

Improving Access to CalFresh

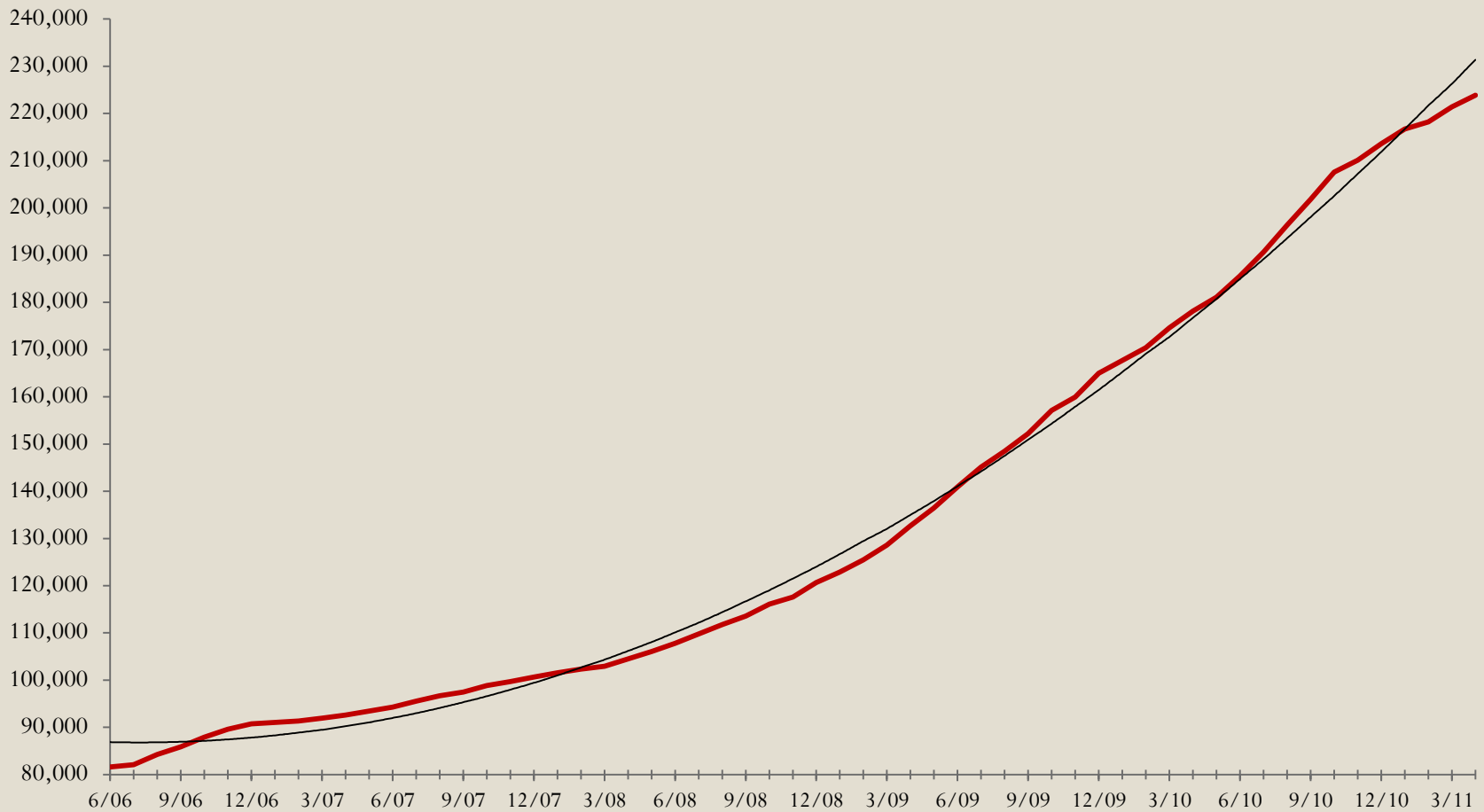
SSAB

May 12, 2011



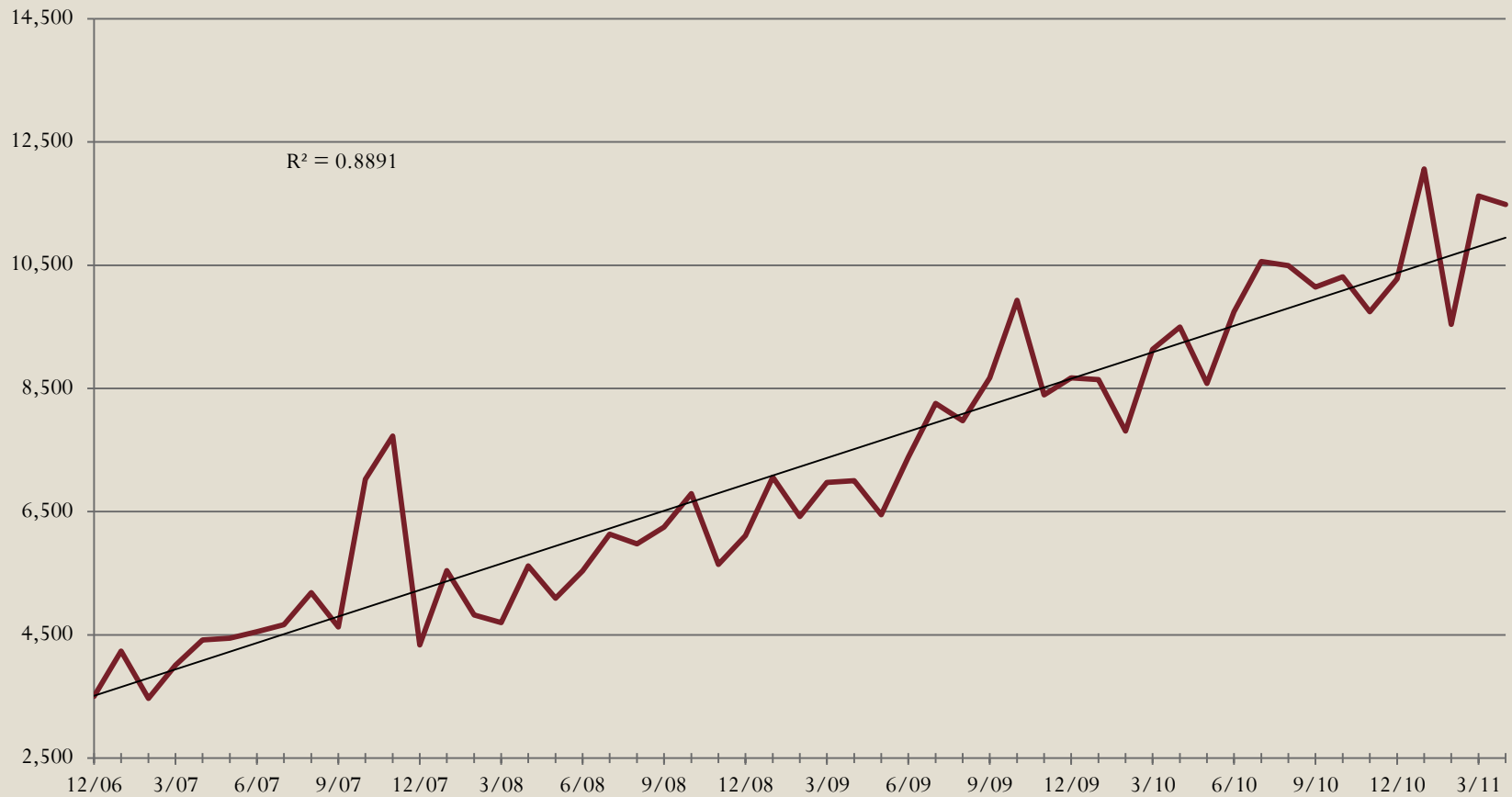
CalFresh Participation

Trend in Participation



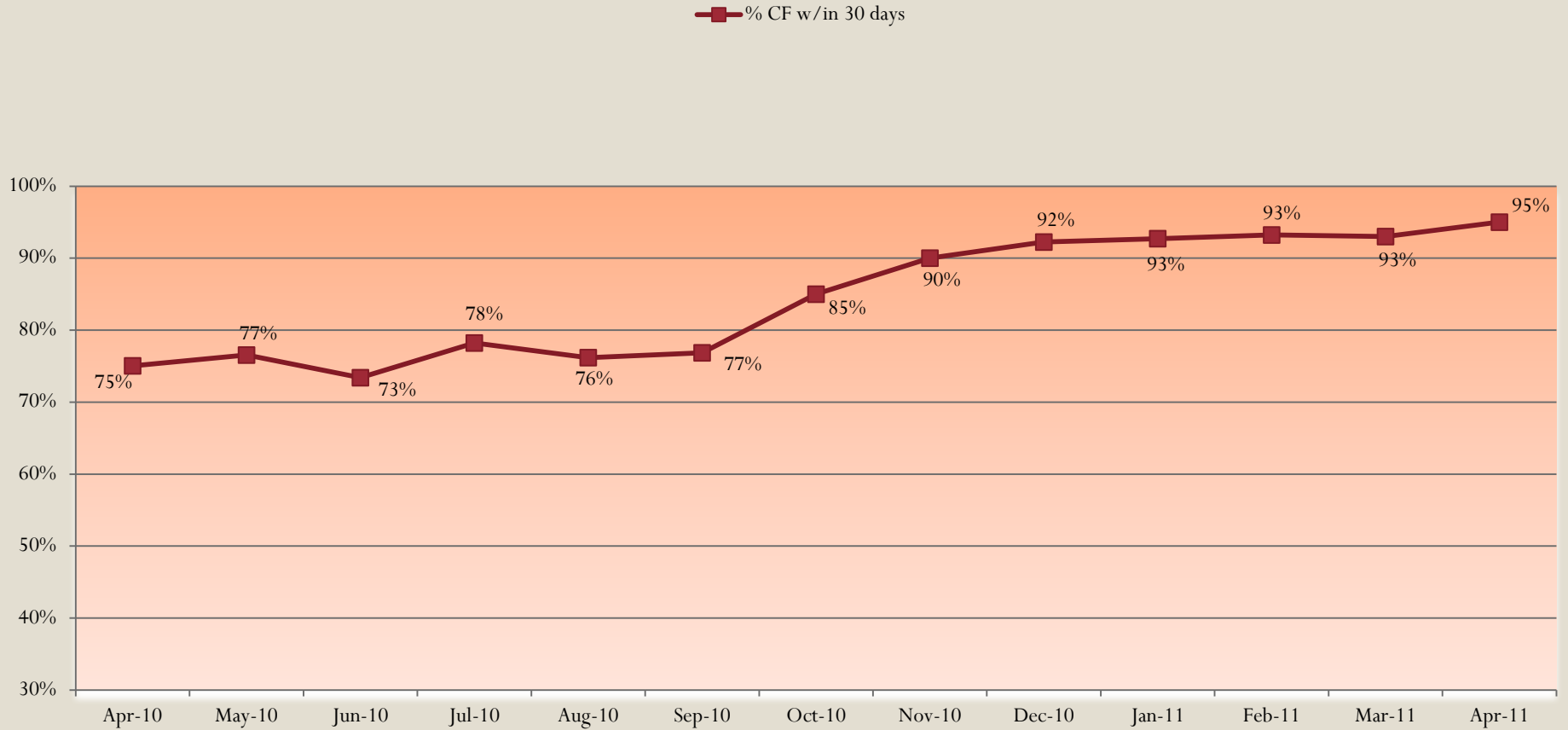
CalFresh Applications

Source: MRD001R

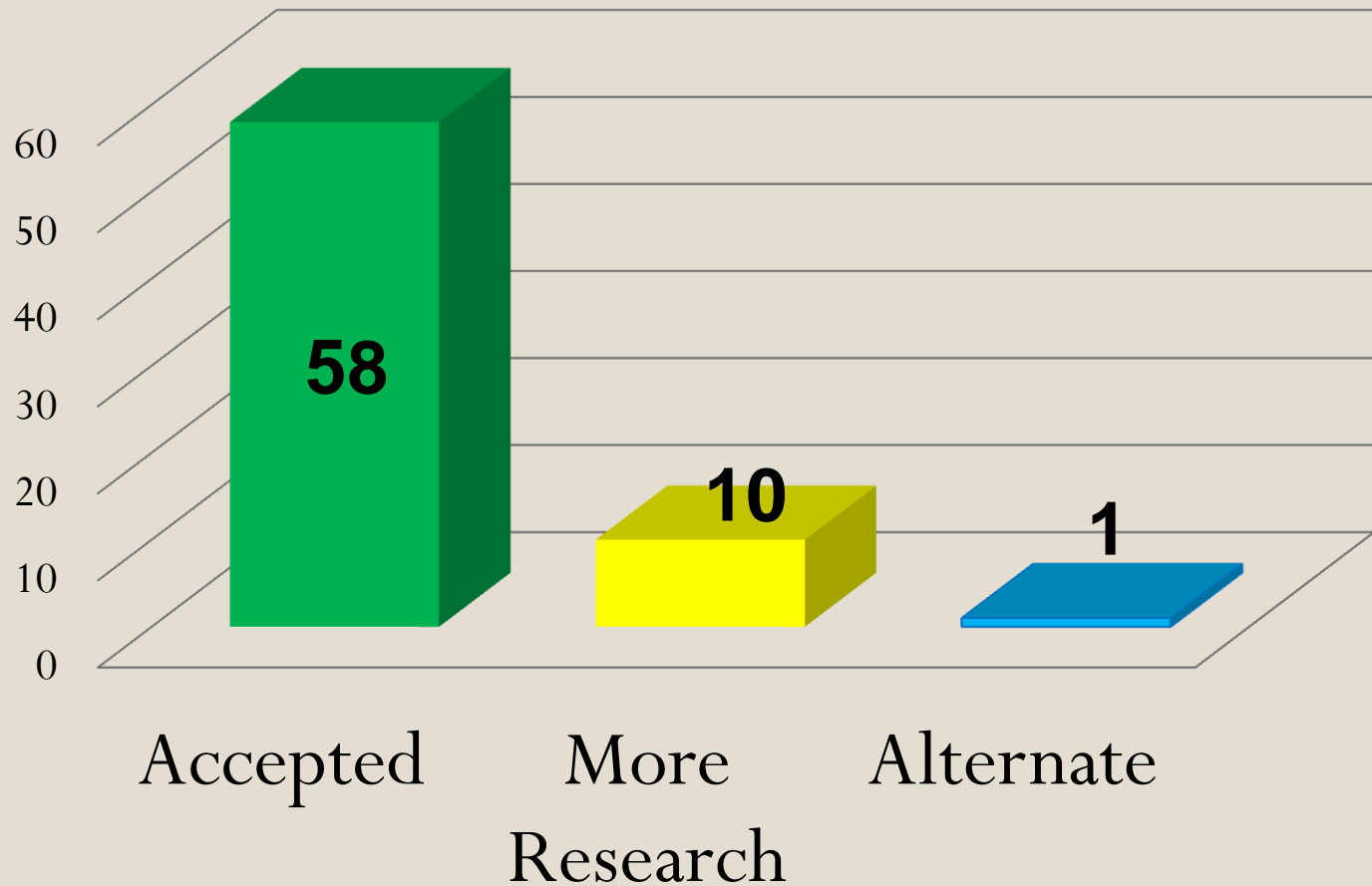


NOTE: Applications spiked in 10/07 & 11/07 due to Firestorm 2007 disaster food stamp applications

Timely Processing-CalFresh Applications



Workgroup Recommendations



Recommendations at a Glance

Accepted: 58

In Place = 21

In Progress = 23

Feasible or Partially Feasible = 14

Requires Further Study: 10

Alternate Approach: 1

Today's Review

Recommendations that are “In Progress”

- Continue to work on all recommendations simultaneously as suggested by Work Group
- Started and ongoing
- Target: 3 months

“In Progress” Recommendations Review

Program Guide/resource review (21, 30,69)

Forms review (29)

Efficient use of resources (44)

Institute a TQM solution (1, 12, 35, 36, 42)

Develop quality as a culture (2, 36)

“In Progress” Recommendations Review

Create Desk Aids (11, 41)

Implement skills based training (4, 31)

Means of reviewing NOAs daily (48, 50)

Post SNAP performance data (65)

Other Updates

Add staff to reduce ACCESS wait time (61)

Call Center Consultant to identify key measurable data or outcomes to enhance ACCESS/FRC operations and monitor effectiveness.

Mail Imaging Center

Target opening: Initial roll-out 5-20-11

Next SSAB Update

Provide updates on key ongoing measures

Provide status update on additional recommendations for the next grouping – In Progress

- Actions completed and/or in progress

- Next steps

- Measures identified

Questions and Discussion