Improving Access to CalFresh

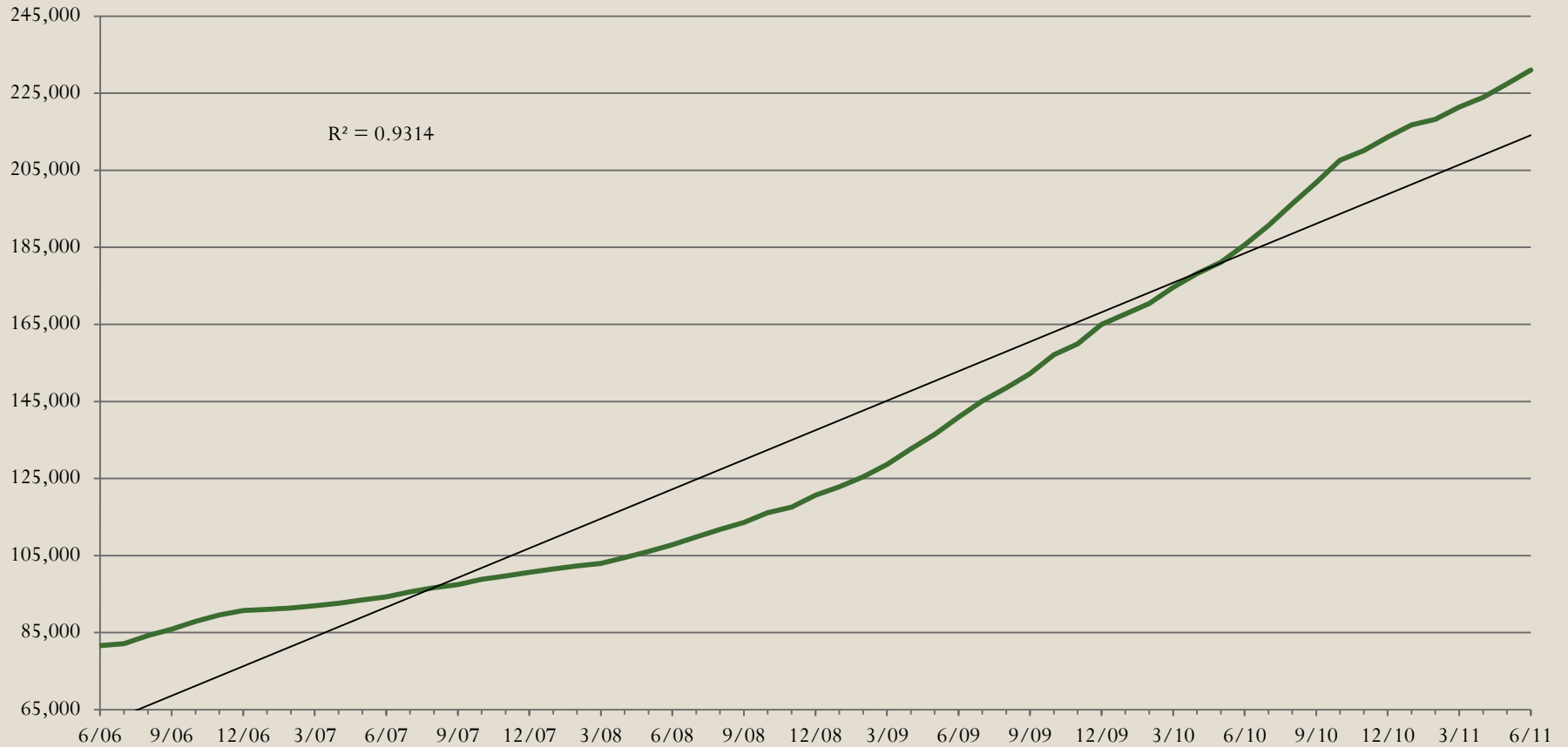## SSAB

July 14, 2011
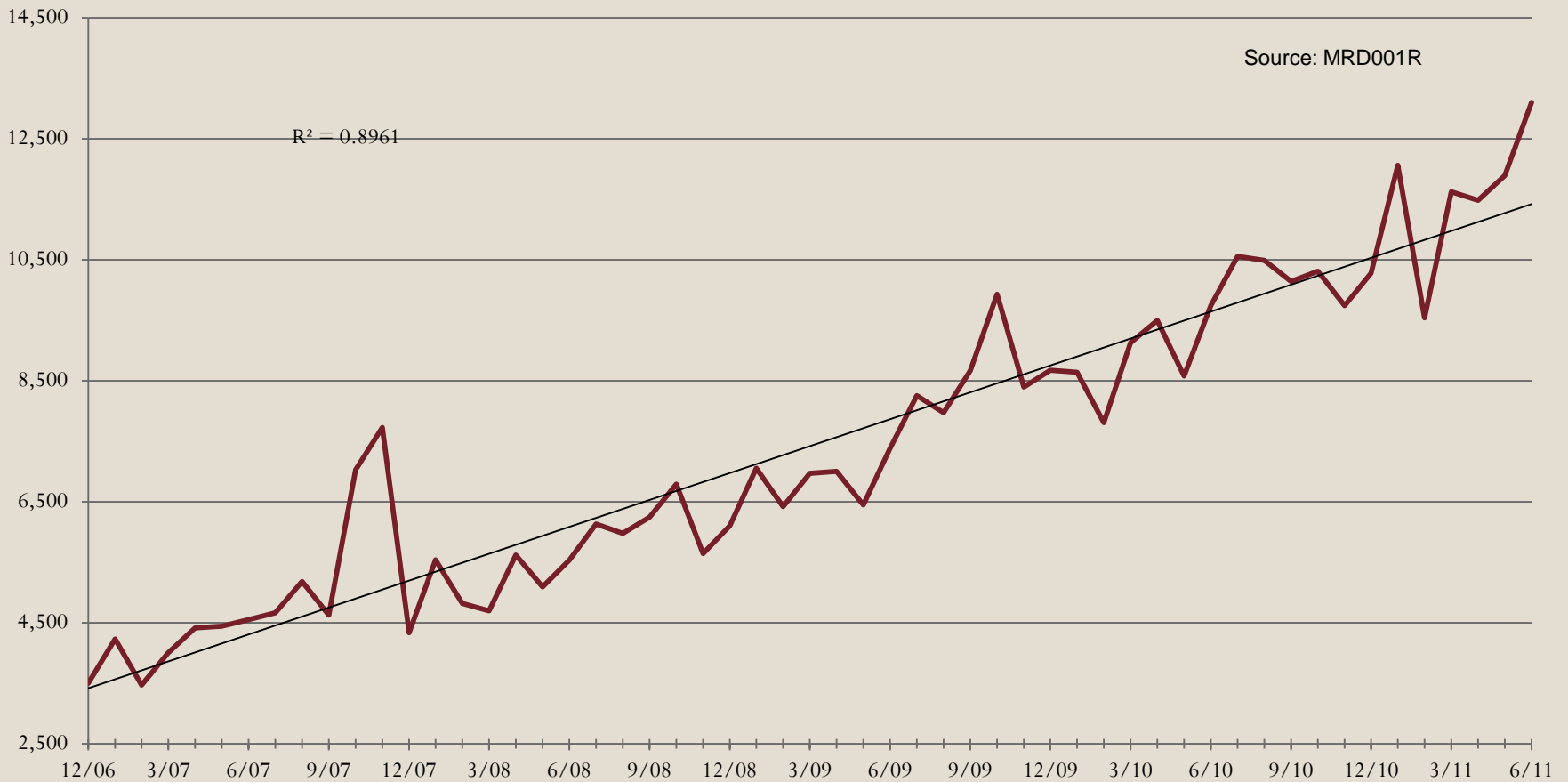
CalFresh Participation

Trend in Participation

Source: MRH009R

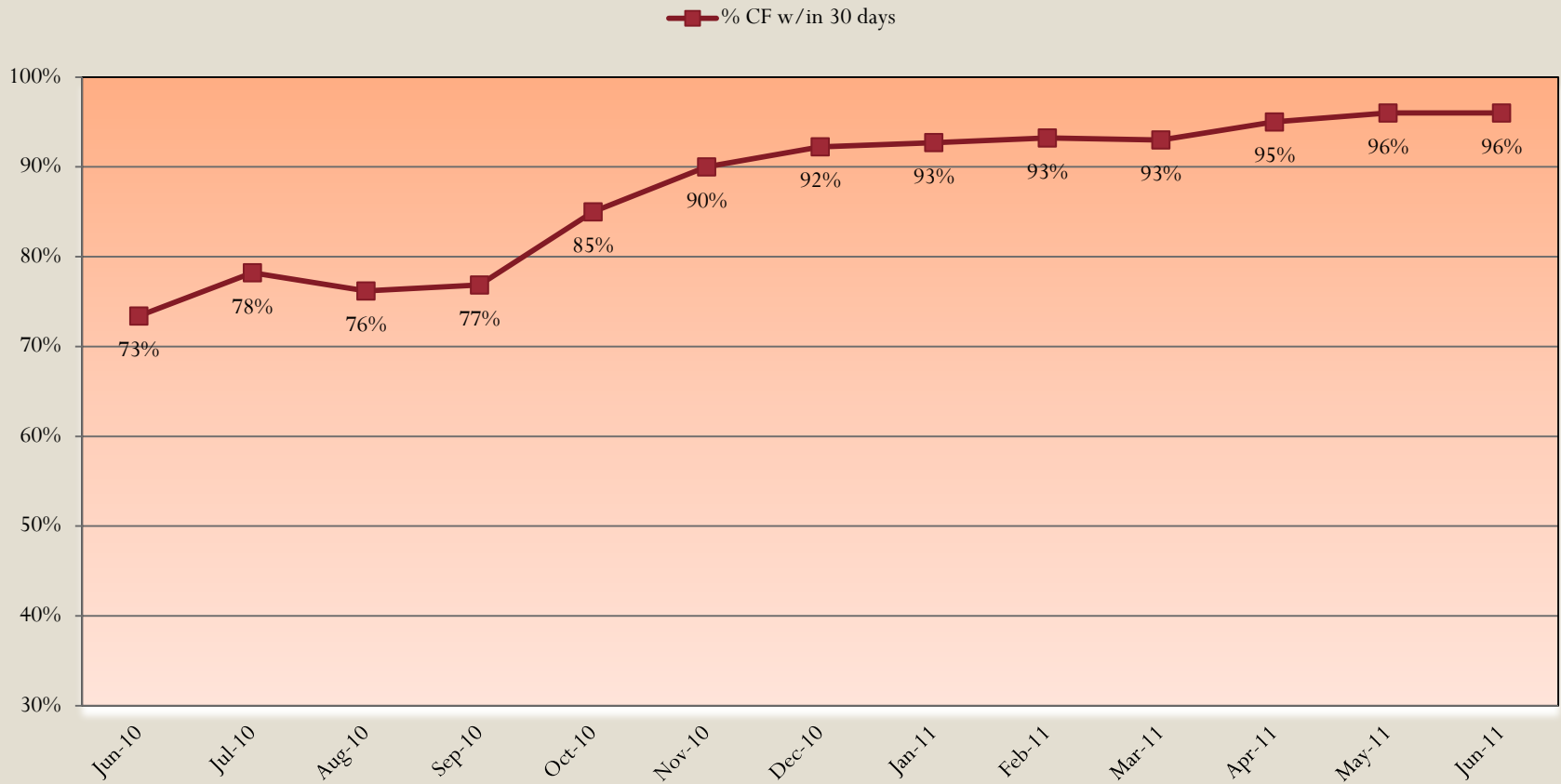

$R^2 = 0.9314$

CalFresh Applications

Source: MRD001R

$R^2 = 0.8961$

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 (21, 30,69)

- Generic Handbook continues to be designed
- Legal Aid continues their review and will provide additional sections when completed

Forms review (29)

- Quality Control completed their review
- Program staff is re-reviewing for any impact to other programs (forms used jointly) and should publish soon.

"In Progress" Recommendations Review

Complaint process drafted and under review (38,64)

- Customer Service Statement Identified
- Require reviewing and signing annually
- Incorporate in the Generic Handbook
- Further discussions on best way to advertise

"In Progress" Recommendations Review

Training on Issues Relating to Poverty (54)

- Customer Service Workgroup

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

Create desk aids (11, 41)

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

"In Progress" Recommendations Review

Add staff to reduce ACCESS wait time (61)

- InTelegy – Client Services Improvement Project

Mail Imaging Center

- Finalized procedures on 6/13/2011
- Including Southeast and Centre City starting 7/18/2011

Customer Service Training (54)

- Continuing to developing curriculum

Other Updates

Total Quality Management (1)

- **Acquire measurable, relevant, comparable data**
- **Availability of accurate, up-to-date local information**

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

Next SSAB Update

Provide ongoing updates on:

- Program Guide review and complaint process
- Forms review
- Eligibility Operations Guide design and implementation
- Customer Service Training
- Total Quality Management
- Post SNAP performance data online
- Additional recommendations

Questions and Discussion