

Improving Access to CalFresh

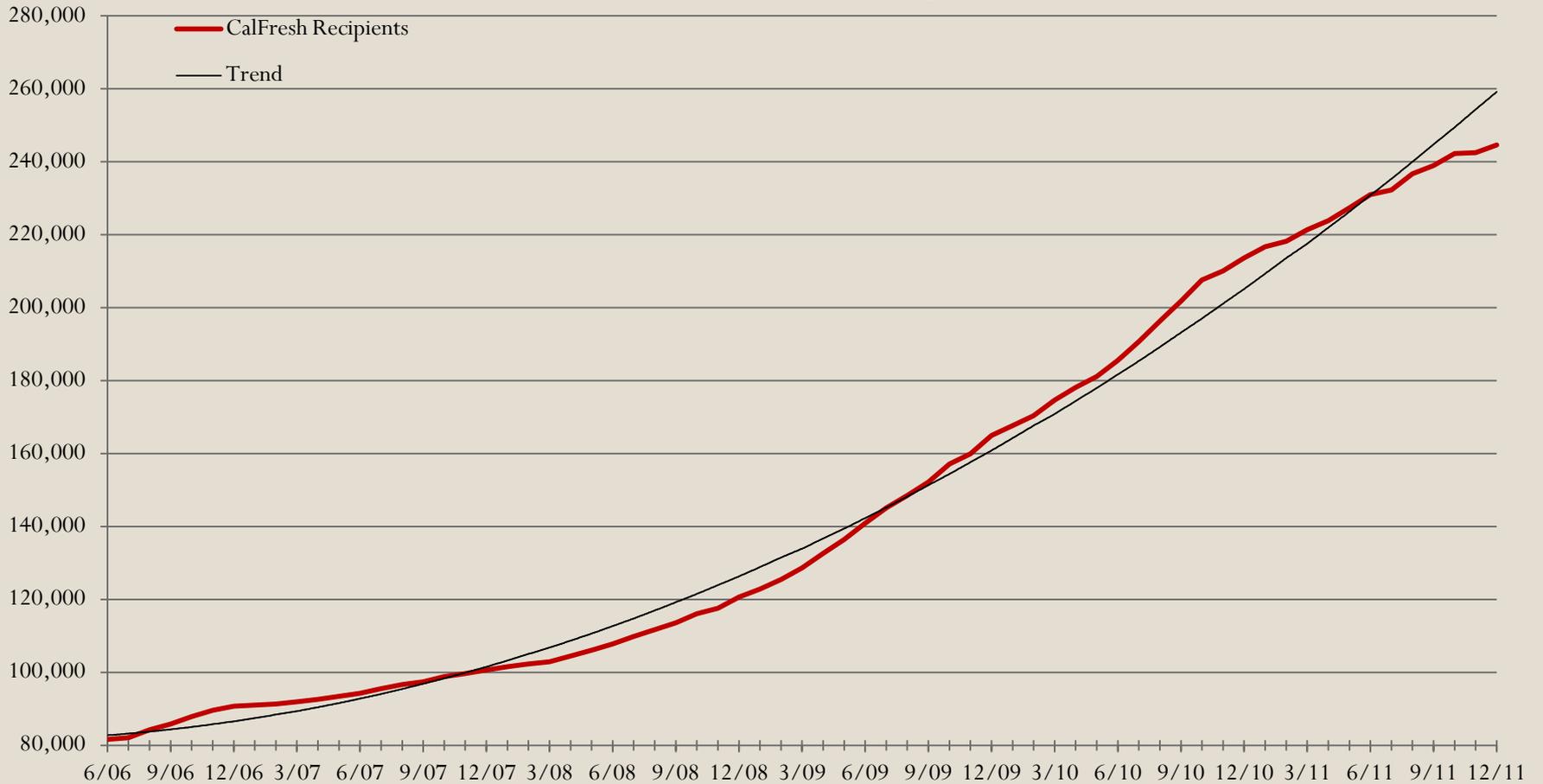
SSAB

January 12, 2012



CalFresh Participation

Trend in CalFresh Recipients



CalFresh Applications

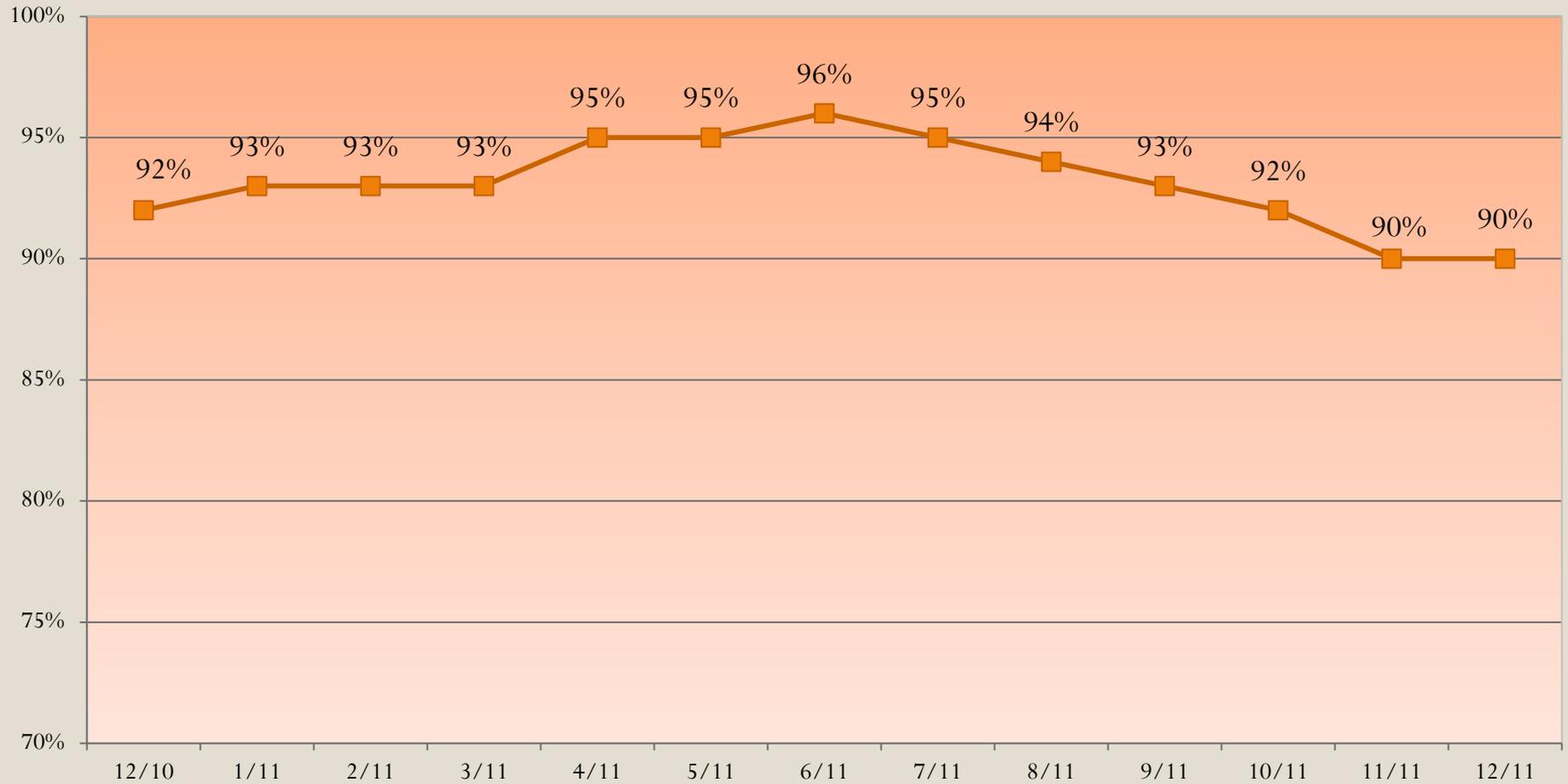
Trend in CalFresh Applications



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

Timely Processing-CalFresh Applications

Trend in CalFresh Application Timely Processing



“In Progress” Recommendations

Implement skills based trainings (4) and
Institute regular trainings focused on issues
related to poverty (54)

- Training material is under development by the Agency’s Knowledge Center.

“In Progress” Recommendations

Pursue legislative remedy for the current requirement that a FS recipient changing residence from one CA county to another must reapply for FS in the new county (60)

- Electronic Inter-County Transfer (eICT) process implemented

“In Progress” Recommendations

Arrange mobile enrollment and case service for clients (66)

- South Region FRC accepts applications submitted through WebEx (video conferencing)
- In planning stages to expand this effort to National City

“In Progress” Recommendations

Implement a comprehensive overall of all program training and guidance materials (69)

- In conjunction with Legal Aid Society of San Diego
- Revised and issued Customer Service and Complaints Program Guide
- Pending revision to Appeals

“Further Study” Recommendations

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

Next SSAB Update

Questions and Discussion