

# Improving Access to CalFresh

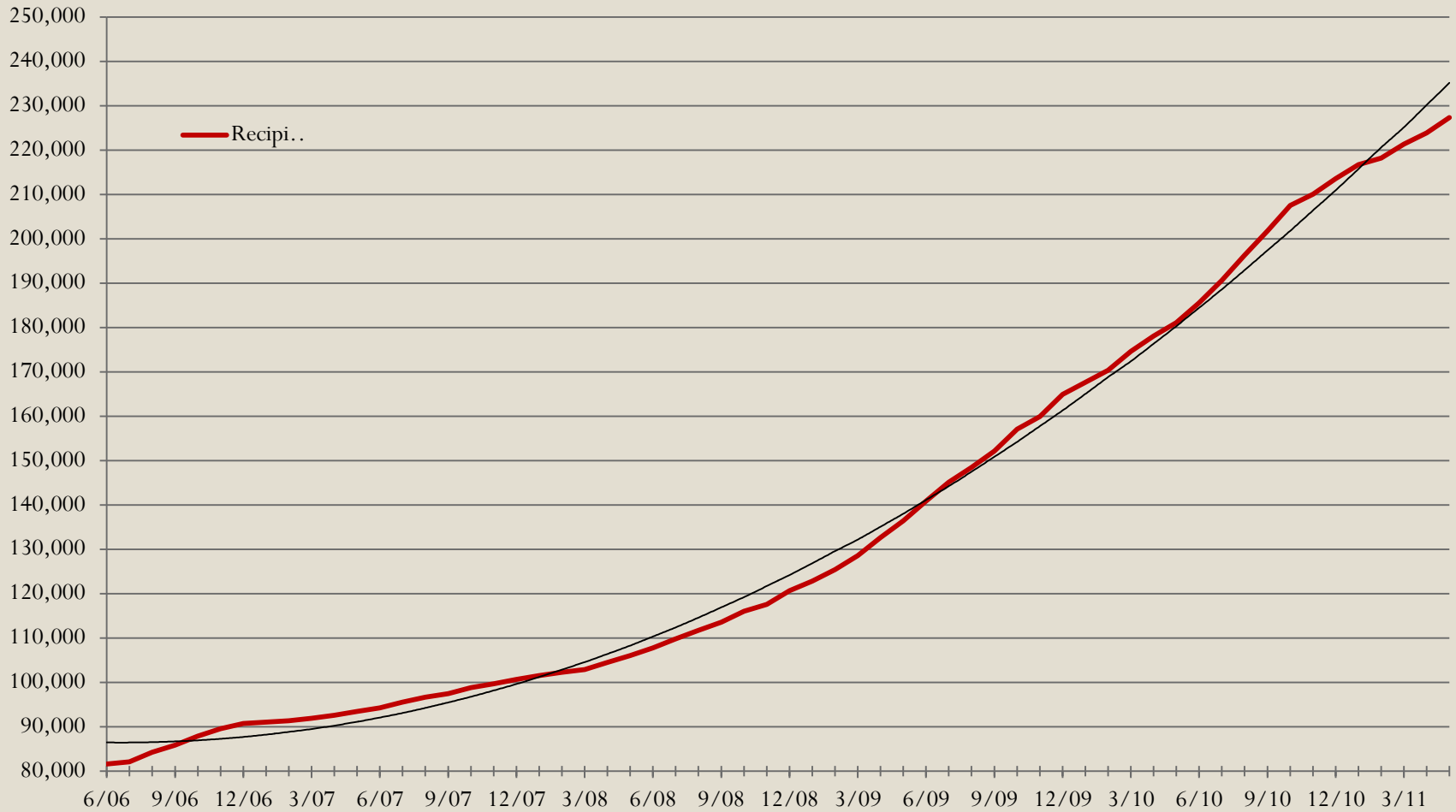
SSAB

June 9, 2011

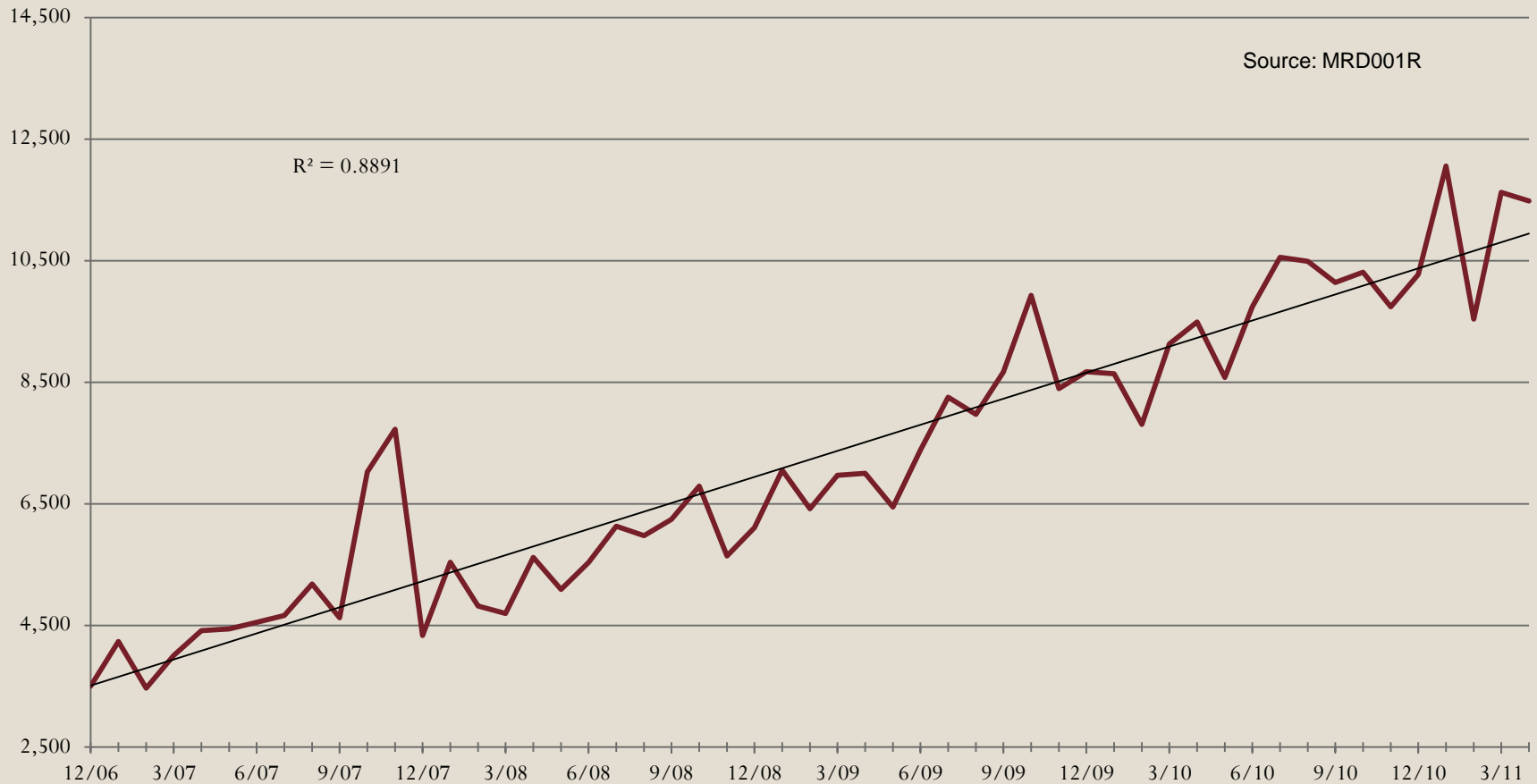


# CalFresh Participation

## Trend in Participation

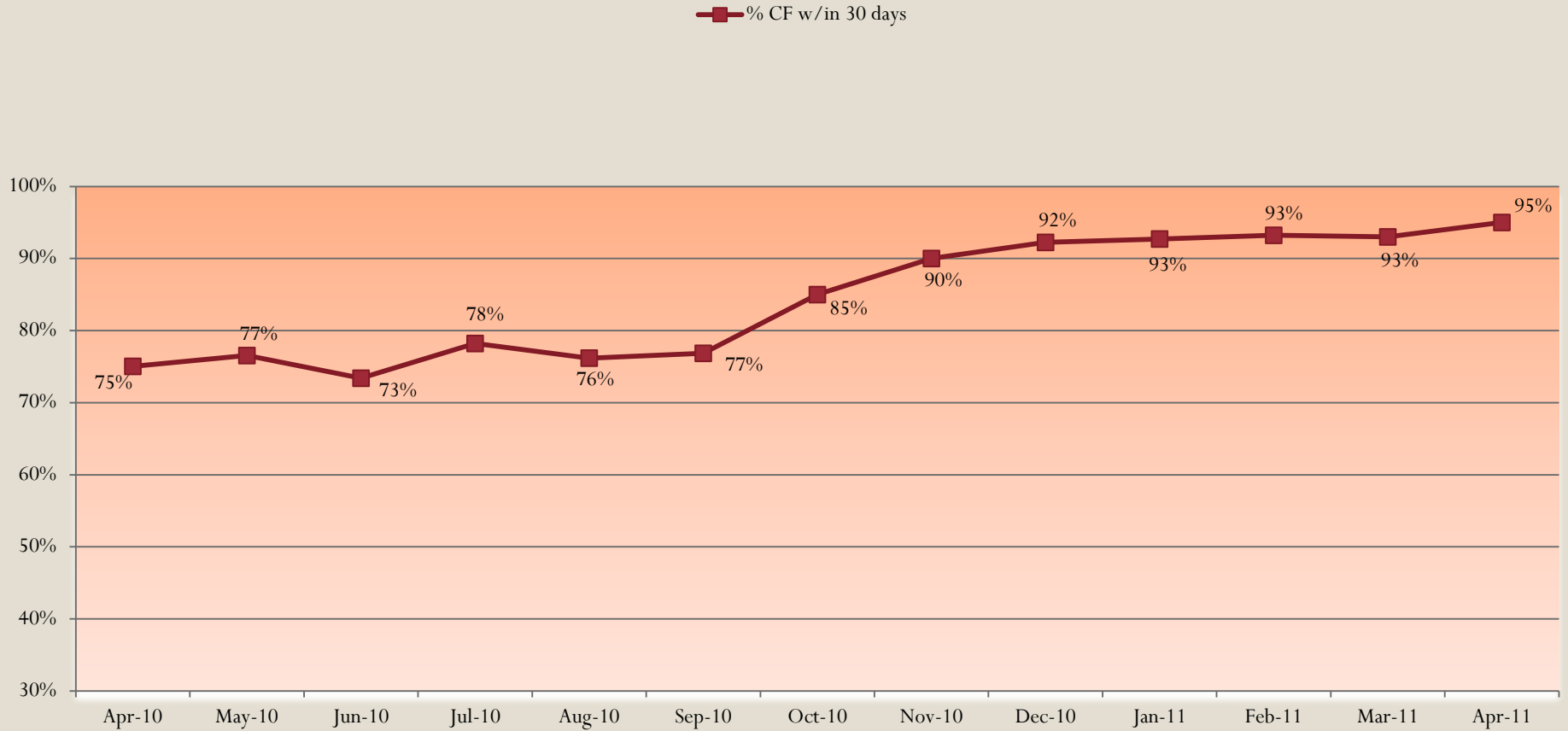


# CalFresh Applications



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

# Timely Processing-CalFresh Applications



# Recommendations at a Glance

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Accepted: 58

In Place = 21

In Progress = 23

Feasible or Partially Feasible = 14

Requires Further Study: 10

Alternate Approach: 1

# “In Progress” Recommendations Review

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Program Guide review (21, 30,69)

- Generic Handbook in Discussion
- Legal Aid provide input on the Complaint Section

Forms review (29)

- Quality Control is currently reviewing

Complaint process drafted and under review  
(38,64)

- Incorporate in a Generic Handbook

# “In Progress” Recommendations Review

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## Training on Issues Relating to Poverty (54)

- Customer Service Workgroup

## Case Monitoring & Imaging Systems (45,68)

- CalFresh Participation Grant proposal submitted  
6/6/2011

## Complete Case Notes (23, 46)

- Reviewed, input completed & given to IT to  
deploy

# “In Progress” Recommendations Review

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## Create desk aids (11, 41)

- Immigrant households
- Victims of Human Trafficking
- Translation Services
- Notification and timeless
- New verification desk aid is in progress



# Other Updates

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## Add staff to reduce ACCESS wait time (61)

- Contract signed for Call Center Consultant
- Call Center Consultant to identify key measurable data to outcomes to enhance ACCESS/FRC operations and monitor effectiveness.

## Mail Imaging Center

- Opened 5-20-11 – Temporary Location

# Next SSAB Update

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Provide updates on:

- Program Guide review and complaint process
- Forms review
- Generic Handbook,
- Customer Service Training
- Standardized Case Notes
- Progress on additional recommendations

Questions and Discussion