DEPARTMENT OF SOCIAL SERVICES
744 P Street, Sacramento, California 95814

December 13, 2001

ALL COUNTY INFORMATION NOTICE I-108-01

REASON FOR THIS TRANSMITTAL

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

TO: COUNTY WELFARE DIRECTORS
FOOD STAMP COORDINATORS

SUBJECT: COMPILATION OF ANNUAL COUNTY FOOD STAMP PROGRAM QUESTIONNAIRE, AND REVIEW OF HOURS OF OPERATION AND ACCESS AND AWARENESS ACTIVITIES SURVEY RESULTS

REFERENCE: Manual Sections 63-104.21(h) and 63-205.1

The purpose of this letter is to thank you for completing the Annual County Food Stamp Program (FSP) Questionnaire and Review of Hours of Operation and Access and Awareness Survey, and to transmit the results to you. As you are aware, state regulations require that annually all CWDs complete a survey and review of hours of operation of the FSP offices. This is to ensure that the needs of recipients are adequately met.

This year, we included a questionnaire on activities done at the county level that would increase the public's access to the FSP and awareness of the program. This section of the survey is part of the strategy to implement the Community Food Stamp Outreach and Education plan. The objective of the plan was to increase awareness and make the Food Stamp Program more accessible. I hope that counties and all of food stamp stakeholders will find the results of the survey a valuable tool in helping to increase access and awareness of the FSP.

As prior surveys conducted over the years, the information provided on the questionnaire will be useful to this Department in meeting statewide program needs and in responding to information requests. This information also may be used in the evaluation of legislative proposals and regulatory changes. The information gleaned from the Access and Awareness Activities survey will help tailor the development of next year's outreach campaign and the development of a targeted communications campaign to increase food stamp participation.

Attached are summaries of the responses received from the counties. This Survey reflects County Welfare Department (CWD) operations as of August 1, 2001. The attachments are divided into three sections: Certification (Attachment A), Issuance (Attachment B), and Access and Awareness Activities (Attachment C).

If you have any questions or comments regarding this notice, please contact Robert Marlow, Food Stamp Program Bureau, Implementation Unit, at 916) 654-1898. If you have any questions or comments regarding the Access and Awareness Activities contact Sonya Hunter at (916) 654-1459.

Sincerely,

Original Document
Signed By

GARY SWANSON, Chief
Food Stamp Branch

Attachments

ATTACHMENT A

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

FOOD STAMP BRANCH

2000/2001
CERTIFICATION

COUNTIES	#OF SITES	HRS/DAYS	SERVICES 1/	EXTENDED
ALAMEDA	6	8:30-5 M-F	All	Appt. 7-8:30, 12-1 & 5-6
ALPINE	1	8-5 M-F	All	Appt. & Home Visits
AMADOR	1	8-5 M-F	All	7-8 & 5-6
BUTTE	2	7:30-5 M-F	All	Appt.
CALAVERAS	1	9-4 M-F	All	Appt. 7-9,12-1 & 5-6
COLUSA	3	7:30-4 M-F 8-4 M-F	All	12-1
CONTRA COSTA	8	8-5 M-F	All	By Appt.
DEL NORTE	1	9-3 M-F	All	8-5 Mon-Fri
EL DORADO	2	8-5 M-F	All	Appt. 7-8 &5-6
FRESNO	16	*Various	All	After 5:00 & Saturdays appt.
GLENN	2	8-5 M-F	All	Appt. 7-8 &5-6
HUMBOLDT	3	8:30-12:00 M-F 1:00-5:00 M-F	All	Appt.
IMPERIAL	9	8-5 M-F 8-4 M-F	All	7-8, 12-1:00 7-8
INYO	2	9:30-4 M-F	All	By Appt. 7-9:30 & 4-6
KERN	8	8-5 M-F	All	Appt.

1/ AP = Applications Provided
AA = Applications Accepted
ESS= Expedited Services Screening
IC = Interviews Conducted
All = All of the above
Appt =Special After Hours Appointment Available After

* (2) opened 9 hours a day, M-F
(2) opened 6 hours a day, M-F
(1) opened 6 hours a day, M, T, Th, F
(1) opened 7 hours a day, F
(1) opened 3 hours a day, T, F
(1) opened 3 hours a day, T, Th
(1) opened 7 hours M,T,Th,F
(1) opened 2 hours 4th Thurs of month
(1) opened 2 hours 1st Thurs of month
(1) opened 2 hours 1st Monday of the month

2000/2001
CERTIFICATION

COUNTIES	#OF SITES	HRS/DAYS	SERVICES 1/	EXTENDED HRS
KINGS	1	8:30-4 M-F	All	12-1 & Appt
LAKE	1	8-4, M-F	All	Appt.
LASSEN	1	8-5 M-F	All	Appt.
LOS ANGELES	33	7-3 M-F	All	7-8 & Outlets
MADERA	3	8-5 M-F	All	Appt.
MARIN	3	(1) 7:15-4:45 M-F 8:30-5 M-F (1) 8-4 M-F	All	Appt. Main Office 12-1
MARIPOSA	2	(1) 9-4 M-F (1) 9-1 2nd & 4th	All	Appt. 8-9 & Weds 4-5**
MENDOCINO	2	7-5 M-F	All	7-8 a.m.
MERCED	2	8-5 M-F	All	12-1 & Appt.5-7
MODOC	1	10-12, 1-4 M-F	All	Appt.
MONO	2	8: 00-5 M-F	All	Appt.
MONTEREY	3	8-5 M-F	All	Appt.
NAPA	4	8-5 M-F 7-8 M-F	All	Appt. 8-7 Tues. By Appt.
NEVADA	6	8-5 M-F	All	Appt.
ORANGE	16	7-5 M-F 7-7 1st TH	All	Cert. By Mail Phone Interview
PLACER	4	8-5 M-F	All	12-1 call completion only
PLUMAS	1	8-5 M-F	All	12-1
RIVERSIDE	12	7:00-6:00 M-F	All	Ext. Hrs open late Mon., lunch hour

2000/2001
CERTIFICATION

COUNTIES	#OF SITES	HRS/DAYS	SERVICES 1/	EXTENDED HRS
SACRAMENTO	41	8-5 M-F	All	Appt. 7:30-8 & 5-9
SAN BENITO	3	8-5 M-F	All	12-1 Appt.
SAN BERNARDINO	13	9-4 M-F Closed alternate Fridays	All	Appt. 7-9 & 4 -6
SAN DIEGO	13	6:45-5 M-F & 7-5 M-F 8-5 M-F	All IC	6:45-5 - Appt.
SAN FRANCISCO	4	8-5 M-F	All	Appt. prior to 8 & 12-1
SAN JOAQUIN	1	7-7M-F	All	7-7 Mon.
SAN LUIS OBISPO	5	8-5 M-F	All	Appt.
SAN MATEO	9	8-5 M-F	All	8PM Tues and Thurs.
SANTA BARBARA	6	8-4 M-F	All	Appt.
SANTA CLARA	11	8-5 M-F	All	7-8, 12-1Appt. & 5-7
SANTA CRUZ	4	8-5 M-F	All	Appt. 12-1
SHASTA	3	8-5, 7:305:30M-F	All	12-1 & Appt.
SIERRA	2	8-5 M-F	All	As needed
SISKIYOU	2	7-6, 7-5:30 M-F	All	7-6 Appt
SOLANO	5	8-5:30 M-F	All	7-8, 5:30-6 & Appt.
SONOMA	2	8-5 M-F	All	7:00 -5:30 Appt.
STANISLAUS	16	8:30-4:30 M-F	All	**8:30-4:30

2000/2001
CERTIFICATION

COUNTIES	#OF SITES	HRS/DAYS	SERVICES 1\	EXTENDED HRS
SUTTER	1	8-5 M-F	All	Appt., Home or Workplace Visit
TEHAMA	2	8-4:30 M-F	All	Appt. 7-8 & 4:30-5:30
TRINITY	3	(1) 8-4:45 M-F (1) 9:30-3:00 Weds. (1)10-3 1st Tues of month	All All	Appt. 7-8, 12-1 & 5-6
TULARE	5	8-6 M-F	All	12-1 by Appt.
TUOLUMNE	1	8-4 M-TH (M-Th) AP, AA,ESS (F)	All	Appt. M-TH
VENTURA	12	8-7 M-F	All	5-6 or 7 & Outlets Sat. & Sun.
YOLO	2	8-5 M-F	All	12-1
YUBA	1	8-5 M-F	All	Appt 7-8, 12-1 & 5-6,Thurs 5-8

**County has conducted a survey to determine customer satisfaction and extended hours not warranted.

Many counties conduct surveys annually to determine customer satisfaction. Counties with/without extended hours often provide extended services through other means such as phone interviews, applications by mail, outside drop boxes, home visits, etc. See individual county survey response.

ATTACHMENT B

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

FOOD STAMP BRANCH

2000/2001
ISSUANCE SURVEY SUMMARY

COUNTIES	AGENT 1/ TYPE	ISSUANCE 2/ TYPE	% OF TOTAL	# OF SITES	HOURS/ DAYS	COUPONS STAGGERED
ALAMEDA	CC	DM OL	7 93	7	(4) 9-6 M-Sat (3)9-5:00 M-Sat	1st-10th
ALPINE	CWD	DM, ADOTC	100	1	8-5 M-F	1st-10th
AMADOR	CWD	DM	100	1	8-5 M-F	1st-10th
BUTTE	OTHER	DM	100	1	N/A	1st-10th
CALAVERAS	CWD	DM/OTC	100	1	1:30-4 M-F	1st-6th Working Days
COLUSA	OTHER	DM	100	1	N/A	1st - 10th
CONTRA COSTA	CC	ADOTC DM, ADM	100	9	9:30-6 M-S 11-3 30Sun	1st-10th
DEL NORTE	CWD	DM ADOTC	15 85	1	10-3 M-F	1st 10 Working Days
EL DORADO	OTHER	DM	100	1	7:30-5 M-S	1st - 10th
FRESNO	CC	DM FAIR	27 73	1 9	N/A 8-5 M-S	1st - 10th
GLENN	OTHER	DM	100	1	8-5 M-F	1st - 10th
HUMBOLDT	CWD OTHER	ADOTC DM	87 13	3	8:30-5 M-F	1st - 15th

1/ CC = Check Cashing
CWD = County Welfare Department
OTHER = None of the Above

2/ ADM = Authorization Documentation Mail
ADOTC = Authorization Document Over-the-Counter
DM = Direct Mail
HIR = Household Issuance Record
OL = FS Online Issuance System

2000/2001
ISSUANCE SURVEY SUMMARY

COUNTIES	AGENT 1/ TYPE	ISSUANCE 2/ TYPE	% OF TOTAL	# OF SITES	HOURS/ DAYS	COUPONS STAGGERED
IMPERIAL	CWD	ADOTC DM	94 6	1	7-4 M-F	N/A
INYO	CWD	DM	100	1	9-5 M-F	N/A
KERN	CWD CC	ADM ADOTC DM	1 81 17	11	9-6 M-S 9-5 Sun	1st 10 working Days
KINGS	CC	ADOTC DM	95 5	1	9-8 M-Th, Sat F 9-9 11-3 Sun	N/A
LAKE	CWD	OTC DM	77 23	1	9-4 M-F	1st 15 Working Days
LASSEN	CWD	DM ADM	45 55	2	(1)8-5 M-F (1)9-4	N/A 1st 15 Working Days
LOS ANGELES	CC	OL	100	98	Various	N/A
MADERA	CC	ADM	100	2	9:30-7 M-F 9:30-4 Sat	N/A
MARIN	OTHER	DM	100	1	8-5 M-S	3rd-8th
MARIPOSA	CWD	ADOTC	100	2	9-4 M-F 9-1 2nd W	N/A
MENDOCINO	CWD	DM FSOLIS	40 60	2	8-5 M-F	1st-15th
MERCED	CC	DM OL	100	3	9-6 M-Th 9-7 F, 9-5 S	System Generated cycle date
MODOC	CWD	DM	100	1	10-4 M-F	1st of the month
MONO	CWD	DM	100	1	8-5 M-F	1st-5th
MONTEREY	OTHER	DM ADOTC	92 8	2	8-5 M-F	1st-10th

2000/2001
ISSUANCE SURVEY SUMMARY

COUNTIES	AGENT 1/ TYPE	ISSUANCE 2/ TYPE	% OF TOTAL	# OF SITES	HOURS/ DAYS	COUPONS STAGGERED
NAPA	CWD	DM ADOTC	98 2	2	8-5 M-F	N/A
NEVADA	CWD	DM OTC	92 8	1	8-4 M-F	1st-10th
ORANGE	CC OTHER CWD	ADOTC DM Expedited	92 6 2	6 16	9-8 M-F 9-5 Sat 11-3 Sun	Last Working Day
PLACER	CWD	DM ADOTC	50 50	2	10-5 M-F	1st -10th
PLUMAS	CWD	DM ADOTC	98 2	1	8-4 M-F	1st 5 Working Days
RIVERSIDE	CC	DM FSOLIS	100	8	9-6 M-F 10-4 Sat	N/A
SACRAMENTO	OTHER	FAIR DM	77 23	6	9:30-6:30 M-S	1st-10th
SAN BENITO	CWD	DM	100	1	8-5 M-F	1st-10th
SAN BERNARDINO	CC	EBT	100	866	Various	N/A
SAN DIEGO	CWD	EBT	100	11	6:45-5 M-F	N/A
SAN FRANCISCO	CC	OL DM	99 1	4	9-5 M-S	N/A
SAN JOAQUIN	CC	DM ADM	14 86	7	8-8 M-F 9-5 Sat 10-4 Sun	1st-10th
SAN LUIS OBISPO	CWD	DM ADOTC	95 5	1	8-5 M-F	1st – 10th

2000/2001
ISSUANCE SURVEY SUMMARY

COUNTIES	AGENT 1/ TYPE	ISSUANCE 2/ TYPE	% OF TOTAL	# OF SITES	HOURS/ DAYS	COUPONS STAGGERED
SAN MATEO	CC	DM ADM ADOTC	1 87 12	2	M-F 9-7 Sat 9-6 Sun 10-4	1st-15th
SANTA BARBARA	OTHER	DM	100	1	N/A	1st-15th
SANTA CLARA	OTHER	DM FSLOS/FAIR	1.02 98.98	6	9-6 M-F 9:30-2:30 1st Sat	N/A
SANTA CRUZ	OTHER CWD	DM ADOTC	98.88 1.12	1	10-5 M-F	1st-10th
SHASTA	CWD	DM ADOTC	95 5	1	8-5 M-F	1st 9 Working Days
SIERRA	CWD	DM HIR	99 1	1	8-5 M-F	1st of the Month
SISKIYOU	CWD	DM ADOTC	90 10	1	1:30-4:30 M-F	1st-4th
SOLANO	OTHER	DM FAIR/OTC	11 89	3	7-6 M-F	1st-15th
SONOMA	CWD	DM ADOTC	70 30	1	8-5 M-F	4th-13th
STANISLAUS	CC	ADOTC	100	8	Various	N/A
SUTTER	CWD	DM OTC	70 30	1	8-3:45 M-F	1st-10th
TEHAMA	OTHER	DM	100	1	N/A	1st-10th
TRINITY	CWD	ADOTC DM	25 75	1	8-4:45 M-F	1st-10th
TULARE	CC	FAIR/DM	100	6	9:00-7 M-S	1st-10th
TUOLUMNE	CC	OTC DM	99.9 1	1	9-6 M-F 9-4 Sat	N/A

2000/2001
ISSUANCE SURVEY SUMMARY

COUNTIES	AGENT 1/ TYPE	ISSUANCE 2/ TYPE	% OF TOTAL	# OF SITES	HOURS/ DAYS	COUPONS STAGGERED
VENTURA	CC	OL	100	4	9-6:30 M-F 9-5:30 Sat 11-4:30 Sun	N/A
YOLO	CWD	FSOLIS	100	2	8:30-4:15 M-F	N/A
YUBA	CWD	DM OTC	80 20	1	2-4:30 M-F	Last Working Day –First 9 Working Days

ATTACHMENT C

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

FOOD STAMP BRANCH

HIGHLIGHTS OF COUNTY ACCESS AND AWARENESS ACTIVITIES

Outstationing Eligibility Workers

Thirty-three counties reported that they have Eligibility Workers (EWs) outstationed beyond county offices (non-traditional locations). Many of these locations include health facilities and schools.

Sacramento County has EWs at 32 non-traditional locations throughout the county and services are available during normal business hours Monday through Friday. These non-traditional sites include schools, a career centers, an apartment building, a Girl and Boys Club, One-Stops, a child development center, Healthy Start location, community center, and a Homeless Transitional Housing & Service center.

Kern County has EWs outstationed at five different health facilities in Bakersfield and seven others health facilities throughout the county.

Mendocino County conducts media campaigns when they outstation EWs periodically at food banks, soup kitchens, farmer's markets, and senior centers.

Monterey County once a month outstations EWs at food bank distribution sites. They encourage potential food stamp eligible families and individuals to apply for food stamps. The initial portion of an application is taken and then transferred to an online staff person for processing.

Fresno County sends EW's out into the community on a daily basis. They will intake applications at urban and rural area churches, health clinics, schools, parent centers, food giveaways and carnivals.

Participating in Community Events

Thirty-six counties responded that they participate in community events. Many of these events include health fairs, job fairs, county fairs, school events, and food commodity distribution events.

Contra Costa listed twenty-seven community events that they participate in throughout the year. The county has found participating in community events their most effective outreach activity.

Monterey County hired two part-time outreach workers. These individuals attend community meetings and functions to assist with the dissemination of information to the public and respond to questions. They work weekends and evenings at places that working families frequent such as day care centers, libraries, informational fairs, Monterey County Food Bank,

Stanislaus County is represented at almost every community event in the county. The largest event is the Stanislaus County Job Fair that attracts three to five thousand people. Other events include health fairs, senior flu clinics, school events, festivals, street fairs, and open houses.

Collaboration Efforts

Thirty counties reported that food stamp outreach collaboration efforts exists between the FSP and public and/or private agencies.

Imperial County formed a partnership with Healthy Start. Healthy Start is located in high schools and elementary schools in six cities throughout the county. Eligibility workers are stationed at these locations. Applications are accepted at these locations and fingerprinting is done as well.

Kern County collaborates with the Medi-Cal program. Health clinic staff take both Medi-Cal and food stamp applications. Other collaboration efforts exist between the FSP and the California Food Policy Advocates, and Women, Infant, and Child of Clinica Sierra Vista.

Mendocino County partners with Healthy Families outreach program and the University of California Agriculture and Natural Resources. Public Health obtained a grant to place advocates in schools to assist parents to apply for Medi-Cal and Healthy Families. Because good nutrition is necessary for good health, the advocates will be trained to provide information and assist parents with the food stamp application process.

Orange County partners with WIC. WIC offices provide food stamp information and applications to applicants and recipients of WIC services.

San Diego County partners with the CalWORKs Program, Office of Aids Coordination (OAC), and Aging and Independence Services (AIS). When requested by a department or agency, program presentations are done jointly with CalWORKs. Coordinated efforts with OAC are done to implement food stamp referrals from HIV Food Service Centers. Currently, the FSP is working with AIS to join outreach efforts throughout the elderly community. Other organizations the FSP coordinates outreach efforts with are, San Diego Hunger Coalition, San Diego Food Bank, Share Program, WIC, University of California San Diego Cooperative Extension, Salvation Army, and senior nutrition programs.

Santa Barbara County has trained Medi-Cal workers on how to accept food stamp applications. Medi-Cal off site staff is located at local health clinics, Head Start, Healthy Start, Probation offices, youth centers, and alcohol rehab centers. The county also collaborates with Project LEAN. FSP sends nutritional information to food stamp clients and Project LEAN provides food stamp information to individuals.

Santa Clara County has formed partnerships with the Adult and Aging Program and Children's Health Initiative. The Adult and Aging bureau is chairing the Senior Needs subcommittee of the Safety Net Committee to ensure that the special food needs of seniors are met through the various food programs including the FSP. The Children's Health Initiative has combined outreach efforts with the FSP at various community fairs, school events, etc. The FSP staff are working on coordinating outreach activities with Children's

Health Initiative (Medical, Healthy Families, and Healthy Kids) to do extensive outreach in the community.

Santa Cruz formed a coalition of public and private agencies to expand health care coverage for uninsured residents of the county. The coalition provides outreach for various health programs as well as providing information on food assistance programs including food stamps. The county partners with La Familia Center, Food 4 Children, and Second Harvest Food Bank. Food stamp information and applications are provided to these organizations. Second Harvest maintains a telephone "hotline" that includes FSP information.

Nearly all counties reported some type of partnership with local schools. Activities range from providing FSP educational materials to the schools to the outstationing of EW's.

County Developed Food Stamp Educational Materials

Contra Costa County developed a color brochure titled "Nutrition assistance". The brochure explains the FSP and gives addresses and telephone numbers where clients can apply.

Santa Clara County developed a color brochure titled "Food Resources for the Community of Santa Clara". This brochure features FSP, Food Stamps for the Homeless, Child Nutrition Programs, Immigrant Issues, Supplemental Food Programs, Senior Nutrition, and Hot Meal Sites. This brochure is available in a multi-language version as well.

Mendocino County has a color flyer that is titled "You and your household might be qualify for food stamps. Can you answer yes to these questions?" The flyer continues with a scenario of a family of four and their expenses. Then gives an approximate amount of food stamps that family could receive and what quantities of food they could buy in a month using their food stamps.

San Francisco County developed 18 flyers on various food stamp topics and in several languages.

Santa Barbara County developed three FSP educational documents. One is for recipients, and the other two are for eligibility workers and other Agencies.

Solano County has a county developed FSP brochure. It answers questions, gives gross and net income limits and food stamp allotment per household members. The brochure also lists locations and telephone numbers where the public can apply for benefits.

Stanislaus County has a brochure titled "Good Nutrition - Just One of the Many Reasons to Find Out if You Qualify for Food Stamps". Provides general food stamp eligibility requirements and lists locations to apply for benefits. Also is printed in a Spanish version.

SUMMARY OF COUNTY HOURS OF OPERATION

Has added locations for certification:

- Fresno County, (559) 453-4430, has added two sites for certification.
- Mono County, (760).934-3411, has added two new locations. One at the Mammoth Hospital Monday, Tuesday, Thursday and Friday 9:30 - 12:00 1:00- 4:00 and the Walker One Stop by appointment.
- San Benito County, (831) 636-4180, has added two new locations for certification
- San Francisco County, (415) 558-1222, has added one location for certification
- San Mateo County, (650).595-7562, has added another location in Menlo Park from 8-5 Monday-Friday.
- Santa Barbara County, (805).737-7044, has added location in Lompoc open Monday-Friday 8:00 to 4:00.
- Ventura County, (805) 652-7601, has added 5 sites for certification have changed their hours to 8 AM to 7 PM Monday – Friday.
- Yuba County, (530).749-6480, has added a location in Marysville that is open Monday, Tuesday, and Wednesday.

SUMMARY OF COUNTY HOURS OF OPERATION

Out of California's 58 counties, 45 counties have extended their office hours beyond the traditional hours of 8:00 a.m. to 5:00 p.m., or they provide appointments. The counties listed below have this year increased hours of operation and or extended their hours.

Extended certification office hours:

- Butte County, (530) 879-3445, allows clients may make appointments through 8:30 PM.
- Contra Costa-County, (925).313-1554, will see clients outside normal office hours by special arrangements. They are periodically open on Saturdays to take and process FS apps.
- Mono County, (760).934-3411, has added two new locations. One at the Mammoth Hospital Monday, Tuesday, Thursday and Friday 9:30 - 12:00 1:00- 4:00 and the Walker One Stop by appointment.
- Nevada County (530).265-7101, opens at 8:00 a.m. instead of 9:00 in two offices, Nevada City and one in Truckee. They now do certification at Sierra Nevada Memorial Hospital in Grass Valley 7:30 - 4:00 Monday-Friday and Sierra Family Medical Clinic in Nevada City on Thursday 9-11:30 and Lovett Recovery Center, Nevada City from 1-3:30 on Tuesday.
- San Joaquin County, (209) 468-1762, has extended services by 2 hours on Monday's, now open until 7:00 p.m.
- Sierra County, (530) 993-725, now offers after hour appointments on an as needed basis.
- Sutter County,. (530).822-7320 x 210, now offer appointments after hours at home, or workplace.
- Ventura County, (805) 652-7601, has added 5 sites for certification have changed their hours to 8 AM to 7 PM Monday – Friday.
- Tulare County, (559) 737-4660 x 2105, now open until 6:00 p.m.

COUNTY ACCESS AND AWARENESS ACTIVITIES AT A GLANCE

COUNTIES	Ama	But	CC	DN	ED	Fre	Gle	Imp	Ker	Kin	Lak	Mad	Mrn
Access Activities													
Applications directly accessible					X	X							
Assistance available in completing applications	X	X	X	X	X	X	X	X	X	X	X	X	X
Streamline application process		X								X			
In-home visits elderly & disabled		X		X	X	X	X	X	X	X	X	X	X
In-home visits no available transportation		X			X	X			X	X		X	X
Outstationing eligibility workers				X	X	X		X	X	X	X	X	X
Re-evaluates FS benefits on cash-aid leavers	X	X	X	X	X	X	X	X	X	X	X	X	X
Awareness Activities													
Provides FSP educational materials	X	X	X	X	X	X	X	X	X	X	X	X	X
Participates in community events			X		X	X	X	X	X	X	X	X	X
Partners with other government agencies			X			X	X		X	X			
Partners with other organizations						X	X	X	X	X	X		X
Conducts FSP presentations to community			X		X				X	X			X
Maintains a food stamp "hotline"						X		X	X				X
Uses local media for public service announcements						X			X	X			
Targets migrant workers						X			X	X			
Uses committee/taskforce for collaborative outreach			X			X		X	X				X

Ama – Amador
But – Butte
CC – Contra Costa
DN – Del Norte
ED – El Dorado
Fre – Fresno
Gle – Glenn
Imp - Imperial
Ker – Kern
Kin - King
Lak – Lake
Mad - Madera
Mrn - Marin

COUNTY ACCESS AND AWARENESS ACTIVITIES AT A GLANCE

COUNTIES	Mpa	Men	Mer	Mod	Mno	Mon	Nev	Ora	Pla	Plu	Riv	Sac
Access Activities												
Applications directly accessible												
Assistance available in completing applications	X	X	X	X	X	X	X	X	X	X	X	X
Streamline application process								X				
In-home visits elderly & disabled	X	X	X	X	X	X	X	X		X	X	X
In-home visits no available transportation						X	X	X			X	X
Outstationing eligibility workers		X	X		X	X	X	X	X		X	X
Re-evaluates FS benefits on cash-aid leavers	X	X	X	X	X	X	X	X	X	X	X	X
Awareness Activities												
Provides FSP educational materials	X	X	X	X	X	X	X	X	X	X	X	X
Participates in community events	X		X			X		X	X			X
Partners with other government agencies		X				X	X	X	x			x
Partners with other organizations		X				X	X	X				X
Conducts FSP presentations to community	X	X				X		X	X			X
Maintains a food stamp "hotline"		X	X									
Uses local media for public service announcements												x
Targets migrant workers		X				X						
Uses committee/taskforce for collaborative outreach		X				X			X			X

Mpa – Mariposa
Men – Mendocino
Mer – Merced
Mod – Modoc
Mno – Mono
Mon – Monterey
Nev - Neveda
Ora - Orange
Pla - Placer
Plu - Plumas
Riv - Riverside
Sac – Sacramento

COUNTY ACCESS AND AWARENESS ACTIVITIES AT A GLANCE

COUNTIES	SBt	SD	SF	SJ	SLO	SM	SB	SCL	SCr	Sha	Sie	Sis	Sol
Access Activities													
Applications directly accessible			X										
Assistance available in completing applications	X	X	X	X	X	X	X	X	X	X	X	X	X
Streamline application process		X	X				X						
In-home visits elderly & disabled	X	X	X	X	X		X		X	X	X	X	X
In-home visits no available transportation				X	X	X	X		X		X	X	
Outstationing eligibility workers		X	X	X	X	X	X	X	X	X		X	X
Reevaluates FS benefits on cash-aid leavers	X	X	X	X	X	X	X	X	X	X	X	X	X
Awareness Activities													
Provides FSP educational materials	X	X	X	X	X	X	X	X	X	X	X	X	X
Participates in community events	X	X	X	X	X	X	X	X	X		X		X
Partners with other government agencies	X	X	X	X		X	X	X	X				X
Partners with other organizations	X	X	X		X	X	X	X	X				
Conducts FSP presentations to community		X	X			X	X	X	X				X
Maintains a food stamp "hotline"		X	X		X				X	X			X
Uses local media for public service announcements		X		X									
Targets migrant workers	X			X		X	X						X
Uses committee/taskforce for collaboration efforts	X	X	X	X	X	X	X	X	X				

SBt – San Benito
SD – San Diego
SF – San Francisco
SJ – San Joaquin
SLO – San Luis Obispo
SM – San Mateo
Sol – Solano
SB – Santa Barbara
SCl – Santa Clara
SCr – Santa Cruz
Sha - Shasta
Sie - Sierra
Sis – Siskiyou

COUNTY ACCESS AND AWARENESS ACTIVITIES AT A GLANCE

COUNTIES	Son	Sta	Sut	Tul	Ven	Yub
Access Activities						
Applications directly accessible		X	X		X	
Assistance available in completing applications	X	X	X	X	X	X
Streamline applications process		X				
In-home visits elderly & disabled	X	X	X	X	X	
In-home visits no available transportation	X	X	X	X	X	
Outstationing eligibility workers	X	X		X		X
Reevaluates FS benefits on cash-aid leavers	X	X	X	X	X	X
Awareness Activities						
Provides FSP educational materials	X	X	X	X	X	X
Participates in community events	X	X	X	X	X	X
Partners with other government agencies	X	X		X	X	
Partners with other organizations	X	X		X	X	
Conducts FSP presentations to community	X	X	X	X		
Maintains a food stamp "hotline"		X		X		
Uses local media for public service announcements						
Targets migrant workers	X	X		X		
Uses committee/taskforce for collaborative outreach	X	X			X	

Son – Sonoma
Sta – Stanislaus
Sut – Sutter
Tul – Tulare
Ven – Ventura
Yub – Yuba