

FOOD STAMP PROGRAM OPERATIONS AND ACCESS REPORT

July 1, 2004 – June 30, 2005

FOOD STAMP BRANCH

DECEMBER 2005

Prepared By:
Data Systems and Survey Design Bureau
Administration Division
California Department of Social Services

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SUMMARY

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) requested that all counties complete the annual Food Stamp Program Survey of Operations and Access (ACIN I-30-05, June 9, 2005). 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) 2004/2005 and Certification activities based on county operations as of June 30, 2005. It also contains information regarding face-to-face interview waivers and extended office hours. Questions specific to these topics were added to this year's survey at the request of the Food and Nutrition Service.

ACCESS AND AWARENESS

Application Access

- Other than County Welfare Department (CWD) offices and certification sites, the most frequently utilized direct access application methods were direct mail, internet, and telephone/facsimile requests; in-home visits; community-based organizations, one stop centers; and community events.
 - Twenty-five counties utilized food stamp applications translated in languages other than English and Spanish. Russian, Vietnamese and Mandarin/Chinese were the languages most frequently used.
 - The most frequently utilized methods of application assistance provided to clients were the availability of bilingual staff, eligibility worker/support staff assistance in filling out applications/answering questions, and eligibility workers assisting via interactive interviews.
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- Thirty-seven counties (88.1 percent of statewide FSP households*) provided outstationed eligibility workers at sites other than CWDs. The most frequently utilized sites for outstationed eligibility workers were hospitals/clinics, one stop centers, and community events.

Face-to-Face Interview Waivers

- Primarily, clients first became aware of the option to waive the face-to-face interview when the eligibility worker sees a potential need and informs the client.
- Eligibility workers conducted the majority of initial face-to-face waiver screenings. Counties that engaged clerical staff in conducting the initial waiver screening process utilized standardized questions.
- Forty-nine counties (96.3 percent of statewide FSP households*) waived face-to-face interviews for clients. All but one county estimated that 20 percent or less of their total applications utilized the waiver option. One county estimated waiving interviews for between 41 to 60 percent of its' total applications.
- When asked to identify the top three reasons face-to-face interviews were waived, counties cited illness, household members age 65 or older with no earned income, and physically disabled household members with no earned income.
- Telephone interviews were the primary replacement method used by 37 of the 49 counties that waived the face-to-face interview.

Program Access

- Twenty-two counties (78.6 percent of statewide FSP households*) maintained an FSP hotline telephone number that provided general FSP information. Of these 22 counties, three indicated their hotline also included information about noncitizen eligibility, and five indicated their hotline provided information pertaining to outreach activities.

*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 2004 through June 2005.

NOTE: Due to conversion to new automated systems (C-IV and CalWIN), prior months data was used when necessary.

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- Seven counties (10.9 percent of statewide FSP households*) utilized local media public service announcements to provide general FSP information. This is a decrease from last year when 12 counties, representing 30.9 percent of statewide FSP households, provided general FSP information via local media. Of these 7 counties, five also included information about noncitizen eligibility.
 - The two most frequently utilized FSP outreach activities were providing informational brochures/flyers and participating in community events such as health/job information fairs.
 - All 58 counties utilized various sites/methods for distributing material and/or conducting presentations about the food stamp program in general. Community based organizations, community events, and one stop centers were the most frequently utilized sites/methods.
 - Thirteen counties provided FSP educational materials and/or conducted presentations specifically for migrant workers. The most frequently utilized sites/organizations were community-based organizations, community events, and migrant camps.
 - Twenty-four counties provided FSP educational materials and/or presentations specifically for noncitizens. Community-based organizations, food banks, and community events were most frequently utilized.
 - To improve FSP outreach efforts, 39 counties (92.1 percent of statewide FSP households*) partnered with other Health and Human Services agencies, schools and community based organizations.
 - Twenty-three counties (77.7 percent of statewide FSP households*) implemented new FSP outreach activities during SFY 2004/2005. The majority of the activities were ongoing, rather than one-time only.
 - Twenty-two counties (75.3 percent of statewide FSP households*) indicated plans to implement FSP outreach activities during SFY 2005/2006. The majority of the anticipated activities are ongoing rather than one-time only.

*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 2004 through June 2005.

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CERTIFICATION

Certification Sites

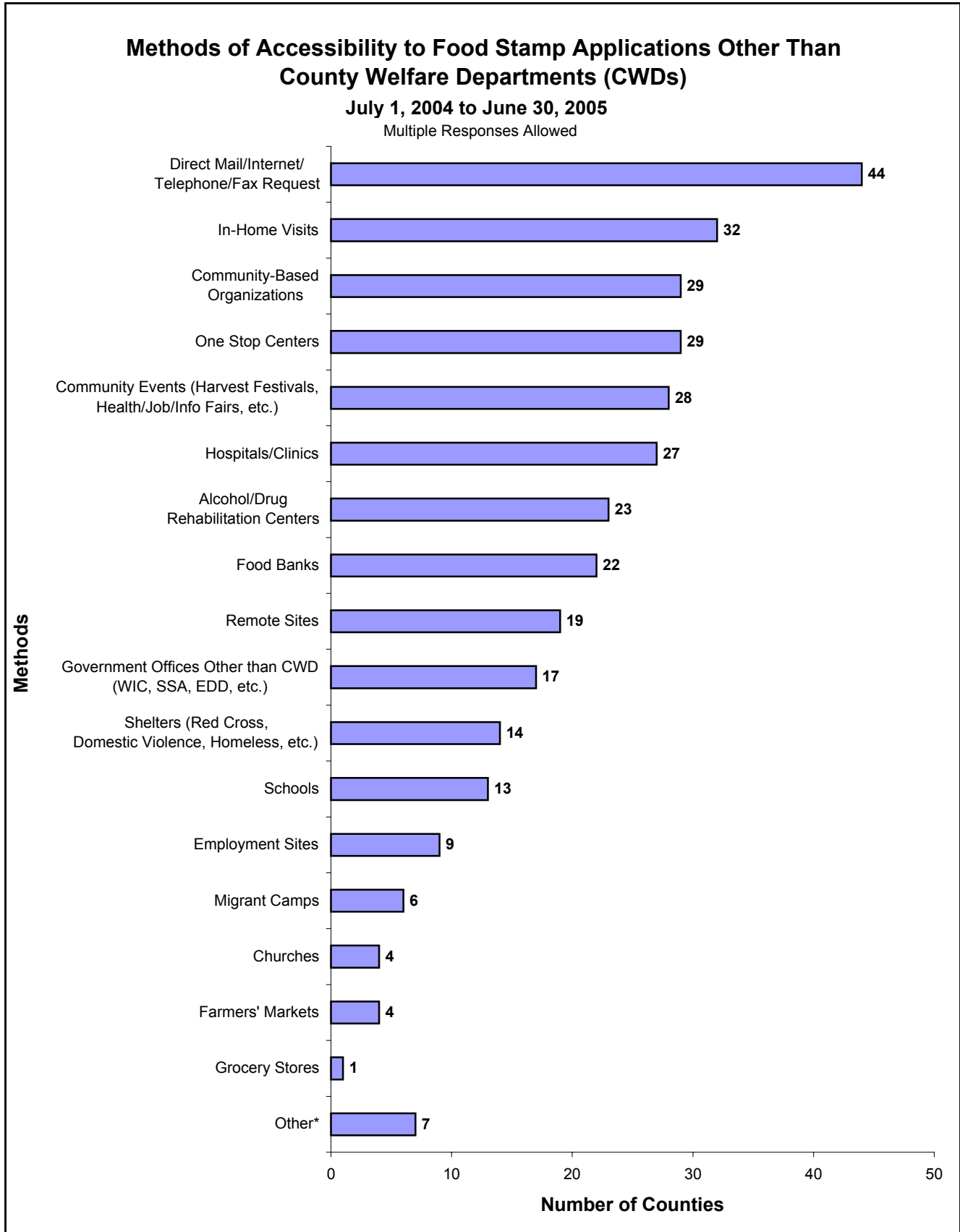
There were 367 FSP certification sites statewide, of which 223 had extended hours, in SFY 2004/2005. This is a 6.7 percent increase over the 344 sites last year.

Determination of Operational and Extended Hours

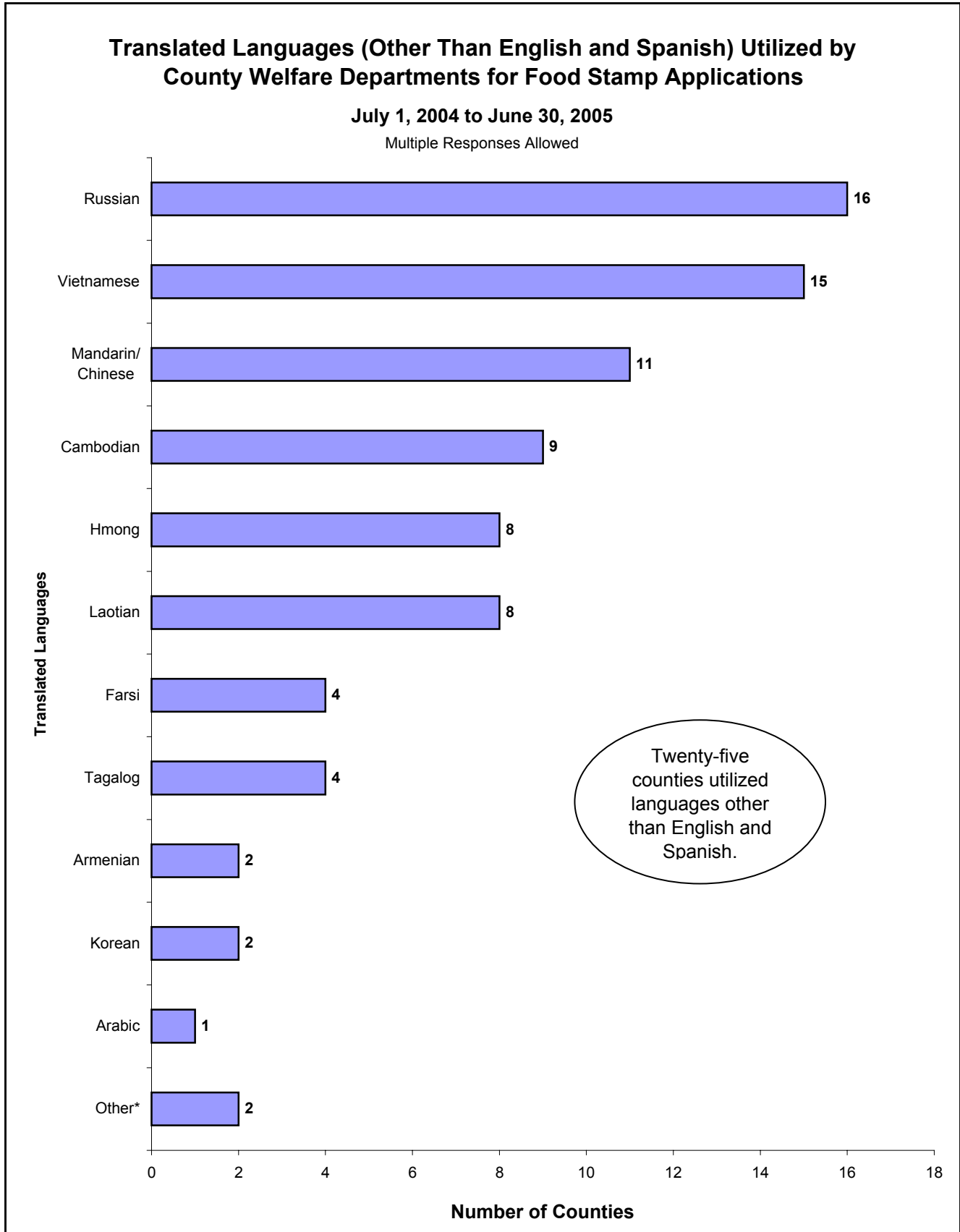
- Utilization of available historical data regarding the needs of working clients was the primary method used by counties to determine operational and extended hours of service.
 - Fifty-three counties offered extended office hours to their working clients. Five counties did not provide extended hours. Appointments (other than Monday through Friday, 8 a.m. to 5 p.m.), including lunch time appointments, were utilized most regularly.
 - The top three alternatives, other than extended office hours, most frequently utilized by working clients were: (1) mailing required documents to CWD, (2) depositing documents in after hour drop boxes at the CWD, and (3) telephone interviews conducted Monday through Friday, 8 a.m. to 5 p.m.
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CHARTS AND MAPS

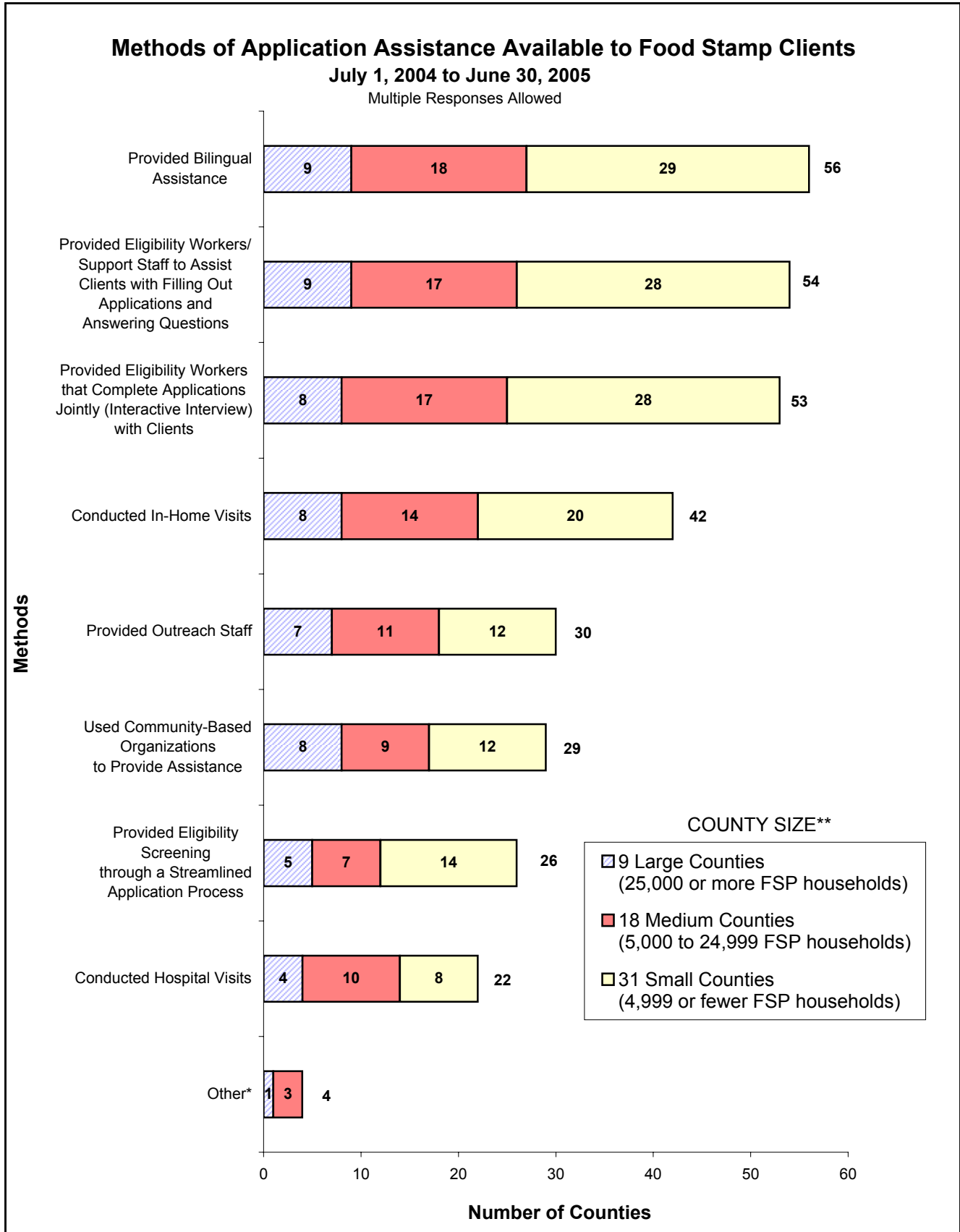
Application Access



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



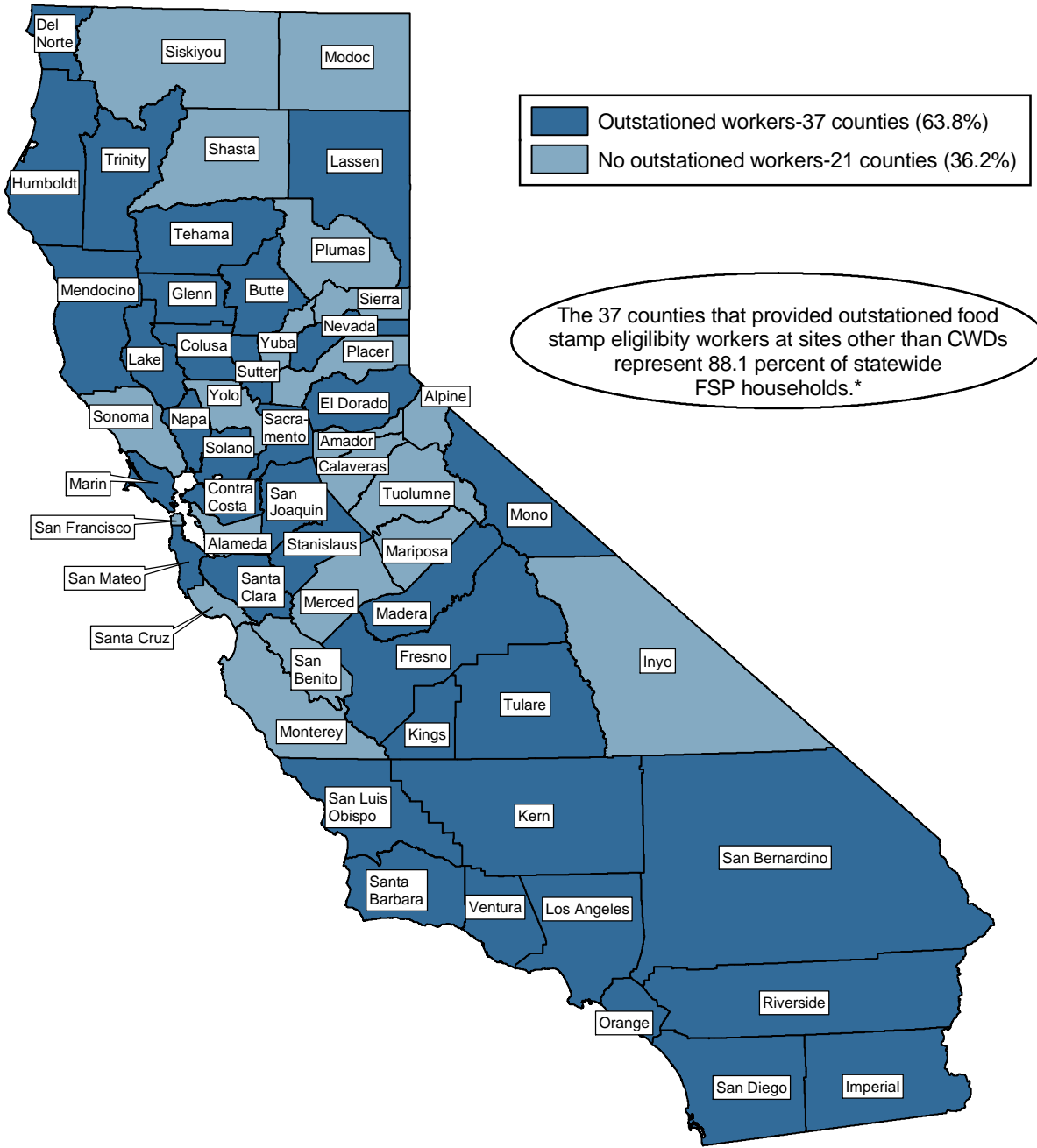
*For "Other" Non-English/Non-Spanish languages, see Appendix A, page 25.



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

**For a list of counties by size, see Appendix F, page 42.

Counties With Outstationed Eligibility Workers at Sites Other Than County Welfare Departments (CWDs) July 1, 2004 to June 30, 2005

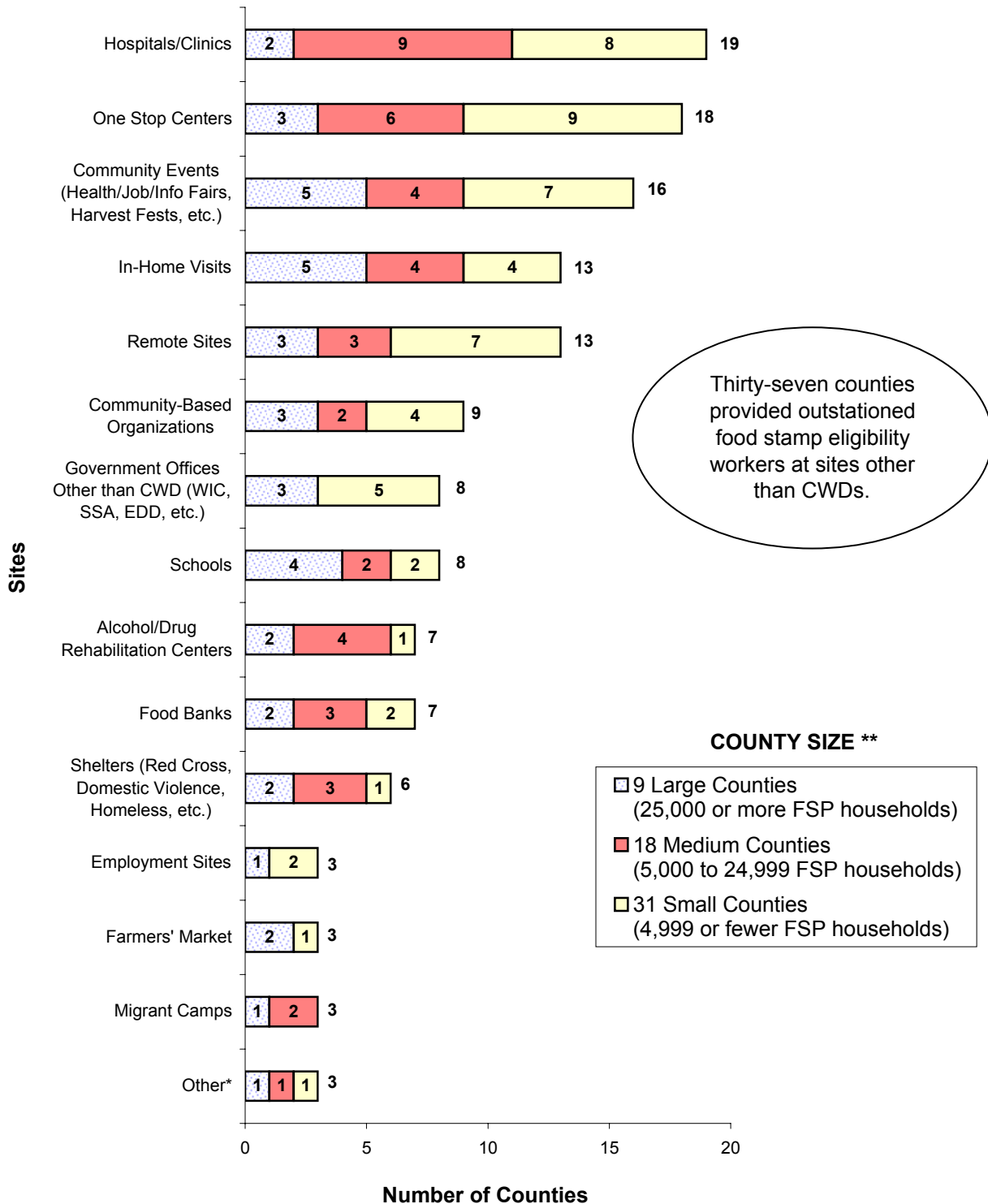


*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA256). The statewide average was computed based on monthly household totals for the 12-month period July 2004 through June 2005.
 NOTE: Due to conversion to new automated systems (C-IV and CalWIN), prior months data was used when necessary.

Outstationed Eligibility Worker Sites Other Than County Welfare Departments (CWDs)

July 1, 2004 to June 30, 2005

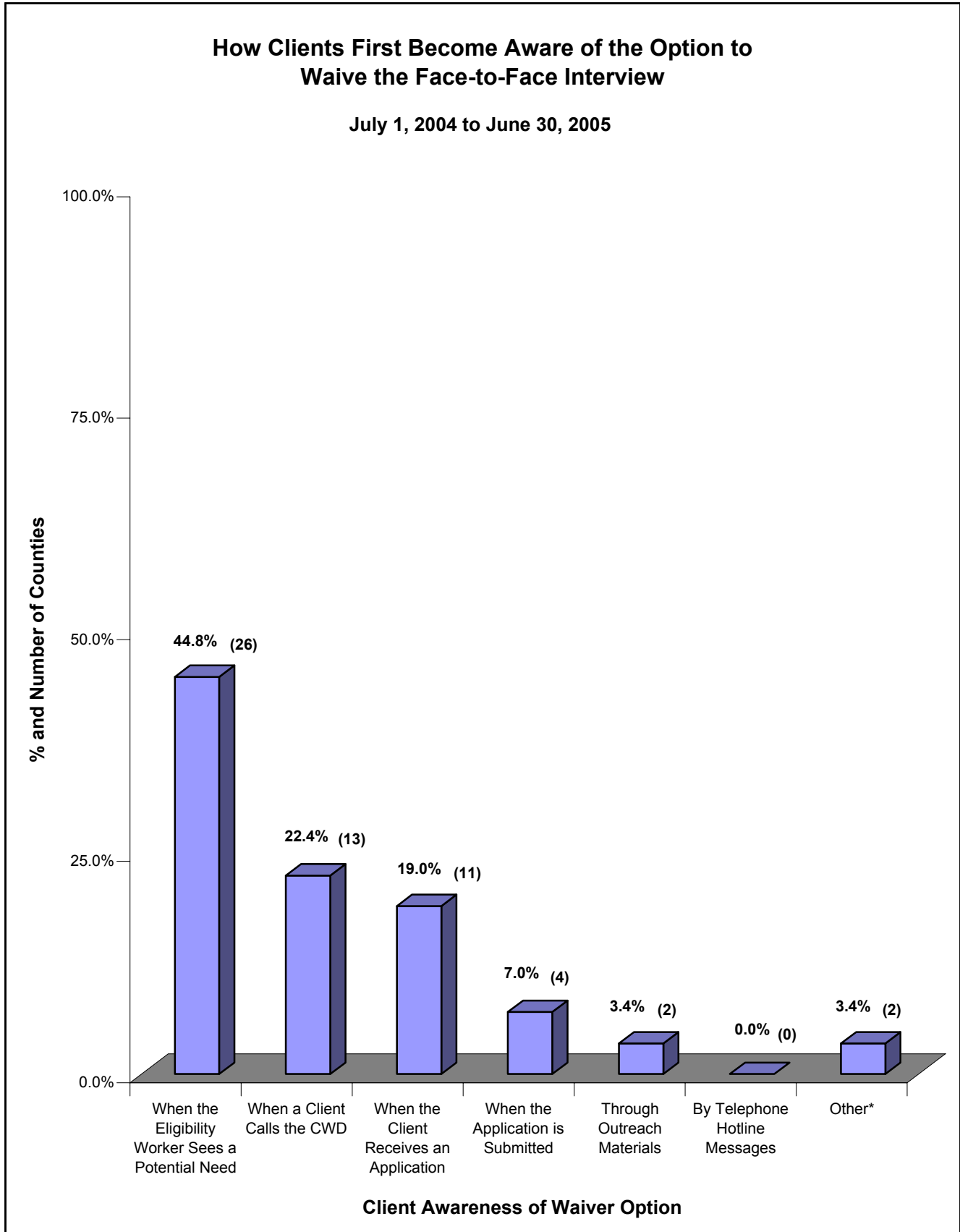
Multiple Responses Allowed



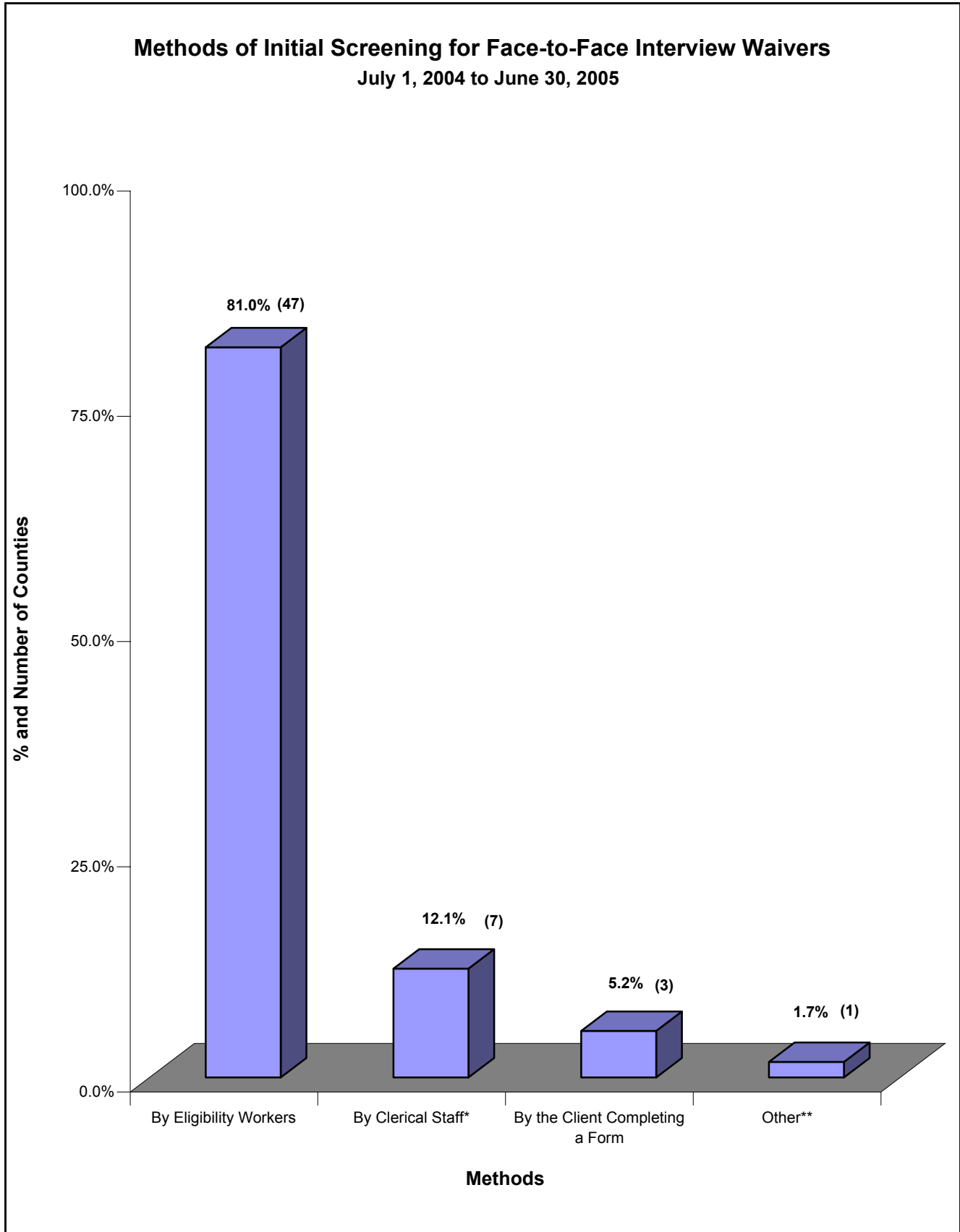
*For "Other" sites, see Appendix A, page 25.

**For a list of counties by size, see Appendix F, page 42.

Face-to-Face Interview Waivers



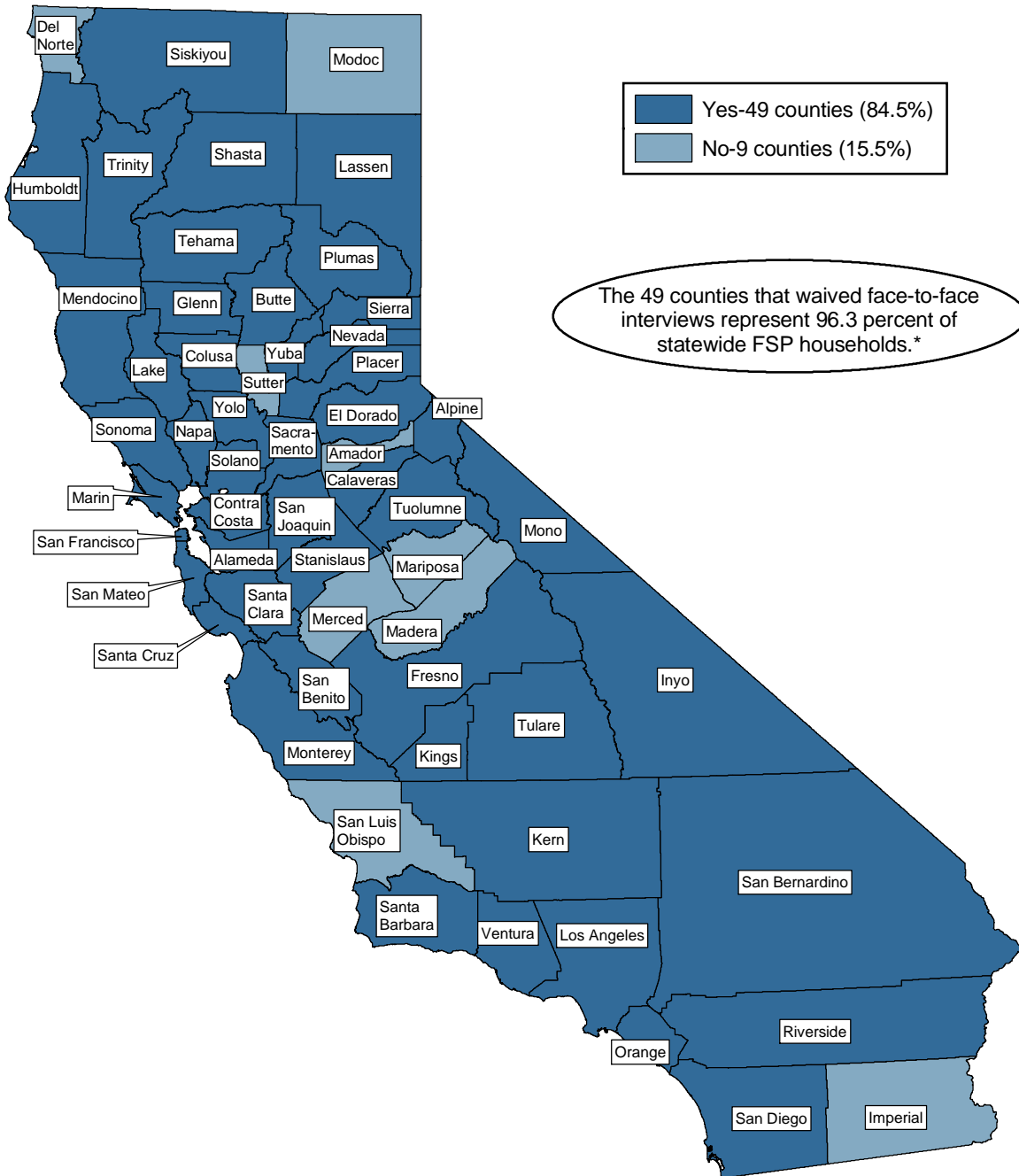
*For "Other" reasons, see Appendix A, page 26.



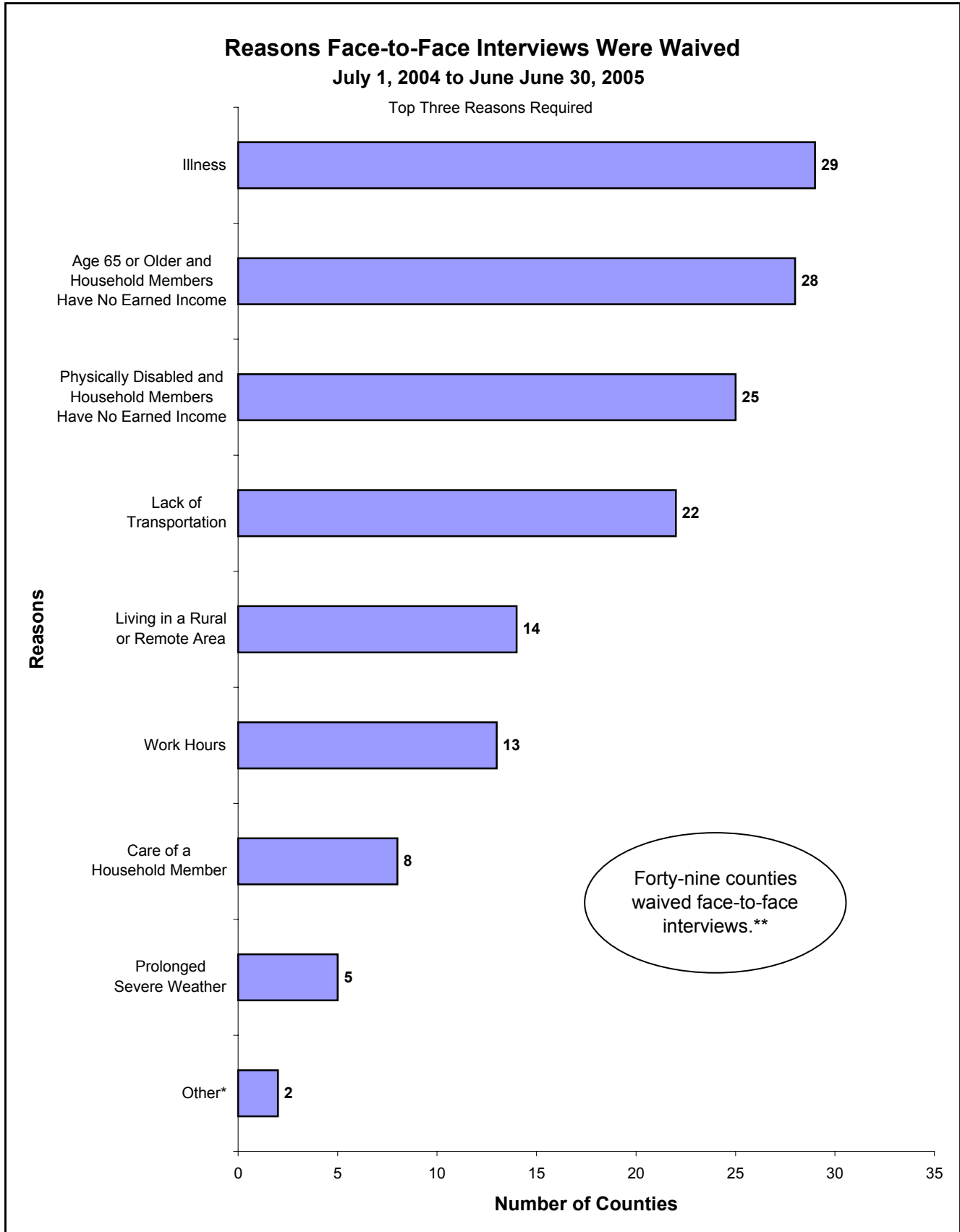
*Clerical staff used standardized questions for determining face-to-face interview waivers.

**For "Other" methods, see Appendix A, page 26.

Counties That Waived Face-to-Face Interviews July 1, 2004 to June 30, 2005



*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 2004 through June 2005.
NOTE: Due to conversion to new automated systems (C-IV and CalWIN), prior months data was used when necessary.

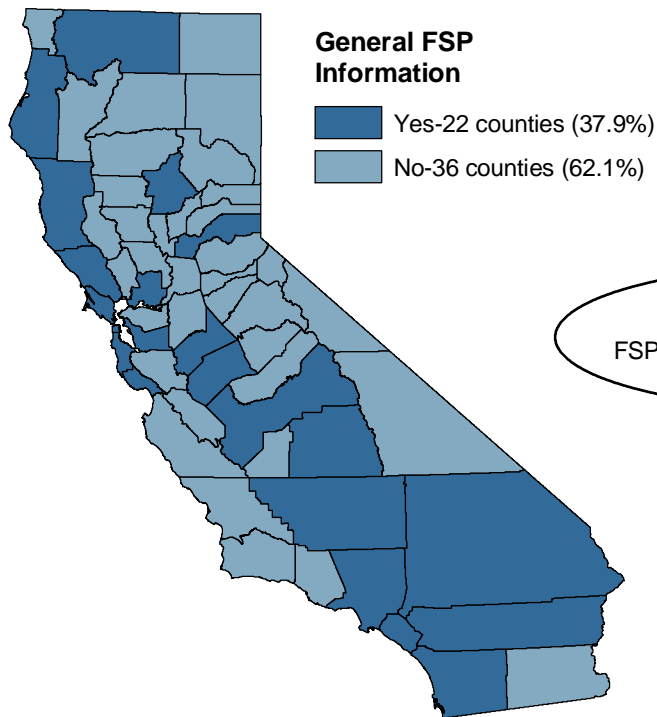


*For "Other" reasons, see Appendix A, page 26.

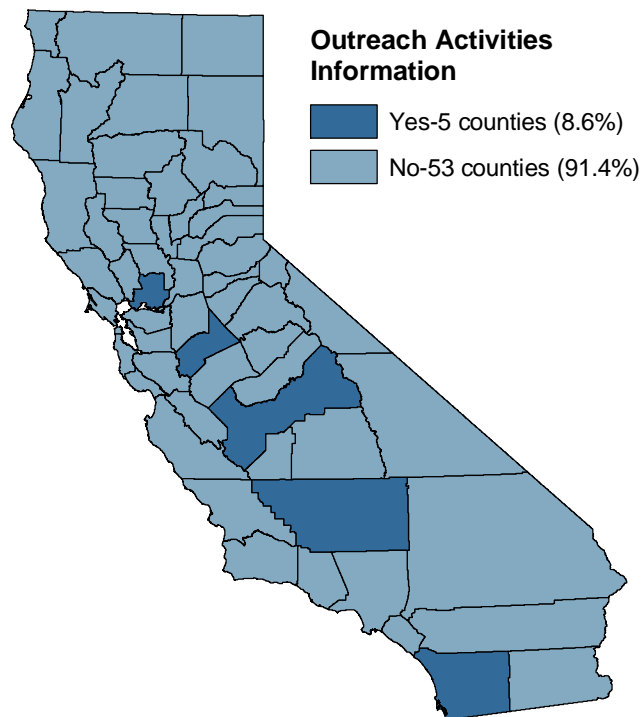
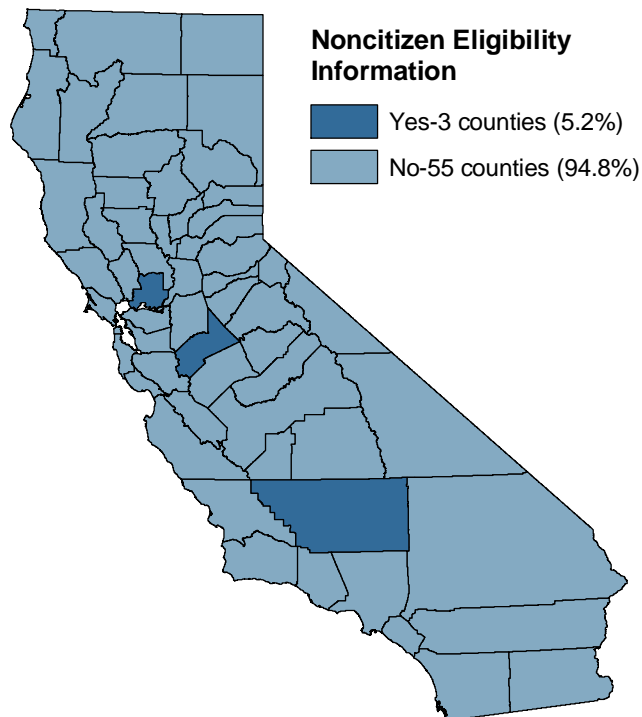
**48 counties estimated that 1 to 20 percent of their total applications utilized the face-to-face interview waiver. One county estimated 41 to 60 percent of their total applications used waivers.

Program Access

Counties With Food Stamp Program (FSP) Hotline Telephone Number(s) July 1, 2004 to June 30, 2005



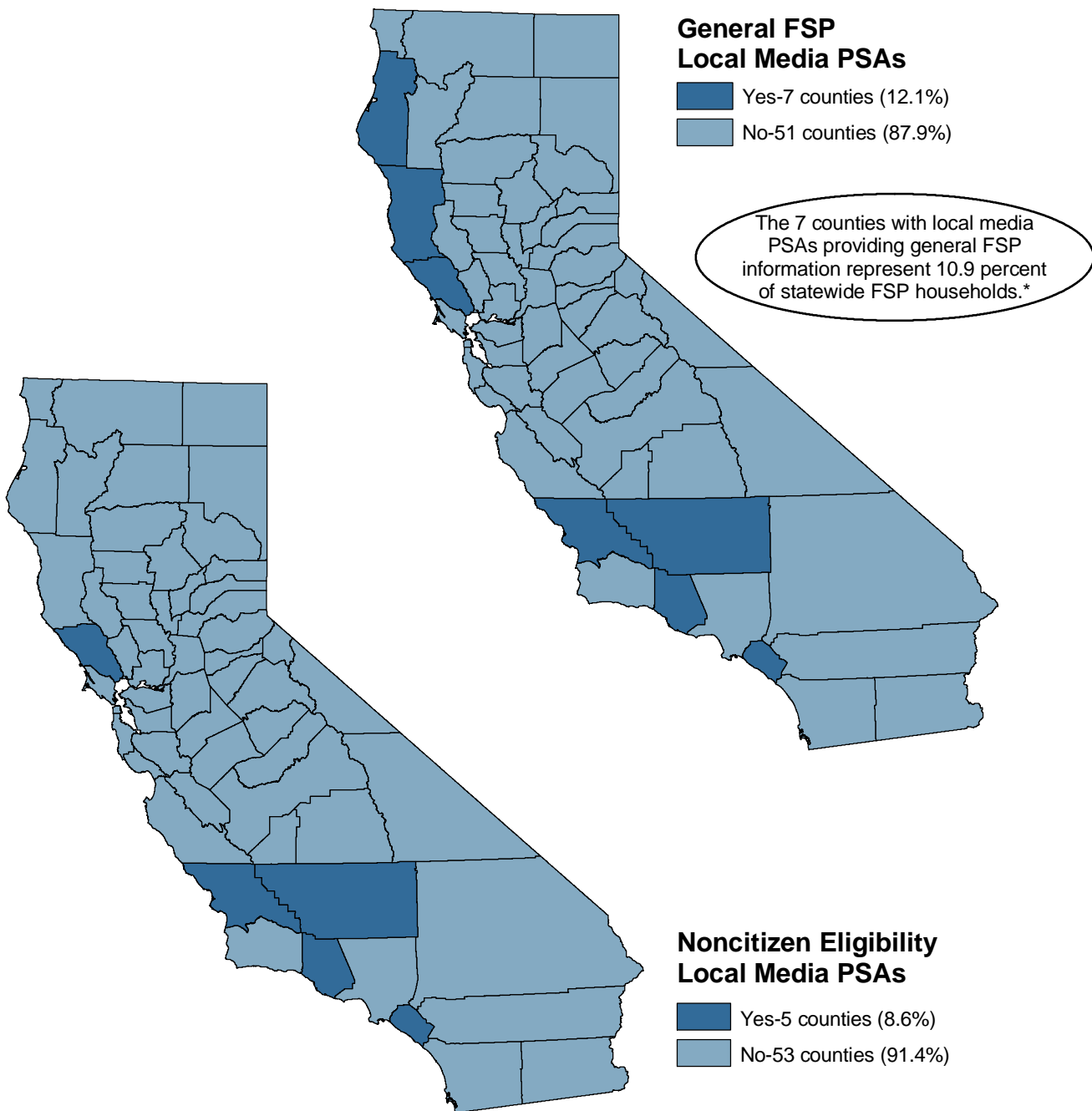
The 22 counties with hotlines providing general FSP information represent 78.6 percent of statewide FSP households.*



*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 2004 through June 2005.
NOTE: Due to conversion to new automated systems (C-IV and CalWIN), prior months data was used when necessary.

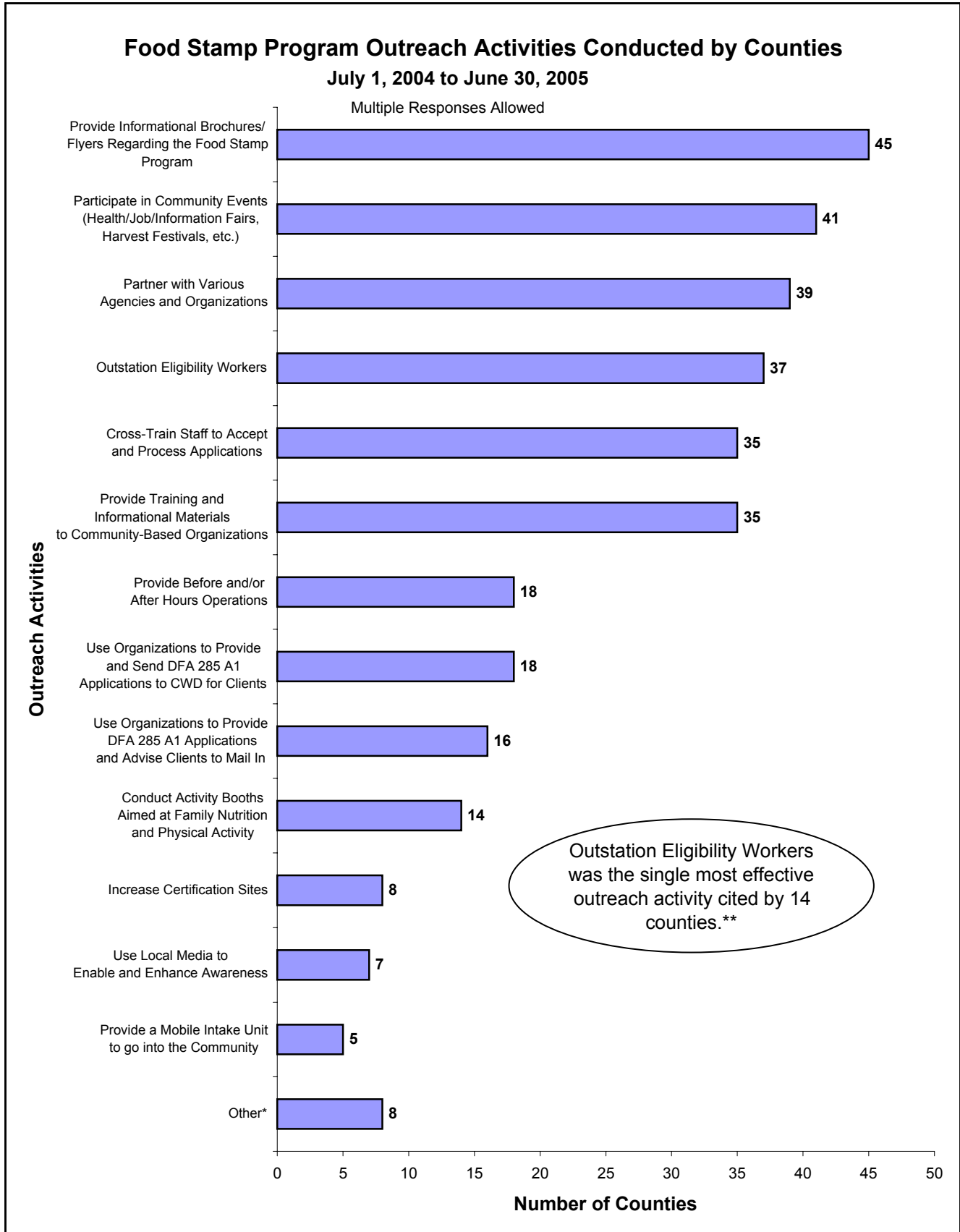
Counties Using Local Media to Broadcast Food Stamp Program (FSP) Eligibility Public Service Announcements (PSAs)

July 1, 2004 to June 30, 2005



*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 2004 through June 2005.

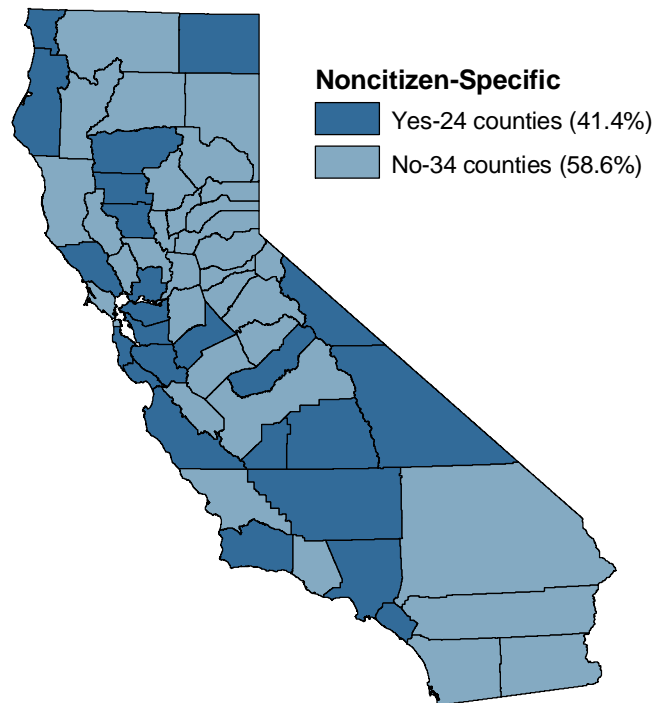
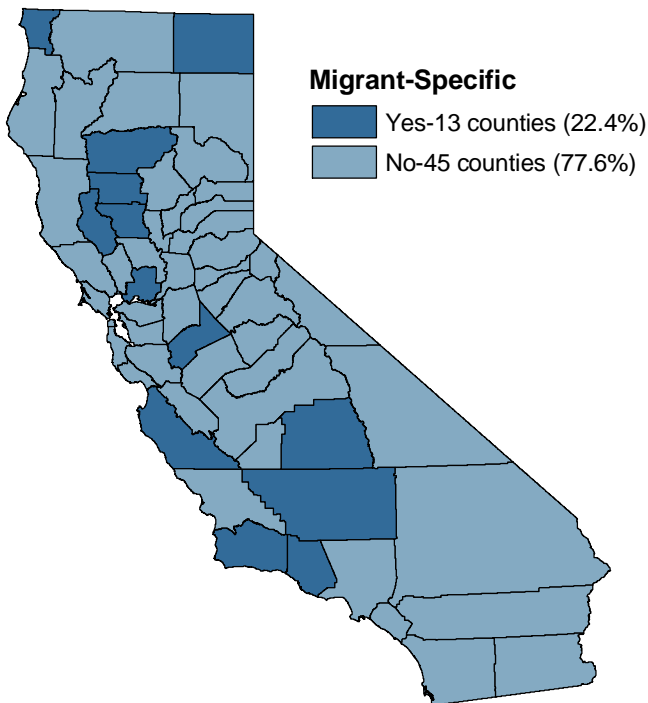
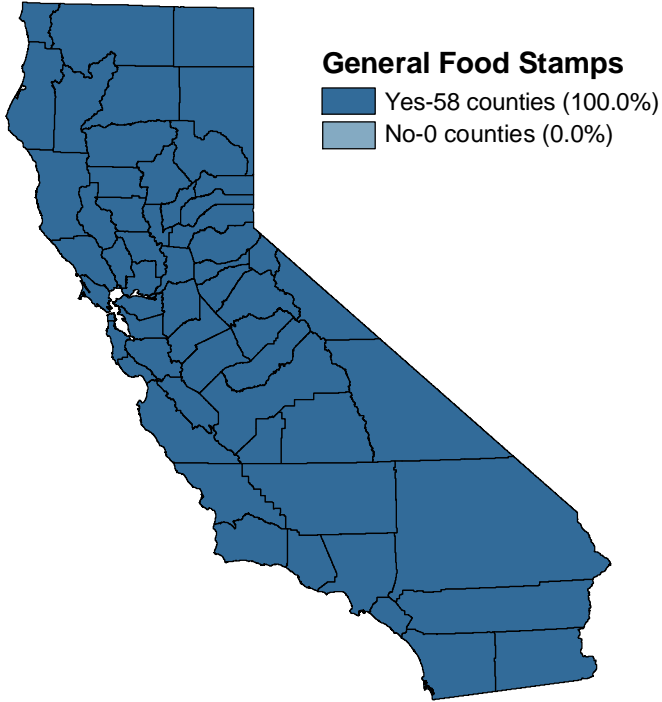
NOTE: Due to conversion to new automated systems (C-IV and CalWIN), prior months data was used when necessary.



*For "Other" outreach activities, see Appendix A, page 27.

**For additional outreach activities cited as effective, see Appendix H, page 55.

Counties That Provided Educational Materials and/or Presentations for Food Stamp Clients July 1, 2004 to June 30, 2005

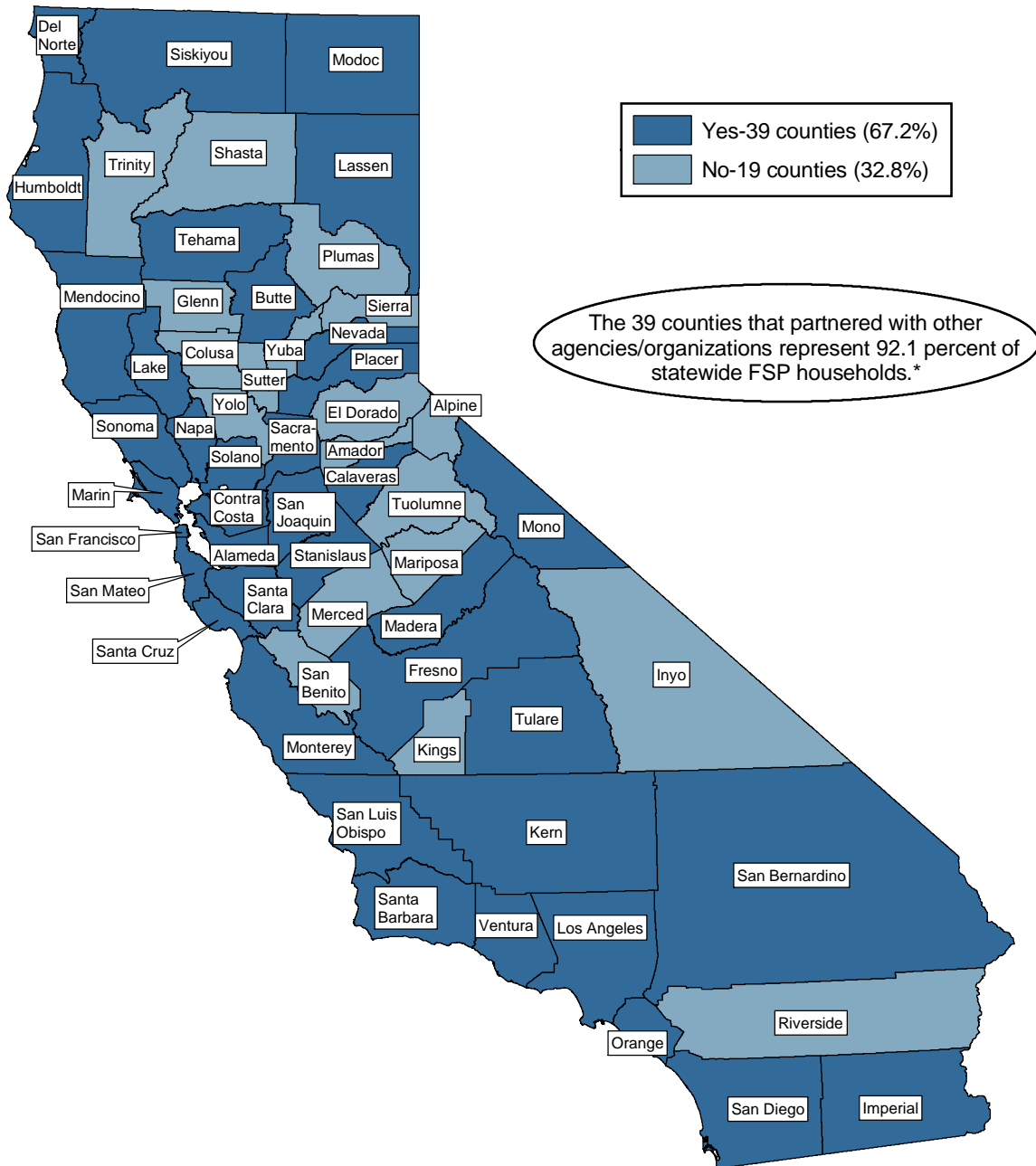


**Sites/Organizations That Provided Educational Materials and/or Presentations for
 Food Stamp Clients - By Counties**
 July 1, 2004 to June 30, 2005
 Multiple Responses Allowed

SITES/ ORGANIZATIONS	INFORMATION								
	GENERAL FOOD STAMPS			MIGRANT-SPECIFIC			NONCITIZEN-SPECIFIC		
	A	B	A + B	A	B	A + B	A	B	A + B
Materials Only	Presentations with Materials	Total Number of Counties	Materials Only	Presentations with Materials	Total Number of Counties	Materials Only	Presentations with Materials	Total Number of Counties	
Alcohol/Drug Rehabilitation Centers	19	7	26	N/A	N/A	N/A	2	1	3
Career Service Centers	N/A	N/A	N/A	1	1	2	N/A	N/A	N/A
Child Care Facilities	6	0	6	2	0	2	2	0	2
Churches	1	6	7	N/A	N/A	N/A	1	3	4
Community-Based Organizations	12	26	38	3	3	6	11	8	19
Community Events (Migrant/Health/Job/Information Fairs, Harvest Festivals, etc.)	19	16	35	2	4	6	9	4	13
CWD/Certification Sites	N/A	N/A	N/A	2	2	4	6	4	10
Employment Sites	8	2	10	N/A	N/A	N/A	-	-	-
Farmers' Markets	6	3	9	0	1	1	1	2	3
Food Banks	18	9	27	3	1	4	9	5	14
Government Offices Other than CWD (WIC, SSA, EDD, etc.)	19	6	25	N/A	N/A	N/A	5	4	9
Grocery Stores	1	1	2	N/A	N/A	N/A	0	1	1
Hospitals/Clinics	19	8	27	2	2	4	7	3	10
In-Home Visits	21	7	28	N/A	N/A	N/A	4	2	6
Libraries	6	0	6	N/A	N/A	N/A	N/A	N/A	N/A
Materials Provided by Direct Mail/Internet/Telephone/Fax Request	29	0	29	N/A	N/A	N/A	N/A	N/A	N/A
Migrant Camps	4	4	8	3	3	6	3	1	4
Migrant Education Sites	N/A	N/A	N/A	3	2	5	N/A	N/A	N/A
One Stop Centers	21	10	31	N/A	N/A	N/A	7	1	8
Remote Sites	16	3	19	N/A	N/A	N/A	4		4
Schools	9	8	17	N/A	N/A	N/A	2	4	6
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	13	7	20	N/A	N/A	N/A	2	0	2
Other*	6	3	9	3	2	5	3	3	6
# OF COUNTIES	58			13			24		

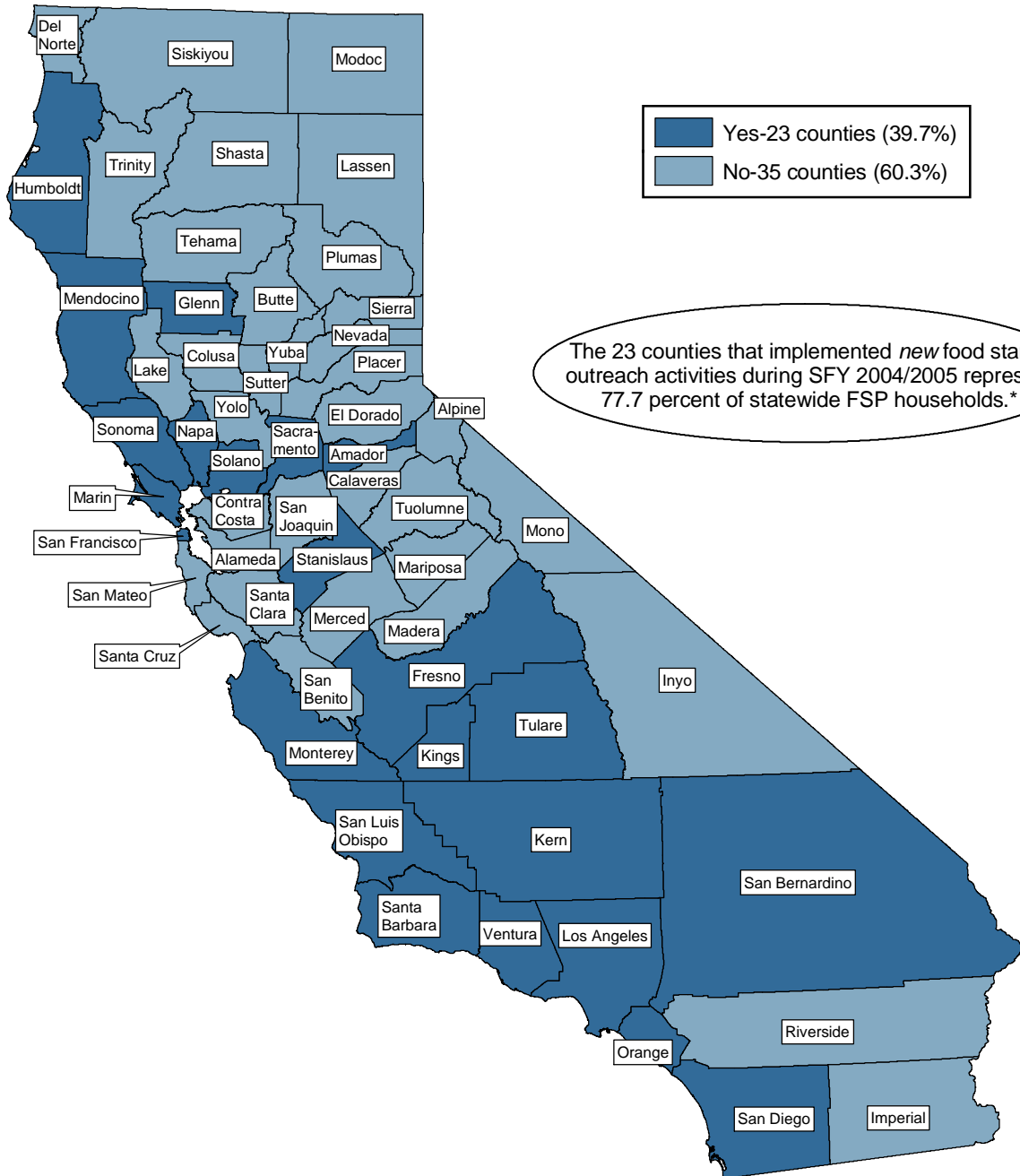
*For "Other" sites/organizations, see Appendix A, pages 27 and 28.
 N/A = Not Applicable

Counties That Partnered With Other Health and Human Services Agencies, Schools, and Community-Based Organizations to Improve Outreach Efforts July 1, 2004 to June 30, 2005



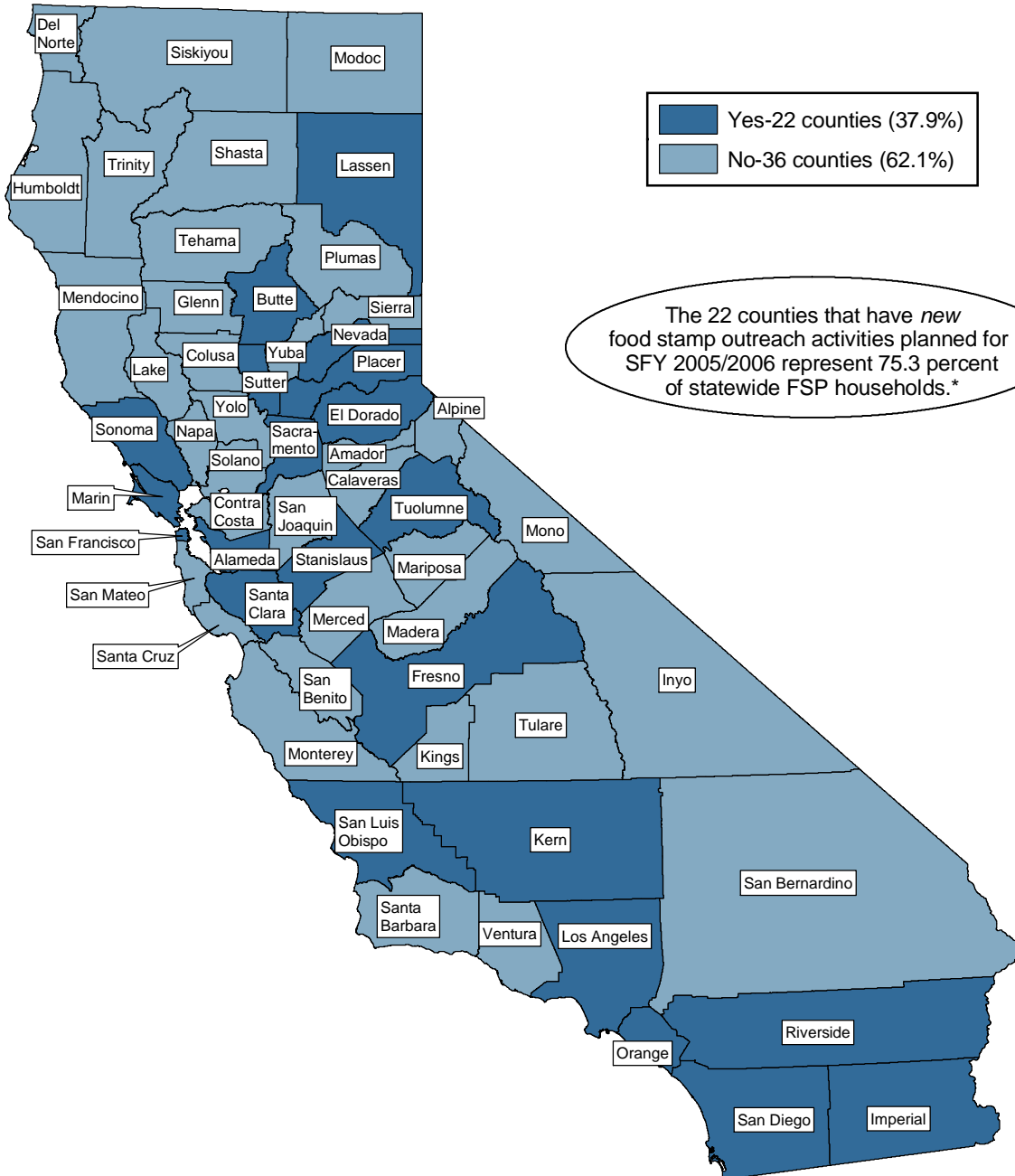
*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA256). The statewide average was computed based on monthly household totals for the 12-month period July 2004 through June 2005.
 NOTE: Due to conversion to new automated systems (C-IV and CalWIN), prior months data was used when necessary.

Counties That Implemented *NEW* Food Stamp Outreach Activities During State Fiscal Year (SFY) 2004/2005 July 1, 2004 to June 30, 2005



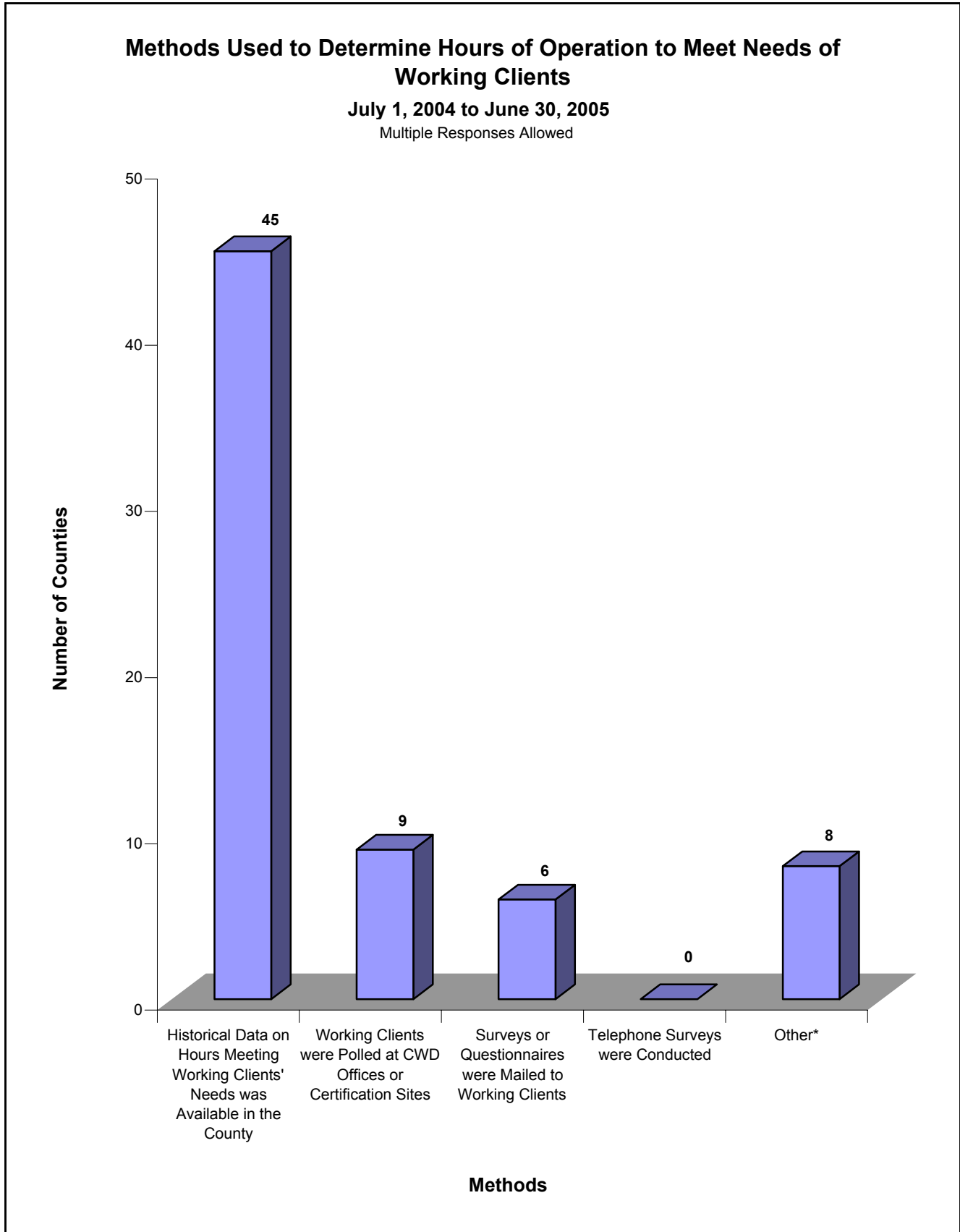
*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA256). The statewide average was computed based on monthly household totals for the 12-month period July 2004 through June 2005.
 NOTE: Due to conversion to new automated systems (C-IV and CalWIN), prior months data was used when necessary.

**Counties That Have *NEW* Food Stamp Outreach Activities
 Planned for Implementation During State Fiscal Year (SFY) 2005/2006
 July 1, 2004 to June 30, 2005**

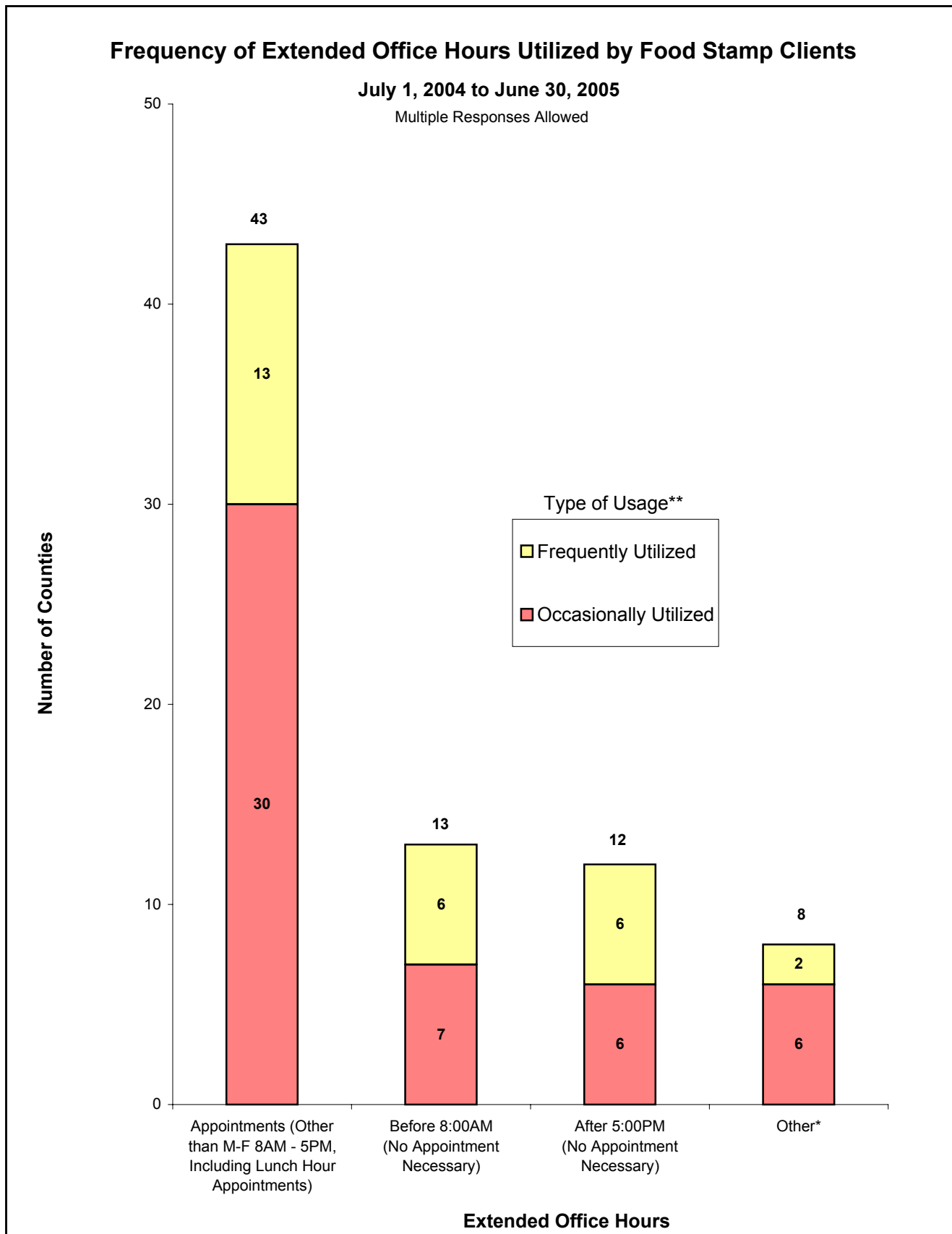


*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA256). The statewide average was computed based on monthly household totals for the 12-month period July 2004 through June 2005.
 NOTE: Due to conversion to new automated systems (C-IV and CalWIN), prior months data was used when necessary.

Hours of Operation

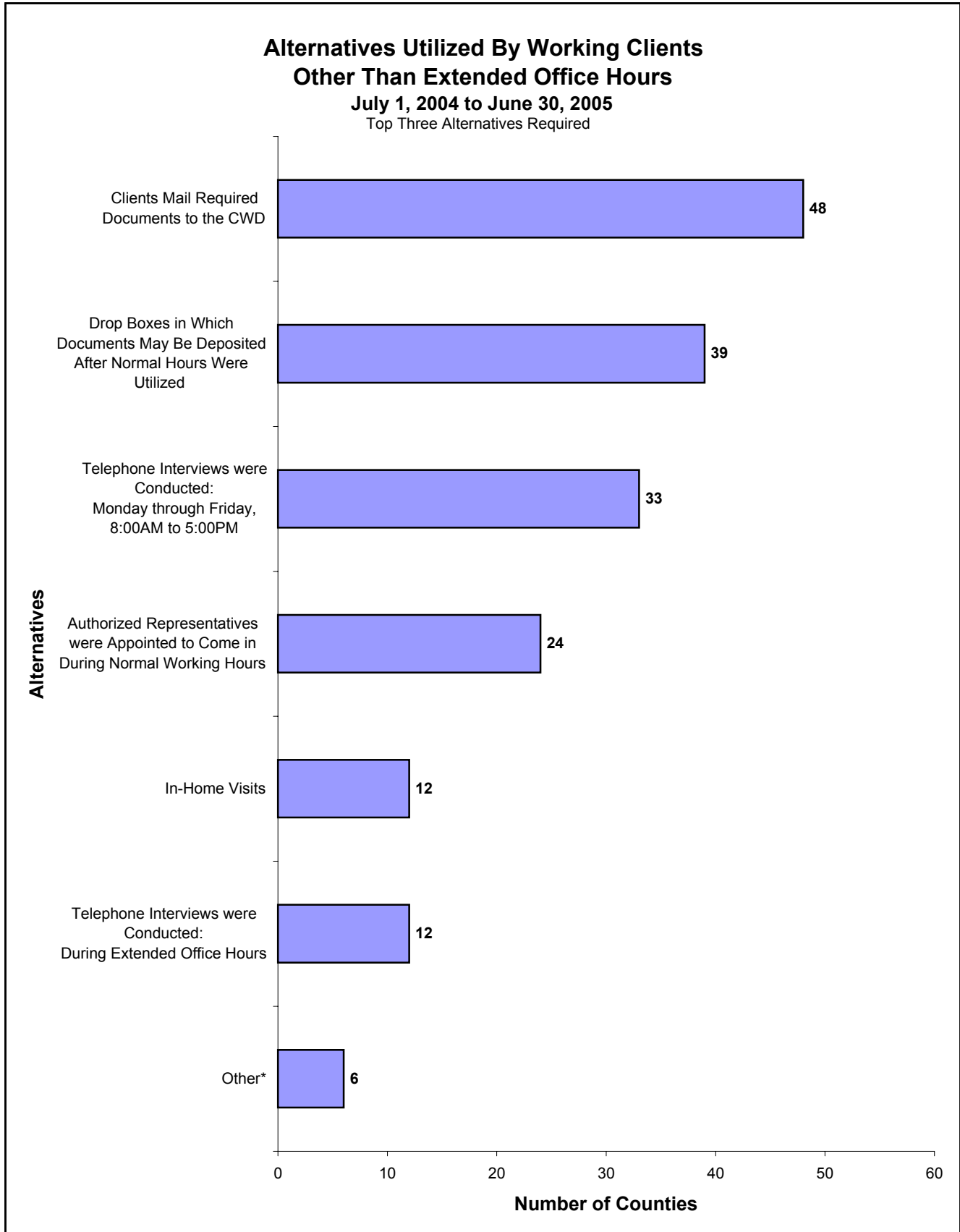


*For "Other" methods, see Appendix A, page 29.



*For "Other" extended office hours, see Appendix A, page 29.

**Represents unduplicated count (number of counties).



*For "Other" alternatives, see Appendix A, page 29.

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 2004/2005
Appendix E	Description of <i>New Outreach Activities</i> Planned for State Fiscal Year 2005/2006
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 Departments (CWD) Offices/Certification Sites, indicate how your county made food stamp applications accessible to clients.

COUNTY	"OTHER" METHODS OF ACCESSIBILITY TO FOOD STAMP APPLICATIONS
KINGS	Salvation Army
MARIN	Outreach to Senior Housing - Drop boxes outside CWD for before/after hours We are co-located with Employment Services and EDD West Marin Service Center
ORANGE	Family Resource Centers
SAN BERNARDINO	H&R Block MCAGCC (Marine Base) 29 Palms
SAN JOAQUIN	Community Resource Fairs
SANTA BARBARA	Health Care Services - Visiting Nurses
STANISLAUS	Community fairs

ITEM 2: Indicate the translated languages (other than English and Spanish) in which food stamp applications were UTILIZED in your county.

COUNTY	"OTHER" NON-ENGLISH/NON-SPANISH LANGUAGES
EL DORADO	French
IMPERIAL	American Sign Language

ITEM 3: Indicate how your county utilized staff to assist clients in completing food stamp application forms and answering questions.

COUNTY	"OTHER" METHODS OF APPLICATION ASSISTANCE AVAILABLE TO FOOD STAMP CLIENTS
CONTRA COSTA	California Translation Service Utilized
ORANGE	Provided outstationed Eligibility Workers to complete application interviews at Family Resource Centers
SANTA BARBARA	Interactive interview with answers keyed into application on client's behalf
STANISLAUS	Application are taken whenever possible at outreach events

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
CONTRA COSTA	Vita Tax sites
MARIN	West Marin Multi Service Center
ORANGE	Family Resource Centers

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

APPENDIX A
"Other" Responses

ITEM 5: Primarily, how did a client 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 WAIVERS
COLUSA	When the Screener/EW Sees a Potential Nee (an EW may be screening the application)
MONTEREY	If the EW interview the client and the client tells them they are unable to return for the interview

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
TEHAMA	Screeners

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

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

COUNTY	"OTHER" REASONS FOR WAIVING FACE-TO-FACE INTERVIEWS
GLENN	Mental Illness
	Age 65 or Older
SAN DIEGO	When face-to-face would create hardship to client.

ITEM 7c: If you answered "YES" to Item 7, indicate the primary replacement method that was utilized.

COUNTY	"OTHER" METHODS USED TO REPLACE FACE-TO-FACE INTERVIEWS
YOLO	Mail In

APPENDIX A
"Other" Responses

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
CONTRA COSTA	Vita sites
MARIN	Coordination with Division of Aging/Whistlestop
	Marin Conservation Corps
	Public Health Nurses
SANTA BARBARA	Provide before and/or After Hours Operation by appointments
SHASTA	The Hope Program, a Medi-Cal Outreach provides Food Stamp Applications also.
SONOMA	An Eligibility Worker presented FS information on local Spanish television station.
STANISLAUS	County's intranet
	Community Collaborative Meetings
	Senior Center
SUTTER	Developing an interactive web site that will assist with determining potential eligibility to the FS program
	Information on where to apply is on County Internet site
YUBA	Beale Air Force Base
	Veteran's Stand Down
	Community Connections for recent Parolees

ITEM 11: Indicate ALL sites/methods, other than CWD Offices/Certification Sites, that your county utilized for distributing materials and/or conducting presentations to clients about the food stamp program in general.

COUNTY	"OTHER" SITES/METHODS USED FOR DISTRIBUTION OF MATERIALS AND/OR CONDUCTING PRESENTATIONS	TYPE USED
AMADOR	materials available to order online	Materials Only
FRESNO	Mexican Consulate Office	Materials Only
KERN	CWD website	Materials Only
KINGS	Salvation Army	Materials Only
ORANGE	Mexican Consulate	Presentations with Materials
	Senior Centers	Presentations with Materials
	Family Resource Centers	Presentations with Materials
SANTA BARBARA	Presentations to outside agencies, with materials, upon request	Presentations with Materials
STANISLAUS	community collaborative meetings	Presentations with Materials
	Senior centers	Presentations with Materials
YOLO	Yolo County Department of Employment and Social Services is the One Stop Center	Materials Only
YUBA	Beale Air Force Base	Materials Only
	Veteran's Stand Down	Materials Only
	Community Connections for recent Parolees	Materials Only

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

APPENDIX A
"Other" Responses

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

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

COUNTY	"OTHER" SITES/ORGANIZATIONS FOR PROVIDING EDUCATIONAL MATERIALS OR PRESENTATIONS FOR MIGRANT WORKERS	TYPE USED
DEL NORTE	A.L.M.A.	Presentations with Materials
LAKE	California Human Development Corporation-CHDC	Materials Only
SANTA BARBARA	Presentations made upon request	Presentations with Materials
STANISLAUS	Libraries	Materials Only
TEHAMA	Cultural Awareness	Materials Only

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 sites/organizations.

COUNTY	"OTHER" SITES/ORGANIZATIONS FOR PROVIDING EDUCATIONAL MATERIALS OR PRESENTATIONS FOR NONCITIZENS	TYPE USED
LOS ANGELES	Libraries	Materials Only
ORANGE	Family Resource Centers	Presentations with Materials
	Senior Centers	Presentations with Materials
	Mexican Consulate	Presentations with Materials
SAN MATEO	Senior Centers	Presentations with Materials
SANTA BARBARA	Presentations made upon request	Presentations with Materials
STANISLAUS	Libraries	Materials Only
	Community collaborative meeting	Materials Only
TEHAMA	Cultural Awareness	Materials Only

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

APPENDIX A
"Other" Responses

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 (i.e., how did your county conduct a needs assessment)?

COUNTY	"OTHER" METHODS USED TO DETERMINE HOURS OF OPERATION
DEL NORTE	On a case by case basis, working clients may be scheduled noon interviews, or may be offered waiver of face to face, if appropriate
MONO	Workers are instructed to meet the needs of the client when scheduling an appointment
SAN BERNARDINO	Utilize standard working hours Customer requests On an "as needed" basis
SAN JOAQUIN	Per clients request
SANTA BARBARA	Hours selected to align with other county agencies clients have contact with so transportation and child care needs could be lessened
SIERRA	Individual Assessment at time of telephone or personal contact
TEHAMA	Polled other counties office hours
VENTURA	All sites are available during the lunch hour for clients by appointment and/or drop in.

ITEM 21: Indicate the extended office hours that were offered and the frequency (in general) that clients utilized those extended hours. If a category does NOT apply, leave "NOT APPLICABLE" selected.

COUNTY	"OTHER" EXTENDED OFFICE HOURS OFFERED	FREQUENCY
ALAMEDA	Appointments necessary for M- F 7:00 - 8:30 AM & 5:00 - 6:00 PM	Occasionally
GLENN	Every Wednesday 5-7 PM	Frequently
KINGS	Prearranged services (before and after hours)	Occasionally
MARIPOSA	Appointments before 9:00am and after 4:00pm	Occasionally
MONO	on call at hospital 7 days a week after hours/weekends/holidays	Occasionally
ORANGE	Extended Office Hours Offered for extenuating circumstances	Occasionally
SANTA CLARA	All offices remain open during lunch hour.	Frequently
SOLANO	After 5:00 PM (No Appointment Necessary)	Occasionally

ITEM 22: Other than extended office hours, what alternatives offered to working clients were the TOP THREE MOST UTILIZED alternatives?

COUNTY	"OTHER" ALTERNATIVES UTILIZED OTHER THAN EXTENDED OFFICE HOURS
MARIN	Eligibility Staff on duty from 6:30 to 5:30
MONO	On call at hospital 7 days a week after hours/weekends/holidays
NEVADA	No other alternatives at this time
SAN LUIS OBISPO	Community Based Sites had app's available and transported them to local DSS offices
SANTA CRUZ	working clients who cannot come in during regular office hours may make an appointment outside of those hours
SIERRA	Appointments made outside normal work hours by necessity

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, and/or food stamp outreach activities?

ITEM 8a: If you answered "Yes" to any category in Item 8, 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
ALAMEDA	(888) 999-4772	Both	Mon-Fri 8:30-5:00	Office locations, status of applications, status of ongoing cases.
BUTTE	(800) 499-9189	Both	M-F 8am - noon & 1pm to 5pm	7 day/24 hours per day
FRESNO	(559) 453-4998	Both	M-F 8am - 5pm	The person at this extension is not available to take your call. Please leave a message at the tone
	(559) 453-4363	Both	M-F 8am - 5pm	The person at this extension is not available to take your call. Please leave a message at the tone
HUMBOLDT	(707) 269-3590	Both	7 days/24 hours	Clerical staff answer and message recorded when staff is unavailable. Recorded message provides office hours, information recommended to bring when applying, toll free number, and phone number to request a Food Stamp application to be mailed.
	(707) 268-3471	Both	7 days/24 hours	Recording informs client that we are unable to answer their call or are busy on another line. Recording requests client to spell their first and last name, social security number, date of birth, address, phone number, and program they wish to apply for.
KERN	(661) 631-6000	Both	Monday - Thursday, 7:30 am to 5:30 pm	Option to "press" a number to apply for food stamps by phone and to apply for Medi-Cal by phone. Report child abuse. Receive additional information on Diversion and Foster Families. Message is in English and Spanish.
	(661) 631-6062	Recording Only		Food Stamp Application Hotline. Instructions to leave name/telephone number to be called back or leave name/address for mailed application.
	(631) 326-2840	LiveOnly	Friday, 8:00 am to 5:00 pm	
	(800) 690-1997	LiveOnly	Friday, 8:00 am to 5:00 pm	
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
MARIN	(415) 473-3400	Both	M-F 8am - 4:45pm 24 hour voice mail	Address, directions, shuttle schedule, for F/S CalWORKs Medi-Cal and CMSP
MENDOCINO	(707) 463-7700	Recording Only		Briefly states what the Food Stamp Program is
	(707) 463-2437	Both	M-F (8-12, 1-5)	Briefly states what the Food Stamp Program is
	(877) 327-1677	LiveOnly	M-F (8-12, 1-5)	
	(707) 962-1000	LiveOnly	M-F (8-12, 1-5)	
MERCED	(209) 385-3000	Recording Only		General FS application info
ORANGE	(800) 281-9799	LiveOnly	M-F 7am - 5pm	
PLACER	(916) 784-6000	Both	M-F 8am-5pm	Programs available, office hours, locations, services provided in English and Spanish.
	(530) 889-7611	Both	M-F 8am-5pm	Programs available, office hours, locations, services provided in English and Spanish.
	(530) 584-1900	Both	M-F 8am-5pm	Programs available, office hours, locations, services provided in English and Spanish.

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, and/or food stamp outreach activities?

ITEM 8a: If you answered "Yes" to any category in Item 8, 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
RIVERSIDE	(800) 274-2050	Recording Only		General information about the Food Stamp program
SACRAMENTO	(916) 874-2072	Both	24 hrs. (operator available from 7:30am - 5pm, M-F)	General information about the Food Stamp program
SAN BERNARDINO	(909) 421-3108	LiveOnly	M-F 9am-4pm	
SAN DIEGO	(866) 262-9881	Both	MWTHF - 8am 5pm & T - 9am to 5pm	Food Stamp general eligibility, EBT/PIN, issuance time frames, office locator assistance, operator assistance option
SAN FRANCISCO	(415) 558-4186	Both	Recording is available 24 hours a day 7 days a week. Live worker will return calls between 8AM to 5PM.	General Food Stamps information, as in location of offices and work hours. Clients are asked to leave a call back number where they will be reached by a live worker to answer any questions they have during normal working hours.
SAN MATEO	(800) 223-8383	Both	M-F 8am-5pm	EBT card access; Application Process
SANTA CRUZ	(831) 454-4166	Recording Only		Information on how to apply for food stamps, office hours; callers requesting additional information can leave their name and phone number and receive a call back from eligibility staff.
SISKIYOU	(800) 662-7031	Both	M-F 8am-5pm	Office hours, days, and locations
SOLANO	(800) 400-6001	LiveOnly	M-F 8am-5pm	
SONOMA	(800) 331-2278	Both	M-F 8am-5pm	General information about when & where to apply for Food Stamps. (English & Spanish)
STANISLAUS	(209) 558-2777	Both	M-F 8:30am-5pm	Programs available such s Food Stamps and Hours of operation
TULARE	(800) 540-6880	LiveOnly	M-Th 7:30-5:30 F 8am - 12pm	
TUOLUMNE	(209) 768-7744/46	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 Service 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	WIC offices	Quarterly		Screen clients for potential eligibility and provide DFA 285 A1.
	Vita Sites	Other	New Agency will revise next year during tax season	Same as above
	Alameda County Community Food Bank	Monthly		Same as above. In addition to discussing different strategies to improve participation rate.
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.
	Employment Development Dept.	Other	As needed	Ensure their staff are aware of the benefits of the Food Stamp Program and where clients may apply.
	Behavioral Health	Other	As needed	Ensure their staff are aware of the benefits of the Food Stamp Program and where clients may apply.
	Public Health	Other	As needed	Ensure their staff are aware of the benefits of the Food Stamp Program and where clients may apply.
	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	Human Resource Council (HRC)	Other	As needed	Set-up a system to track the number of applications referred from HRC to determine the success of outreach efforts.
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
DEL NORTE	Del Norte County Unified School District	Monthly		School Nutrition and Physical Activity Committee - coordinate outreach activities
FRESNO	California Food Policy Advocates	Monthly		Discuss Outreach, Food Stamp Population etc.
HUMBOLDT	Food Stamp Task Force consisting (with Food Bank, Project Lean - Public Health, and Senior Resource Center)	Monthly		Health Fairs, TV and radio spots, department website, collaboration with community agencies to increase accessibility and public awareness
	Senior Resource Center	Other	As requested	Provide written materials, publication in Senior Directory, and presentations upon request.
IMPERIAL	Imperial County Dept of Education Family Resource Centers	Monthly		Meetings, coordination, case management
	Clinicas de Salud Del Pueblo	Other	as needed	Coordination and case management
	Volunteers of America	Other	as needed	Coordination and case management
KERN	Neighborhood Partnerships (Network for Children)	Monthly		Information shared at monthly meetings. Sponsors community events.
	Multi-Service Disciplinary Team meetings - Neighborhood Partnerships	Other	as needed	Team meeting to evaluate and provide resource needs.
	Outreach Clinic Committee	Monthly		Information shared at monthly meetings. Outstation Eligibility Workers at health clinics.
	Homeless Collaborative	Monthly		Information sharing.

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APPENDIX C

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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
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.
	ACS	Monthly		Nutrition Information/classes for WTW participants.
	UCEE - University of California Cooperative Extension	Monthly		Food Stamp Nutrition Education Program.
	Sutter Lakeside Services	Monthly		Parenting for CWS.
LASSEN	Big Valley Family Resource Center	Bi-Monthly		ICW goes to the area to take applications
LOS ANGELES	Daughters of Charity, Harbor Interfaith Services, California Food Policy Advocates	Monthly		provide the opportunity for individuals and families to apply for Food Stamps at non traditional sites.
	Department of Health Services Apostolic Faith Home Assembly	Monthly		provide the opportunity for individuals and families to apply for Food Stamps at non traditional sites.
	Social Security Administration, Child Care Resource Center (Lancaster)	Monthly		provide the opportunity for individuals and families to apply for Food Stamps at non traditional sites.
	El Nido Teen Parent Service Center, Grace Resources Food Bank	Monthly		provide the opportunity for individuals and families to apply for Food Stamps at non traditional sites.
	Wilsona School, SAVES Senior Center, Lancaster OB Clinic	Monthly		provide the opportunity for individuals and families to apply for Food Stamps at non traditional sites.
	Christ the King Church, Lancaster Methodist Church, Lancaster Seventh Day Adventist Church	Monthly	provide the opportunity for individuals and families to apply for Food Stamps at non traditional sites.	
MADERA	First 5 Agency of Madera County	Other	varies	Informational Health Fairs/Carnivals specifically geared for low income farm labor households notifying them of food stamp availability and nutrition.
MARIN	Public Health Nurses	Other	As needed	Senior Housing presentations
	Division of Aging	Other	As needed	Coordination with Meals on Wheels
	Social Services	Other	As needed	Annual Senior Fair
	Entire Division of Social Services	Quarterly		Leadership Council/Networking with other Departments Question and Answers
MENDOCINO	Food Banks	Monthly		Meetings, trainings, provide materials
	Nuestra Casa	Monthly		Meetings, trainings, provide materials
MODOC	Teach, Inc	Other	as needed	food bank
MONO	Mammoth Hospital	Other	On Call after hours weekends and holidays	All
	Health Information Fair	Other	Once a year	FS information provided
	Mono County Health	Other	Home Visits	FS information provided during health visits
	Schools	Other	Once a year	Provide flyers for orientation packets

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APPENDIX C

Committee/Task Force Name, Frequency of Meetings and Activities

ITEM 14: Did your county partner with other Health and Human Service 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
MONTEREY	Local WIC Offices, Alisal Elementary School Dist. Local Food Banks, Various Outreach efforts	Monthly		WIC meetings 3-4 times a month to 3 separate locations, four food banks, five separate elementary schools, four large yearly outreach events
NAPA	Safety Net Food Committee (a committee of non-profit CBOs)	Bi-Monthly		The committee discusses the food needs of the county's most needy groups. The county designed and distributed a flyer with information about food programs including FS and WIC.
NEVADA	Grass Valley School District	Quarterly		Nevada County Adult & Family Services provides a list to the Grass Valley School District to aid in direct certification of eligible students in the Free School Lunch Program
ORANGE	Orange County Department of Education	Quarterly		Participates in a coordinated effort to disseminate food stamp and nutrition information via community fairs, school events, school readiness coordinators, as well as distributing food stamp information/brochures to schools throughout Orange County.
	Health Care Agency Nutrition Services	Quarterly		Participates in a coordinated effort to disseminate food stamp and nutrition information via community fairs and events, mobile van, WIC, hospitals and medical facilities, and has the primary responsibility for distributing Food Stamp promotional informa
	Orange County Hunger Colition	Quarterly		Participates in a coordinated effort to disseminate food stamp and nutrition information via seniors centers, DMV and other governmental agencies, and distributing Food Stamp information/brochures with the distribution of the Coalition's annual Emergency F
	Children and Families Commission	Quarterly		Participates in a coordinated effort to disseminate food stamp and nutrition information through Bridges for Newborn's program at hospitals, mobile van, family resource centers, School Readiness Coordinators, and other Commission collaboratives.
	Community Action Partnership of Orange County	Quarterly		A County collaborative partner in the Food Stamp Assisted Application Project, providing workshops to assist individuals with completing the Food Stamp application. Also provides presentations to agencies, schools, and CBOs about the Assisted Application
	Over 21 agencies, schools, community based organizations, food banks, and Nutrition Network affiliated organizations collaborate/participate in Food Stamp promotion and outreach efforts in Orange County.	Quarterly		Participates in a coordinated effort to disseminate Food Stamp and other nutrition program information to people in Orange County via community fairs, school events, mobile van, hospitals, family resource centers, etc., as well as distributing Food Stamp
	PLACER	UC Davis Coop Nutritional Services	Quarterly	
	One-Stop EDD	Other	ongoing	FSP materials available to clients and referrals made from the One-Stop to apply for food stamp benefits.

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APPENDIX C

Committee/Task Force Name, Frequency of Meetings and Activities

ITEM 14: Did your county partner with other Health and Human Service 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
SACRAMENTO	Hunger Commission	Monthly		Coordination of outreach activities, provide outreach materials
	UC Davis	Other	1/2004-9/2004	provide outreach materials, track FS applications
	St, Stephen's Greater Baptist Church	Other	ongoing	Outreach to the church's area of service to low income African American families
	H & R Block Outreach	Other	one time outreach	community partner H & R Block conducted an outreach from 1/1/05 - 4/30/05
SAN BERNARDINO	School Outstations	Other	Constant contact w/ school & parents on a daily basis.	Distribute information and applications, assist customers.
	Community Assistance Program	Monthly		Resource Fair, Health Fair, Senior Complex Outreach materials supplied, Ceder House and Option House materials supplied and applications taken
	Various throughout the community	Other	Bi-annual	Informational presentation with handouts
SAN DIEGO	Hunger Coalition	Quarterly		FS overview & updates; provide materials, brochures and applications
	Food Stamp Nutrition and Education Program	Monthly		Provide education and nutrition information to FS participants
SAN FRANCISCO	Homeless Advocacy Project	Other	yearly	HAP has a designated liaison that we meet at least once a year. After HAP screens clients (every Tuesday), the applications are faxed to a designated Food Stamp EW who does the intake interview and certification a day after the applicatios are faxed.
	Project Connect--a partnership with a broad array of Community Organizations	Monthly		Food stamps managers, supervisors, and workers go out to the community and actually conduct interviews and certifications on site. Usually done at a site run by a church organization. (St Anthony's)
	North East Medical Center	Quarterly		Food Stamps supervisors go to this predominantly Chinese community center. They train social workers how to screen clients that may be eligible for Food Stamps. These social workers help clients complete an application and may mail the applications to the
	Self Help for the Elderly	Other	as needed	Workers go out to this site on an as needed basis when we receive calls of potential Food Stamps eligible clients.
	Jewish Family and Children Services	Other	as needed	This is an outreach specifically for Russian speaking clients. A Russian speaking eligibility worker brings Food Stamps application there . Applicants are screened and seen by a JFCS case worker. Part of this screening is filling out the FS application. A
SAN JOAQUIN	King School Community Collaborative	Quarterly		Information sharing

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APPENDIX C

Committee/Task Force Name, Frequency of Meetings and Activities

ITEM 14: Did your county partner with other Health and Human Service 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
SAN LUIS OBISPO	Homeless Outreach Program	Monthly		Partner to provide information/attend meetings
	Harvest Bag	Other	weekly	Assist with food give away/take and provide applications
	Salvation Army	Other	weekly	Assist with food give away/take and provide applications/ attend meetings
	Parolee Orientation	Monthly		Provide info on services available
	Homeless Alliance	Monthly		Partner to provide information/attend meetings
	Transitions Mental Health	Monthly		Partner to provide information/attend meetings
SAN MATEO	San Mateo County School Districts	Other	Once a year and as needed	Coordinate with school directors in evaluation of students' eligibility for school lunch program.
	Family Resource Centers	Monthly		Accepts and certify Food Stamp applications.
SANTA BARBARA	Santa Barbara County School District	Other	Twice a year	Direct Certification listing
	Center for Nutrition Policy	Other	Varies based on planning activities	Including FS info in Brown bag lunches for the elderly.
	Health Care Services	Other	Varies based on planning activities	Visiting nurses take FS applications on home visits. Nurses contact FS Supervisors directly with eligibility questions to help identify the applicants potential eligibility.
SANTA CLARA	Safety Net Committee	Monthly		Ensures that there is a safety net to meet the basic needs of the community (i.e. shelter, food, utilities, clothing, etc)
	CalWORKs Advisory/ Refugee Immigrant Forum	Other	As needed	Provide updates and presentations regarding any changes in Program
SANTA CRUZ	Second Harvest Food Bank	Other	as needed	recently ended a 2 year USDA grant to conduct outreach primarily to Latino population in South County; outreach continues post-grant via food stamp application assistance.
SISKIYOU	FaithWORKs	Quarterly		Free sack lunches, applications available
SOLANO	Contra Costa and Solano Food Bank	Other	Bi-Weekly	Joint collaboration and Participation on the activities listed in 15a
	WIC	Other	Bi-Weekly	Joint collaboration and Participation on the activities listed in 15a
	University Cooperative Extension	Other	Bi-Weekly	Joint collaboration and Participation on the activities listed in 15a
SONOMA	Department of Health Services	Monthly		Provide application packets and instructions on how to help clients apply to staff at WIC, Catholic Charities, and other local agencies.
	UC Cooperative Extension	Other	Annually	Provide food purchasing and preparation classes to Food Stamp recipients.
	Jewish Children & Family Services	Other	Annually	Encourage low-income tax filers to apply for Food Stamps.
	Police and Corrections Team (PACT)	Monthly		Provide presentations to parolees recently released from prison.

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APPENDIX C

Committee/Task Force Name, Frequency of Meetings and Activities

ITEM 14: Did your county partner with other Health and Human Service 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
STANISLAUS	Senior Flu Clinics	Other	When needed	Collaboration between Health Services Agency, Area of Aging and CSA
	Community International Faire	Other	When needed	Collaboration and community outreach at local prks
	Westside Collaborative	Monthly		Collaboration and community outreach, neighborhood based service delivery
	Turlock Community Collaborative	Monthly		Collaboration and community outreach neighborhood based service delivery
	El Concilio	Monthly		Collaboration and outreach to Hispanic population
	Hughson Community Collaborative	Monthly		Collaboration and Community Needs and Outreach Activities
TEHAMA	St. Elizabeth Hsp. Health Spree	Other	Twice a year	Display booth
	Latino Outreach	Monthly		Community Liasion
TULARE	Tulare County Nutrition Colloborative	Monthly		Provide Food Stamp Program eligibility education to: WIC, Dept. of Ed. Nutrition Assistance Prog., Food Link, and Senior Services.
VENTURA	SSA	Monthly		Health Insurance Counseling and Advicacy Program

APPENDIX D

Description of New Outreach Activities Implemented in State Fiscal Year (SFY) 2004/2005

ITEM 15: Did your county implement any *NEW* food stamp program outreach activities during SFY 2004/2005?

ITEM 15a: If you answered "YES" to item 15, describe the *NEW* outreach activities implemented in SFY 2004/2005 and indicate whether they were one-time or ongoing activities.

COUNTY	DESCRIPTION OF NEW OUTREACH ACTIVITIES	TYPE OF ACTIVITY
AMADOR	Utilized more of the outreach materials available for order online (envelopes, magnets, posters, and bookmarks.	Ongoing
FRESNO	Use of Fotonovella	Ongoing
	Information to Mexican Consulate	Ongoing
GLENN	Migrant Camp	One-Time
HUMBOLDT	Local Farmer's Market Association now accepts EBT benefits and distributed brochures	Ongoing
	Senior Directory Publication	Ongoing
	Presentations regarding non-citizen Food Stamp eligibility	One-Time
	Presentation at local transitional housing program	One-Time
KERN	Nutrition Education workshops provided at the CWD by the County Department of Public Health	One-Time
KINGS	Extended outreach to added family resource centers.	Ongoing
LOS ANGELES	Dept. of Public Social Services and Community and Senior Services Collaboration. DPSS outstationed EWs at 11 CSS emergency food distribution sites including senior citizens centers to accept FS applications.	Ongoing
	Medi-Cal Food Stamp EITC Joint Outreach Pilot - joint outreach to potentially eligible individuals and families for both Medi-Cal and Food Stamp Programs and providing information about Earned Income Tax Credit.	One-Time
	Countywide Outreach includes one EW per district dedicated to outreach activities, including accepting applications.	Ongoing
MARIN	Marin Conservation Corps staff trained to help clients complete forms.	Ongoing
	Presentations at NovaRow Senior Housing in conjunction with Public Nurses	Ongoing
	Senior Fair activities	Ongoing
	Distribution of Public Health Institute's cookbook for "5 A Day Campaign	Ongoing
MENDOCINO	Partnered with Ukiah Food Bank to send eligibility staff to take group FS applications for Food Bank clients (no clients showed up)	One-Time
MONTEREY	Rapid Response Team. An integrated team that consisted of OET, EDD and Social Services assisting residents being laid-off from local businesses.	Ongoing
NAPA	The county re-instated the practice of sending a staff member to the Food Bank monthly to talk to patrons, explain the FSP benefits, help them fill out apps or simply distribute applications.	Ongoing
	As part of the Safety Net Food Committee Napa began distributing the food programs flyer.	Ongoing
ORANGE	Provided a PSA to five Vietnamese radio stations focusing on food stamp promotion/outreach to the Vietnamese community	Ongoing
	Developed a nutrition display for use at school events. Display included Food Stamp flyers and information on how to apply for Food Stamps. Display was utilized by various schools throughout the county.	Ongoing
	Presentation about Food Stamp eligibility criteria to Public Health Nurses	Ongoing
	Implement Food Stamp Assisted Application Project, in Collaboration with Community Action Partnership of Orange County	Ongoing
SACRAMENTO	Sacramento County is continuing to partner with the Hunger Commission with outreach activities	Ongoing
SAN BERNARDINO	The Senior Housing materials distribution	One-Time
SAN DIEGO	Developed one page Outreach Flyer - shared with Community Based Organizations (CBO) and Headstart Providers	Ongoing
	Participated in the Hunger Coalition made up of countywide CBOs.	Ongoing
	Outreach to Head Start providers.	One-Time
SAN FRANCISCO	Project Connect--a partnership with a broad array of Community Organizations	Ongoing
	Food Stamps in a Day. Similar to Project Connect. Outreach workers go out to the community. Intakes and certifications can be done on the same day.	Ongoing

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APPENDIX D

Description of New Outreach Activities Implemented in State Fiscal Year (SFY) 2004/2005

ITEM 15: Did your county implement any *NEW* food stamp program outreach activities during SFY 2004/2005?

ITEM 15a: If you answered "YES" to item 15, describe the *NEW* outreach activities implemented in SFY 2004/2005 and indicate whether they were one-time or ongoing activities.

COUNTY	DESCRIPTION OF NEW OUTREACH ACTIVITIES	TYPE OF ACTIVITY
SAN LUIS OBISPO	Parolee Orientation- We go monthly to provide info on services available	Ongoing
	Outstationed at the Homeless Day Center on a weekly basis	Ongoing
	Holiday Gift Drive with partner agencies for clients once a year	One-Time
	Outreach through SAFE sites	One-Time
	South County People's Kitchen	One-Time
	South County Harvest Bag	One-Time
SANTA BARBARA	Health Care Services Visiting Nurses activity	Ongoing
SOLANO	CWD Lobby Food Demonstrations	Ongoing
	Nutrition Education classes for new applicants	Ongoing
	Monthly news letter on nutrition with recipees mailed to clients	Ongoing
	Nutritional and Economical food buying information materials given to new clients and clients at recertification	Ongoing
	Video on Nutrition and food buying played in the CWD Lobby	Ongoing
	Collabrative food resources guide distributed to staff and clients	Ongoing
SONOMA	Provide presentation and application materials to monthly Police and Corrections Team (PACT) meetings	Ongoing
	Provide Food Stamp information to people receiving free income tax preparation services for low income families.	Ongoing
	Work with the Department of Health Services on Children's Health and Nutrition Outreach project	Ongoing
STANISLAUS	Collaboration with H and R Block	One-Time
	Collaboration with School Lunch Program	Ongoing
	Senior Complex and IHHS Outreach	Ongoing
	Senior Center	Ongoing
	Community Collaborative Meeting	Ongoing
TULARE	Partnership with Food Link of Tulare County	Ongoing
VENTURA	SSA	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) 2005/2006

ITEM 16: Does your county have any *NEW* food stamp program activities planned for implementation during the next fiscal year, July 1, 2005 through June 30, 2006 (SFY 2005/2006)?

ITEM 16a: If you answered "YES" to Item 16, describe the *NEW* outreach activities planned for SFY 2005/2006 and indicate whether they will be one-time or ongoing activities.

COUNTY	DESCRIPTION OF NEW OUTREACH ACTIVITIES	TYPE OF ACTIVITY
ALAMEDA	Federal Grant received for City of Oakland. Target population is the Asian immigrants and homeless households. The goal is to increase FS participation in the Oakland area by about 10% in one year.	Ongoing
BUTTE	Public Service Announcements	Ongoing
EL DORADO	School Lunch Programs	Ongoing
	Community Events	Ongoing
	Material Distribution To Community Based Organizations	Ongoing
FRESNO	Using more information from USDA for Education and Outreach	Ongoing
IMPERIAL	ICDSS will collaborate with Imperial Valley Food Bank (USDA Outreach)	Ongoing
KERN	Increase participation in community events.	Ongoing
LASSEN	Similar outreach activities planned for the Family Resource Center in South county	Ongoing
LOS ANGELES	Restaurant Meals which allows homeless, elderly, and certain disabled households to use Food Stamp benefits on their EBT card to purchase prepared meals at USDA Food and Nutrition Service authorized restaurants.	Ongoing
	Dept. of Public Social Services and Community and Senior Services Collaboration. DPSS outstationed EWs at 11 CSS emergency food distribution sites including senior citizens centers to accept FS applications.	Ongoing
	Medi-Cal Food Stamp EITC Joint Outreach Pilot - joint outreach to potentially eligible individuals and families for both Medi-Cal and Food Stamp Programs and providing information about Earned Income Tax Credit.	One-Time
	Countywide Outreach includes one EW per district dedicated to outreach activities, including accepting applications.	Ongoing
MARIN	Marin Conservation Corps Continuting Effort	Ongoing
	Presentations at various Senior Housing sites	Ongoing
	Public Health Nurses joint effort /information fairs	Ongoing
	New Beginnings Shelter activities	Ongoing
	Marin City Multi-Service Center project	Ongoing
	Division of Aging coordination with Whistlestop	Ongoing
NEVADA	Nevada County plans to utilize the FSP Survey form to explore additional venues for outreach activities	Ongoing
ORANGE	Implement media/radio outreach to Spanish speaking population	Ongoing
	Establish rapport with local Spanish and Vietnamese markets in order to have a larger effect on food stamp promotion/outreach activities within these communities.	Ongoing
	Collaborate with local Farmers Markets in order to have an effect on the food stamp usage at these markets, including providing Food Stamp information at the markets.	Ongoing
	Establish a Food Stamp Promotion / Outreach program in collaboration with libraries within the county.	Ongoing
	Participating in a collaboration with other Agencies, CBO's and judicary system to create a community court. Activities will include Food Stamp outreach	Ongoing
	Participating in a collaboration with other Agencies and CBO's to do outreach to recently release prisoners. Activities will include Food Stamp outreach.	Ongoing
PLACER	Provide food stamp program information training and the FNS screening tool to the Family Resource Center.	Ongoing
	Co-locate eligibility staff at the One-Stop	Ongoing
RIVERSIDE	Presentations and materials to Community Based Organizations	Ongoing
SACRAMENTO	Sacramento County plans to continues our successful outreach projects with the Hunger Commission	Ongoing
SAN DIEGO	Evaluating "FS in 4 Hours" program in Orange County	One-Time
	Evaluating reaching out to elderly and disabled population	One-Time
SAN FRANCISCO	Food Security Task Force. Ordinance amending the SF Health Code to establish a Food Security Task Force charged with creating a strategic plan to address hunger, enhancing food security, and increasing participation in federally funded programs; requiring preparation of reports and a strategic plan and including a sunset provision. (Currently with the Board of Supervisors).	Ongoing

APPENDIX E

Description of New Outreach Activities Planned for State Fiscal Year (SFY) 2005/2006

ITEM 16: Does your county have any *NEW* food stamp program activities planned for implementation during the next fiscal year, July 1, 2005 through June 30, 2006 (SFY 2005/2006)?

ITEM 16a: If you answered "YES" to Item 16, describe the *NEW* outreach activities planned for SFY 2005/2006 and indicate whether they will be one-time or ongoing activities.

COUNTY	DESCRIPTION OF NEW OUTREACH ACTIVITIES	TYPE OF ACTIVITY
SAN LUIS OBISPO	Food Stamp "how to seminar"	One-Time
	Cayucos Farmers Market	Ongoing
SANTA CLARA	Continue to Expand on the use of the mobile van	Ongoing
	Continue to partner with new agencies and organizations throughout the community	Ongoing
SONOMA	Expansion of Food Stamp Outreach Project to other local community-based agencies.	Ongoing
STANISLAUS	Presentations at homeless shelters	Ongoing
	Community Collaborative Annual Events	Ongoing
	Family Resource Centers	Ongoing
	Expansion of outstation for Food Stamp (Riverbank)	Ongoing
	Distribution of food stamp brochures, nutrition info at community fairs	Ongoing
SUTTER	Nutrition events/brochures/workshops	Ongoing
	Website that will allow anyone to answer a series of questions and based on their responses it will link them to the FS website if eligible. The website: www.sutterhelps.org is still in production until SFY 05/06.	Ongoing
TUOLUMNE	Amador-Tuolumne Community Action Agency - Food Bank. Recruit and train volunteers for FSP out reach at local food bank	Ongoing

APPENDIX F

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

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

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

9 LARGE
Alameda
Fresno
Kern
Los Angeles
Orange
Riverside
Sacramento
San Bernardino
San Diego

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

*Sources: (1) Food and Nutrition Services (FNS) Oversight for Management Evaluations, October 2003 and (2) Food Stamp Program Monthly Caseload Movement Statistical Report (DFA 296), May 2004.

APPENDIX G Statewide Certification Sites

Number of Certification Sites by County Size*

31 SMALL COUNTIES				18 MEDIUM COUNTIES		9 LARGE COUNTIES	
1	Alpine	10	Nevada	2	Butte	6	Alameda
1	Amador	3	Placer	7	Contra Costa	21	Fresno
1	Calaveras	2	Plumas	10	Imperial	8	Kern
2	Colusa	1	San Benito	2	Kings	30	Los Angeles
1	Del Norte	6	San Luis Obispo	4	Madera	14	Orange
4	El Dorado	22	San Mateo	2	Mendocino	13	Riverside
2	Glenn	4	Santa Cruz	4	Merced	45	Sacramento
3	Humboldt	2	Sierra	3	Monterey	16	San Bernardino
3	Inyo	2	Siskiyou	5	San Francisco	14	San Diego
1	Lake	1	Sutter	1	San Joaquin	Total Sites = 167	
2	Lassen	2	Tehama	5	Santa Barbara	Median/County = 14.0	
2	Marin	2	Trinity	7	Santa Clara	Sites with Extended Office Hours = 114	
1	Mariposa	1	Tuolumne	3	Shasta		
1	Modoc	2	Yolo	6	Solano		
4	Mono	2	Yuba	3	Sonoma		
4	Napa			15	Stanislaus		
Total Sites = 95				16	Tulare		
Median/County = 2.0				10	Ventura		
Sites with Extended Office Hours = 50				Total Sites = 105			
				Median/County = 4.5			
				Sites with Extended Office Hours = 59			

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

*Sources: (1) Food and Nutrition Services (FNS) Oversight for Management Evaluations, October 2003 and (2) Food Stamp Program Monthly Caseload Movement Statistical Report (DFA 296), May 2004.

APPENDIX G Statewide Certification Sites

ITEM 18: As of June 30, 2005, indicate your county's certification site addresses, days and hours of operation, and types of services based on the following service codes: AP = Applications Provided, AA = Applications Accepted, ESS = Expedited Service S

ITEM 20: How many of the sites listed in Item 18 had extended office hours beyond normal working hours (8:00AM to 5:00PM)?

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; other hours available upon request	ALL	6
ALPINE	S	1	M-F	8am - 12n, 1pm - 5pm; after hours on request	ALL	1
AMADOR	S	1	M-F	8am - 5pm	ALL	0
BUTTE	M	2	M-F	7:30 am - 5:00 pm Expanded Hours - May be seen at 7am or after 5pm by appt.	ALL	2
CALAVERAS	S	1	M-F	8:30am - 12pm & 1pm - 4pm; other hours available upon	ALL	1
COLUSA	S	2	M-F	8:00 am - 4:30 pm	ALL	0
CONTRA COSTA	M	7	M-F	8am - 5pm; other hours available upon request	ALL	7
DEL NORTE	S	1	M-F	8am - 5pm	ALL	1
EL DORADO	S	2	M-F	8am - 5pm	ALL	4
		2	M-F	8am - 5pm; other hours available upon request	ALL	
FRESNO	L	1	M-F	8am - 5pm	IC	2
		2	M-F	7:30am-5pm	ALL	
		9	M-F	8am - 5pm	ALL	
		1	M,Tu,W,Th	9am-3pm	ALL	
		1	M,W,F	9am-3pm	ALL	
		1	M, Th, F	9am-4:15pm	AA	
		1	W	9am-3pm	ALL	
		1	M,Tu,W,Th	9:30am-3:30pm	ALL	
		1	Last Wed	9am-3pm	ALL	
		1	Last Th	9am-3pm	ALL	
		1	every other M	9am-3pm	ALL	
		1	every M	9am-3pm	ALL	
GLENN	S	2	M,Tu,Th, F	8-5pm; other hours available upon request	ALL	2
			W	8-7pm; other hours available upon request		

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COUNTY INFORMATION		CERTIFICATION SITES				
County	Site	Number of Sites	Days	Hours Open to Public	Services	Sites with Extended Hours Per County
HUMBOLDT	H	1	M-Th F	8:30am - 12pm and 1pm - 5pm 10am - 12pm and 1pm - 5pm	ALL	1
		1	M-F	8:30am - 12pm and 1pm - 5pm	ALL	
		1	M-F	8:30am - 12pm & 1pm - 4:30pm	ALL	
IMPERIAL	M	2	M-F	7am - 5pm	ALL	6
		1	Tu,W & every other F	7am - 5pm	ALL	
		1	M,W,F	8am - 4pm	ALL	
		1	M,Tu,W,F	7am - 5pm	ALL	
		1	M,Tu	9am - 4pm	ALL	
		1	Tu,F	7am - 5pm	ALL	
		1	W	7am - 5pm	ALL	
		1	2nd & 4th Th of mo.	9am - 4pm	ALL	
INYO	S	2	M-F	8am-5pm; other hours available upon request	ALL	3
		1	M-F	7am-3pm; other hours available upon request	ALL	
KERN	L	8	M-Th	7:30 am to 5:30 pm	ALL	8
KINGS	M	1	M-F	8:30am - 4:00pm	ALL	2
		1	M-F	8:00am - 4:00pm	ALL	
LAKE	S	1	M-F	8am - 4pm; other hours available upon request	ALL	1
LASSEN	S	2	M-F	8am - 5pm; other by appt.	ALL	2
LOS ANGELES	L	30	M-F	7am - 3pm	ALL	30
MADERA	M	4	M-F	8am - 5pm	ALL	0
MARIN	S	1	M-F	8am-4:45pm other hours upon request	ALL	1
		1	M-F	8:30am-12pm 1-5pm	ALL	
MARIPOSA	S	1	M-F	9:00am - 4pm; other hours available upon request	ALL	1
MENDOCINO	M	2	M-F	7am-12pm; 1pm-5pm	ALL	2

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COUNTY INFORMATION		CERTIFICATION SITES				
County	Site	Number of Sites	Days	Hours Open to Public	Services	Sites with Extended Hours Per County
MERCED	M	1	M-W,F Th	8am - 5pm 8am - 7pm	ALL	1
		2	M-F	8am - 5pm	ALL	
		1	M-F	8am - 5pm	AP, AA	
MODOC	S	1	M-F	10am-4pm; other hours available upon request	ALL	1
MONO	S	4	M-F	8:00am - 5:00pm; Other hours available upon request	ALL	4
MONTEREY	M	3	M-F	8am - 5pm	ALL	3
NAPA	S	2	M-F	8am-5pm (other hours available upon request)	ALL	2
		2	M-F	8am - 5pm	ALL	
NEVADA	S	1	M-F	8am - 4pm	ALL	2
		1	M-F	8am - 12 pm and 1pm - 5pm	ALL	
		1	M-F	8am - 5pm	ALL	
		1	M-F	7:30am - 12pm and 1pm - 4:30pm	ALL	
		1	1st & 5th Th	9am - 11:30am	ALL	
		1	2nd Th	9am - 10:30am	ALL	
		1	2nd Th	10:30am - 12:30pm	ALL	
		1	3rd Th	10:30am - 12:30pm	ALL	
		1	Tu	1pm - 3:30pm	ALL	
		1	W	1pm - 4pm	ALL	
ORANGE	L	9	M-F	7 AM - 5 PM	ALL	14
		5	M-F	7 AM - 5 PM	IC	
PLACER	S	3	M-F	8am - 5pm; other hours available upon request	ALL	3
PLUMAS	S	2	M-F	8 am - 5 pm; other hours available upon request	ALL	2
			M-F	8 am - 5 pm; other hours available upon request	AP, AA, IC	
RIVERSIDE	L	1	M-F	available on request	ALL	13
		12	M-F	7:30am - 5:30 pm	ALL	

APPENDIX G Statewide Certification Sites

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COUNTY INFORMATION		CERTIFICATION SITES				
County	Site	Number of Sites	Days	Hours Open to Public	Services	Sites with Extended Hours Per County
SACRAMENTO	L	1	M-F	8am - 6pm	ALL	13
		1	M,W-F Tu	8am - 5pm 8am - 6pm	ALL	
		1	M,W-F Tu	8am - 5pm 8am - 7pm	ALL	
		24	M-F	8am - 5pm	ALL	
		3	M-F	8am - 4:30pm	ALL	
		1	M-F	7:30am - 4pm	ALL	
		1	M-Th F	8:30am - 4:30pm 8:30am - 1pm	ALL	
		1	M-Th F	9am - 4pm 9am - 12pm	ALL	
		3	M-F	7:30am - 5pm	ALL	
		1	M-F	7am - 4pm	ALL	
		2	M-F	7am - 5pm	ALL	
		1	M-F	7am - 4:30pm	ALL	
		1	M-Th F	8:00am - 4:30pm 8:30am - 12pm	ALL	
		2	M-F	8:30am - 5pm	ALL	
		1	M-F	7am - 9pm	ALL	
		1	M-F	7:30am - 4:30pm	ALL	
		SAN BENITO	S	1	M-F	

APPENDIX G Statewide Certification Sites

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COUNTY INFORMATION		CERTIFICATION SITES				
County	Site	Number of Sites	Days	Hours Open to Public	Services	Sites with Extended Hours Per County
SAN BERNARDINO	L	1	M-F	9am-4pm and by appt/as needed 7:30-9am and 4-6:00pm	ALL	16
		1	M-F	7:30am-4:00pm and as needed 7-7:30am and 4-6pm	ALL	
		1	M-F	9am-4pm and by appt 7-9am and 4-5pm	ALL	
		2	M-F	9am-4pm and by appt 7-9am and 4-5:30pm	ALL	
		5	M-F	9am-4pm and by appt 7-9am and 4-6pm	ALL	
		1	M-Th & alternate F	9am-4pm and by appt 7-9am and 4-5pm	ALL	
		3	M-F	9am-4pm and by appt 7-9am and 4-5:30pm	ALL	
		1	M-Th & alternate F	9am-4pm and by appt 7-9am and 4-5:30pm	ALL	
		1	M-F	9am-4pm and by appt 7-9 and 4-5:45pm	ALL	
SAN DIEGO	L	1	M-F	7:15am - 5pm	ALL	12
		2	M-F	8am - 5pm	ALL	
		2	M-F	6:45am - 5pm	ALL	
		9	M-F	7am - 5pm	ALL	
SAN FRANCISCO	M	1	M-F	7:30am - 5pm	ALL	2
		1	M-W,F Th	8am - 5pm 8am - 7pm	ALL	
		1	M-F	8am - 5pm	AA,AP,IC	
		1	M-F	8am - 5pm	ALL	
		1	M-F	8am - 5pm; other hours available upon request.	ALL	
SAN JOAQUIN	M	1	M-F	8am - 5pm; other hours available upon request	ALL	1
SAN LUIS OBISPO	S	6	M-F	8am - 5pm	AA	0

APPENDIX G Statewide Certification Sites

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ITEM 20: How many of the sites listed in Item 18 had extended office hours beyond normal working hours (8:00AM to 5:00PM)?

COUNTY INFORMATION		CERTIFICATION SITES				
County	Site	Number of Sites	Days	Hours Open to Public	Services	Sites with Extended Hours Per County
SAN MATEO	S	20	M-F	8am - 5pm	ALL	0
		1	M-W,F Th	8am - 5pm 8am - 8pm	ALL	
		1	M-F	8am - 5pm	AP, AA, IC	
SANTA BARBARA	M	4	M-F	8am - 5pm	ALL	5
		1	M-F	7:30am - 5pm	ALL	
SANTA CLARA	M	7	M-F	8am-5pm; other hours available upon request from 7am - 7pm.	ALL	7
SANTA CRUZ	S	4	M-F	8am-5pm; other hrs by appt	ALL	4
SHASTA	M	1	M-F	7:30am-5:30pm	ALL	1
		2	M-F	8am - 5pm	ALL	
SIERRA	S	2	M-F	8am-12pm; 1pm-5pm	ALL	2
SISKIYOU	S	2	M-F	8am-5pm; other hours upon request	ALL	2
SOLANO	M	2	M-F	8am-5:30pm	ALL	2
		2	M-F	8:30am-5pm	ALL	
		1	M-F	8am - 5pm	ALL	
		1	1st & 3rd W	9am-12pm	ALL	
SONOMA	M	1	M-F	8am - 5pm	ALL	1
		2	M-F	8am - 5pm	AP, AA, IC	
STANISLAUS	M	5	M-F	8am - 5pm	ALL	2
		1	M-Th	8am - 5pm	AP, IC	
		1	M W Th	8am - 12pm 10am - 5pm 1pm - 5pm	AA, IC	
		1	W	8am - 5pm	AA,AP, IC	
		1	1st & 3rd F	8am - 5pm	AA, AP, IC	
		1	Tu	8am -12pm or 1pm - 5pm	AA, AP, IC	
		1	M (every other week)	8am - 5pm	AA, AP, IC	
		1	M-F	8am - 5pm	AA, AP, IC	
		1	Th	8am - 5pm	AA, AP, IC	
		2	M,Tu,Th,F W	8am - 5pm 8am - 8:30pm	ALL	

APPENDIX G Statewide Certification Sites

ITEM 18: As of June 30, 2005, indicate your county's certification site addresses, days and hours of operation, and types of services based on the following service codes: AP = Applications Provided, AA = Applications Accepted, ESS = Expedited Service S

ITEM 20: How many of the sites listed in Item 18 had extended office hours beyond normal working hours (8:00AM to 5:00PM)?

COUNTY INFORMATION		CERTIFICATION SITES				
County	Site	Number of Sites	Days	Hours Open to Public	Services	Sites with Extended Hours Per County
SUTTER	S	1	M-F	8am - 5pm; other hours available between 7am and 8 am and 5pm and 6pm upon request	ALL	1
TEHAMA	S	1	M-F	7:30am - 5pm, open during lunch	ALL	1
		1	M-F	8:30am - 4:30pm	ALL	
TRINITY	S	1	M-F	8am - 5pm; other hours available upon request	ALL	2
		1	1st W of month	9:30am - 12noon; 1-3pm	ALL	
TULARE	M	5	M-Th F	7:30am - 5:30pm 8am - 12pm	ALL	5
		11	M-F	8am - 5pm	ALL	
TUOLUMNE	S	1	M-F	8am-4pm; other hours available as needed	ALL	1
VENTURA	M	10	M-F	8am - 5pm; other hours available upon request	ALL	10
YOLO	S	2	M-F	8am - 5pm; other hours available upon request	ALL	2
YUBA	S	2	M-F	8am - 5pm; other hours available upon request	ALL	2

TOTAL SITES = 367

TOTAL SITES with EXTENDED HOURS = 223

APPENDIX H
Food Stamp Program Survey of Operations and Access
 State Fiscal Year 2004/2005

Data Summary

PART A - ACCESS AND AWARENESS	
Application Access	
1. Other than County Welfare Department (CWD) Offices/Certification Sites, indicate how your county made food stamp applications accessible to clients.	Check ALL that apply
Methods	# of Counties
Direct Mail/Internet/Telephone/Fax Request	44
In-Home Visits	32
Community-Based Organizations	29
One Stop Centers	29
Community Events (Migrant/Health/Job/Info Fairs, Harvest Fests, etc.)	28
Hospitals/Clinics	27
Alcohol/Drug Rehabilitation Centers	23
Food Banks	22
Remote Sites	19
Government Offices Other than CWD (WIC, SSA, EDD, etc.)	17
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	14
Schools	13
Employment Sites	9
Migrant Camps	6
Churches	4
Farmers' Markets	4
Grocery Stores	1
Other*	7

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

2. Indicate the translated languages (other than English and Spanish) in which food stamp applications were <i>UTILIZED</i> in your county.	Check ALL that apply
Non-English/Non-Spanish Languages	# of Counties
None	33
Russian	16
Vietnamese	15
Mandarin/Chinese	11
Cambodian	9
Hmong	8
Laotian	8
Farsi	4
Tagalog	4
Armenian	2
Korean	2
Arabic	1
Other*	2

*For a detailed listing of "Other" Non-English/Non-Spanish Languages, see APPENDIX A.

APPENDIX H
Food Stamp Program Survey of Operations and Access
 State Fiscal Year 2004/2005

Data Summary

3. Indicate how your county utilized staff to assist clients in completing food stamp application forms and answering questions.	Check ALL that apply
Methods	# of Counties
Provided Bilingual Assistance	56
Provided Eligibility Workers/Support Staff to Assist Clients with Filling Out Applications and Answering Questions	54
Provided Eligibility Workers that Complete Applications Jointly (Interactive Interview) with Clients	53
Conducted In-Home Visits	42
Provided Outreach Staff	30
Used Community-Based Organizations to Provide Assistance	29
Provided Eligibility Screening through a Streamlined Application Process	26
Conducted Hospital Visits	22
Other*	4

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

4. Did your county provide outstationed food stamp eligibility workers at sites other than CWDs?	# of Counties
Yes	37
No	21
Totals	58

4a. If you answered "YES" to Item 4, indicate the sites where eligibility workers were outstationed.	Check ALL that apply
Sites	# of Counties
Hospitals/Clinics	19
One Stop Centers	18
Community Events (Migrant/Health/Job/Info Fairs, Harvest Fests, etc.)	16
In-Home Visits	13
Remote Sites	13
Community-Based Organizations	9
Government Offices Other than CWD (WIC, SSA, EDD, etc.)	8
Schools	8
Alcohol/Drug Rehabilitation Centers	7
Food Banks	7
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	6
Employment Sites	3
Farmers' Market	3
Migrant Camps	3
Other*	3

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

APPENDIX H
Food Stamp Program Survey of Operations and Access
 State Fiscal Year 2004/2005

Data Summary

Face-to-Face Interview Waivers	
5. Primarily, how did a client <i>FIRST</i> become aware of the option to have a face-to-face interview waived?	# of Counties
When the Eligibility Worker Sees a Potential Need	26
When a Client Calls the CWD	13
When the Client Receives an Application	11
When the Application is Submitted	4
Through Outreach Materials	2
By Telephone Hotline Messages	0
Other*	2
Totals	58

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

6. How was the initial screening usually conducted when determining the need to have the face-to-face interview waived?	# of Counties
By Eligibility Workers	47
By Clerical Staff	7
By the Client Completing a Form	3
Other*	1
Totals	58

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

6a. If you answered " <i>By Clerical Staff</i> " in Item 6, did the clerical staff ask standardized questions?	# of Counties
Yes	7
No	51
Totals	58

7. Did your county waive any face-to-face interviews?	# of Counties
Yes	49
No	9
Totals	58

7a. If you answered "YES" to Item 7, check the <u>TOP THREE</u> reasons face-to-face interviews were waived.	Check the <u>TOP THREE ONLY</u>
Reasons for Waiving Face-to-Face Interviews	# of Counties
Illness	29
Age 65 or Older and Household Members Have No Earned Income	28
Physically Disabled and Household Members Have No Earned Income	25
Lack of Transportation	22
Living in a Rural or Remote Area	14
Work Hours	13
Care of a Household Member	8
Prolonged Severe Weather	5
Other*	2

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

APPENDIX H
Food Stamp Program Survey of Operations and Access
 State Fiscal Year 2004/2005

Data Summary

7b. If you answered "YES" to Item 7, <i>ESTIMATE</i> the percentage of applications that had face-to-face interviews waived.	# of Counties
1 to 20 percent were waived	48
21 to 40 percent were waived	0
41 to 60 percent were waived	1
61 to 80 percent were waived	0
81 to 100 percent were waived	0
Totals	49

7c. If you answered "YES" to Item 7, indicate the primary replacement method that was utilized.	# of Counties
Telephone Interviews	37
In-Home Visits	11
Other*	1
Totals	49

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

Program Access

8. Did your county maintain a telephone "hotline" that included information regarding food stamp programs, noncitizens' potential eligibility for these programs, and/or food stamp outreach activities?	Food Stamp Programs in General	Information Aimed at Noncitizens	Outreach Activities
Yes	22	3	5
No	36	55	53
Totals	58	58	58

8a. If you answered "YES" to any category in Item 8, 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	7	5
No	51	53
Totals	58	58

APPENDIX H
Food Stamp Program Survey of Operations and Access
 State Fiscal Year 2004/2005

Data Summary

10. Tell us about your county's food stamp outreach activities: <u>A.</u> In Column A, indicate <i>ALL</i> food stamp program outreach activities your county conducted. <u>B.</u> In Column B, select the <i>SINGLE MOST EFFECTIVE</i> activity.	Column A Check <i>ALL</i> Outreach Activities that Apply	Column B Select the <i>SINGLE MOST EFFECTIVE</i> activity
Outreach Activities	# of Counties	
Outstation Eligibility Workers	37	14
Cross-Train Staff to Accept and Process Applications	35	11
Partner with Various Agencies and Organizations	39	8
Provide Informational Brochures/Flyers Regarding the Food Stamp Program	45	5
Participate in Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	41	5
Use Organizations to Provide DFA 285 A1 Applications and Advise Clients to Mail In	16	5
Use Organizations to Provide and Send DFA 285 A1 Applications to CWD for Clients	18	4
Provide Training and Informational Materials to Community-Based Organizations	35	3
Provide Before and/or After Hours Operations	18	2
Conduct Activity Booths Aimed at Family Nutrition and Physical Activity	14	0
Increase Certification Sites	8	0
Use Local Media to Enable and Enhance Awareness	7	0
Provide a Mobile Intake Unit to go into the Community	5	0
Other*	8	1
Totals	58	58

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

APPENDIX H
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11. Indicate <i>ALL</i> sites/methods, <i>other than CWD Offices/Certification Sites</i> , that your county utilized for distributing materials and/or conducting presentations to clients about the food stamp program in <i>general</i> .	Check ALL that apply		
	Sites/Methods	Materials Only	Pres. w/ Matls.
Alcohol/Drug Rehabilitation Centers	19	7	26
Child Care Facilities	6	0	6
Churches	1	6	7
Community-Based Organizations	12	26	38
Community Events (Migrant/Health/Job/Info Fairs, Harvest Fests, etc.)	19	16	35
Employment Sites	8	2	10
Farmers' Markets	6	3	9
Food Banks	18	9	27
Government Offices Other than CWD (WIC, SSA, EDD, etc.)	19	6	25
Grocery Stores	1	1	2
Hospitals/Clinics	19	8	27
In-Home Visits	21	7	28
Libraries	6	0	6
Materials Provided by Direct Mail/ Internet/Telephone/Fax Request	29	0	29
Migrant Camps	4	4	8
One Stop Centers	21	10	31
Remote Sites	16	3	19
Schools	9	8	17
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	13	7	20
Other*	6	3	9

*For a detailed listing of "Other" sites/methods, see APPENDIX A.

12. Did your county provide any <i>MIGRANT-SPECIFIC</i> educational materials and/or presentations to sites/organizations for <i>MIGRANT WORKERS</i> ?	# of Counties
Yes	13
No	45
Totals	58

12a. If you answered "YES" to Item 12, indicate the sites/organizations.	Check ALL that apply		
	Sites/Organizations	Materials Only	Pres. w/ Matls.
Career Service Centers	1	1	2
Child Care Facilities	2	0	2
Community-Based Organizations	3	3	6
CWD/Certification Sites	2	2	4
Community Events (Migrant/Health/Job/Info Fairs, Harvest Fests, etc.)	2	4	6
Farmers' Markets	0	1	1
Food Banks	3	1	4
Hospitals/Clinics	2	2	4
Migrant Camps	3	3	6
Migrant Education Sites	3	2	5
Other*	3	2	5

*For a detailed listing of "Other" sites/organizations, see APPENDIX A.

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13. Did your county provide any <i>NONCITIZEN-SPECIFIC</i> educational materials and/or presentations to sites/organizations for <i>NONCITIZENS</i> ?	# of Counties
Yes	24
No	34
Totals	58

13a. If you answered "YES" to Item 13, indicate the sites/organizations.	Check ALL that apply		
Sites/Organizations	Materials Only	Pres. w/ Matls.	TOTAL
Alcohol/Drug Rehabilitation Centers	2	1	3
Child Care Facilities	2	0	2
Churches	1	3	4
Community-Based Organizations	11	8	19
CWD/Certification Sites	6	4	10
Community Events (Migrant/Health/Job/Info Fairs, Harvest Fests, etc.)	9	4	13
Farmers' Markets	1	2	3
Food Banks	9	5	14
Government Offices Other than CWD (WIC, SSA, EDD, etc.)	5	4	9
Grocery Stores	0	1	1
Hospitals/Clinics	7	3	10
In-Home Visits	4	2	6
Migrant Camps	3	1	4
One Stop Centers	7	1	8
Remote Sites	4	0	4
Schools	2	4	6
Shelters (Red Cross, Domestic Violence, Homeless, etc.)	2	0	2
Other*	3	3	6

*For a detailed listing of "Other" sites/organizations, 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 Counties
Yes	39
No	19
Totals	58

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.

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15. Did your county implement any <i>NEW</i> food stamp program outreach activities during SFY 2004/2005?	# of Counties
Yes	23
No	35
Totals	58

15a. If you answered "YES" to Item 15, describe the <i>NEW</i> outreach activities implemented in SFY 2004/2005 and indicate whether they were one-time or ongoing activities.	# of Counties
One-Time Activity	13
Ongoing Activity	42

For a Description of *NEW* Outreach Activities Implemented in SFY 2004/2005, see APPENDIX D.

16. Does your county have any <i>NEW</i> food stamp program activities planned for implementation during the next fiscal year, July 1, 2005 through June 30, 2006 (SFY 2005/2006)?	# of Counties
Yes	22
No	36
Totals	58

16a. If you answered "YES" to Item 16, describe the <i>NEW</i> outreach activities planned for SFY 2005/2006 and indicate whether they will be one-time or ongoing activities.	# of Counties
One-Time Activity	4
Ongoing Activity	42

For a Description of New Outreach Activities Planned for SFY 2005/2006, see APPENDIX E.

PART B - CERTIFICATION
Certification Sites

17. As of June 30, 2005, how many certification sites were there in your county?	367
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18. As of June 30, 2005, indicate your county's certification site addresses, days and hours of operation, and types of services based on the following service codes: AP = Applications Provided, AA = Applications Accepted, ESS = Expedited Service Screening, IC = Interviews Conducted, ALL = All of the above.
--

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

APPENDIX H
Food Stamp Program Survey of Operations and Access
 State Fiscal Year 2004/2005

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 (i.e., how did your county conduct a needs assessment)?	Check ALL that apply
Methods Used to Determine Hours of Operation	# of Counties
Historical Data on Hours Meeting Working Clients' Needs was Available in the County	45
Working Clients were Polled at CWD Offices or Certification Sites	9
Surveys or Questionnaires were Mailed to Working Recipients	6
Telephone Surveys were Conducted	0
Other*	8

*For "Other" methods, see Appendix A.

20. How many of the sites listed in Item 18 had extended office hours beyond normal working hours (8:00AM to 5:00PM)?	223
---	-----

21. Indicate the extended office hours that were offered and the frequency (in general) that clients utilized those extended hours. If a category does NOT apply, leave "NOT APPLICABLE" selected.	Frequency of Use of Extended Hours	
Extended Office Hours Offered	Occasionally Utilized	Frequently Utilized
Appointments (Other than Monday through Friday 8:00AM to 5:00PM, But Including Lunch Hour Appointments)	30	13
Before 8:00AM (No Appointment Necessary)	7	6
After 5:00PM (No Appointment Necessary)	6	6
Other*	6	2

*For a detailed listing of "Other" extended office hours, see APPENDIX A.

22. Other than extended office hours, what alternatives offered to working clients were the TOP THREE MOST UTILIZED alternatives?	Check the TOP THREE ONLY	
Alternatives Working Clients Utilized Other Than Extended Office Hours	# of Counties	
Clients Mail Required Documents to the CWD	48	
Drop Boxes in Which Documents May Be Deposited After Normal Hours Were Utilized	39	
Telephone Interviews were Conducted: Monday through Friday, 8:00AM to 5:00PM	33	
Authorized Representatives were Appointed to Come in During Normal Working Hours	24	
In-Home Visits	12	
Telephone Interviews were Conducted: During Extended Office Hours	12	
Other*	6	

*For "Other" alternatives, see APPENDIX A.

PART C - GENERAL COMMENTS (OPTIONAL)

General Comments were provided to the Food Stamp Branch under separate cover.

APPENDIX I

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

**FOOD STAMP PROGRAM (FSP) SURVEY
 OF OPERATIONS AND ACCESS
 STATE FISCAL YEAR (SFY) 2004/2005
 (July 1, 2004 through June 30, 2005)**

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					

APPENDIX I

SURVEY STARTS HERE

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 clickin

PART A--ACCESS AND AWARENESS

Provide information based on activities that occurred at any time during SFY 2004/2005 unless another time frame is specified.

Application Access

- Other than County Welfare Department (CWD) Offices/Certification Sites, indicate how your county made food stamp applications accessible to clients.

Direct Application Access	Check All That Apply	
Alcohol/Drug Rehabilitation Centers	<input type="checkbox"/>	
Churches	<input type="checkbox"/>	
Community-Based Organizations	<input type="checkbox"/>	
Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	<input type="checkbox"/>	
Direct Mail/Internet/Telephone/Fax Request	<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"/>	*Women, Infants, and Children (WIC)
Grocery Stores	<input type="checkbox"/>	Social Security Administration (SSA)
Hospitals/Clinics	<input type="checkbox"/>	Employment Development Department (EDD)
In-Home Visits	<input type="checkbox"/>	
Migrant Camps	<input type="checkbox"/>	
One Stop 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"/>	

APPENDIX I

2. Indicate the translated languages (other than English and Spanish) in which food stamp applications were *UTILIZED* in your county.

Non-English/Non-Spanish Languages			
	Check All That Apply		Check All That Apply
Arabic	<input type="checkbox"/>	Russian	<input type="checkbox"/>
Armenian	<input type="checkbox"/>	Tagalog	<input type="checkbox"/>
Cambodian	<input type="checkbox"/>	Vietnamese	<input type="checkbox"/>
Farsi	<input type="checkbox"/>	Other (Specify):	
Hmong	<input type="checkbox"/>		<input type="checkbox"/>
Korean	<input type="checkbox"/>		<input type="checkbox"/>
Laotian	<input type="checkbox"/>		<input type="checkbox"/>
Mandarin/Chinese	<input type="checkbox"/>		<input type="checkbox"/>

3. Indicate how your county utilized 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 that Complete Applications Jointly (Interactive Interview) with Clients	<input type="checkbox"/>
Provided Outreach Staff	<input type="checkbox"/>
Used Community-Based Organizations to Provide Assistance	<input type="checkbox"/>
Other Application Assistance (Specify):	
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

APPENDIX I

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.

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	<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 a client *FIRST* become aware of the option to have a face-to-face interview waived?

Through Outreach Materials	<input 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 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?

YES NO

APPENDIX I

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

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 face-to-face interviews were waived.

Reasons for Waiving Face-to-Face Interviews	Check the <i>TOP THREE</i> <i>ONLY</i>
Age 65 or Older and Household Members Have No Earned Income	<input type="checkbox"/>
Care of a Household Member	<input type="checkbox"/>
Illness	<input type="checkbox"/>
Lack of Transportation	<input type="checkbox"/>
Living in a Rural or Remote Area	<input type="checkbox"/>
Physically Disabled and Household Members Have No Earned Income	<input type="checkbox"/>
Prolonged Severe Weather	<input type="checkbox"/>
Work Hours	<input type="checkbox"/>
Other Waiver Reasons (Specify):	
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

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

1 to 20 percent were waived	<input type="radio"/>
21 to 40 percent were waived	<input type="radio"/>
41 to 60 percent were waived	<input type="radio"/>
61 to 80 percent were waived	<input type="radio"/>
81 to 100 percent were waived	<input type="radio"/>

7c. If you answered "YES" to Item 7, indicate the primary replacement method that was utilized.

In-Home Visits	<input type="radio"/>
Telephone Interviews	<input type="radio"/>
Other (Specify):	<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 type="radio"/> NO
Noncitizens' Eligibility	<input type="radio"/> YES <input 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 <i>ALL</i> Outreach Activities That Apply	Column B Select the <i>SINGLE MOST EFFECTIVE</i> 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"/>
Increase Certification Sites	<input type="checkbox"/>	<input type="radio"/>
Outstation Eligibility Workers <i>(see also 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>(see also Item 14)</i>	<input type="checkbox"/>	<input type="radio"/>
Provide a Mobile Intake Unit to Go Into the Community	<input type="checkbox"/>	<input type="radio"/>
Provide Before and/or After Hours Operation <i>(see also Item 21)</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>(see also Item 9)</i>	<input type="checkbox"/>	<input type="radio"/>
Use Organizations to Provide DFA 285 A1 Applications		
•Organizations Advise Clients to Mail In	<input type="checkbox"/>	<input type="radio"/>
OR		
•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. Indicate **ALL** sites/methods, *other than CWD Offices/Certification Sites*, that your county utilized for distributing materials and/or conducting presentations to clients about the food stamp program *in general*.

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*

Sites/Methods	Materials ONLY	Presentations With Materials	Sites/Methods	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"/>	Materials Provided by Direct Mail/Internet/Telephone/Fax Request	<input type="radio"/>	<input type="radio"/>
Churches	<input type="radio"/>	<input type="radio"/>	Migrant Camps	<input type="radio"/>	<input type="radio"/>
Community-Based Organizations	<input type="radio"/>	<input type="radio"/>	One Stop Centers	<input type="radio"/>	<input type="radio"/>
Community Events (Health/Job/Information Fairs, Harvest Festivals, etc.)	<input type="radio"/>	<input type="radio"/>	Remote Sites	<input type="radio"/>	<input type="radio"/>
Employment Sites	<input type="radio"/>	<input type="radio"/>	Schools	<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/Methods (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"/>
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

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*

Sites/Organizations	Materials ONLY	Presentations With Materials	Sites/Organizations	Materials ONLY	Presentations With Materials
Career Service Centers	<input type="radio"/>	<input type="radio"/>	Hospitals/Clinics	<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"/>

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

YES NO

- If you answered "**YES**," continue to Item 13a.
- If you answered "**NO**," go to Item 14.

APPENDIX I

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*

Sites/Organizations	Materials ONLY	Presentations With Materials	Sites/Organizations	Materials ONLY	Presentations With Materials
Alcohol/Drug Rehabilitation Centers	<input type="radio"/>	<input type="radio"/>	In-Home Visits	<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	<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"/>	Shelters (Red Cross, Domestic Violence, Homeless, etc.)	<input type="radio"/>	<input type="radio"/>
Farmers' Markets	<input type="radio"/>	<input type="radio"/>	Other Sites (Specify):		
Food Banks	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>
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"/>
Hospitals/Clinics	<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?

YES NO

•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.

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): <input type="text"/>	
	<input type="radio"/> Monthly <input type="radio"/> Bi-Monthly <input type="radio"/> Quarterly	<input type="radio"/> Other (Specify): <input type="text"/>	
	<input type="radio"/> Monthly <input type="radio"/> Bi-Monthly <input type="radio"/> Quarterly	<input type="radio"/> Other (Specify): <input type="text"/>	
	<input type="radio"/> Monthly <input type="radio"/> Bi-Monthly <input type="radio"/> Quarterly	<input type="radio"/> Other (Specify): <input type="text"/>	
	<input type="radio"/> Monthly <input type="radio"/> Bi-Monthly <input type="radio"/> Quarterly	<input type="radio"/> Other (Specify): <input type="text"/>	
	<input type="radio"/> Monthly <input type="radio"/> Bi-Monthly <input type="radio"/> Quarterly	<input type="radio"/> Other (Specify): <input type="text"/>	

APPENDIX I

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 (i.e., how did your county conduct a needs assessment)?

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

20. How many of the sites listed in Item 18 had extended office hours beyond normal working hours (8:00 AM to 5:00 PM)? If *NO* sites had extended hours, please leave a "0" below.

0

APPENDIX I

21. Indicate the extended office hours that were offered and the frequency (in general) that clients utilized 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 Utilized	Frequently Utilized
Appointments (<i>Other than</i> Monday through Friday, 8:00 AM to 5:00 PM, <i>But Including</i> Lunch Hour Appointments)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Before 8:00 AM (No Appointment Necessary)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
After 5:00 PM (No Appointment Necessary)	<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"/>

22. Other than extended office hours, what alternatives offered to working clients were the **TOP THREE MOST UTILIZED** alternatives?

Alternatives Working Clients Utilized Other Than Extended Office Hours	Check the TOP THREE ONLY
Authorized Representatives were Appointed to Come in During Normal Working Hours	<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 Utilized	<input type="checkbox"/>
In-Home Visits	<input type="checkbox"/>
Telephone Interviews were Conducted:	
▪ Monday through Friday, 8:00 AM to 5:00 PM	<input type="checkbox"/>
▪ During Extended Office Hours	<input type="checkbox"/>
Other Alternatives Utilized (Specify):	
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

Please check the top THREE

APPENDIX I

PART C--GENERAL COMMENTS (OPTIONAL)

COUNTY



END OF SURVEY ITEMS

PROCEED TO PART D--SUBMISSION INSTRUCTIONS

APPENDIX I

PART D--SUBMISSION INSTRUCTIONS

***** RETURN SURVEY BY AUGUST 15, 2005 *****

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
- ▶ 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 call Kevin Andagan at (916) 657-4354 or send an e-mail by

Mailing the Survey and Other Requested Information

- ▶ Please be sure you have answered all items and have the additional information requested in Items 11, 12a, and 13a (if applicable) ready for mailing. Send the information for Items 11, 12a, and 13a to the mailing address below. You may also mail a hard

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

- ▶ For all *nontechnical* questions related to the completion of this survey, please contact Rosie Avena at (916) 654-1514.



STATE OF CALIFORNIA

Arnold Schwarzenegger, Governor

HEALTH AND HUMAN SERVICES AGENCY

Kimberly Belshé, Secretary

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

Robert Sertich, Acting Director