

Improving Access to CalFresh

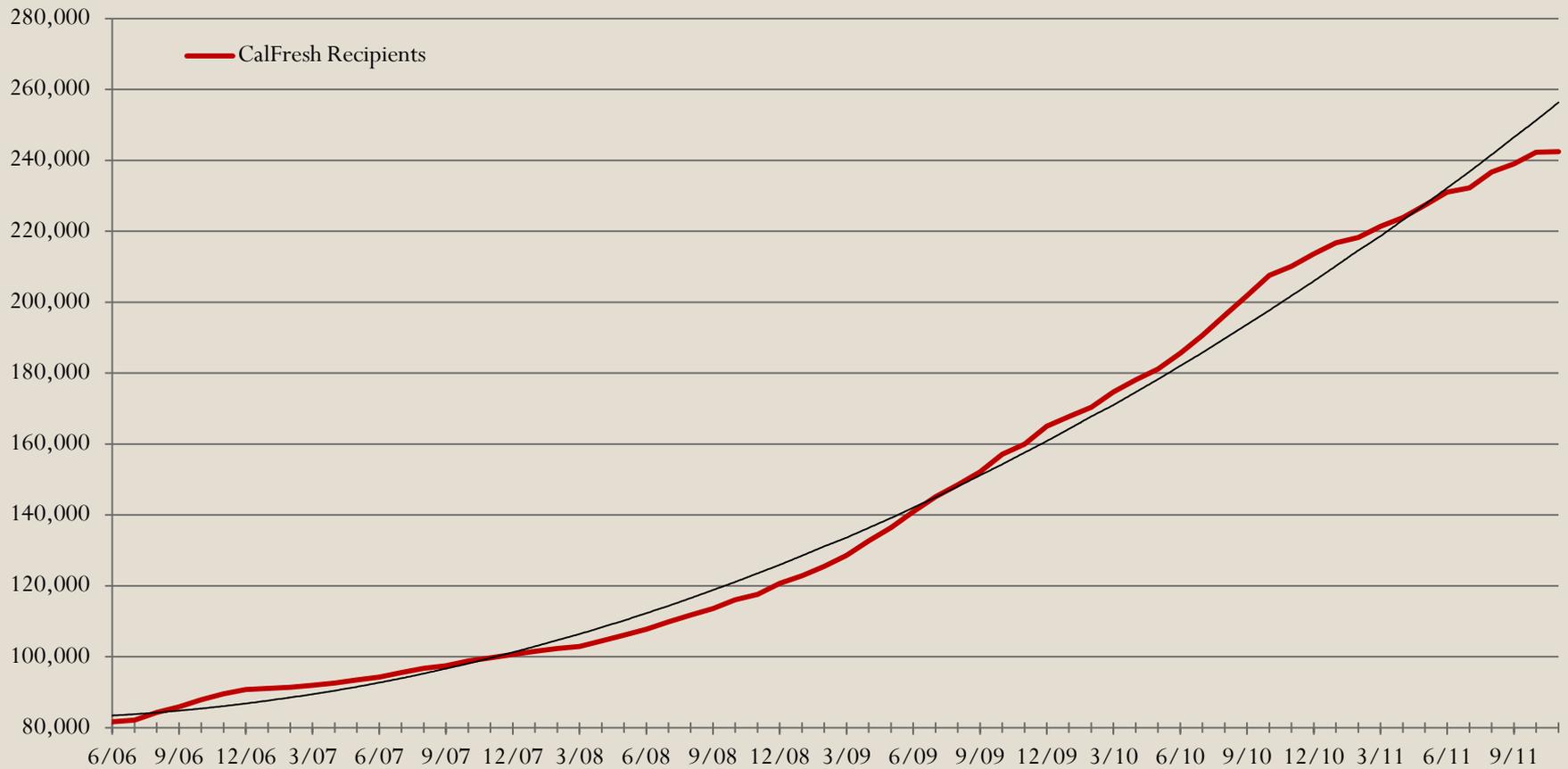
SSAB

December 8, 2011

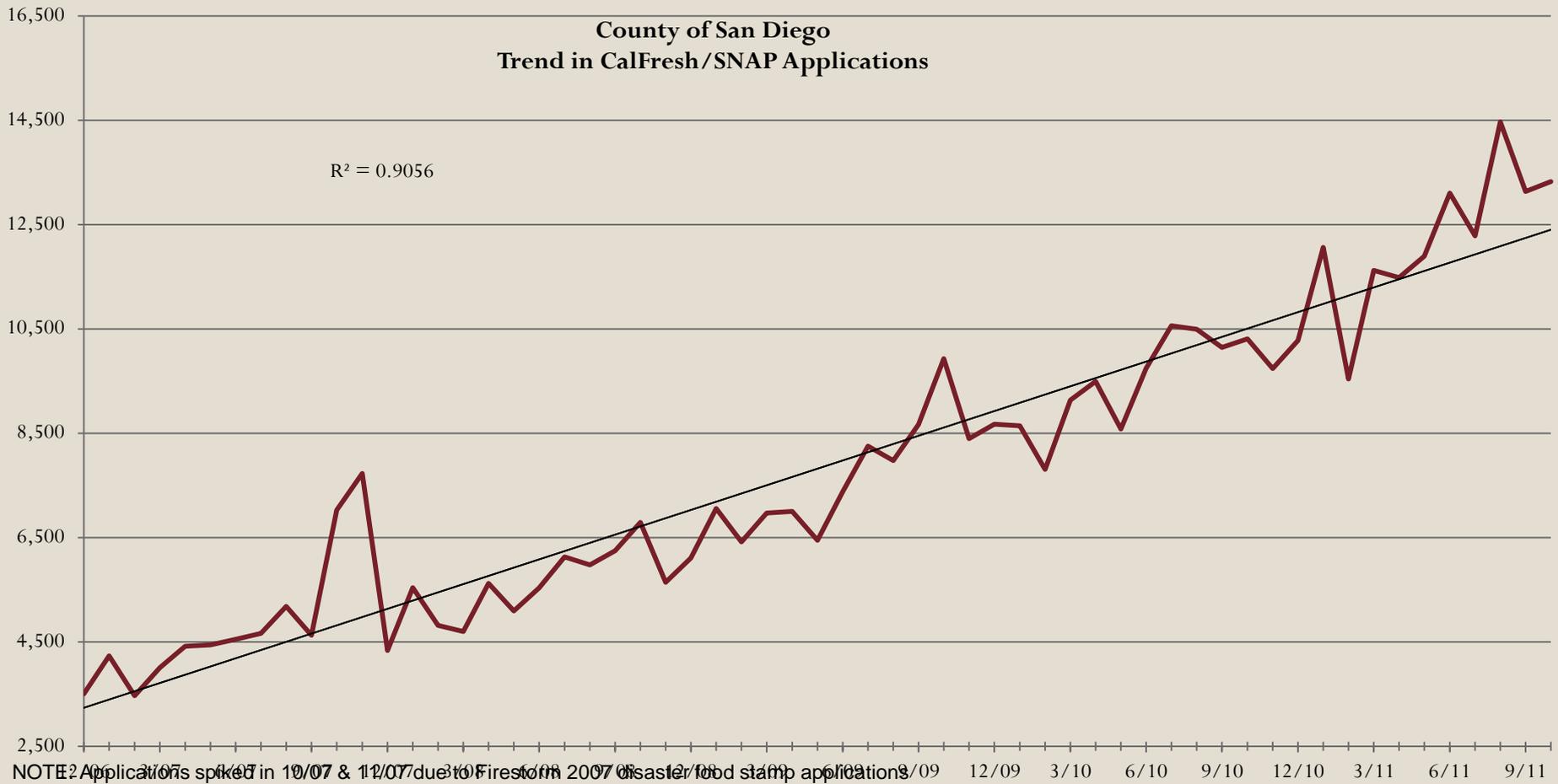


CalFresh Participation

Trend in CalFresh Recipients

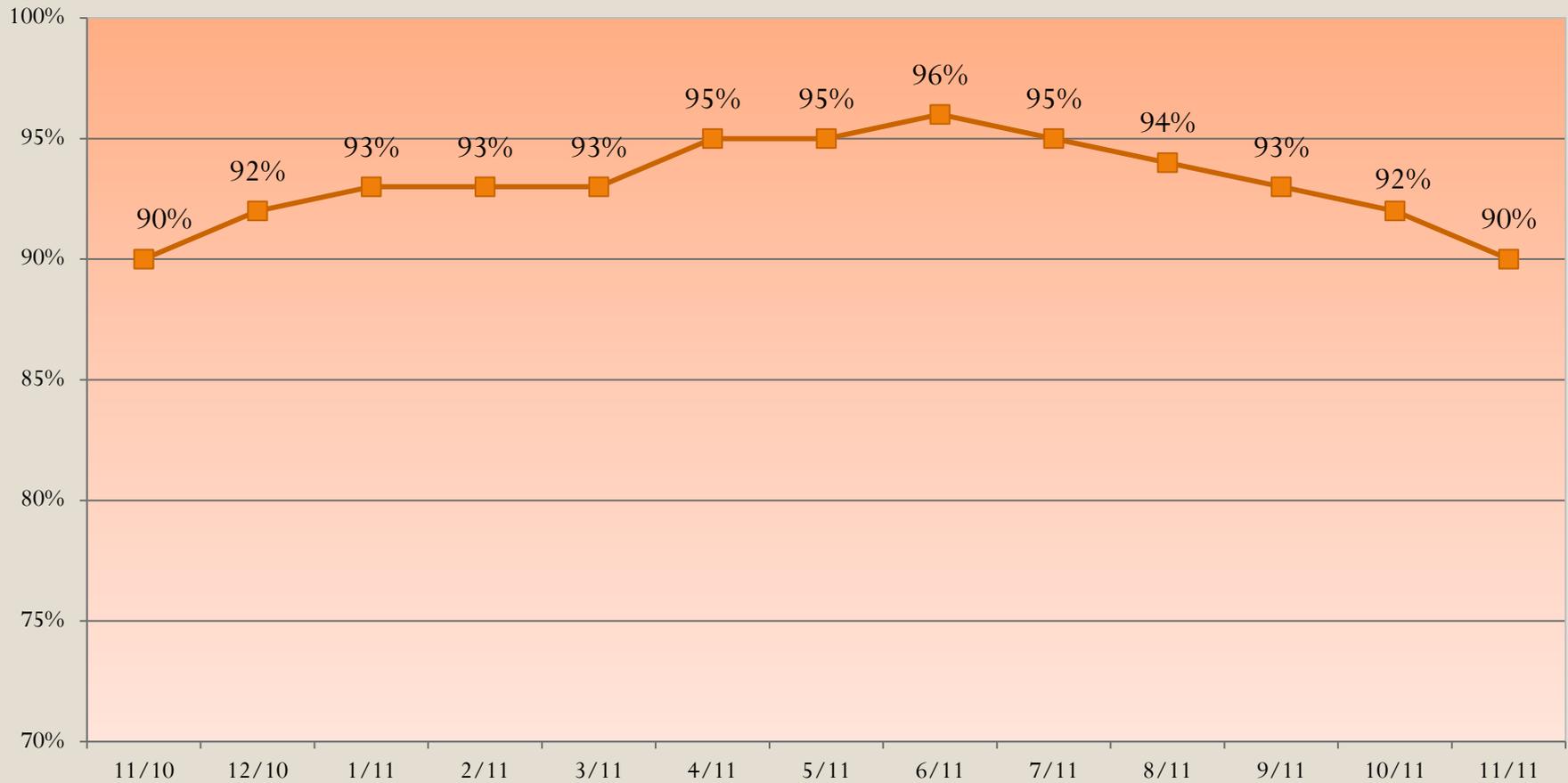


CalFresh Applications



Timely Processing-CalFresh Applications

Trend in CalFresh Application Timely Processing



“In Progress” Recommendations

Assess timeliness of processing applications using the four indicators: (13)

1. Percent of cases pending at the end of the month
2. Percent of cases resolved over 30 days
3. Percent of cases resolved within 30 days
4. Percent of expedited cases pending at the end of the quarter

“In Progress” Recommendations

Post SNAP process performance data online for ready access by the public (65)

- Timely processing regular applications
- Timely processing expedited services

http://www.sdcounty.ca.gov/hhsa/programs/ssp/ssp_progtr end.html

“Further Study” Recommendations Review

Develop application tracking mechanism (33)
– SNAP Technology Grant (Participation Grant)

Technology to immediately scan documents, issue receipts, and track documents (45, 68)

“In Progress” Recommendations Review

Case Monitoring & Imaging Systems (45,68)
and Procedures to Deal with Lost Documents
(7)

- Mail Imaging Center: Completed September 2011
- SNAP Technology Grant in Planning Stages
- Customer Relations Management system
 - Pilot: Mail Imaging Center

“Further Study” Recommendations Review

Develop application tracking mechanism (33)

– SNAP Participation Grant Award

- Kick Off meeting with IT vendor held on 11-08-11 to develop Customer Relations Manager (CRM) task tracking tool.

Technology to immediately scan documents, issue receipts, and track documents (45, 68)

“Further Study” Recommendations Review

Improve ACCESS wait times, abandoned calls, performance measures, open phone line (17, 18, 34, 37, 61) – InTelegy Project

“Further Study” Recommendations Review

Use Public Service Announcements (PSAs) on radio, TV and buses to advertise program (63)

Next SSAB Update

Questions and Discussion