

Improving Access to CalFresh

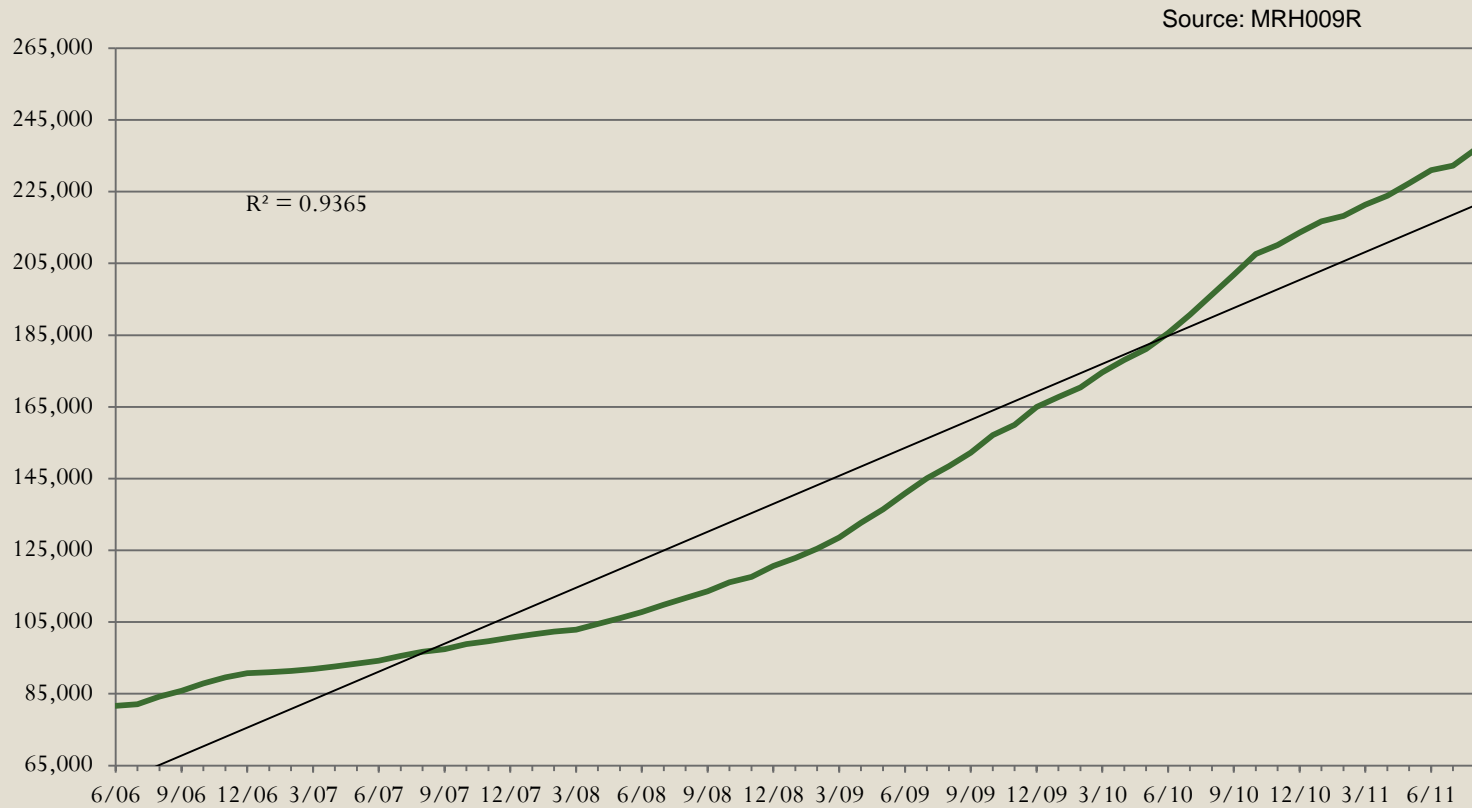
SSAB

September 8, 2011



CalFresh Participation

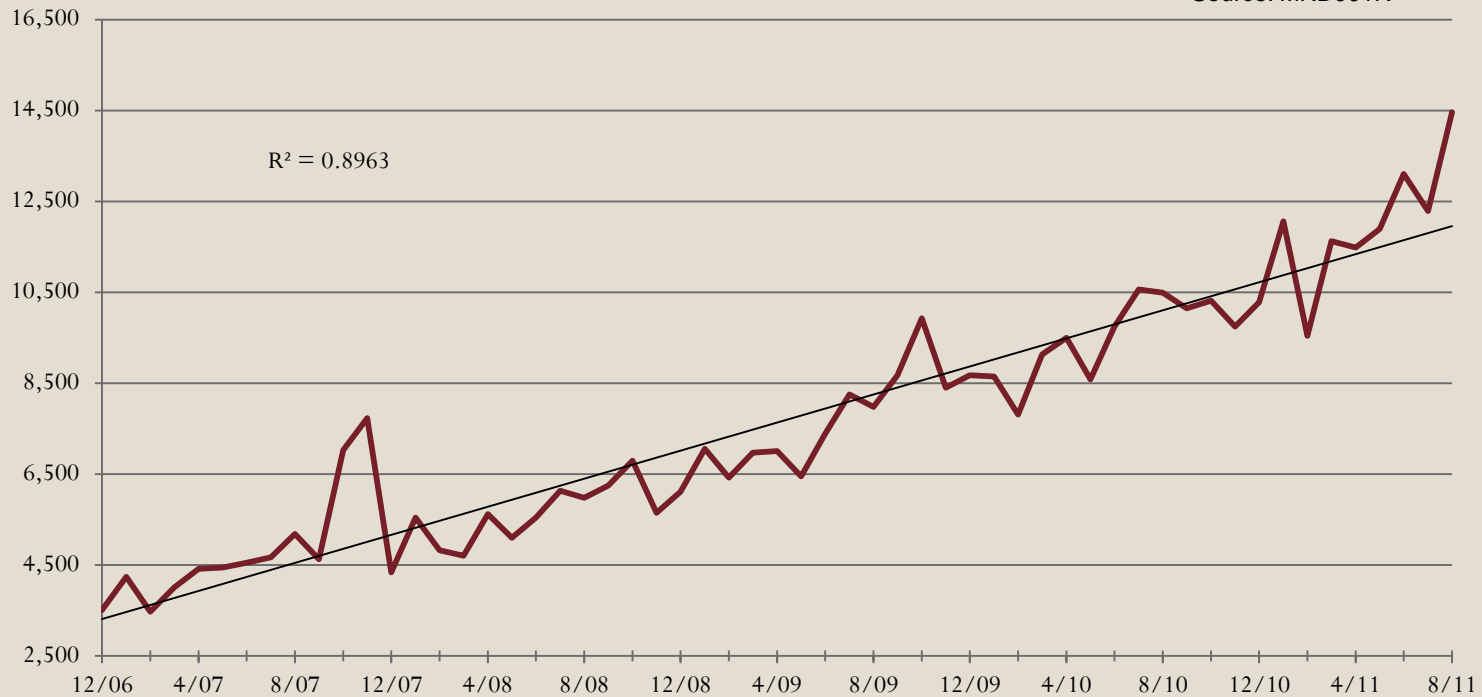
Trend in Participation



CalFresh Applications

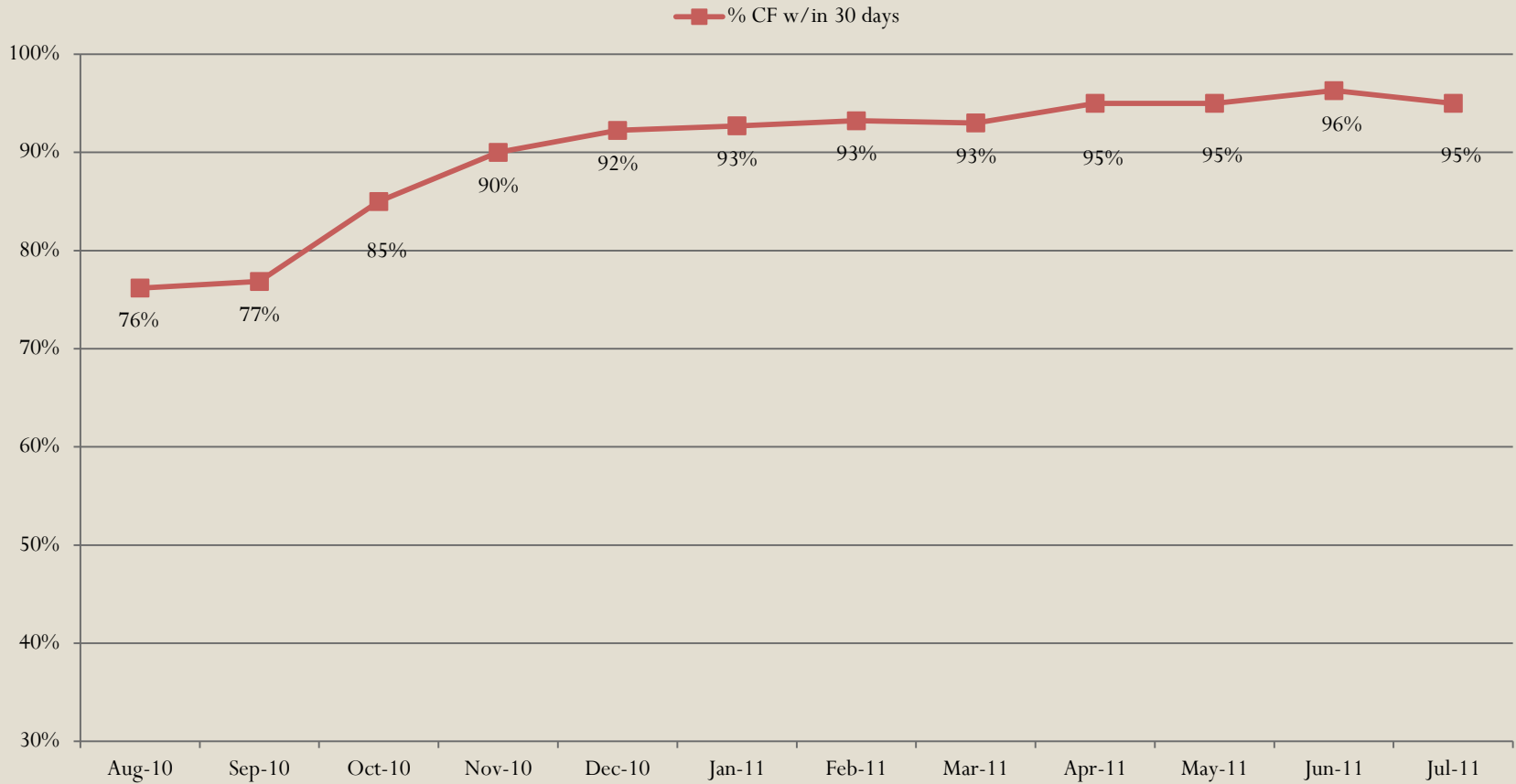
County of San Diego
Trend in CalFresh/SNAP Applications

Source: MRD001R



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

Timely Processing-CalFresh Applications



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.
- One CFPG Letter Issued, two in Sign-off

Generic Handbook (21)

- The workgroup has identified the site to place eligibility operations policies within the program guides for easier access.

Forms review (29)

- Forms are still in review. Program staff are reviewing and editing Spanish versions.

“In Progress” Recommendations Review

Complaint process drafted and under final review (38,64)

- The draft has been re-reviewed and approved by the managers.
- Sent to the ADDs for the approval and final sign-off.

“In Progress” Recommendations Review

Case Monitoring & Imaging Systems (45,68)

- Mail Imaging Center
- Customer Relations Management system

Complete Case Notes (23, 46)

- Reviewed, input completed & given to IT to deploy

“In Progress” Recommendations Review

Add staff to reduce ACCESS wait time (61)

- Intelegy – Client Services Improvement Project

Customer Service Training (54)

- Curriculum rough draft has been developed and reviewed by workgroup. Will incorporate input and suggestions and review on 9/28/11 to review and submit for approval.

Other Updates

Total Quality Management (1)

- Acquire measurable, relevant, comparable data

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

Next SSAB Update

Provide updates on key ongoing measures

Questions and Discussion