3	0	0.0%
Provide Extended Office Hours (Upon Request, Before 8am, Lunch, After 5pm)	58	4	6.9%
Provide Informational Brochures/Flyers Regarding the Food Stamp Program	48	3	5.2%
Provide Training and Informational Materials to Community-Based Organizations	39	3	5.2%
Use Local Media to Enable and Enhance Awareness	16	0	0.0%
Use Organizations to Provide DFA 285 A1 Applications and Advise Clients to Mail In	22	1	1.7%
Use Organizations to Provide and Send DFA 285 A1 Applications to CWD for Clients	16	2	3.4%
Other*	11	0	0.0%
Totals		58	100.0%

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

11. Is your county spending <u>County Administrative</u> funds to conduct Food Stamp Program outreach activities?	#	% of 58 cos.
Yes	28	48.3%
No	30	51.7%
Totals	58	100.0%

APPENDIX H
Food Stamp Program Survey of Operations and Access
 State Fiscal Year 2007/2008

Data Summary

12. Did your county provide any <i>MIGRANT-SPECIFIC</i> educational materials and/or presentations to sites/organizations for <i>MIGRANT WORKERS</i> ?	#	% of 58 cos.
Yes	9	15.5%
No	49	84.5%
Totals	58	100.0%

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

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

13. Did your county provide any <i>NONCITIZEN-SPECIFIC</i> educational materials and/or presentations to sites/organizations for <i>NONCITIZENS</i> ?	#	% of 58 cos.
Yes	21	36.2%
No	37	63.8%
Totals	58	100.0%

APPENDIX H
Food Stamp Program Survey of Operations and Access
 State Fiscal Year 2007/2008

Data Summary

13a. If you answered "YES" to Item 13, indicate sites/organizations.	Check ALL that apply	
	Sites/Organizations	Materials Only
Alcohol/Drug Rehabilitation Centers	2	3
Child Care Facilities	0	0
Churches	3	2
Community-Based Organizations	6	13
CWD/Certification Sites	5	5
Community Events (Migrant/Health/Job/Information Fairs, Harvest Festivals, etc.)	6	10
Farmers' Markets	4	2
Food Banks	6	7
Government Offices Other than CWD (WIC, SSA, EDD, etc.)	5	9
Grocery Stores	3	0
VITA (Volunteers In Tax Assistance) sites	5	2
Hospitals/Clinics	5	8
In-Home Visits	3	6
Libraries	4	0
Migrant Camps	3	1
One Stop Centers/Family Resource Centers	8	7
Remote Sites	5	5
Schools	3	3
Senior Centers	4	4
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	4	6
Other*	1	2

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

14. Did your county partner with other Health and Human Services Agencies, schools, community-based organizations, etc., to improve food stamp outreach efforts?	#	% of 58 cos.
Yes	46	79.3%
No	12	20.7%
Totals	58	100.0%

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

For a list of Partner Organization Names, Frequency of Meetings & Activities, see APPENDIX C.

15. Did your county implement any NEW food stamp program outreach activities during SFY 2007/2008?	#	% of 58 cos.
Yes	32	55.2%
No	26	44.8%
Totals	58	100.0%

APPENDIX H
Food Stamp Program Survey of Operations and Access
 State Fiscal Year 2007/2008

Data Summary

15a. If you answered "YES" to Item 15, describe the <i>NEW</i> outreach activities implemented in SFY 2007/2008 and indicate whether they were one-time or ongoing activities.	# of activities
One-Time Activity	16
Ongoing Activity	73

For a Description of *NEW* Outreach Activities Implemented in SFY 2007/2008, see APPENDIX D.

16. Does your county have any <i>NEW</i> food stamp program outreach activities planned for implementation during the next fiscal year, July 1, 2008 through June 30, 2009 (SFY 2008/2009)?	#	% of 58 cos.
Yes	31	53.4%
No	27	46.6%
Totals	58	100.0%

16a. If you answered "YES" to Item 16, describe the <i>NEW</i> outreach activities planned for SFY 2008/2009 and indicate whether they will be one-time or ongoing activities.	# of activities
One-Time Activity	8
Ongoing Activity	58

For a Description of *NEW* Outreach Activities Planned for SFY 2007/2008, see APPENDIX E.

PART B - CERTIFICATION
Certification Sites

17. As of June 30, 2008, how many certification sites were there in your county?	402
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18. As of June 30, 2008, indicate the following for each individual certification site reported in Item 17:
<ul style="list-style-type: none"> • 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, and after 5 pm) • Services offered: (AP = Applications Provided, AA = Applications Accepted, ESS = Expedited Services Screening, IC = Interview Conducted, ALL = all services)

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

18a. If extended office hours were indicated in items 10 and 18, identify the frequency (in general) that clients USED those extended hours. If a category does <i>NOT</i> apply, leave "NOT APPLICABLE" selected	Frequency of Use of Extended Hours	
Extended Office Hours Offered	Occasionally Used	Frequently Used
Upon Request Only	38	13
Before 8am	36	11
Lunch	24	29
After 5pm	38	10
Other*	1	1

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

APPENDIX H
Food Stamp Program Survey of Operations and Access
 State Fiscal Year 2007/2008

Data Summary

Determination of Operational and Extended Hours		
19. What methods did your county use when determining its hours of operation to ensure that the needs of working clients (applicants and recipients) were met pursuant to Manual of Policies and Procedures (MPP) Section 63-205.1 (i.e., how did your county conduct a needs assessment)?	Check ALL that apply	
Methods Used to Determine Hours of Operation	#	% of 58 cos.
Clients Requested As Needed	45	77.6%
Historical Data on Hours Meeting Working Clients' Needs were Available in the County	23	39.7%
Other County Agencies were Polled	2	3.4%
Surveys or Questionnaires were Mailed to Working Recipients	5	8.6%
Working Clients were Polled at CWD Offices or Certification Sites	7	12.1%
Other*	5	8.6%

*For "Other" methods used, see Appendix A.

20. Other than extended office hours, what were the <i>TOP THREE</i> access methods working clients used?	Check the <i>TOP THREE ONLY</i>	
Access Methods Working Clients Used Other Than Extended Office Hours	#	% of 58 cos.
Authorized Representatives were Appointed to Come in During Hours of Operation	24	41.4%
Clients Mail Required Documents to the CWD	56	96.6%
Drop Boxes in Which Documents May Be Deposited After Normal Hours Were Used	41	70.7%
In-Home Visits	3	5.2%
Telephone Interviews were Conducted: Monday through Friday, During Hours of Operation	29	50.0%
Telephone Interviews were Conducted: During Extended Office Hours (Upon Request, Before 8am, Lunch Hour, After 5pm)	14	24.1%
Other*	5	8.6%

*For "Other" Methods used, see APPENDIX A.

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

APPENDIX I

FOOD STAMP PROGRAM (FSP) SURVEY OF OPERATIONS AND ACCESS

STATE FISCAL YEAR [SFY] 2007/2008
 (July 1, 2007 through June 30, 2008)

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
 FOOD STAMP BRANCH

COUNTY:	
---------	--

COUNTY CODE:	
--------------	--

DATE COMPLETED:	
-----------------	--

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

SURVEY STARTS HERE
<p style="font-size: small;">Please click on the "Instructions" button located on the top toolbar and read the background and instructional information prior to completing this survey. Technical information regarding the electronic submission of this survey is available by clicking on the "Automated E-mail Features" and "System Requirements" buttons.</p> <p style="color: red; font-weight: bold; font-size: small;">*****RETURN SURVEY BY AUGUST 15, 2008*****</p>

APPENDIX I

PART A--ACCESS AND AWARENESS

Provide information based on activities that occurred at any time during SFY 2007/2008 unless another time frame is specified.

Application Access

1. Other than County Welfare Department (CWD) Offices/Certification Sites, indicate the following:
 - A. Column A, General Food Stamp information sites
 - B. Column B, Food Stamp application sites
 - C. Column C, Sites where county staff provide application assistance
 - D. Column D, Sites where non-county staff provide application assistance
 - E. Column E, Sites where county staff give presentations to promote Food Stamp participation

Application Sites	Check All Application Sites That Apply				
	Column A	Column B	Column C	Column D	Column E
	General Food Stamp Information	Food Stamp Application Forms	County Staff Provide Assistance	Non-County Staff Provide Assistance	County Staff Presentations
Alcohol/Drug Rehabilitation Centers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child Care Facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Churches	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community-Based Organizations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Direct Mail/Internet/Telephone/Fax Request	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment Sites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Farmers' Markets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Food Banks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Government Offices Other than CWD (WIC, SSA, EDD, etc.)*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

APPENDIX I

Grocery Stores	<input type="checkbox"/>				
VITA sites for income-tax preparation	<input type="checkbox"/>				
Hospitals/Clinics	<input type="checkbox"/>				
In-Home Visits	<input type="checkbox"/>				
Libraries	<input type="checkbox"/>				
Migrant Camps	<input type="checkbox"/>				
One Stop Centers/Family Resource Centers	<input type="checkbox"/>				
Remote Sites	<input type="checkbox"/>				
Schools	<input type="checkbox"/>				
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	<input type="checkbox"/>				
Other Application Sites (Specify):					
	<input type="checkbox"/>				
	<input type="checkbox"/>				
	<input type="checkbox"/>				

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

APPENDIX I

2. If application assistance was selected in Item 1, column C or D, indicate how your county used staff to assist clients in completing food stamp application forms and answering questions.

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

APPENDIX I

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

Non-English Languages			
	Check All That Apply		Check All That Apply
None	<input type="checkbox"/>	Punjabi	<input type="checkbox"/>
Arabic	<input type="checkbox"/>	Portuguese	<input type="checkbox"/>
Armenian	<input type="checkbox"/>	Russian	<input type="checkbox"/>
Cambodian	<input type="checkbox"/>	Spanish	<input type="checkbox"/>
Cushite	<input type="checkbox"/>	Syriac	<input type="checkbox"/>
Farsi	<input type="checkbox"/>	Tagalog	<input type="checkbox"/>
Formosan	<input type="checkbox"/>	Ukrainian	<input type="checkbox"/>
Hmong	<input type="checkbox"/>	Vietnamese	<input type="checkbox"/>
Japanese	<input type="checkbox"/>	Other (specify):	
Korean	<input type="checkbox"/>		<input type="checkbox"/>
Laotian	<input type="checkbox"/>		<input type="checkbox"/>
Mandarin/Chinese	<input type="checkbox"/>		<input type="checkbox"/>
Mien	<input type="checkbox"/>		<input type="checkbox"/>

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

YES
 NO

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

APPENDIX I

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

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

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

APPENDIX I

Face-to-Face Interview Waivers

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

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

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

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

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

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

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

APPENDIX I

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

YES NO

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

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

Reasons for Waiving Face-to-Face Interviews	Check the <i>TOP THREE</i> <i>ONLY</i>		
	Initial Application	Recertification	Both
Age 60 or Older and Household Members Have No Earned Income	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Care of a Household Member	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Illness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of Transportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Living in a Rural or Remote Area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physically Disabled and Household Members Have No Earned Income	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prolonged Severe Weather	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work Hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other Waiver Reasons (Specify):			
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

APPENDIX I

7b. If you answered "YES" to Item 7, indicate the primary replacement method that was used for initial application and the primary replacement method for recertification.

Methods	Initial Application	Recertification
Telephone Interviews	<input type="radio"/>	<input type="radio"/>
Mail Only	<input type="radio"/>	<input type="radio"/>
Other (Specify):	<input type="radio"/>	<input type="radio"/>

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

1 to 5 percent were waived	<input type="radio"/>
6 to 10 percent were waived	<input type="radio"/>
11 to 20 percent were waived	<input type="radio"/>
Over 20 percent were waived	<input type="radio"/>

Program Access

8. Did your county maintain a telephone "hotline" that included information regarding food stamp programs and noncitizens' potential eligibility for these programs?

Food Stamp Programs In General	Information Aimed at Noncitizens
<input type="radio"/> YES <input type="radio"/> NO	<input type="radio"/> YES <input type="radio"/> NO

- If you answered "YES" to **any** category, continue to Item 8a.
- If you answered "NO" to **all** categories, go to Item 9.

8a. Did your county maintain this telephone "hotline" of services in languages other than English?

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

- If you answered "YES," continue to Items 8b.
- If you answered "NO," go to Item 9.

APPENDIX I

8b. Indicate the telephone "hotline" languages (other than English) that were used in your county.

Non-English Languages			
Check All That Apply		Check All That Apply	
Arabic	<input type="checkbox"/>	Punjabi	<input type="checkbox"/>
Armenian	<input type="checkbox"/>	Portuguese	<input type="checkbox"/>
Cambodian	<input type="checkbox"/>	Russian	<input type="checkbox"/>
Cushite	<input type="checkbox"/>	Spanish	<input type="checkbox"/>
Farsi	<input type="checkbox"/>	Syriac	<input type="checkbox"/>
Formosan	<input type="checkbox"/>	Tagalog	<input type="checkbox"/>
Hmong	<input type="checkbox"/>	Ukrainian	<input type="checkbox"/>
Japanese	<input type="checkbox"/>	Vietnamese	<input type="checkbox"/>
Korean	<input type="checkbox"/>	Other (specify):	
Laotian	<input type="checkbox"/>		<input type="checkbox"/>
Mandarin/Chinese	<input type="checkbox"/>		<input type="checkbox"/>
Mien	<input type="checkbox"/>		<input type="checkbox"/>

8c. Provide the telephone "hotline" number(s), "hotline" type, days AND hours of operation, and/or specific type of information available through the "hotline."

Telephone "Hotline" Number(s)	"Hotline" Type			Column A Indicate the Specific Type of Information Provided by the Recording	Column B Indicate the Days AND Hours an Operator is Available
	Recording ONLY (Complete Column A)	Operator ONLY (Complete Column B)	Both (Complete Columns A and B)		
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		

APPENDIX I

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

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

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

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

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

APPENDIX I

11. Is your county spending County Administrative funds to conduct Food Stamp Program outreach activities?

YES NO

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

YES NO

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

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

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

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

APPENDIX I

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

<input type="radio"/> YES	<input checked="" type="radio"/> NO
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•If you answered "YES," continue to Item 13a.
 •If you answered "NO," go to Item 14.

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

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

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

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

APPENDIX I

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

<input type="radio"/> YES	<input checked="" type="radio"/> NO
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•If you answered "YES," continue to Item 14a.
 •If you answered "NO," go to Item 15.

14a. If you answered "YES" to Item 14, indicate the partner organization names, frequency of meetings, and activities. If more space is needed, please go to Part C, "General Comments."

Partner Organization Names	Frequency of Meetings	Activities
	<input type="radio"/> Monthly <input type="radio"/> Bi-Monthly <input type="radio"/> Quarterly	<input type="radio"/> Other (Specify): <div style="border: 1px solid black; height: 15px; width: 100%;"></div>
	<input type="radio"/> Monthly <input type="radio"/> Bi-Monthly <input type="radio"/> Quarterly	<input type="radio"/> Other (Specify): <div style="border: 1px solid black; height: 15px; width: 100%;"></div>
	<input type="radio"/> Monthly <input type="radio"/> Bi-Monthly <input type="radio"/> Quarterly	<input type="radio"/> Other (Specify): <div style="border: 1px solid black; height: 15px; width: 100%;"></div>
	<input type="radio"/> Monthly <input type="radio"/> Bi-Monthly <input type="radio"/> Quarterly	<input type="radio"/> Other (Specify): <div style="border: 1px solid black; height: 15px; width: 100%;"></div>
	<input type="radio"/> Monthly <input type="radio"/> Bi-Monthly <input type="radio"/> Quarterly	<input type="radio"/> Other (Specify): <div style="border: 1px solid black; height: 15px; width: 100%;"></div>
	<input type="radio"/> Monthly <input type="radio"/> Bi-Monthly <input type="radio"/> Quarterly	<input type="radio"/> Other (Specify): <div style="border: 1px solid black; height: 15px; width: 100%;"></div>

APPENDIX I

15. Did your county implement any NEW food stamp program outreach activities during SFY 2007/2008?

YES NO

•If you answered "YES," continue to Item 15a.
 •If you answered "NO," go to Item 16.

15a. If you answered "YES" to Item 15, describe the NEW outreach activities implemented in SFY 2007/2008 and indicate whether they were one-time or ongoing activities. If more space is needed, please go to Part C, "General Comments."

Description of NEW Outreach Activities Implemented in SFY 2007/2008	Type of Activity	
	One-Time Activity	Ongoing Activity
	<input type="radio"/>	<input type="radio"/>

APPENDIX I

16. Does your county have any *NEW* food stamp program outreach activities planned for implementation during the next fiscal year, July 1, 2008 through June 30, 2009 (SFY 2008/2009)?

YES NO

•If you answered "YES," continue to Item 16a.
 •If you answered "NO," go to Item 17.

16a. If you answered "YES" to Item 16, describe the *NEW* outreach activities planned for SFY 2008/2009 and indicate whether they will be one-time or ongoing activities. If more space is needed, please go to Part C, "General Comments."

Description of <i>NEW</i> Outreach Activities Planned for SFY 2008/2009	Type of Activity	
	One-Time Activity	Ongoing Activity
	<input type="radio"/>	<input type="radio"/>

APPENDIX I

PART B--CERTIFICATION

For Items 17 and 18, provide certification site information as of June 30, 2008. For Items 18a, 19, and 20, provide information based on activities that occurred at any time during SFY 2007/2008.

Certification Sites

17. As of June 30, 2008, how many certification sites were there in your county?

18. As of June 30, 2008, indicate the following for each individual certification site reported in Item 17:
- 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 a.m., lunch, and after 5 p.m.)
 - Services offered: (use these codes AP = Applications Provided, AA = Applications Accepted, ESS = Expedited Services Screening, IC = Interviews Conducted, ALL = all services)

NOTE: Use ONLY ONE LINE for each site UNLESS hours or services vary depending on the day of the week. Please use the formats provided in the examples.

Address/City	Zip Code	Days	Hours of Operation	Extended Office Hours			Service Codes
				N/A	By Request Only	Hours Currently Provided	
12345 South Main Street, Sacramento	95814	M-Tu, Th	7am - 6pm	<input type="checkbox"/>	<input type="checkbox"/>	7am - 8am, 5pm - 6pm	ALL
		W,F	9:30am - 3:30pm	<input type="checkbox"/>	<input type="checkbox"/>	8am - 9:30am	ALL
54321 North Main Street, Sacramento	95823	M-F	8am - 5pm	<input type="checkbox"/>	<input type="checkbox"/>		AP, AA, ESS
				<input type="checkbox"/>	<input type="checkbox"/>		
				<input type="checkbox"/>	<input type="checkbox"/>		
				<input type="checkbox"/>	<input type="checkbox"/>		
				<input type="checkbox"/>	<input type="checkbox"/>		
				<input type="checkbox"/>	<input type="checkbox"/>		
				<input type="checkbox"/>	<input type="checkbox"/>		
				<input type="checkbox"/>	<input type="checkbox"/>		

APPENDIX I

Item 18 Continued (use only if necessary--please do not repeat information listed above)

Address/City	Zip Code	Days	Hours of Operation	Extended Office Hours			Service Codes
				N/A	By Request Only	Hours Currently Provided	
				<input type="radio"/>	<input type="radio"/>		
				<input type="radio"/>	<input type="radio"/>		
				<input type="radio"/>	<input type="radio"/>		
				<input type="radio"/>	<input type="radio"/>		
				<input type="radio"/>	<input type="radio"/>		
				<input type="radio"/>	<input type="radio"/>		
				<input type="radio"/>	<input type="radio"/>		
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				<input type="radio"/>	<input type="radio"/>		
				<input type="radio"/>	<input type="radio"/>		
				<input type="radio"/>	<input type="radio"/>		
				<input type="radio"/>	<input type="radio"/>		
				<input type="radio"/>	<input type="radio"/>		
				<input type="radio"/>	<input type="radio"/>		
You have entered		0	sites. This matches the number provided in Item 17. Thank you.				

APPENDIX I

18a. If extended office hours were indicated in Items 10 and 18, identify the frequency (in general) that clients USED those extended hours. If a category does NOT apply, leave "Not Applicable" selected.

Extended Office Hours Offered	Frequency of Use of Extended Hours		
	Not Applicable	Occasionally Used	Frequently Used
Upon Request Only	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Before 8 a.m.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lunch	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
After 5 p.m.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other Extended Office Hours (Specify):			
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Determination of Operational and Extended Hours

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

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

Please check at least ONE method

APPENDIX I

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

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

Please
check the
top THREE

PART C--GENERAL COMMENTS (OPTIONAL)	COUNTY
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APPENDIX I

END OF SURVEY ITEMS

PROCEED TO PART D--SUBMISSION INSTRUCTIONS

PART D--SUBMISSION INSTRUCTIONS

*******RETURN SURVEY BY AUGUST 15, 2008*******

E-mail Submission of Survey

- ▶ Click the "E-mail Survey" button located on the top toolbar of the survey page. This function will automatically open your default e-mail as a new e-mail message and attach the completed survey as an e-mail attachment. It will also automatically insert a designated e-mail address and your county's information on the "Subject" line. Click the "Send" button and the completed survey will be submitted to the California Department of Social Services.
- ▶ If you are unable to e-mail the survey, check for red circles which indicate that there are unanswered questions or invalid data. Please make any necessary corrections and try to e-mail the survey again.
- ▶ For additional troubleshooting and technical information, click the "Automated E-mail Features" and "System Requirements" buttons located on the top toolbar of the survey document. You may also e-mail us at admsurveyunit@dss.ca.gov or by clicking the "Questions or Problems?" button for further technical assistance.
- ▶ For all *nontechnical* questions related to the completion of this survey, please contact Rosie Avena at (916) 654-1514.

Mailing the Survey and Other Requested Information

- ▶ Please be sure you have answered all items and have the additional information requested in Items 12a and 13a (if applicable) ready for mailing. Send the information for Items 12a and 13a to the mailing address below. You may also mail a hard copy of this entire survey to the address below if you are unable to submit the survey via e-mail.

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



CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

John A. Wagner, Director