

Improving Access to CalFresh

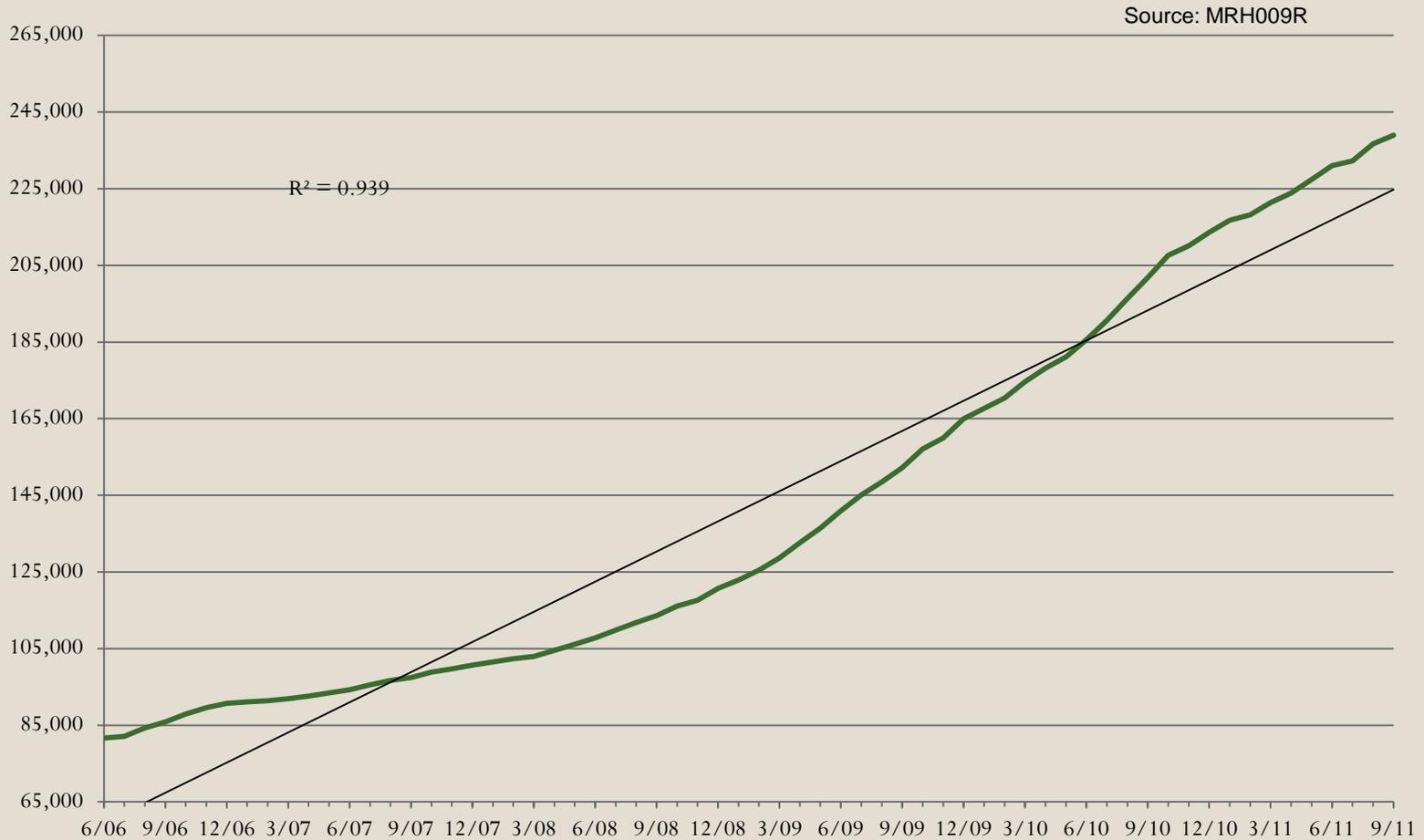
SSAB

October 13, 2011



CalFresh Participation

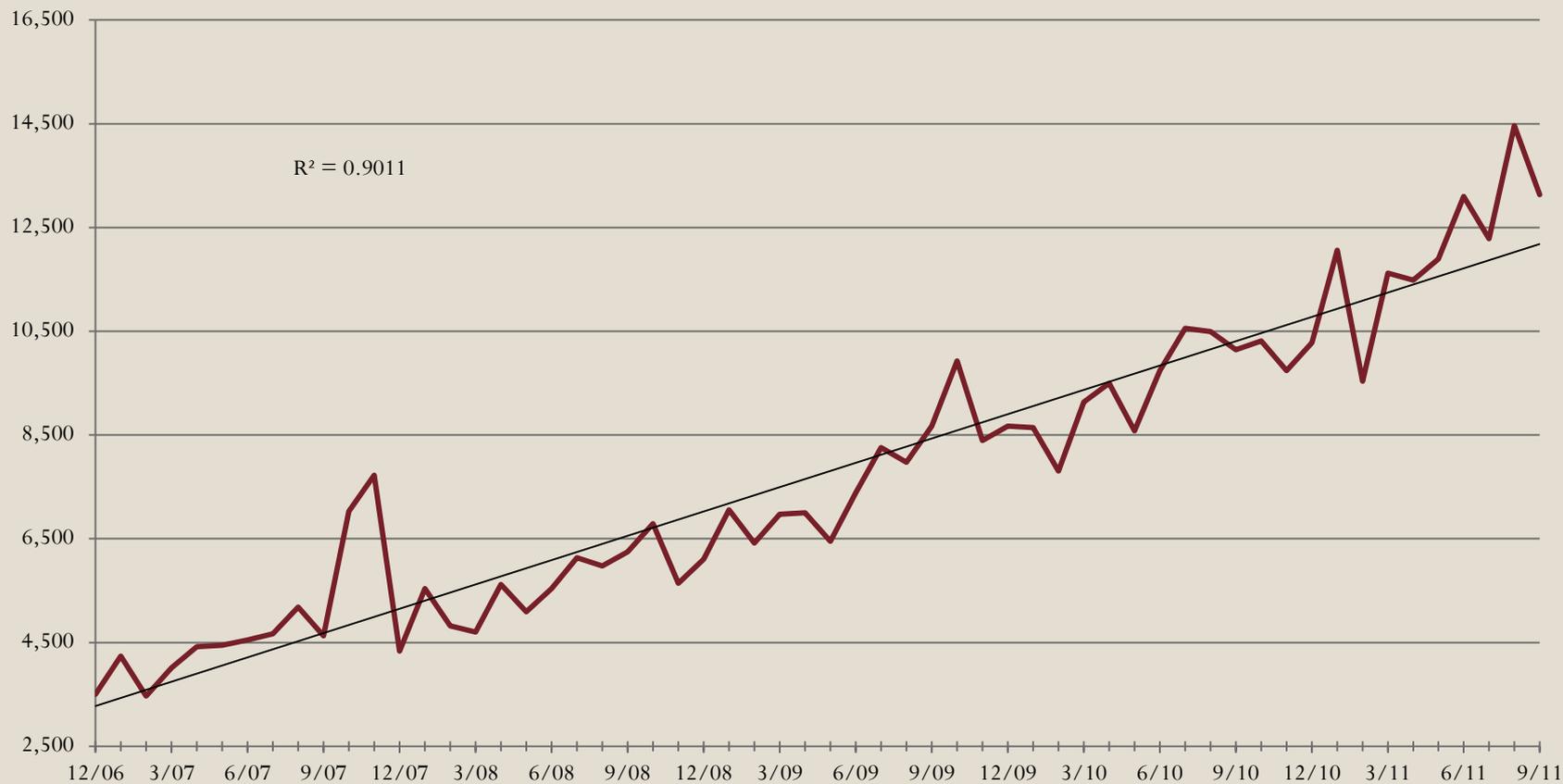
Trend in Participation



CalFresh Applications

County of San Diego
Trend in CalFresh/SNAP Applications

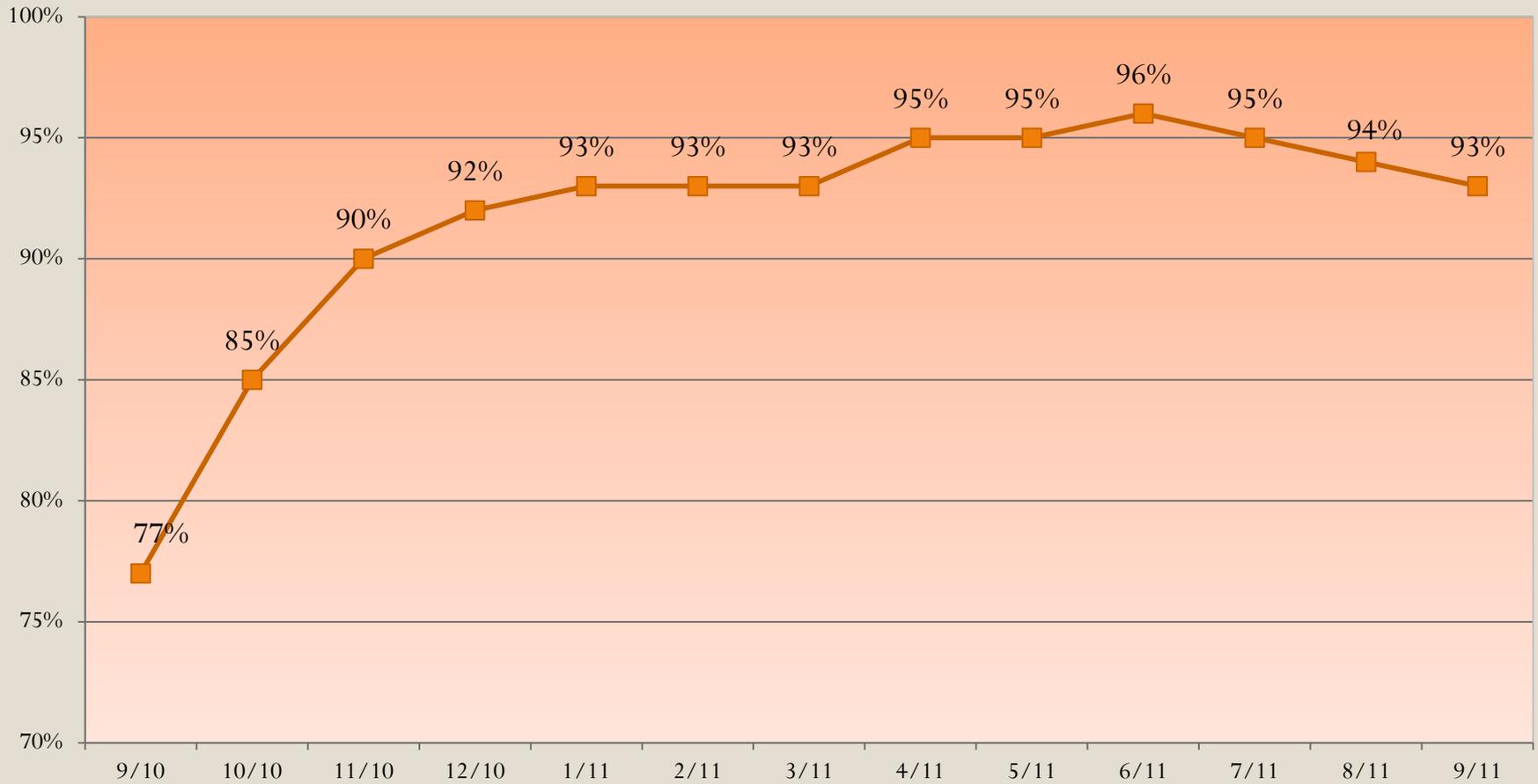
Source: MRD001R



NOTE: Applications spiked in 10/07 & 11/07 due to Firestorm 2007 disaster food stamp applications

Timely Processing-CalFresh Applications

Processed w/in 30 days



Recommendations at a Glance

Accepted: 58

In Place = 21

In Progress = 23

Feasible or Partially Feasible = 14

Requires Further Study: 10

Alternate Approach: 1

“In Progress” Recommendations Review

Program Guide Review (30,69)

- Legal Aid continues to work with CF staff on their review and input for the CFPG.
- Customer Service CPG Letter issued on 10/13/11.

Complaint Process (38,64)

- Final issued on 10/13/11.

“In Progress” Recommendations Review

Case Monitoring & Imaging Systems (45,68)

- Mail Imaging Center
- Customer Relations Management system
 - Pilot: Mail Imaging Center
 - Target Date: November 2011

“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

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

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

“Further Study” Recommendations Review

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

Other Updates

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

- Timely processing regular applications
- Timely processing expedited services

Next SSAB Update

Questions and Discussion