Improving Access to CalFresh
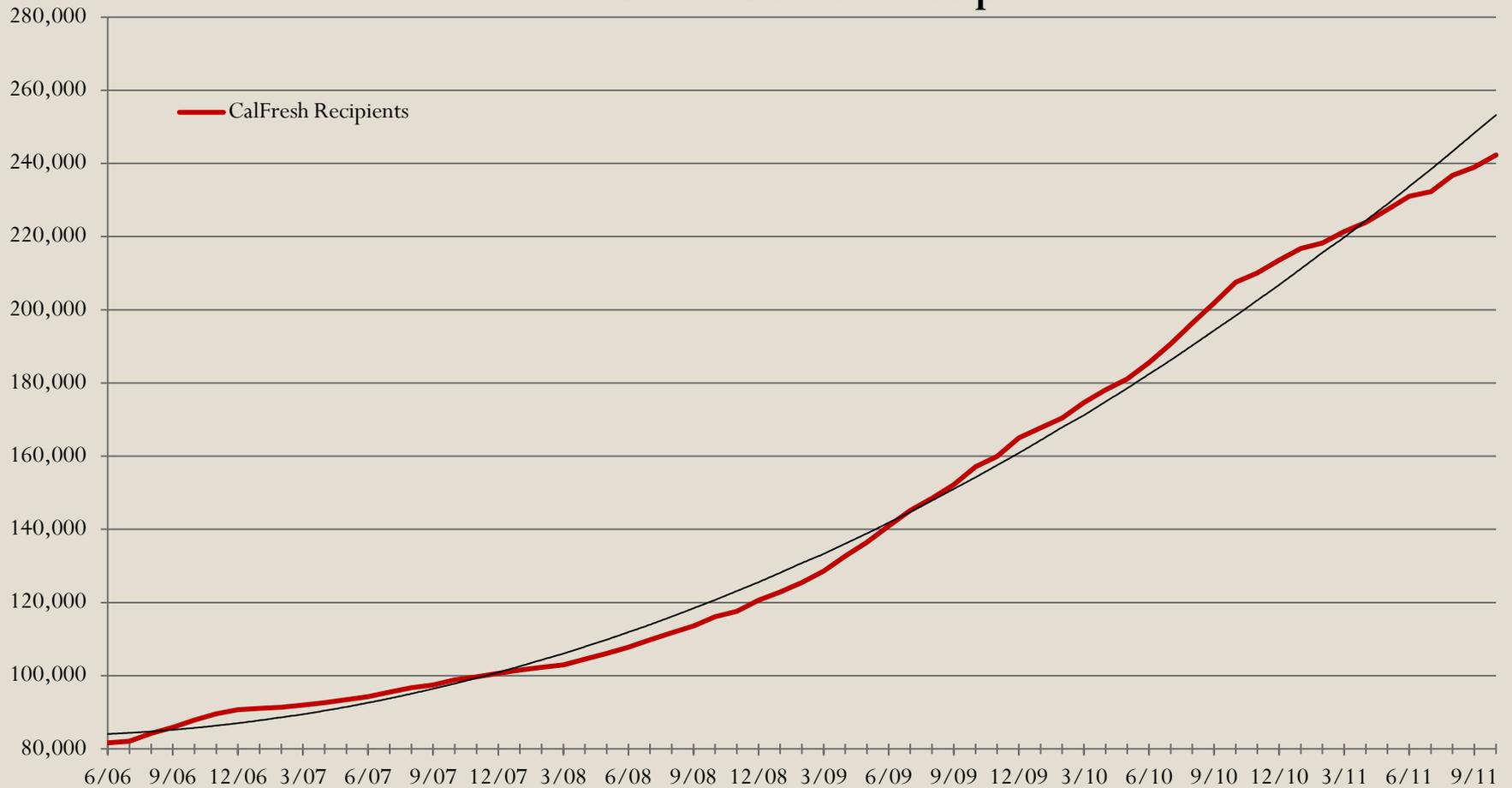
SSAB

November 10, 2011
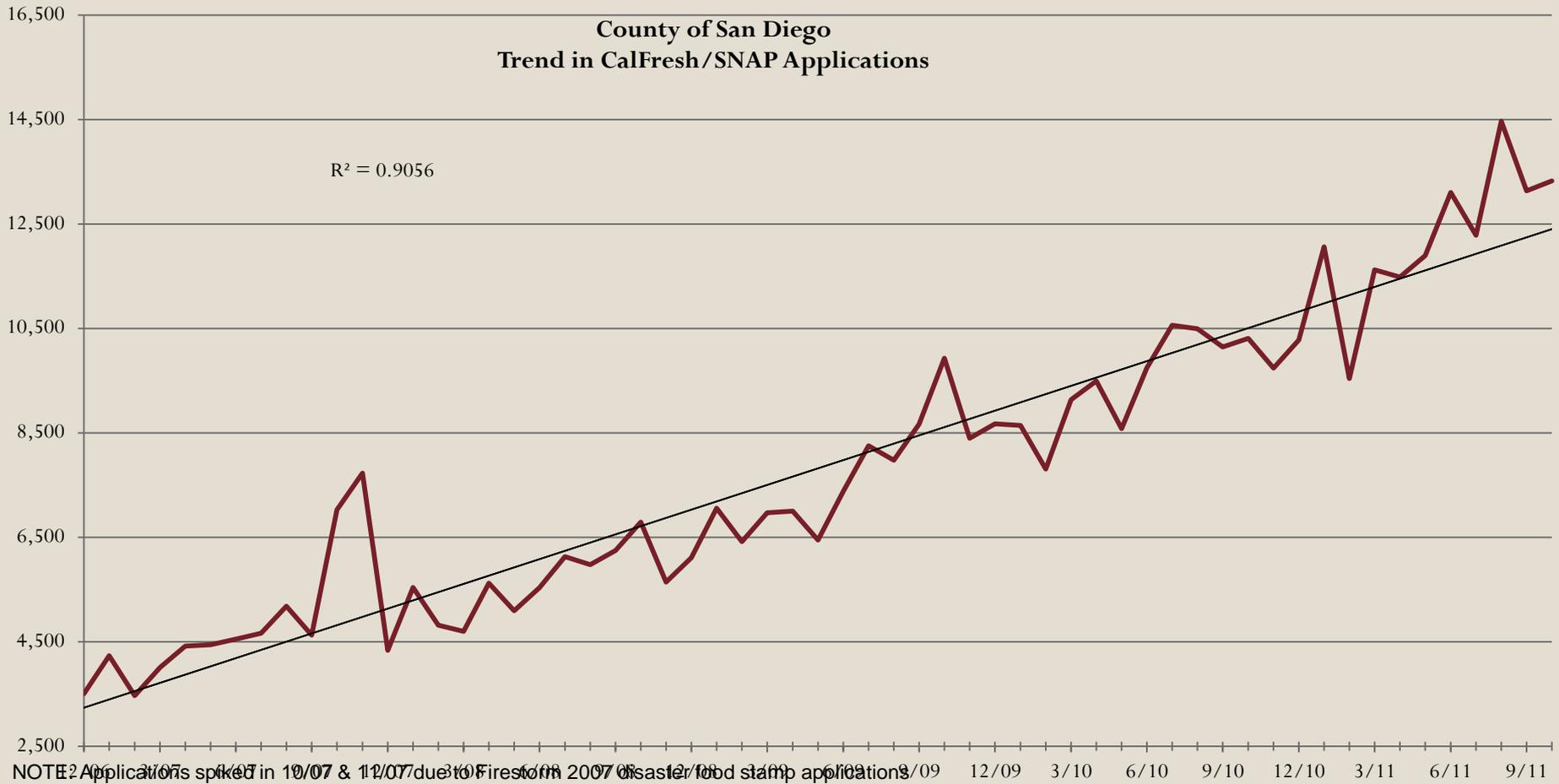
cal fresh

BETTER FOOD FOR BETTER LIVING

CalFresh Participation

Trend in CalFresh Recipients

CalFresh Applications

County of San Diego
Trend in CalFresh/SNAP Applications

$R^2 = 0.9056$

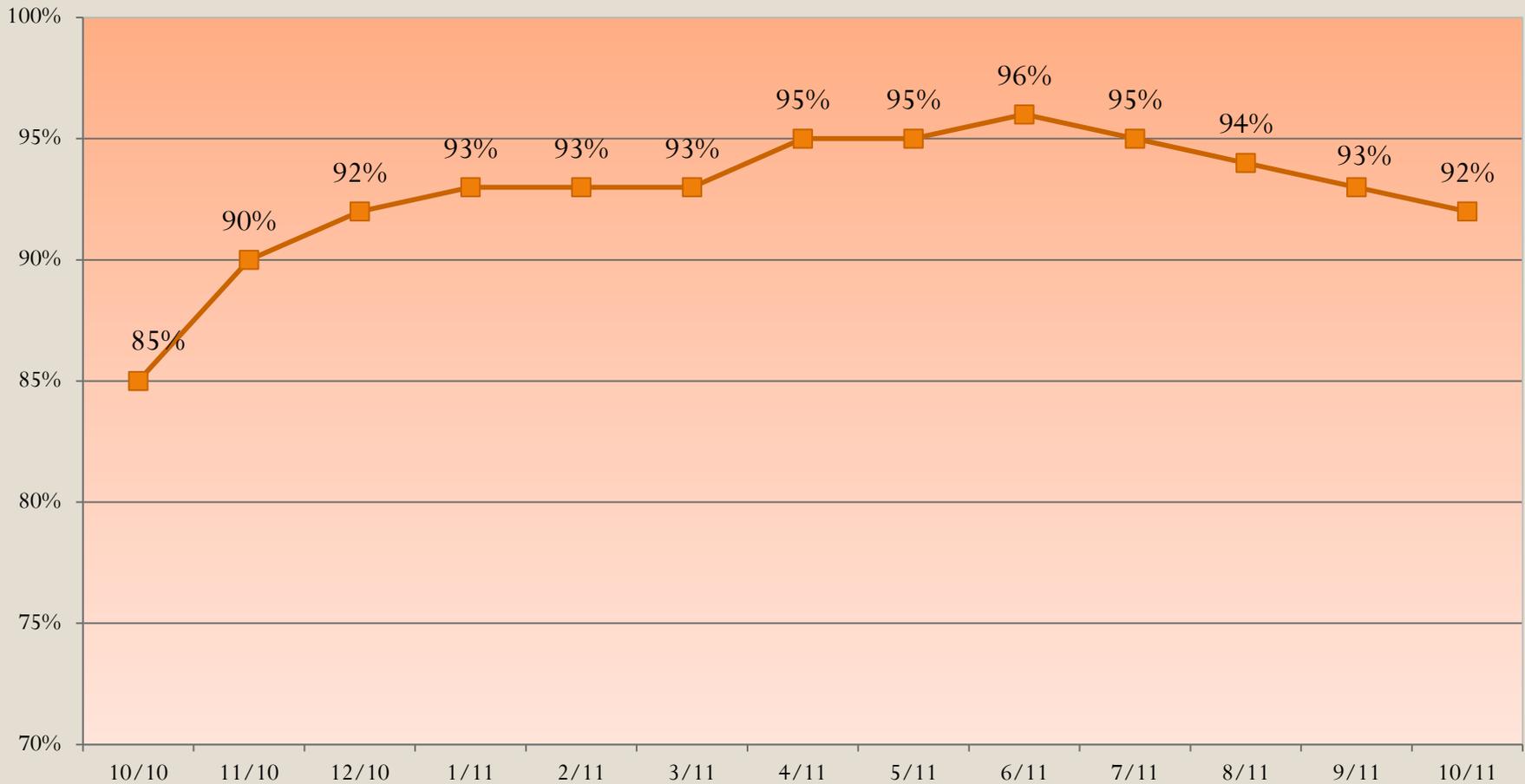NOTE: Applications spiked in 10/07 & 11/07 due to Firestorm 2007 disaster food stamp applications

Timely Processing-CalFresh Applications

Trend in CalFresh Application Timely Processing

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

Complaint Process (38,64)

- Final CFPG Chapter issued on 10/13/11.

- "Your Opinion Counts", customer feedback forms continue to be available in all lobbies.

- "We Welcome Your Feedback" posters are being modernized and updated.

"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

- 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

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