

*Opening New Doors to Ending Hunger:*  
A Case Study on Food Stamp  
Out-of-Office Applications  
in California

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The Food Stamp Program provides nutrition assistance to people with low income. It can help you buy nutritious foods for a better diet. To find out more, contact 1-877-847-3663.

The views expressed in this case study are those of the authors and do not necessarily represent the California Department of Public Health, or collaborating organizations or funders.

*Graphic design & illustration: Jessica Back Design*

## INTRODUCTION

### Opening New Doors to Ending Hunger: A Case Study on Out-of-Office Food Stamp Applications in California

This report documents how food banks, community organizations, and county agencies in California are working together to improve access and increase enrollment in the Food Stamp Program by offering clients more alternatives and assistance in the application process. Specifically, this report focuses on improving program access by increasing options for clients to complete a food stamp application in alternative locations to a central county welfare office, such as at a community-based organization (CBO), county outstation office, or online using a personal computer. These out-of-office application options provide clients more convenience by offering alternative locations and office hours. Additionally, many CBOs assist clients with the complex and sometimes very confusing food stamp application process. This assistance can be especially important for clients with limited English proficiency or whose application is complicated by factors such as immigration, student status, earnings from employment, or significant allowable deductions for households with senior or disabled members.

To increase awareness about the ways out-of-office food stamp applications can be facilitated, this report features a case study of programs and policies in ten California counties where avenues for completing the food stamp application out-of-office have been established. The intent of the case study is to provide useful information and to highlight potential practices for organizations and agencies seeking to fight hunger by enrolling more eligible people in the Food Stamp Program.

#### FOOD STAMPS ARE KEY TO ADDRESSING HUNGER

Programs and policies that increase options for clients to complete food stamp applications out-of-office and receive assistance with the process are a key strategy in the fight to end hunger. Food stamp outreach and application assistance increase access and enrollment in a program dubbed by advocates as “the first line of defense against hunger and malnutrition in the United States.”<sup>i</sup> The Food Stamp Program is a federally-funded entitlement program available to everyone who meets the eligibility requirements. The United States Department of Agriculture (USDA) Food and Nutrition Services (FNS) changed the name of the Food Stamp Program at the federal level in 2008 to the Supplemental Nutrition Assistance Program (SNAP), but at publication California continues to use the old name. California state legislation AB 433 passed in 2008 calls for the adoption of a new name and

the state is expected to introduce its own name in 2010. For the purposes of this report, the Food Stamp Program name is used, with program benefits referred to as food stamps.

Food stamp benefits, now disbursed on convenient and discreet Electronic Benefits Transfer (EBT) “debit” cards, provide clients with incomes below 130% of the federal poverty level with the funds and flexibility to purchase the food of their choosing to help meet their needs. A family of four with a gross monthly income below \$2,389 could be eligible for up to \$668 in benefits each month, which can go a long way towards purchasing adequate or more nutritious food, while freeing up family resources to help keep up with housing, utility, and other essential expenses. In the state of California, the most recent calculations by the USDA estimate that in 2009 the average monthly amount of food stamp benefits per enrolled individual was \$136.82.<sup>ii</sup>

Enrolling more people in the Food Stamp Program helps not just the individuals receiving benefits, but the economy as a whole. Federal food stamp dollars spent by recipients have a multiplier effect in the economy, as they inject money into local business and free up households’ budgets to spend more on essential goods and services other than food. The USDA estimates that every dollar spent in food stamps creates \$1.84 in economic activity, which also benefits local and state government through sales tax revenues.<sup>iii</sup> In September of 2009 California received \$434,191,969 in federal food stamp benefit funds.<sup>iv</sup> Using the USDA economic multiplier estimate, that translates into \$798,913,222 in extra economic activity for the state in one month alone.

Unfortunately, a significant amount of potential economic activity and much needed benefits are lost each year due to under-participation in the Food Stamp Program. California ranked second to last in the nation for participation in 2007, with only 48% of eligible people enrolled in the program. This is significantly lower than the national average of 66% and much lower than the three highest ranking states, all of which have participation rates above 90%.<sup>v</sup> In a 2009 study, California Food Policy Advocates calculate that California lost over \$3.7 billion in benefits and \$6.8 billion in economic activity over the previous year compared to if food stamp participation had reached 100%.<sup>vi</sup>

It should be noted that some research analysts believe the USDA food stamp participation calculation for California does not sufficiently account for the number of undocumented immigrants who are ineligible for the program. The calculation is further complicated by the fact that California provides a food stamp cash equivalent to Supplemental Social Security Income (SSI) recipients, making them ineligible for the Food Stamp Program.<sup>vii</sup> This means that California’s participation rate could be somewhat higher than the USDA calculation. But regardless of which calculation is most accurate, California clearly has much to gain by increasing the number of eligible people enrolled in the Food Stamp Program.

## FOOD STAMP OUTREACH AND APPLICATION ASSISTANCE

Recognizing the need for improving enrollment in the SNAP/Food Stamp Program, the USDA provides funding to states for program promotion or outreach. In 2003, the USDA's Western Regional Office approved a Food Stamp Access Improvement Plan submitted by the California Department of Social Services (CDSS) and the California Department of Public Health's (CDPH) Network for a Healthy California (Network) to provide funding and administrative support for food stamp outreach. As defined by the USDA, an outreach program can involve prescreening, application assistance, and trainings.<sup>viii</sup> The California Association of Food Banks (CAFB) was the state's first outreach partner, and CAFB member food banks were among the first non-profit organizations in the state to engage in application assistance.

California has submitted and implemented an access plan every year since 2003, helping to build what is now a robust statewide outreach program. This year's Access Improvement Plan will include as prime subcontractors CAFB, Catholic Charities of California (CCC), Central Valley Health Network (CVHN), and the Center for Nutrition and Activity Promotion to conduct food stamp outreach activities in 43 counties.

The USDA provides a 50% reimbursement of the documented and allowable costs for all of the outreach efforts included in the Access Improvement Plan. The funds are drawn down through CDSS and administered through an Interagency Agreement with CDPH. The largest amount of the reimbursement funds go to the community partner, with smaller percentages diverted to CDPH for administration costs and to fund outreach expenses such as a statewide hotline, printed materials, screening tools, and trainings. Prime subcontractors also receive a small amount in federal reimbursements to cover administrative and training costs associated with supporting the programs of their community partner subcontractors. The distribution works out such that for every \$1 spent on outreach by a participating community partner, the USDA provides \$1 in matching funds, with 50¢ going to the community partner and 50¢ to CDPH. A minimum of 10¢ is forwarded by CDPH to the community partner's affiliated prime subcontractor, which under the current plan would be CAFB, CCC, CVHN, or the Center for Nutrition and Activity Promotion.

Although there are many organizations throughout California unaffiliated with the Access Improvement Plan that provide some form of food stamp outreach, many collaborate in some way, or are trained by, a CAFB, CCC, CVHN, or other subcontractor organization. The case study profiles in this report focus primarily on CAFB and CCC subcontractors and the practices of the welfare department in their counties. Many organizations had extensive outreach programs in place before the first Access Improvement Plan in 2003, but the USDA matching funds and administrative support from CAFB and CDPH have supported their growth and the proliferation of new programs and practices throughout the state. Collectively, the California outreach programs provide one model of how a large and diverse

network of community organizations can work together in improving access to food stamps. Individually, each county scenario shows specific practices that organizations and agencies have implemented to offer out-of-office applications to facilitate the enrollment of more eligible people in the Food Stamp Program.

#### ABOUT THIS CASE STUDY

The information in the following county profiles was gathered primarily through key informant interviews with food stamp program managers at human or social services agencies and with outreach staff at food banks, clinics, and other community-based organizations. Interviews were conducted between September and December of 2009.

Each county profile also includes information about the county's population, food stamp enrollment in October 2009, and the change in enrollment from October 2008. Population numbers are taken from the most recent 2008 US Census estimates, and information about food stamp enrollment comes from the monthly DFA 256 – Food Stamp Program Participation and Benefit Issuance Report published by the California Department of Social Services (CDSS). Reports on enrollment, and other aspects of the Food Stamp Program, are available online at [www.cdss.ca.gov/research](http://www.cdss.ca.gov/research).

This case study is by no means a comprehensive account of every application assistance or out-of-office process in California, or even within the ten counties studied. There are many other organizations and county agencies doing great work to promote program access through outreach and application assistance. Unfortunately, time and space constraints only allow for a limited number of counties and organizations to be featured in detail.

The inclusion or omission of particular programs is not meant to signal the author's favor or preference for any organizations or agencies, nor should this case study be read as an evaluation of particular programs and practices. Instead, the intent is to offer a sampling of successful application assistance and out-of-office application practices in a variety of situations, in enough detail that they may be adopted or adapted by others seeking ways of opening new doors to enrolling more clients in SNAP/Food Stamps and ending hunger.

To provide a larger picture of the full scope of out-of-office food stamp applications in California, Appendix A at the end of the case study includes brief summaries of activities in counties that were not included in the full county profiles.

Questions and comments about this publication can be directed to Emerson National Hunger Fellow Tim Shadix at [tshadix@hungercenter.org](mailto:tshadix@hungercenter.org).

# Alameda County

## Alameda County Community Food Bank

As one of the most extensive food stamp application assistance programs in California, the Alameda County Community Food Bank (ACCFB) provides an example of numerous ways to promote outreach and out-of-office applications in a large, diverse urban area.

### FOOD HELPLINE

ACCFB runs a Food Helpline where people in need of emergency food services can call for assistance. Two call centers at ACCFB are connected to the Helpline, one dedicated to helping people find emergency food and the other to food stamps. The food stamp call center is run by the ACCFB outreach staff and serves as the primary means for eligibility prescreening, application assistance, and following up with clients. The Helpline has a voicemail that is checked regularly, and operators can provide service in English, Spanish, Cantonese, Mandarin, and Tagalog.

### TRAINING FOR COMMUNITY-BASED ORGANIZATIONS

ACCFB promotes the proliferation of food stamp outreach and application assistance in the county by hosting regular training sessions for organizations working with food stamps. The trainings are taught by a food stamp program manager from Alameda County Social Services Agency and are divided into two sessions, Food Stamps 101 and Food Stamps 102. Each session is offered bi-annually and lasts about three hours. The first training covers the basics of food stamp eligibility, determining household composition, and filling out the application. Food Stamps 102 provides more detail about complex issues such as senior and disabled clients, drug felons, immigrants, homelessness, and quarterly reporting.

The regular trainings are an important part of the food stamp outreach program in Alameda County, as they provide community organizations with critical information and the

- County Population: **1,474,368**
- Food Stamp Enrollment, Oct. 2009: **93,821 individuals**
- Change in Enrollment from Oct. 2008: **17.4% increase**

## COUNTY OVERVIEW

Covering most of the eastern shoreline of the San Francisco Bay, Alameda County is a primarily urban county that includes the large metropolitan areas of Berkeley and Oakland. 11.3% of the population lived below the poverty line in 2007, and September 2009 calculations estimate the county unemployment rate at 11.3%.

## COUNTY PRACTICES AND POLICIES

The Alameda County Social Services Agency has implemented several practices and policies in processing applications that help to enable effective outreach and community-based assistance programs. Particularly helpful actions by the county include:

- Providing regular and ongoing training on food stamp application assistance to community-based organizations.
- Using a secure server to receive applications and supporting documents electronically from a partner organization and tracking these applications.
- Working with staff members from outreach partner organizations in clarifying questions and application problems for clients who have signed a release of information form.
- Encouraging applicants to submit a hardship waiver to request an interview at a specific time, or to request a phone interview for basic hardships such as work schedules and transportation difficulties.
- Postponing the finger imaging requirement for up to a year until recertification for applicants granted a waiver of the face-to-face interview, as per state policy.

## OUTREACH AND APPLICATION ASSISTANCE

While numerous organizations in Alameda County conduct some form of food stamp outreach and application assistance, the Alameda County Community Food Bank (ACCFB) serves as a central hub for these activities and manages the largest caseload through its programs. Cooperating closely with the Alameda County Social Services Agency, ACCFB has developed an exten-

chance to ask questions, while also ensuring for the county that organizations doing application assistance have been trained properly. A wide array of useful outreach materials are also provided to participating organizations at the trainings. Many of these materials are available in multiple languages and they provide important information about Food Stamp Program basics, eligibility requirements, and specific concerns such as immigrant eligibility.

## APPLICATION ASSISTANCE

### PRESCREENING

In doing outreach, ACCFB staff will talk about general income guidelines for food stamp eligibility, but in most cases the full prescreening is completed by the Food Bank, either in person or by phone, using the electronic FAST (Food Stamp Application & Screening Tool) software application. For more information about the FAST tool, see Appendix B. A client may be prescreened through several channels:

- Outreach: ACCFB staff will call clients who signed up for prescreening and application assistance at an outreach event.
- Food Helpline: When anyone calls the food stamp line, staff can prescreen them over the phone and assist them in beginning the application process.
- Walk-in or appointment: Outreach staff can assist clients at the ACCFB office if they walk in for services or make an appointment.
- Referral: Several community-based organizations doing food stamp outreach refer clients to ACCFB for actual prescreening and application assistance. ACCFB calls the client, using contact information provided on a referral form from the community-based organization.

In all of these cases, the outreach worker speaks with clients and enters their income and household composition into the FAST tool to determine if they are potentially eligible for food stamps. If clients are potentially eligible, ACCFB staff will offer to help them with the application. Clients who appear to be eligible for expedited services (emergency food stamps) are encouraged to apply directly with the

sive outreach and application assistance program.

Food stamp outreach staff from ACCFB are out in the community daily, educating community members about food stamps and encouraging people to apply at schools, churches, WIC clinics, homeless shelters, and family resource centers. At some events, ACCFB assists clients in filling out a food stamp application and scans their verification documents to send to the county with their electronic application. ACCFB provides extensive application assistance to clients who ask for help. The organization can do an in-depth prescreen for potential eligibility in-person or over the phone, and can walk the client through all the steps of filling out the application and gathering verification documents. ACCFB is also able to submit these materials directly to the county through a secure server. A more detailed description of this program is featured in the sidebar of this section.

### OUT-OF-OFFICE APPLICATION FLOWCHART

Figure 1 below illustrates how out-of-office applications work with the ACCFB outreach and application assistance program.

county right away, as California law requires the county provide these benefits within three days of receiving the application.

#### COMPLETING THE APPLICATION

Once a client has been prescreened using the FAST software tool, the program can automatically generate an application populated with the information collected during prescreening. ACCFB then uses highlighting and post-it notes to identify parts of the application still needing to be filled out and mails this application in a packet to the client. Directions in the packet ask clients to complete and sign the food stamp application, attach copies of the requested verification documents, fill out the release of information and hardship waiver forms if they wish, and return the packet to ACCFB.

When ACCFB receives a returned application packet they check the application and attached materials to make sure everything is in order before submitting the complete application to the county. ACCFB uses the Super edition of FAST, which generates an electronic food stamp application from the client's information and can send the form, along with scanned verification documents, via secure server to the county. The server sends a confirmation of receipt when the file is opened. This way ACCFB can track the applications they assist and ensure that the applications are received and processed. In 2008, ACCFB completed 2,268 food stamp screenings and had a 79% approval rate for applications submitted electronically.

#### ENROLLMENT CLINICS

Another way ACCFB assists clients with the food stamp application is through enrollment clinics. These clinics are scheduled at community-based organizations throughout the county, with ten or more held each month. Site coordinators at the organizations promote the clinics and sign clients up for twenty-minute timeslots. During the clinics, ACCFB brings laptop computers to prescreen clients, complete the application using the FAST tool, and scan required verification documents and hardship waivers when appropriate. ACCFB then sends the application and documents to the county electronically and the county follows up by contacting the client to arrange a face-to-face or phone interview.

#### CASE MANAGEMENT

Outreach staff at ACCFB make sure to follow up with clients they have prescreened and assisted. An electronic database of referred cases is shared between the staff, and each month they call anyone whose application status remains unknown. Because ACCFB asks clients to submit a release of information form with their application, the county can share the case information of those clients with the Food Bank staff. This allows ACCFB to review cases and ask information on behalf of clients, something especially useful for clients with limited English proficiency.

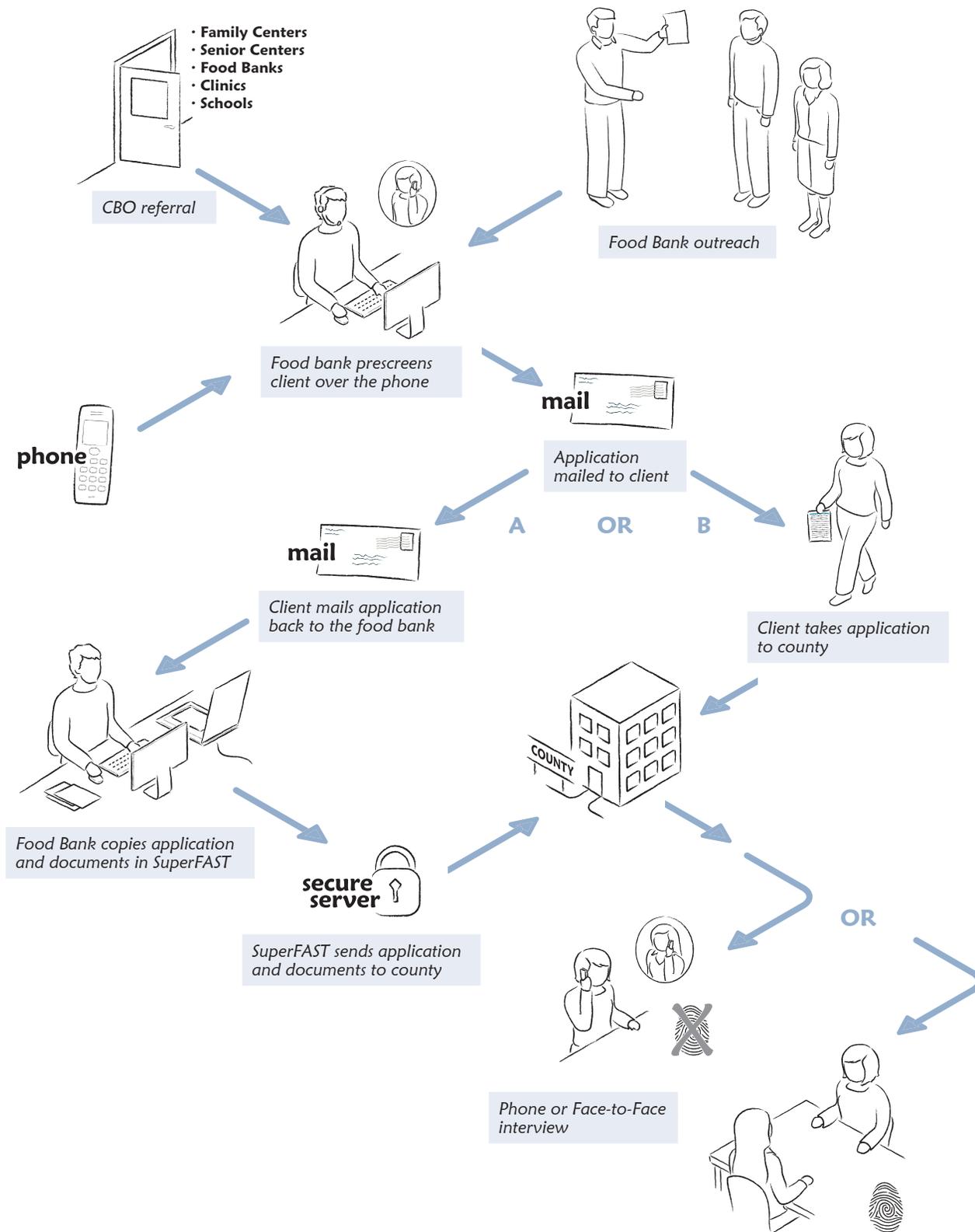


Figure 1. Alameda County Community Food Bank  
Food Stamp Outreach & Application Assistance — Out-of-Office Applications

# Calaveras County

## County Outstation Services

One of the largest challenges in serving Calaveras County is that the population is more or less evenly spread out between a number of small towns, all relatively isolated from one another. Particularly in the winter, transportation between these communities can be a real hardship for clients. Responding to these challenges, the Calaveras County Works and Human Services Agency has developed a program of posting experienced eligibility workers in outstations, called community outreach stations, in these communities to reduce the need for clients to travel to the central office in San Andreas.

The first outstation office opened in 2006, and the program has quickly expanded in response to the success of the outstation model in reaching new clients. The Resource Connection Food Bank also now partners with the county agency to regularly stock the outstations with food packages to be distributed to clients who apply for food stamps. There are currently seven community outreach stations, which are located within community-based organization such as clinics and resource centers, and are usually staffed two days a week by an eligibility worker who lives in that community.

Clients can complete the entire food stamp application process with their local outstation if they choose, including the interview, finger imaging, and retrieving their EBT cards. The eligibility worker collects clients' application, finger image, and verification document and sends them to the main county office in San Andreas. The documents are transported in lock-boxes, processed in San Andreas, and then faxed back to the outstation with the eligibility and benefit determination. The only case where a client needs to travel to San Andreas is when someone applies for expedited food stamps and wants to receive the benefits within the three day timeframe. To guarantee

- County Population: **46,843**
- Food Stamp Enrollment, Oct. 2009: **3,538 individuals**
- Change in Enrollment from Oct. 2008: **34.6% increase**

## COUNTY OVERVIEW

Calaveras County encompasses a mostly rural area about 120 miles east of San Francisco Bay. The population resides primarily in just over a dozen small towns, most of which are relatively isolated from one another. The county seat is in San Andreas. By 2007 Census count, 10.3% of the population was below the poverty line, and 14.3% were unemployed in September of 2009.

## COUNTY POLICIES AND PRACTICES

The Calaveras County Works and Human Services Agency has implemented several programs and policies to improve food stamp access through out-of-office applications, including:

- Partnering with a local food bank and community organization to increase outreach and application assistance.
- Doing outreach and application assistance at mobile pantries run by the local food bank.
- Partnering with the local food bank to offer food packages to clients applying for benefits at county outstation offices.
- Opening seven agency outstations around the county where clients can complete the entire application process without having to go to the main agency office in San Andreas.

## OUTREACH AND APPLICATION ASSISTANCE

Food stamp outreach and application assistance services in Calaveras County are provided by the Resource Connection, a community-based organization offering a wide range of family, nutrition, and intervention services to both Amador and Calaveras counties. The Resource Connection focuses on food stamps primarily through their Food Bank in San Andreas.

Any client who comes into the Food Bank for services is automatically cross-screened for food stamp eligibility based on the program income guidelines. Additionally, the food stamp program coordinator for the Food Bank does food stamp outreach and application assistance at mobile pantries throughout the

this timeframe, the county requires applicants to submit their documents and complete the interview at the main agency office.

county several times each month. The Food Bank's mobile pantry usually goes to WIC clinics at seven sites in the county, and while people are getting food from the pantry, the coordinator talks to them about food stamp eligibility. The coordinator does a basic prescreen using income guidelines then assists individual clients to complete an application and determine what verification documents they should bring to their eligibility interview. The Resource Connection takes the applications and hand delivers them to the nearest county office that same day. The same process is followed for clients who ask for help with food stamps at the Food Bank. The county will contact the clients who submitted an application through The Resource Connection program to set up an eligibility interview, and the organization follows up with each client they help with a phone call to make sure they received an appointment on time.

#### COUNTY COLLABORATION

At one of the mobile pantry distribution sites, the county eligibility worker from the local outstation works with the Resource Connection to help clients complete the entire application process in one day. After a number of clients have been prescreened and decide to apply, the eligibility worker meets them at the nearest outstation office to do the eligibility interview and take finger images. The mobile pantry distribution at this site is always coordinated to occur on a day and time when that county outstation office is open and the eligibility worker can be available.

#### OUT-OF-OFFICE APPLICATION FLOWCHART

The following chart (figure 2) diagrams the application process through the outstation offices and the Resource Connection's outreach and application assistance program.

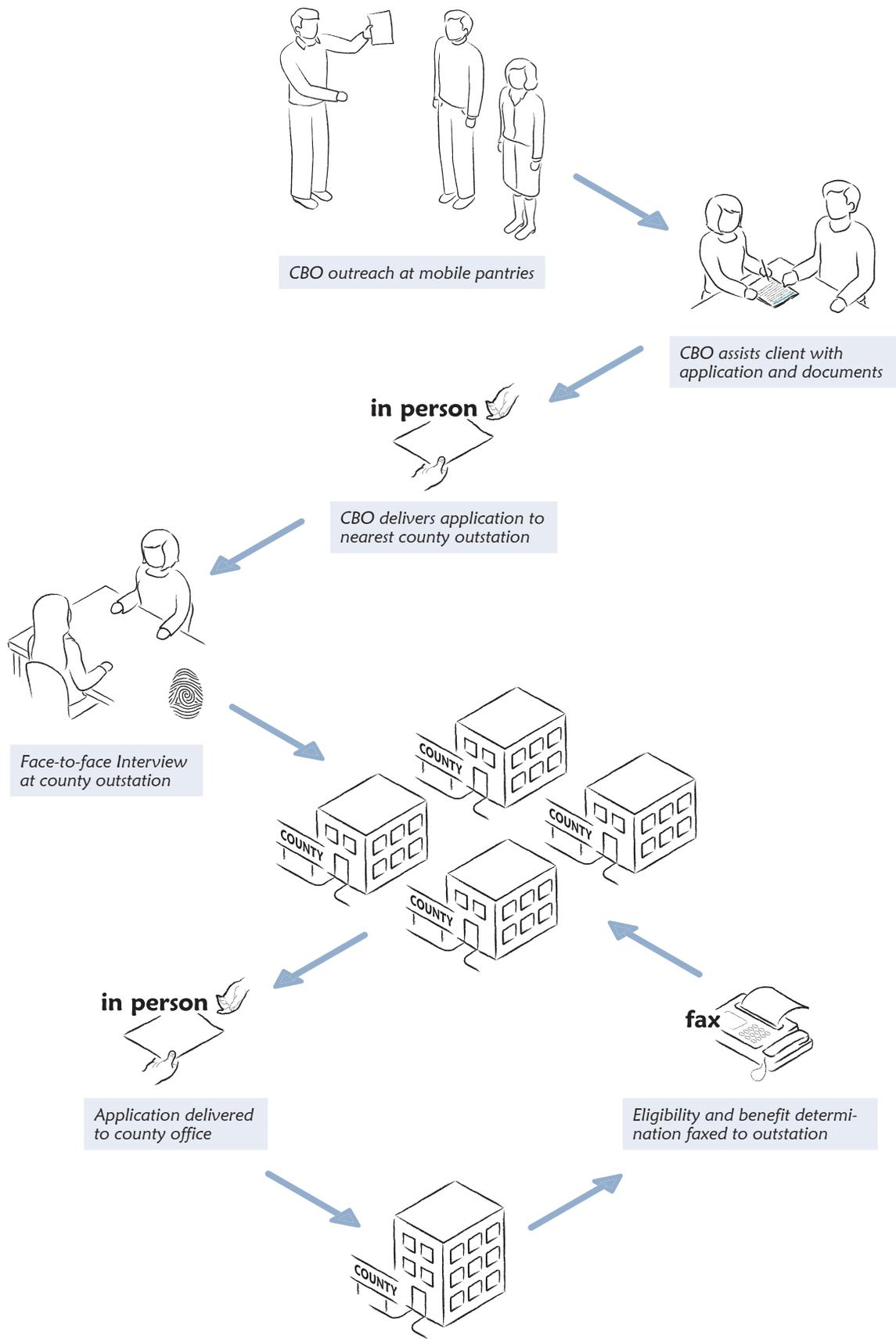


Figure 2. Calaveras County Out-of-Office Food Stamp Applications  
The Resource Connection and Outstations



# Contra Costa County

## Training Partner Organizations

A central feature of the Food Bank of Contra Costa and Solano County's programs is the numerous and extensive food stamp trainings offered in collaboration with the county each year. The Food Bank hosts a three-hour long introductory Food Stamps Myths and Facts training four times per year for community-based organizations in the county. These sessions are taught by Contra Costa County's Food Stamp Program Analyst, and focus on debunking common myths about the food stamp program, filling out an application, determining household composition, and how the organizations attending the workshop can begin to work with the county in doing outreach and application assistance. Participants also receive a folder with useful outreach and educational materials, and have ample opportunity to ask the county analyst questions.

Community-based organizations that partner with the Food Bank in offering food stamp outreach and application assistance services are also invited to quarterly lunch meetings, led by the Contra Costa County program analyst or sometimes a guest speaker, that examine a particular topic of the group's choosing in more depth. These meetings typically last two hours and in the past have covered such complex topics as student eligibility and immigration status rules.

- County Population: **1,029,703**
- Food Stamp Enrollment, Oct. 2009: **51,098 individuals**
- Change in Enrollment from Oct. 2008: **26.8% increase**

## COUNTY OVERVIEW

Contra Costa County borders the northeast end of San Francisco Bay and the mouth of the Sacramento River. The County includes a mix of urban centers such as Richmond, medium-sized suburban communities, and some rural areas. 8.7% of the population lived below the poverty line in 2007, and 11.2% were unemployed in September 2009.

## COUNTY POLICIES AND PRACTICES

There are a number of policies and practices by the Contra Costa County Employment & Human Services Agency that encourage food stamp outreach and make the out-of-office application process easier. These include the following practices.

- Providing regular and ongoing training on food stamp application assistance to community-based organizations.
- Providing special outreach application packets, with marked applications and prepaid envelopes.
- Developing a system to track the intake process for marked outreach applications.
- Encouraging outreach partners to educate clients about using hardship waivers to request a phone interview, and granting most waiver requests, including those for work schedule conflicts.
- Postponing the finger image requirement for up to a year until recertification for applicants granted a waiver of the face-to-face interview, as per state policy.

## OUTREACH AND APPLICATION ASSISTANCE

The main organization providing food stamp outreach and application assistance in Contra Costa County is the Food Bank of Contra Costa and Solano County. In addition to providing emergency food services for individuals and organizations in Contra Costa and Solano Counties, the Food Bank has two staff members dedicated to food stamp outreach and application assistance and also partners with the county Employment and Human Services

Agency to provide training in application assistance to other community-based organizations.

The food stamp outreach team from the Food Bank spends much of their time talking to people about the benefits and eligibility requirements of food stamps at commodity distributions, food pantries, WIC clinics, schools, and churches. They ask most people at outreach sites if they know about food stamps and the eligibility requirements, then hand out applications and explain how to apply for the program. If time and space allow, an outreach worker can help a client to fill out or begin the application. The applications are then mailed to the county either by the client or the Food Bank, depending on client preference. Outreach staff members are also available to make appointments with any clients who prefer more involved assistance than the group outreach setting might allow. Anyone who appears to be eligible for expedited food stamps is encouraged to submit their application directly to the county that same day.

The Food Bank staff also prescreens individuals over the phone for eligibility when they call the Food Bank to request food assistance. If the client is potentially eligible for food stamps they are given information about the process and directed to the local county office or mailed a food stamp application packet.

The county provides the Food Bank and other organizations with outreach packets that include a food stamp application marked with a colored dot at the top and a prepaid mailing envelope with the county Food Stamp Program Analyst's worker ID number on the outside. When these envelopes are received at the county, the worker ID number routes them directly to the program analyst, who immediately submits the applications to the district branch nearest to the applicant's stated address and records the application as submitted by an outreach partner, based upon the color of the dot on the application. The district office then contacts the applicant to schedule an interview. Marking outreach applications differently allows the program analyst to track how many applications the county receives from each partner organization. This information can be made available in monthly reports to organizations seeking to track the number of applications their outreach efforts are generating.

#### **OUT-OF-OFFICE APPLICATION FLOWCHART**

The diagram below (figure 3) shows how out-of-office food stamp applications work with the application assistance program in Contra Costa County.

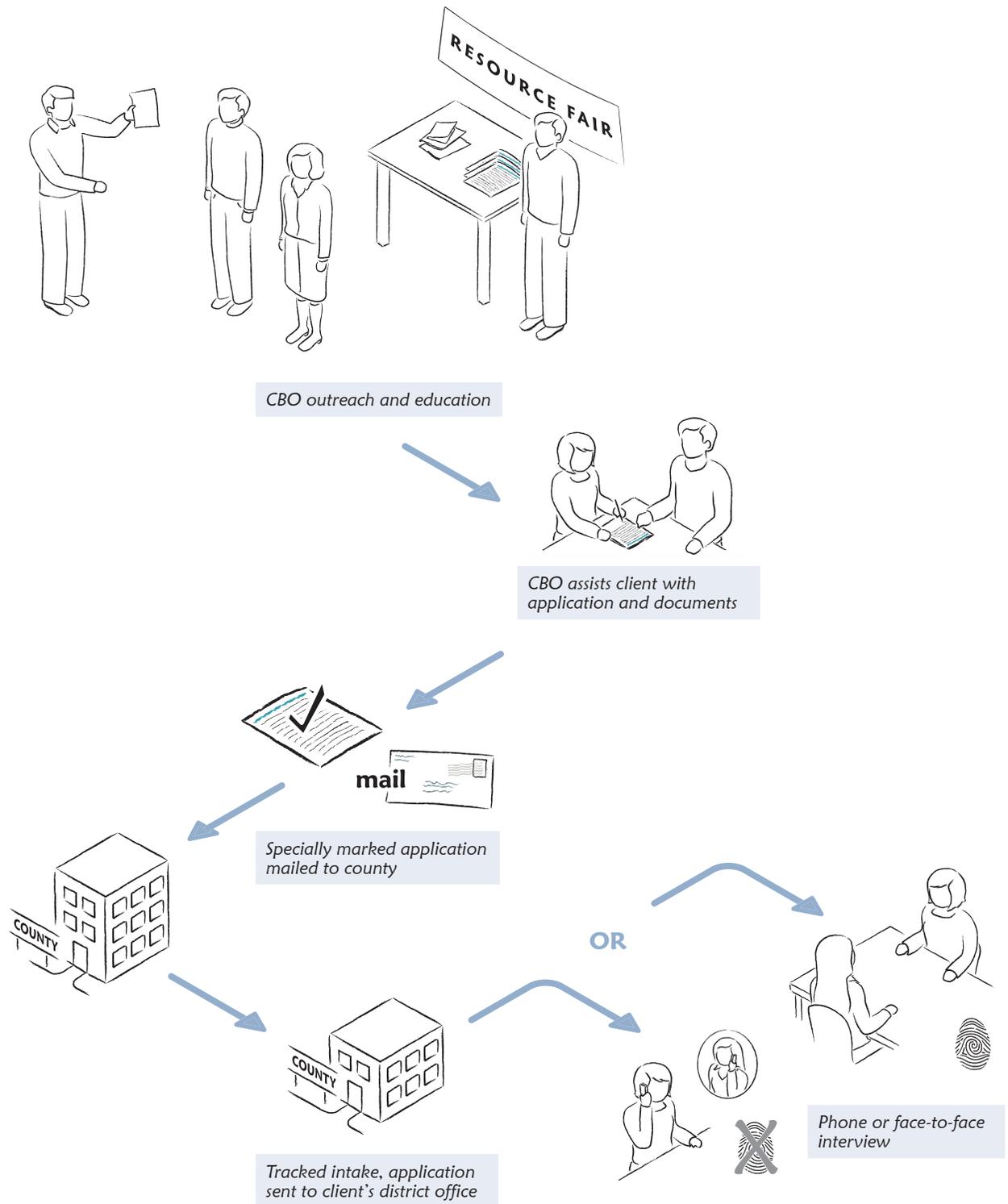


Figure 3. Contra Costa County CBO Food Stamp Outreach Partners — Out-of-Office Applications



# Los Angeles County

## CBO/FBO Application Assistance Project

In July of 2007, Los Angeles County DPSS initiated the Community-Based Organization/Faith-based Organization Food Stamp Application Assistant Project, a program now in its final year that is intended to increase food stamp enrollment. Currently, eighteen organizations contract through the program to collect complete food stamp applications and submit them to the county on behalf of their clients. The county then pays each organization a stipend of \$40 for each food stamp application they submit that is ultimately approved by an eligibility worker. To participate in the program, organizations must enter into a contract with DPSS. See Appendix D for a complete list of organizations participating in the Project.

- County Population: **9,862,049**
- Food Stamp Enrollment, Oct. 2009: **842,247 individuals**
- Change in Enrollment from Oct. 2008: **22.3% increase**

## COUNTY OVERVIEW

Los Angeles County occupies a unique place among California's counties in terms of its enormous population size and geographic area. 14.5% of the population in the county lived under the poverty level in 2007, and 12.7% were unemployed in September 2009.

## COUNTY POLICIES AND PRACTICES

The Los Angeles County Department of Public Social Services (DPSS) runs numerous initiatives to increase access to food stamps that encourage out-of-office applications. Some highlights include:

- Dedicating two eligibility workers in each of the county's 23 Food Stamp District Offices to conducting outreach. They partner with medical clinics, schools, community-based organizations, senior centers, and WIC sites to do basic education and outreach and, in some cases, conduct eligibility interviews at outstations, in a total of about 140 community sites around the county.
- Notifying Medi-Cal clients not currently receiving food stamps about their potential eligibility for the program during the Medi-Cal recertification process.
- Partnering with the Department of Corrections to do food stamp outreach at "discharge fairs" required for inmates leaving the corrections system.
- Partnering with several utility companies serving the area to have food stamp educational materials distributed at the utility customer service centers.
- Finalizing the process to purchase an Outreach Mobile Vehicle that will be used to conduct Food Stamp and Medi-Cal Outreach. The Mobile Outreach Vehicle will serve as a satellite office, where potentially eligible individuals and families can apply and receive food stamp and/or Medi-Cal benefits on-site.

## OUTREACH AND APPLICATION ASSISTANCE

Many organizations in Los Angeles County are involved in food

stamp outreach and application assistance efforts. To increase program access, the county DPSS engages in many partnerships with community and faith based organizations to promote application assistance. The Los Angeles Regional Foodbank and Harbor Interfaith Services, Inc. provide examples of how two CAFB subcontractors partner with the county in their food stamp outreach efforts.

#### *Los Angeles Regional Foodbank*

The food stamp outreach program at the Los Angeles Regional Foodbank reaches clients primarily through its connections with over 500 food pantries in the County. There are currently about 100 food pantries actively partnering with the Food Bank on outreach activities, with events occurring in at least one location on any given day. Before doing an outreach event, the Food Bank will ask a pantry to widely distribute flyers to their clients that include food stamp income guidelines, time and date of the event, and what verification documents the client should bring. Typically, for the outreach event two people from the Food Bank go to a pantry and set up computers to prescreen clients using the FAST tool or CAFB Excel calculator, fill out the application for the client, and scan their verification documents (For more about the FAST program and other prescreening tools, see Appendix B). The Food Bank brings the completed applications back to their office to make photocopies for records, then hand-delivers all the applications to the County District Office. Clients are asked to sign a release of information form, which allows the Food Bank to follow up on applications that are denied. The County provides a monthly report to the Food Bank detailing the status of every application they submitted over the previous period.

#### *Harbor Interfaith Services, Inc.*

Located in the San Pedro area of Los Angeles, Harbor Interfaith Services, Inc. provides a range of services to the community and is part of a larger network of service providers. A single staff member manages all the food stamp outreach activities at the organization. Outreach activities follow a regular weekly schedule, rotating through schools, WIC clinics, unemployment offices, and other community centers. At each event, the outreach coordinator presents educational material, schedules appointments for doing application assistance, and then helps clients who signed up for that time and location at a previous event. Harbor Interfaith collects the application and verification documents from the client and delivers them to the nearest County District Office. The county will then contact the client to schedule an initial interview appointment.

Through the county's Application Assistance Project, Harbor Interfaith also partners with an eligibility worker outstationed to outreach in the district to offer out-of-office eligibility determination interviews. After a presentation about the Food Stamp Program, Harbor Interfaith will schedule interview appointments for clients with the eligibility worker. Harbor Interfaith can then help clients complete the application and gather verification documents in advance, and the eligibility worker conducts the interview at an outstation location in a family resource center or clinic.

#### **OUT-OF-OFFICE APPLICATION FLOWCHART**

Specific practices for outreach and application assistance vary between community organizations, but the basic application flow for Los Angeles County food stamp outreach partners is relatively the same. This application assistance process is detailed in figure 4 below.

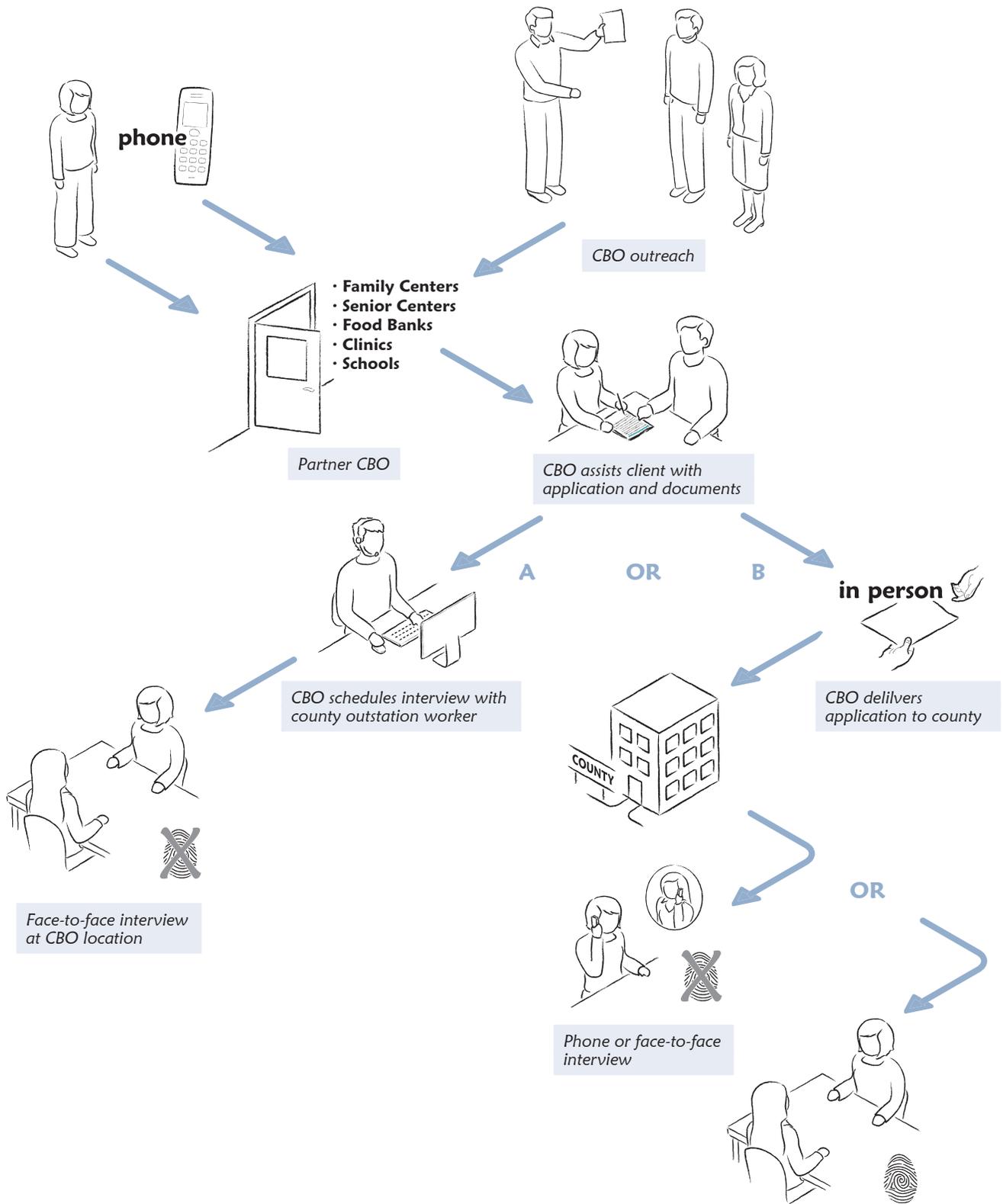


Figure 4. Los Angeles County Out-of-Office Food Stamp Applications  
CBO/FBO Application Assistance Project



# Merced County

## C4 Yourself: Online Applications

Merced County is one of eleven counties currently using C4 Yourself, a computer system that allows clients to apply for food stamps, CalWORKS, and Medi-Cal online on one website, [www.c4yourself.com](http://www.c4yourself.com). An additional 28 counties are planned to begin participating in the program in 2010. See Table 1 for the schedule of the C4 Yourself system roll-out in California.

### PRESCREENING AND APPLYING ONLINE

Clients using C4 Yourself online have the option of seeing if they are potentially eligible for benefits, downloading an application to print and submit, or completing an online application. The prescreening section tells users an estimated benefit amount they could possibly be eligible for, based solely on their gross income. Before actually starting the online application, all users must register a username and password. This allows them to save and continue their application later. Users can use the same online application form to apply for food stamps, CalWORKS, and Medi-Cal.

The application form asks users a series of questions to determine household composition, income, expenses, and other factors affecting eligibility. Users are also asked if they are experiencing any hardships that would prevent them from traveling to a county office. Once the user has answered all the required questions, they can choose the nearest Human Services Agency office to send their application to and submit the application generated from the online form. At this point the program also notifies users if they could be eligible for expedited services and asks them to check the contact information they provided, as the county will need to contact them immediately to determine eligibility.

### APPLICATION PROCESSING

Once a client submits an application online

- County population: **246,117**
- Food Stamp Enrollment, Oct. 2009: **42,390 individuals**
- Change in Enrollment from Oct. 2008: **21% increase**

## COUNTY OVERVIEW

Located in California's Central Valley, Merced County covers a mostly agricultural region. The population includes a large number of migrant and seasonal farm workers. In 2007, 19.3% of the population lived below the poverty line, and in September 2009 15.7% were unemployed.

## COUNTY POLICIES AND PRACTICES

There are a number of policies and practices by the Merced County Human Services Agency that encourage food stamp outreach and make the out-of-office application process easier. Particularly helpful actions by the county include:

- Providing training for community organizations doing outreach and application assistance. The training involves two days of comprehensive sessions on the application process, prescreening strategies and scenarios, and nutrition education. Partners leave the training with a reference guide containing all of the information covered and a phone number for a designated contact person at the county for answering any questions that might arise in the future.
- Imaging all documents to create computerized records and case information, accessible by any eligibility worker. This system enhancement improves customer service and access, as it means that customers are not tied to a specific case worker.
- Utilizing the C4 Yourself system (see sidebar on this page) to allow clients to prescreen and submit food stamp applications online, as well as download the forms required for quarterly reporting and recertification.
- Encouraging partner community organizations to use C4 Yourself to submit applications online for clients they assist.

## OUTREACH AND APPLICATION ASSISTANCE

Several organizations in Merced County have participated in the Human Services Agency's food stamp training and now offer outreach and application assistance programs, some of them

through the C4 Yourself website, their file enters an electronic cue at the central Human Services Agency office. Eligibility workers then transfer the information from the online application to the C-IV eligibility system used for all applications in Merced County. Online applications from clients determined to be potentially eligible for expedited services are flagged in the cue, and a dedicated worker goes over those applications every day, checking for expedited eligibility and phoning the client that same day to schedule an interview as soon as possible. Regular online applications take the same priority as applications submitted in person or by mail. When the applications come up in the general queue, a letter is sent out to the client with an appointment for a face-to-face interview. If a client indicated that coming to the county office would constitute a hardship the county may waive the face-to-face interview in favor of a phone interview or home visit. Clients interviewing at the county office are asked to bring the appropriate verification documents to the appointment, and they also complete the finger imaging requirement at that time.

#### CLIENT SERVICES

The C4 Yourself website continues to provide useful tools for clients once they are enrolled in the Food Stamp Program. Clients can download and print the forms required for quarterly reporting and recertification, and log in to check their remaining EBT balance. Additionally, clients who originally applied for food stamps through the C4 Yourself website can submit their recertification form online. The county is working towards making this option available to all clients in the future.

utilizing the C4 Yourself system. Examples of the types of organizations involved in the partnership include the Livingston Medical Group and Golden Valley Health Clinic, both of which integrate food stamp education and application assistance into the support services they offer their clients.

Partner organizations in Merced County provide food stamp outreach for clients at clinics, resource centers, schools, churches, and other community locations to educate people about the program and their potential eligibility. For clients seeking application assistance, organizations meet with clients and complete the C4 Yourself online food stamp application with them. The organization then submits the online application and supports the client in gathering all the necessary verification documents. After receiving the online application, the county contacts the client to schedule a face-to-face interview appointment. The client brings the required verification documents to the interview and also completes the finger-imaging requirement at that time.

#### OUT-OF-OFFICE APPLICATION FLOWCHART

Figure 5 below illustrates how the out-of-office application process works in Merced County with the C4 Yourself system.

Table 1.

CURRENT CIV COUNTIES	JOINING IN MARCH 2010	COMING IN JUNE 2010
• Imperial	• Alpine	• Butte
• Inyo	• Amador	• Colusa
• Kern	• Calaveras	• Del Norte
• Kings	• El Dorado	• Humboldt
• Merced	• Glenn	• Lassen
• Mono	• Lake	• Modoc
• Monterey	• Madera	• Nevada
• Riverside	• Marin	• Plumas
• San Benito	• Mariposa	• Shasta
• San Bernardino	• Mendocino	• Sierra
• Stanislaus	• Napa	• Siskiyou
	• San Joaquin	• Sutter
	• Tuolumne	• Tehama
		• Trinity
		• Yuba

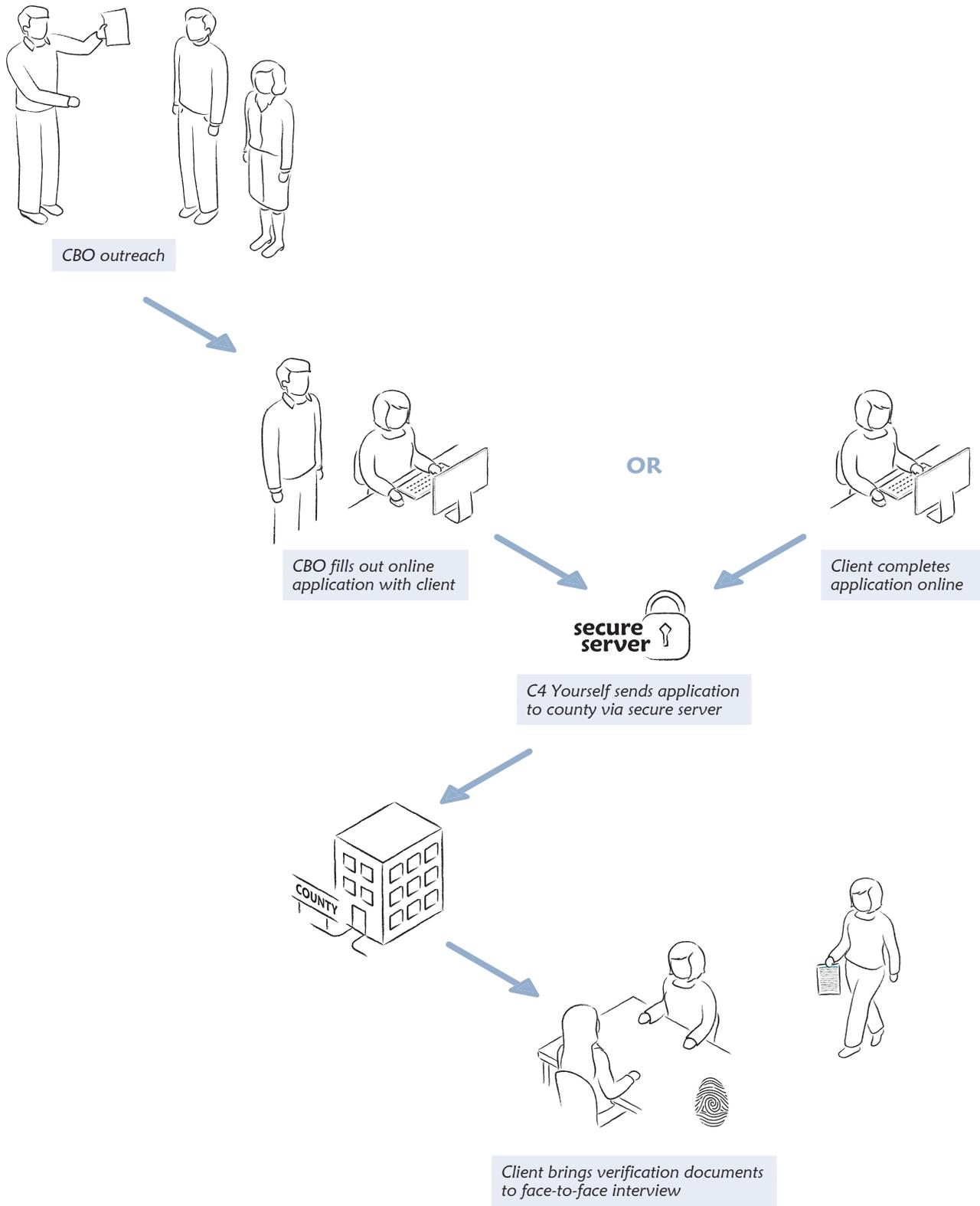


Figure 5. Merced County Out-of-Office Food Stamp Applications  
C4 Yourself Online Applications



# Orange County

## Food Stamps In 4 Hours

To increase access to food stamps for Spanish-speaking clients in Orange County, Community Action Partnership and the Social Services Agency of Orange County partner to host Food Stamps In 4 Hours, an application assistance and enrollment clinic held monthly on a rotating basis through locations in Orange, Anaheim, Placentia, Costa Mesa, Santa Ana, and Garden Grove. Community Action Partnership oversees the outreach, prescreening, and application assistance for the events, while the county provides a group of eligibility workers to come in for actual intake.

Part of the reason that enrollment clinics are possible and run as smoothly as they do is the amount of work Community Action Partnership puts into finding potentially eligible clients and helping them to arrive adequately prepared. Almost every day of the week, Community Action Partnership staff members make presentations about food stamps and the enrollment clinics at WIC offices, schools, Head Start classrooms, apartment complex tenant meetings, resource fairs, and the regional Mexican Consulate. Anyone interested in applying through the enrollment clinic is asked to call Community Action Partnership to be prescreened and sign up for an enrollment session.

As a result of their outreach activities, as well as word of mouth, Community Action Partnership receives almost 3,000 calls each month from people inquiring about food stamps and the enrollment clinic. When clients call, the organization uses the food stamp income guidelines to prescreen callers and encourages anyone showing potential eligibility to sign up for the next Food Stamps In 4 Hours workshop. If the caller decides to sign up, they are asked to provide basic information such as name, address, social security number, and date of birth, and are told what verification documents they should bring with them to the

- County Population: **3,010,759**
- Food Stamp Enrollment, Oct. 2009: **138,457 individuals**
- Change in Enrollment from Oct. 2008: **40.8% increase**

## COUNTY OVERVIEW

Orange County is a relatively small but densely populated county of mostly suburban communities located between Los Angeles and San Diego. In 2007, 8.9% of the population lived below the poverty line, and in September 2009 the county unemployment rate was 9.4%.

## COUNTY PRACTICES AND POLICIES

The Social Services Agency of Orange County has implemented several programs and policies to improve food stamp access through out-of-office applications, including:

- Working with Community Action Partnership of Orange County to offer Food Stamps In 4 Hours, a Spanish-language enrollment clinic held six times a month in different locations throughout the county.
- Outstationing county eligibility staff in Family Resource Centers, Community Centers, and Unincorporated County Islands to accept food stamp applications by appointment.
- Participating in community events such as health fairs to distribute applications and inform the public about food stamps.
- Participating in a county nutrition plan to improve access to programs and services.
- Working with staff members from Community Action Partnership in clarifying questions and application problems for clients who have signed a release of information form.

## OUTREACH AND APPLICATION ASSISTANCE

Community Action Partnership of Orange County runs a food stamp outreach and application assistance program that is primarily targeted at Spanish-speaking clients. The organization conducts extensive outreach on a daily basis around the county, educating people about the Food Stamp Program and their potential eligibility. Clients can ask questions and receive general guidance at these outreach events, but the primary means for offering application assistance is through the enrollment clinics run by the organization

clinic. The personal information gathered during the phone call is forwarded to the county eligibility workers to facilitate the application process on the day of the workshop.

The first half of the Food Stamps In 4 Hours clinics are run by staff members from Community Action Partnership, who help clients to complete a food stamp application. Each participant is given a packet containing a food stamp application pre-filled with the information they previously provided over the phone. The workshop leader then gives an hour-long presentation in Spanish about the application process and complicated issues such as determining household eligibility. The facilitators are then available to help as clients are given time to complete the application, make copies of verification documents, and watch a Spanish language video about their rights and responsibilities in the Food Stamp Program.

While Community Action Partnership assists clients in filling out applications, Orange County Social Services Agency staff set up finger imaging and interview stations in adjoining rooms. Typically, one worker handles the finger imaging in one room, while four to five eligibility workers conduct interviews. Eligibility workers have taken up to 24 applications during these enrollment clinics within the designated 4 hours. An average of 53 families successfully apply for food stamps each month through these enrollment clinics. Community Action Partnership also has a good relationship with the county in terms of case management to ensure that clients have access to assistance for any problems that arise, or with quarterly reporting and recertification, provided a release of information form has been signed by the client.

and the county. These clinics offer a workshop in completing the application and bring in county eligibility workers to complete eligibility interviews and the finger imaging requirement at the same event.

#### OUT-OF-OFFICE APPLICATION FLOWCHART

The entire outreach, application assistance, and intake process for an enrollment clinic is diagrammed in figure 6 below.

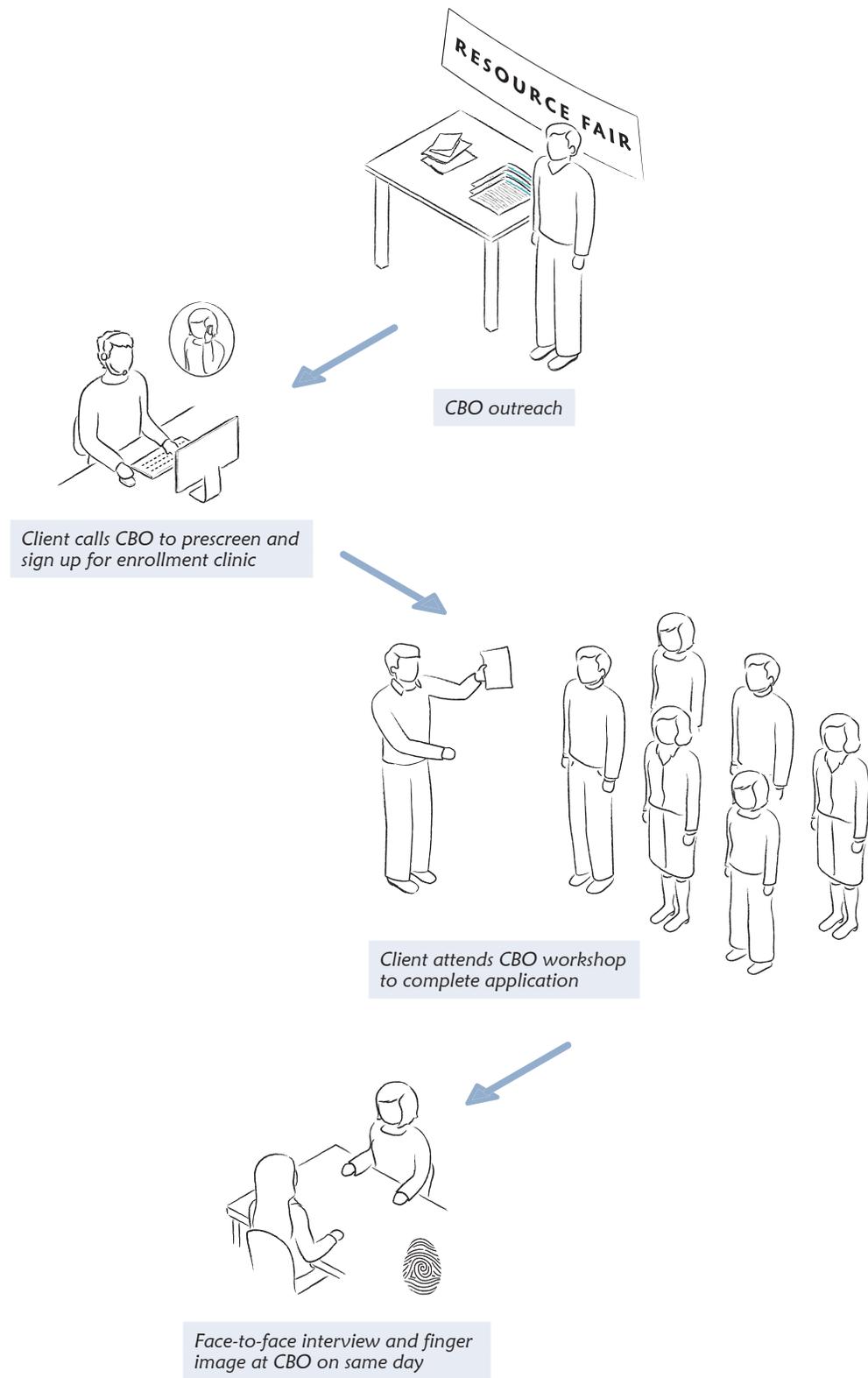


Figure 6. Orange County Community Action Partnership's Food Stamps in 4 Hours



# San Diego County

## San Diego Hunger Coalition

The San Diego Hunger Coalition (SDHC) coordinates a number of important activities and programs that enable community-based organizations throughout the county to serve as effective “sub-hubs” for outreach.

- Training: SDHC offers a two-hour training every month for community-based organizations on the basics of the food stamp application. Attendees are also provided with a binder of regulations, a CD-ROM with outreach materials, and CAFB’s FAST, Excel, and paper prescreening tools.
- County Collaboration: SDHC and sub-hub organizations meet with key food stamp staff from San Diego County Health and Human Services Agency on a monthly basis. Representatives from both the county and community organizations have cited these meetings as essential for improving outreach and application assistance practices.
- Troubleshooting: SDHC regularly solicits reports from all sub-hubs regarding any problems their clients have encountered with the application process. SDHC compiles these reports monthly and sends them to a representative of Legal Aid who discusses the issues in a standing monthly meeting with the Director of Strategic Planning & Operational Support at the county.
- Support: Staff at SDHC provides assistance to sub-hubs in answering questions that arise during the outreach and application assistance process.

## SAN DIEGO HUNGER COALITION SUB-HUB ORGANIZATIONS

Because they serve different populations in varying areas of San Diego County, each SDHC sub-hub has developed a unique approach to food stamp outreach and application assistance. The descriptions below are not

- County Population: **3,001,072**
- Food Stamp Participation, Oct. 2009: **153,529 individuals**
- Change in Enrollment from Oct. 2008: **33.7% increase**

## COUNTY OVERVIEW

San Diego County is the second largest county in California, covering a diverse region of urban, suburban, and rural communities. 11.1% of the population lived below the poverty line in 2007, and 10.2% were unemployed in September 2009.

## COUNTY POLICIES AND PRACTICES

The San Diego County Health and Human Services Agency has undergone a major reorganization over the past year with the intent of streamlining customer service and application intake. Several new policies and practices directly affect food stamp application assistance and outreach in the county, including:

- Implementing the policy of conducting an interview with a client on the same day an application is submitted at a Family Resource Center.
- Educating other county agencies about food stamp eligibility, sharing prescreening tools with other agencies, using the Medi-Cal database to identify clients potentially eligible for food stamps and sending them an application, and seeking referrals from other agencies for recently discharged foster youth, mental health patients, and drug rehabilitation patients.
- Conducting outreach and promoting EBT access at farmer’s markets. Agency staff attends two farmers markets to answer questions and assist in prescreening people for food stamp eligibility (both markets accept EBT).
- Imaging all documents to create computerized records and case information, accessible by any eligibility worker. This system enhancement improves customer service and access, as it means that customers are not tied to a specific case worker.
- Developing the ACCESS Customer Service Center, a call center where people can ask questions about the program or check on their application or benefits. In addition to phone services, the ACCESS web site has information on specific program changes, how to apply for assistance, and what

comprehensive, but rather provide a snapshot of several different outreach and application assistance programs in the county.

#### **SAN DIEGO FOOD BANK**

The Program Manager increases the Food Bank's outreach capacity by training a small group of dedicated volunteers to assist with events at schools, resource fairs, and commodity distributions. Generally, the team sets up with laptop computers to prescreen clients using the FAST tool, with one person dedicated to assisting potentially eligible clients complete an application. The Food Bank then mails the applications to the county office and follows up with the clients by phone within a week to offer further assistance with any problems. After receiving the applications, the county contacts the clients to schedule interview appointments.

#### **VISTA COMMUNITY CLINIC**

The Clinic has integrated food stamp outreach into virtually every aspect of their health and nutrition programs, educating people about their potential eligibility during intake, at community events, through obesity prevention and fatherhood programs, and by requesting referrals from other direct medical service providers in the community. The Clinic's pre-natal team also includes food stamp education in their outreach, which reaches every mother giving birth in the local hospitals. 25 staff members at the clinic are trained in food stamp application assistance and are available to help anyone referred through outreach activities. Additionally, the clinic arranges food stamp workshops at Head Start campuses, where they assist parents with applications. After all the application assistance activities, the clinic provides clients with directions for taking their completed application to the nearest county office.

#### **SAY SAN DIEGO (SOCIAL ADVOCATES FOR YOUTH)**

This community-based organization prescreens clients for food stamps when they come to the office for other family self-sufficiency services, such as job searching and tax preparation. SAY San Diego also partners with teachers in local schools who educate students and parents about food stamp eligibility and refer them for application assistance. Three staff members

verification documents are needed.

- Using GIS mapping technology to identify school districts with high enrollment in school lunches but low food stamp enrollment (meaning a potentially large number of food stamp eligible non-participants in that area), to target outreach efforts in specific elementary schools.

#### **OUTREACH AND APPLICATION ASSISTANCE**

There is a large network of outreach and application assistance providers throughout the county. San Diego Hunger Coalition (SDHC) provides training and support to this network and serves as a conduit for USDA outreach matching funds administered to its subcontractors. Although they are not SDHC subcontractors, the Catholic Charities Diocese of San Diego and 211 San Diego also work closely along side the organization, and their programs demonstrate the breadth of outreach and application assistance being offered throughout the county.

##### *Catholic Charities Diocese of San Diego*

Similar to many other community organizations, Catholic Charities screens for food stamp eligibility as part of their intake process for programs such as pantry food assistance. The organization uses an Excel spreadsheet and the FAST tool to prescreen clients for eligibility. The organization specializes in helping clients fill out applications and preparing them for the interview process. County agencies and other organizations often refer people who need special assistance with the application, such as clients with mental health issues or who are homeless, to Catholic Charities.

##### *211 San Diego*

Part of the nationwide network of 2-1-1 services, 211 San Diego connects people to free, 24/7 up-to-date community, health, and disaster information through numerous multimedia avenues, including the "2-1-1" phone hotline, e-mail, text messaging, chat, and an online searchable database at [www.211sandiego.org](http://www.211sandiego.org). Information and Referral Specialists at 211 San Diego direct clients to the most appropriate food, medical, shelter, emergency, disaster, and social services in their area. 211 San Diego, in partnership with the County of San Diego Health and Human Services and CAFB, is developing a pilot project to offer food stamp application assistance to clients. The initial pilot hopes to engage elderly and disabled clients who qualify for waivers of the face-to-face interview.

While 211 San Diego has been prescreening clients for food stamp eligibility for over a year, the new pilot program allows potentially eligible clients to actually go through an application completion process with 211's Certified Application Assistors (CAA) over the phone. The CAAs ask a series of questions and complete the application using the One-E-App software program

at the organization are trained in application assistance and they help clients with completing the application and gathering verification documents before sending them to the nearest county office. They follow up with all clients and advocate on their behalf if any problems with the application arise.

(see Appendix B for more about One-E-App). Before the application is sent to the county electronically through One-E-App, 211 San Diego obtains an electronic signature from the client by having a CAA call the client within a few minutes of the initial conversation to read a legal statement and record the client's acknowledgment over the phone.

The complete application is sent via secure server to the county using One-E-App. The county then contacts the client to schedule a telephone interview, with the finger imaging requirement postponed for a year until the recertification period, as per state policy. See figure 8 for a diagram of how this application process works.

#### OUT-OF-OFFICE APPLICATION FLOWCHART

In July of 2009, San Diego County Health and Human Services Agency initiated a policy of same-day intake for food stamp applications. This means that anyone who walks into an office can complete the application and be given an interview that same day. As of November 5, 2009 all nine full service Family Resource Centers had transitioned to same-day intakes. In response, many organizations doing application assistance in the county have shifted their practices to encourage clients to go directly to the county office to turn in their own applications. These community-based organizations assist clients in filling out the food stamp application and gathering verification documents, then send the clients directly to the county office. Other organizations offer similar application assistance but then mail their client's applications to the county. These processes are illustrated in more detail in the flowchart (figure 7) below.

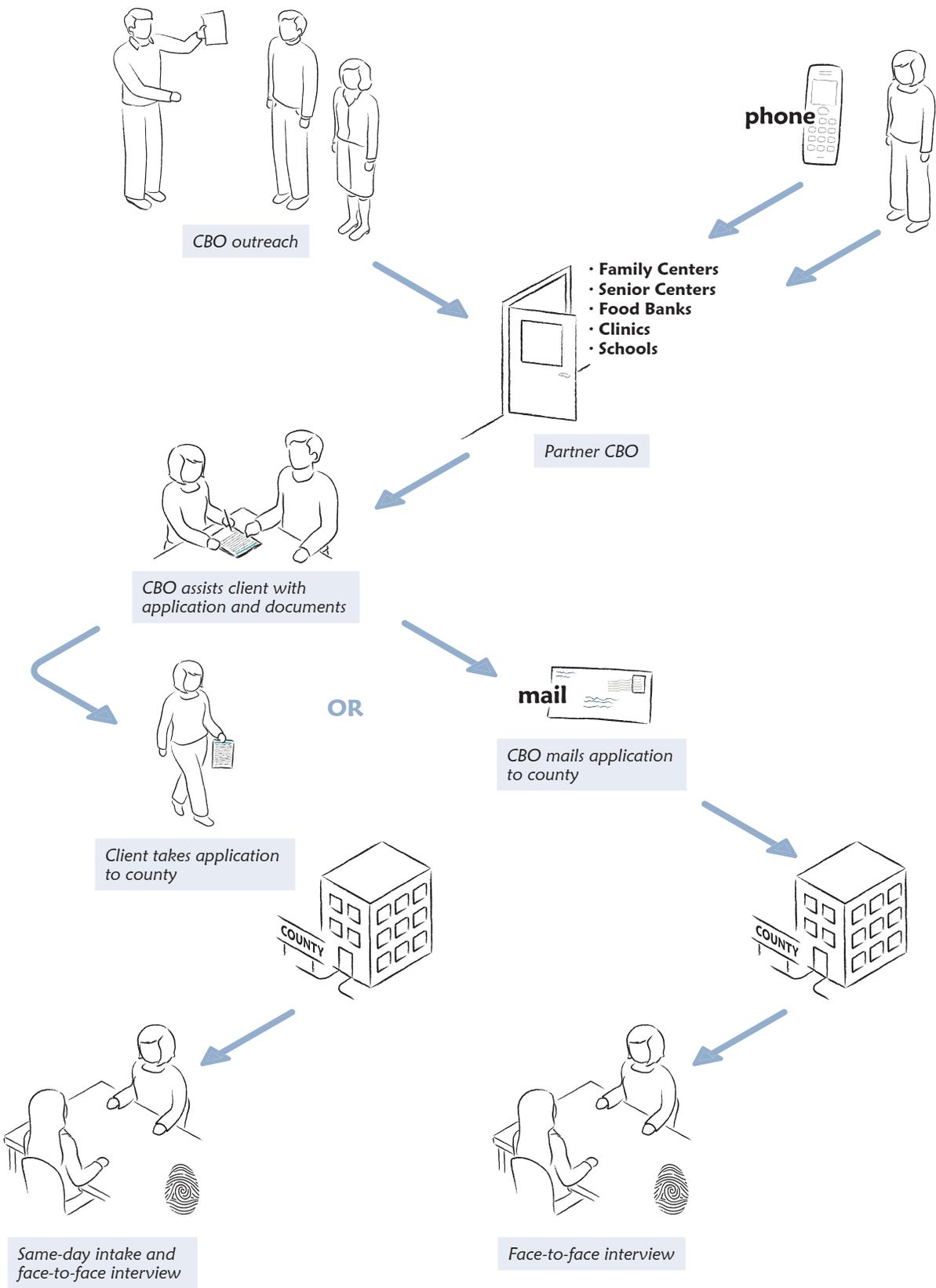


Figure 7. San Diego Hunger Coalition Food Stamp Outreach Partners — Out-of-Office Applications

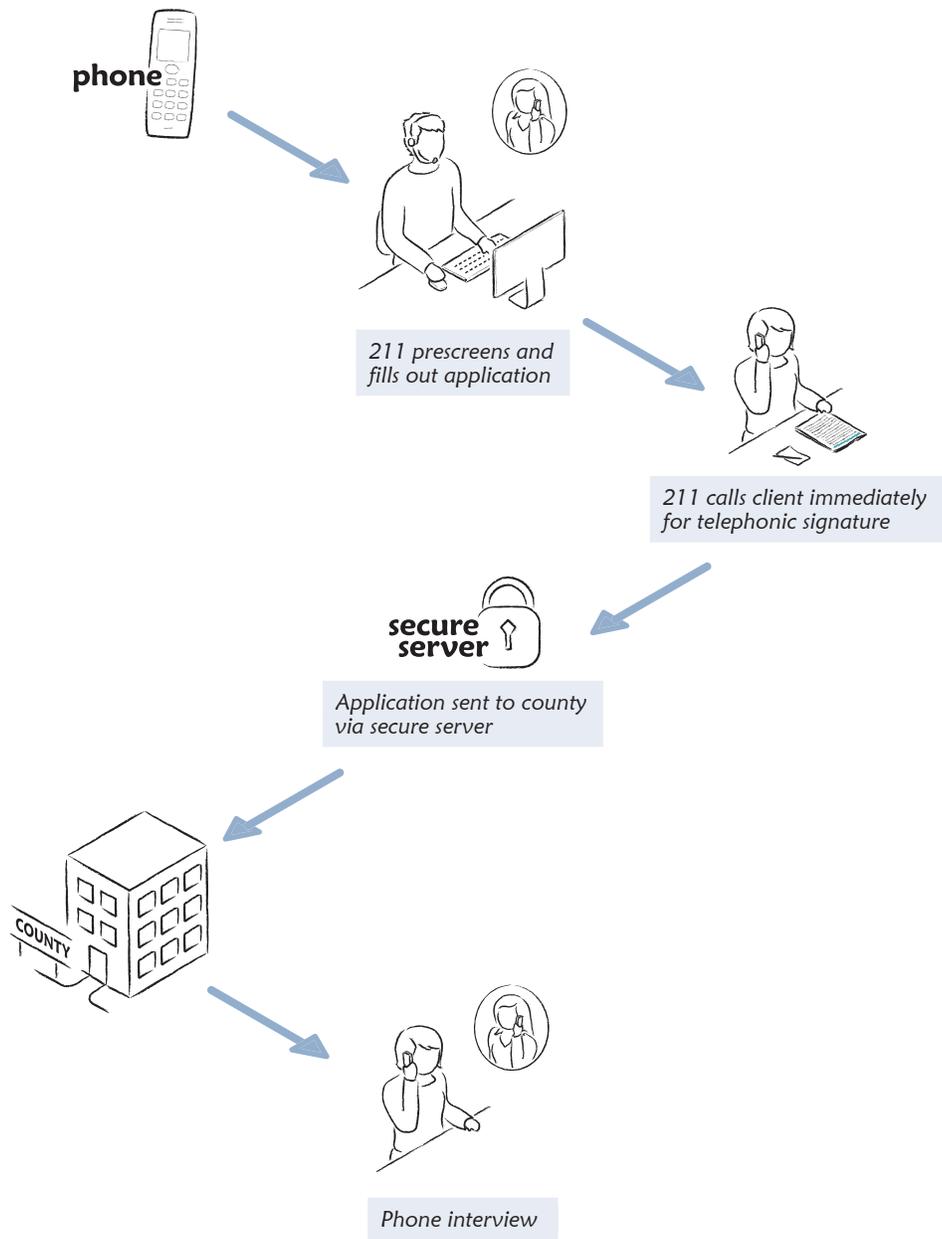


Figure 8. 211 San Diego Food Stamp Application Assistance — One-E-App Out-of-Office Applications



# San Francisco County

## BenefitsSF Online Applications

As part of an initiative to improve customer service and access to food stamps, the San Francisco Human Services Agency recently began accepting food stamp and Medi-Cal applications online through a website program called BenefitsSF. One of only two online food stamp application systems in California, BenefitsSF was developed with the support of a \$1 million grant from the USDA Food & Nutrition Service (FNS).

### PRESCREENING

The website for BenefitsSF ([www.benefitsf.org](http://www.benefitsf.org)) offers users the option of either determining their potential eligibility for food stamps or Medi-Cal or skipping that step and going straight to the application. Users opting to prescreen enter the “Am I Eligible” program, which is a series of detailed questions about household composition and income that should take about ten minutes to complete. Before beginning the session, users are given the option to register for a username and password so they can save and resume the prescreening session and their actual application if they decide to apply online. If the user is potentially eligible for benefits, the program gives an estimate of the benefit amount and directs the user to a link to begin an online application. Users determined unlikely to be eligible for benefits are notified but also reminded of their right to apply for the program regardless and are directed to the online application link, as well as contact information for the San Francisco 2-1-1 helpline and other services such as School Meals, WIC, Earned Income Tax Credit (EITC), the Working Families Credit, and food pantries.

### APPLYING ONLINE

The BenefitsSF online application can be used for food stamps, Medi-Cal, or both programs. As soon as a user selects food stamps they are given the option of checking a box to apply

- County Population: **808,976**
- Food Stamp Enrollment, Oct. 2009: **39,769 individuals**
- Change in Enrollment from Oct. 2008: **22.7% increase**

## COUNTY OVERVIEW

San Francisco County encompasses the densely populated metropolitan area of the city of San Francisco and a few of its suburbs. In 2007, 10.6% of the population lived below the poverty line, and 9.7% were unemployed in September 2009.

## COUNTY POLICIES AND PRACTICES

The San Francisco County Human Services Agency has promoted several practices in application processing that encourage out-of-office application assistance and outreach. These practices include:

- Developing BenefitsSF, an online application system for food stamps and Medi-Cal, available in English, Spanish, and Cantonese.
- Training community-based organization partners to use the BenefitsSF system for application assistance.
- Providing new computers and webcams to partner organizations using BenefitsSF to allow them to arrange webcam eligibility interviews for clients.
- Allowing clients applying online through BenefitsSF to request a phone interview.
- Postponing the finger imaging requirement for up to a year until recertification for clients who choose to interview over the phone or via webcam, as per state policy.
- Imaging all documents to create computerized records and case information, accessible by any eligibility worker. This system enhancement improves customer service and access, as it means that customers are not tied to a specific case worker.
- Running a call center where people can ask questions about the program or check on their application or benefits.

## OUTREACH AND APPLICATION ASSISTANCE

There are many organizations in San Francisco County doing some form of food stamp outreach and application assistance. Some of the organizations with the largest caseloads, and the ones

for expedited food stamps. After providing their name, address, and social security number users may submit that portion of the application and wait to answer further questions until an interview. Users choosing to complete the rest of the application enter information about their income, expenses, and household composition. At the end of the process they are provided with a legal statement of their rights and responsibilities and asked to electronically sign the application. After completing the application the user is shown a list of required verification documents and given the option to scan and attach any of these documents as pdf files. The final online form allows individual users to select their preference for a face-to-face or phone interview, with a hardship reason required for the phone interview. Community-based organizations completing the form are also allowed to select a third option to request a webcam interview for the client.

#### APPLICATION PROCESSING

Regardless of whether a client requests an in-person, phone, or webcam interview, the basic procedure for processing food stamp applications submitted through BenefitsSF remains the same. Eligibility workers currently rotate the duty of opening and checking the application submitted through BenefitsSF each day. For every application, the worker enters the information into the CalWIN computer eligibility system and assigns the case to another eligibility worker. At this point the worker assigned to the case treats the application the same as an application submitted in any other form, which means contacting the applicant within several days to arrange for an interview within 30 days of the date the application was submitted online. If a client is granted a phone interview, the finger imaging requirement is postponed for a year until the recertification period, as per state policy.

#### WEBCAM INTERVIEWS AND APPLICATION ASSISTANCE

To promote food stamp outreach and application assistance, the Human Services Agency of San Francisco established partnerships with ten community-based organizations to allow them to schedule webcam interviews

participating as subcontractors of CAFB, are also Single Stop sites. Single Stop USA is a national non-profit that partners with local organizations to connect low-income families to public benefits, tax credits, financial counseling and legal services ([www.singlestopusa.org](http://www.singlestopusa.org)). Two Single Stop sites, Wu Yee Children's Services and Communities of Opportunity, provide examples of how food stamp application assistance works in San Francisco County.

#### *Wu Yee Children's Services*

Located in the Chinatown district of San Francisco, the Joy Lok Family Resource Center of Wu Yee Children's services has become one of the community-based organizations submitting the most applications through the BenefitsSF partnership. The program provides an example of how organizations can interface with the BenefitsSF system to provide application assistance.

Wu Yee's Joy Lok Family Resource Center is a Single Stop USA site that provides various support services to families, including food stamp application assistance. They distribute information about food stamps within the agency and also to other community-based organizations, employment centers, and hospitals. The Joy Lok center takes calls from interested clients, prescreens over the phone using the Benefits Eligibility Network (BEN) tool developed by Single Stop, and schedules appointments at the center if clients want help with the application. The BEN tool screens clients for eligibility for 17 different public benefit programs and tax credits — including food stamps, health insurance, cash assistance, utility assistance, the Earned Income Tax Credit, and more.

For clients requesting assistance with the food stamp application, the Single Stop site coordinator at Wu Yee fills out the online BenefitsSF application with them and scans and electronically attaches all of the required verification documents. Each month, the county notifies Wu Yee of a number of set timeslots available to the organization for webcam interviews, with the number determined by the previous month's interview volume. Once Joy Lok submits the client's application, they schedule a webcam interview for the client in one of the available timeslots. The interviews are conducted from the Joy Lok Family Resource Center offices and a staff member is present during the interview and able to assist the clients, many of whom have limited English proficiency. The finger imaging requirement is typically postponed for a year until the recertification period, as per state law.

#### *Communities of Opportunity*

Located within the City College of San Francisco Southeast Campus, Communities of Opportunity is a SingleStop USA site that primarily serves the Bayview and Hunter's Point neighborhoods. The organization distributes flyers and provides education and outreach at the many churches in the area, in housing com-

for clients through the BenefitsSF system. To jumpstart this pilot initiative, the county provided these organizations with training in the BenefitsSF system, new computers, webcams, and scanners. These resources enable organizations doing application assistance to submit complete applications online on behalf of clients, including scanned verification documents, and then to schedule a webcam interview for the client that takes place in the organization's office. At this stage of the project only designated webcams at the community-based organizations may be used for these interviews, largely out of concern for the privacy of eligibility workers. Currently workers at the county rotate through webcam interview duty so that everyone gains familiarity with the system. The interviews are conducted using the Skype software program.

plexes, and at job training programs. Clients interested in applying contact Communities of Opportunity to set up an appointment for prescreening and application assistance.

Clients contacted through outreach, or any who come to Communities of Opportunity for services, are first prescreened using the Benefits Eligibility Network (BEN) tool. If a client is potentially eligible for food stamps or Medi-Cal, the Single Stop Site Coordinator fills out the online BenefitsSF application and scans and electronically attaches all of the required verification documents for the client. The county calls the client or sends a letter within a week to schedule an interview appointment.

#### OUT-OF-OFFICE APPLICATION FLOWCHART

The application process for food stamps using BenefitsSF is illustrated below in the following flowchart (figure 9), which includes the procedure for both individual applicants and clients applying through a community-based organization.

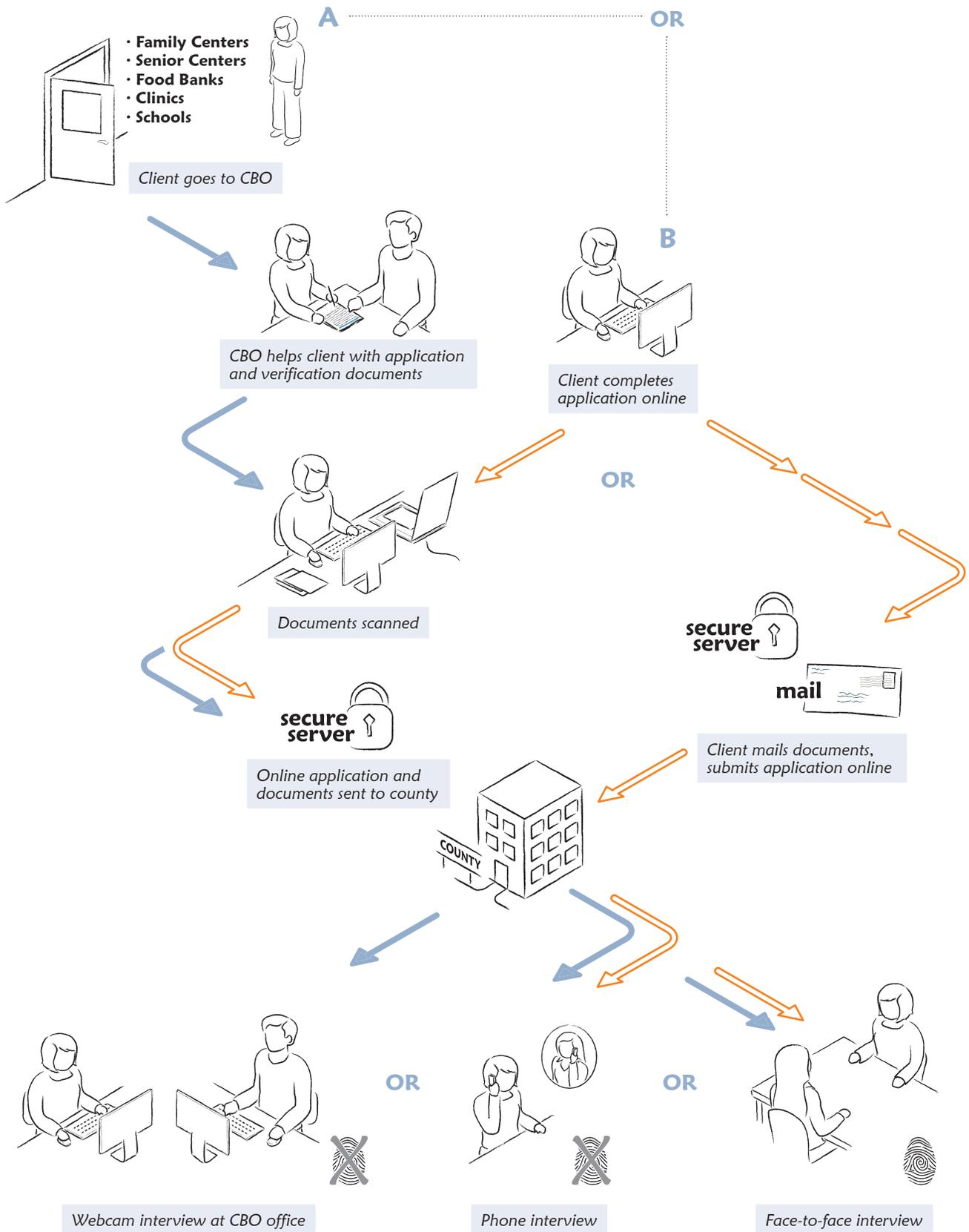


Figure 9. San Francisco County — Food Stamp Applications Using BenefitsSF

# San Joaquin County

## Scheduling Client Interviews

After clients have completed an application, Catholic Charities schedules an interview appointment for them with the county. This process diverges depending on whether the client is already enrolled in other public benefit programs administered by the county Human Services Agency. For clients new to the system, Catholic Charities calls a designated eligibility worker at the county to schedule a face-to-face interview for the client. The client is given the application packet to submit at the interview, unless an appointment is not available within ten days, in which case Catholic Charities submits the application in-person to the county so benefits are not lost while the client waits for their interview.

However, if clients already have a case open in another benefit program, they must interview with their designated case worker at the county. For these clients, Catholic Charities notifies the county once clients have completed their applications, then the case worker calls the client to schedule a face-to-face interview. Catholic Charities delivers the applications from these clients to the county, unless the client is potentially eligible for expedited services, in which case they are encouraged to take the application in themselves that same day.

Catholic Charities follows up with every client they assist to make sure they successfully interviewed with the county. The organization uses an Excel spreadsheet to track and follow up on the status of every client's application, including how much they ultimately receive in benefits. Because clients sign a release of information form, Catholic Charities is able to discuss their cases with county workers if any problem arises in scheduling appointments or processing applications.

- County population: **672,388**
- Food Stamp Enrollment, Oct. 2009: **77,814**
- Change in Enrollment from Oct. 2008: **18.1% increase**

## COUNTY OVERVIEW

Located in the northern Central Valley, just east of the San Francisco Bay, San Joaquin County covers the city of Stockton and a mostly rural agricultural area. As of 2007, 14.2% of the population lived below the poverty line, while 15.5% were unemployed in September 2009.

## COUNTY POLICIES AND PRACTICES

There are a number of policies and practices by the San Joaquin County Human Services Agency that encourage food stamp outreach and make the out-of-office application process easier. Particularly helpful actions by the county include:

- Designating an individual within the agency to serve as a liaison with organizations partnering with the county for food stamp outreach and application assistance.
- Allowing priority scheduling for interviews with new food stamp clients referred through a partner organization. Catholic Charities of Stockton can schedule these interviews for clients to be held at county outstation offices in Family Resource Centers.
- Working with staff members from outreach partner organizations in clarifying questions and application problems for clients who have signed a release of information form.

## OUTREACH AND APPLICATION ASSISTANCE

The Catholic Charities Diocese of Stockton provides food stamp outreach and application assistance services for both San Joaquin and Stanislaus Counties. In San Joaquin County, Catholic Charities also partners with the Emergency Food Bank of Stockton/San Joaquin to increase outreach to the community.

The Catholic Charities food pantry screens clients during intake for emergency food services and sometimes during outreach activities. Potentially eligible clients preferring application assistance are then scheduled for an appointment with the Catholic Charities office. Catholic Charities also conducts several outreach

efforts, including sending flyers home with students in local schools. When clients come in for application assistance, Catholic Charities first prescreens them using the FAST tool, then completes the application with the client and makes copies of required verification documents.

#### OUT-OF-OFFICE APPLICATION FLOWCHART

The out-of-office application process for food stamps, as it functions through the outreach and application assistance programs of the Catholic Charities Diocese of Stockton and the Emergency Food Bank of Stockton/San Joaquin, is diagramed below in figure 10.

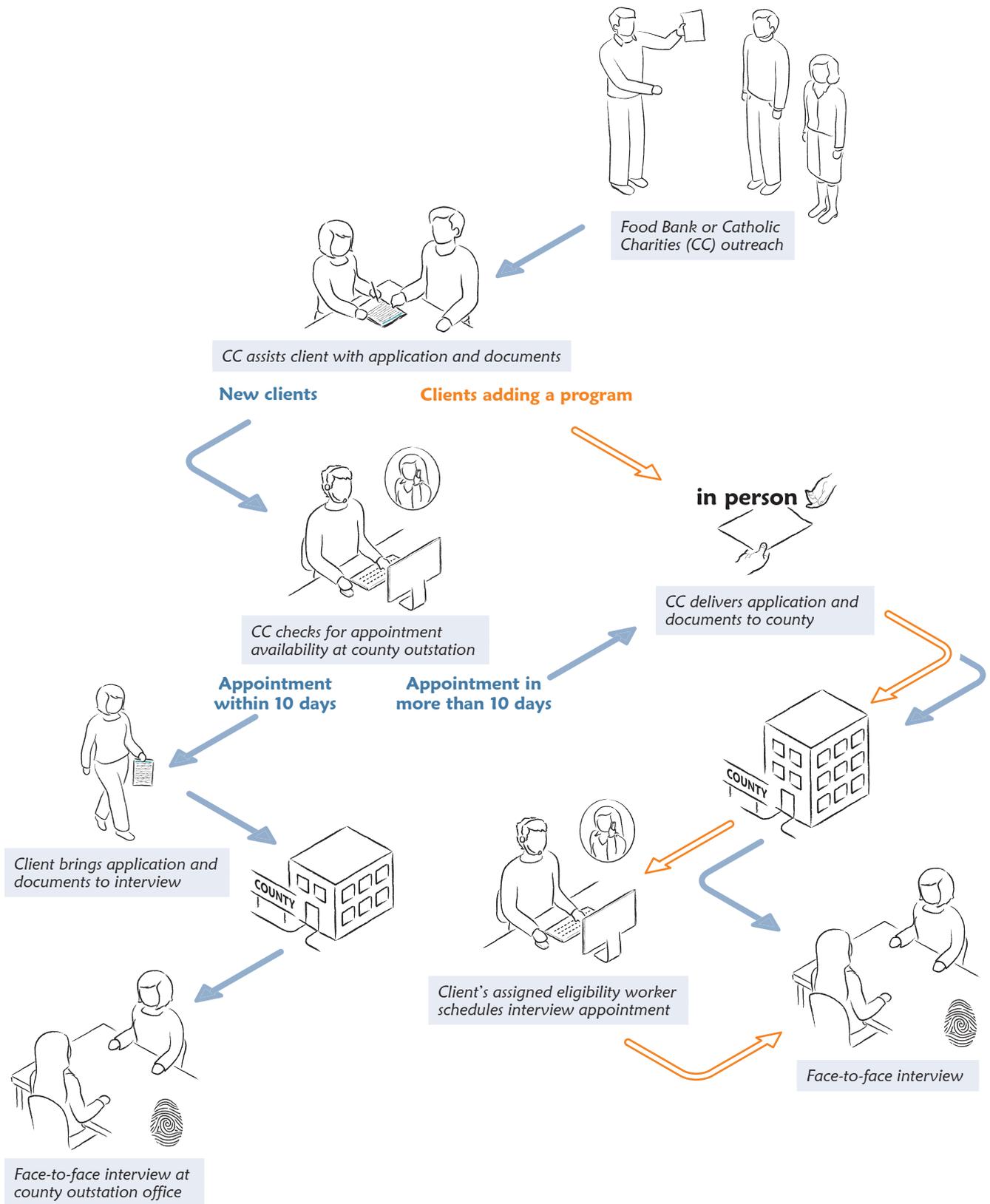


Figure 10. San Joaquin County Catholic Charities (CC) Diocese of Stockton Food Stamp Application Assistance



# Santa Clara County

## Expedited Interview Appointments

As part of their food stamp application assistance partnership with the Second Harvest Food Bank of Santa Clara and San Mateo Counties, the Social Services Agency of Santa Clara County has a system to streamline the intake process for applications received from the Food Bank. When the Food Bank faxes applications to the county, the agency moves them through intake right away and schedules interview appointments for within a week of the application date. These expedited interview appointments are scheduled only at the central Social Services Agency office in San Jose. This arrangement has not been implemented at the South County or North County offices, which serve an estimated 10% of the clients the Food Bank assists.

- County Population: **1,764,499**
- Food Stamp Enrollment, Oct. 2009: **83,247 individuals**
- Change in Enrollment from Oct. 2008: **24.1% increase**

## COUNTY OVERVIEW

Located at the south end of the San Francisco Bay, Santa Clara County includes the San Jose metropolitan area and numerous smaller cities and suburban communities. 8.3% of the population was below the poverty line in 2007, and 11.8% were unemployed in September 2009.

## COUNTY PRACTICES AND POLICIES

The Santa Clara County Social Services Agency supports a number of practices that increase the possibilities for outreach and application assistance. They include:

- Informing Medi-Cal clients about the Food Stamp Program during recertification calls.
- Allowing a designated partner organization to fax in application materials from clients.
- Using a system to identify and track applications received from a designated partner organization.
- Expediting interview appointments for clients whose application is submitted to certain agency offices by a designated partner organization.
- Working with staff members from a designated outreach partner organization in clarifying questions and application problems for clients who have signed a release of information form.

## OUTREACH AND APPLICATION ASSISTANCE

The Second Harvest Food Bank of Santa Clara and San Mateo Counties runs a food stamp outreach and application assistance program that serves the two counties. In Santa Clara County, an agreement with the county Social Services Agency enables a streamlined procedure for processing applications from clients assisted by the Food Bank.

The food stamp outreach program at the Food Bank conducts activities on a weekly basis throughout the community at food

distributions, schools, WIC clinics, family resource centers, and local events. The outreach team includes several full-time staff members who spend a portion of their time on food stamp outreach, plus three part-time staff from the Public Allies program ([www.publicallies.org](http://www.publicallies.org)). Several community-based organizations in the county also partner to educate their clients about food stamps and refer them to the Food Bank for application assistance. The Food Bank usually uses a short multi-question paper tool or the FAST program to prescreen clients during outreach, and then follows up with them over the phone to provide application assistance.

Clients preferring application assistance over the phone can call the Food Bank, or are called if they were contacted during an outreach activity. The Food Bank asks the client questions over the phone and uses the information to fill out an application. Afterwards, clients are told which verification documents they will need to bring to their interview, and the Food Bank faxes their application to the county. In some other cases, the Food Bank helps clients complete an application at an outreach site, then collects the application and faxes it to the county. In both scenarios, the county contacts the client with an interview appointment, and is willing to talk to a member of the Food Bank food stamp team about the status of these cases. The Food Bank keeps a record of clients they assist, and they follow up with everyone about the status of their case, providing assistance in clarifying questions or talking to the county if necessary.

Any clients who are potentially eligible for expedited services are encouraged to go directly to the county offices to apply, where they should receive a same-day appointment for an eligibility interview.

#### OUT-OF-OFFICE APPLICATION FLOWCHART

The process the Second Harvest Food Bank of Santa Clara and San Mateo Counties uses for assisting client and submitting applications to the county is diagramed below in Figure 11.

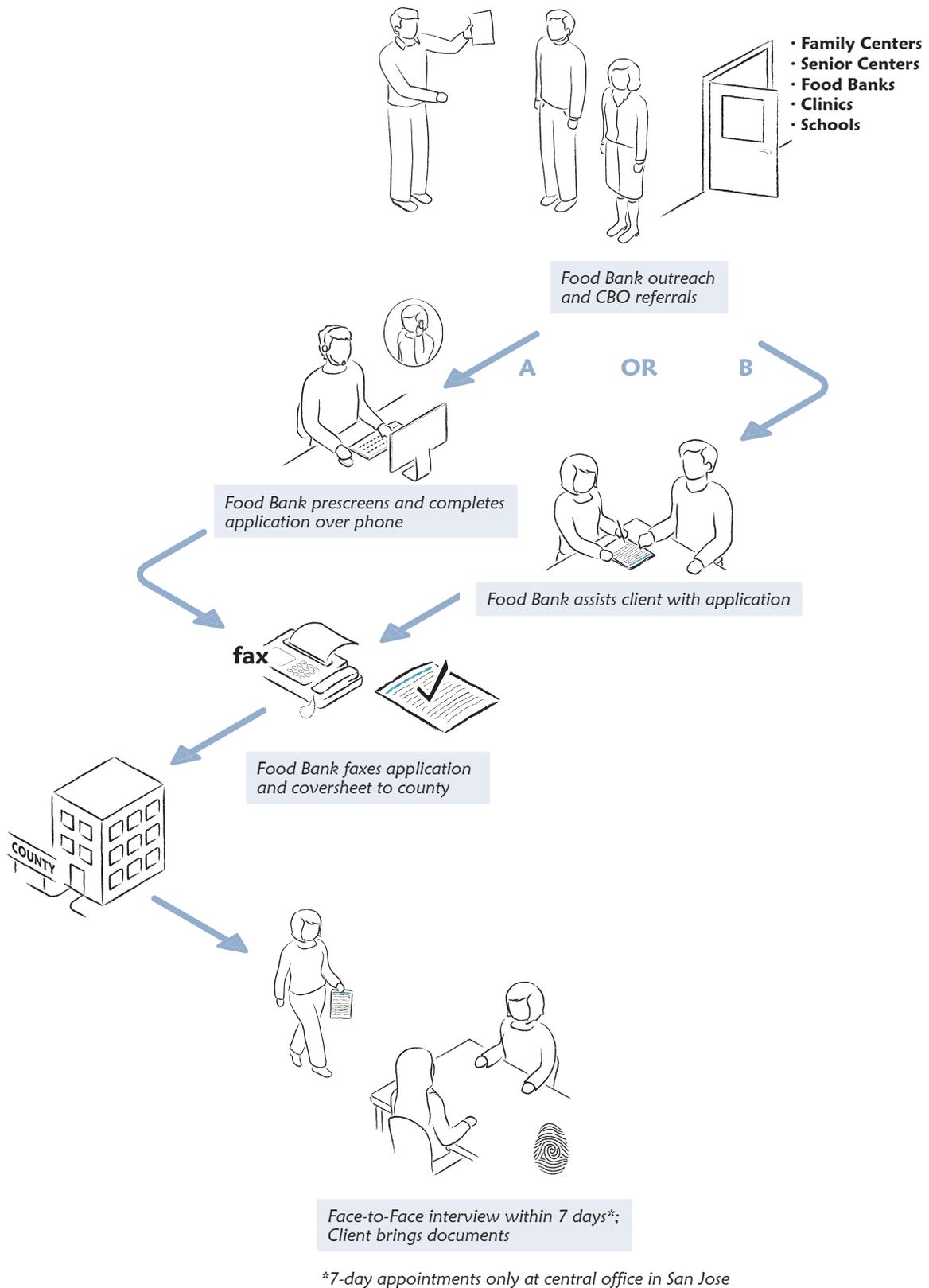


Figure 11. Santa Clara County Second Harvest Food Bank of Santa Clara and San Mateo Counties  
Out-of-Office Food Stamp Applications

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## APPENDIX A

### Additional County Outreach Programs

The case study on out-of-office food stamp applications presented in this report was logistically limited to ten counties. However, the ten counties profiled are by no means the only locations where out-of-office application procedures have been established. This appendix provides limited information about food stamp outreach programs and out-of-office application procedures in additional counties in hopes of showing a more complete picture of the scope of activities in California.

California Association of Food Banks (CAFB) invited every county in the state to submit a brief description of their food stamp outreach programs for inclusion in this report. Fresno, Mendocino, and San Bernardino Counties responded with profiles that are included below, edited minimally for length. For the remaining counties, information from the California Department of Social Services' (CDSS) most recent Food Stamp Program Operations and Access Report is summarized in a table below. The information used from the Operations and Access Report comes from self-reported descriptions by the counties of new outreach activities and participation in relevant committees in State Fiscal Year 2007/2008. Counties already included in this report and counties that did not report programs related to out-of-office applications for this period are omitted from the table.

For a complete overview of food stamp outreach programs in California, the CDSS Food Stamp Program Operations and Access Report can be downloaded at [www.cdss.ca.gov/research/PG351.htm](http://www.cdss.ca.gov/research/PG351.htm).

#### FRESNO COUNTY

The Fresno County Department of Social Services (DSS), formally Employment and Temporary Assistance/Adult Services (E&TA), actively develops strategies designed to improve services to all areas of the County. DSS currently has 20 allocated positions made up of two (2) units of Eligibility Workers and support staff at 19 locations taking applications and informing residents about the Food Stamp Program throughout Fresno County. These positions make up the DSS Food Stamp Outreach Unit. The mission of this unit is to collaborate with community-based organizations (CBOs) to improve and increase food stamp accessibility beyond DSS' offices.

The Food Stamp Outreach Unit has trained over 100 staff representing thirty different CBOs to ensure they are capable of effectively taking food stamp applications and assisting the residents of Fresno County with any of their food stamp needs. In July 2008, the Outreach Unit staff created a DVD in both English

and Spanish on the Food Stamp Program, Medi-Cal and Health & Nutrition Education, that has been played at special events, health clinics, community presentations and DSS office locations throughout Fresno County. This DVD brings to the forefront the benefits that food stamps can provide to ensure the nutritional health of families throughout Fresno County.

As the nation's number one agricultural producer, Fresno County has been greatly impacted by the lack of water desperately needed for farmland throughout the County. As a result, the Outreach unit worked with West Fresno County cities to organize nine enrollment events for these affected city residents. To ensure that working residents were able to apply at these events they were held on Saturdays. In addition, Outreach staff members were on hand to take applications and answer program questions at nine drought-related food giveaways sponsored by the local Economic Opportunities Commission (EOC) and the Community Food Bank.

#### MENDOCINO COUNTY

The Mendocino County Health and Human Services Agency currently staffs and supports Food For All Mendocino, a community coalition with a mission to increase access to healthy food in Mendocino County. The coalition includes a variety of member organizations, including representatives from our local food banks, community dining room, schools, and family resource centers. On December 1st 2009, we launched a campaign to “Bring A Million Dollars to Mendocino County.” Modeled on the successful Bring A Million campaign developed by Humboldt County, we hope to increase participation in the Food Stamp Program by 10%, thereby bringing an additional \$1 million into our communities annually. A key component of our campaign is the promotion of out-of-office application venues coordinated and staffed by trained advocates. Activities and programs implemented by Food For All Mendocino in support of the campaign include the following:

- HHSA staff coordinated a Food Stamp Advocate Training for interested community members. Over 30 community members attended one of two regional training sessions.
- Produced brochures and posters that are specific to the region and that promote the Food Stamp Program as an economic and health benefit to communities.
- Set up a Food Stamp Hotline phone number (46-BREAD) and promoted the phone line in printed and media materials. The hotline is answered by a bilingual advocate, who then helps the caller figure out if they are likely to be eligible for food stamps and arranges for an in-person appointment at a location convenient to the family.
- Scheduled “Enrollment Days” at locations throughout the rural county. Events were held at a local library in Ukiah, at a local teen center, senior housing complexes, and at a number of family resource centers in geographically isolated towns.
- In two isolated communities (Covelo and Boonville), HHSA set up monthly

enrollment days in conjunction with scheduled WIC clinic days. At these events, HHSA assist families with enrollment into food stamps (using the mail-in app), Medi-Cal for Children, and Healthy Families.

The out-of-office application process has been very successful. HHSA staff members perceive that the clients who make use of the out-of-office application process are the very ones who would probably never have made their way to the Social Services Department for a face-to-face interview. For some of these clients who live in very isolated communities, transportation to the Social Services offices in Ukiah or Fort Bragg was a huge barrier. A trained advocate helping them with the paperwork in a location close to their home was essential. For other clients who are struggling to overcome stigma, a personal appointment in a semi-private location was essential. In general, offering supportive encouragement to potentially eligible clients, whether they simply have questions about the program or are ready to sit down and apply, has been a critical component to success.

### SAN BERNARDINO

In August 2007, C4Yourself.com, an on-line e-application developed by the Consortium IV (C-IV) computer system, went “live” in San Bernardino County. Customers are now able to complete and submit applications for food stamp benefits to their local office with the use of a computer. In that first month San Bernardino County received 14 applications via the C4Yourself.com website. Since that time the number of applications received via the website has steadily increased monthly with a high of 1,513 applications received in August 2009.

In May 2009, San Bernardino County, in partnership with other county agencies, provided training to local faith-based and community-based organizations regarding the Food Stamp Program and the C4Yourself on-line application. The month following the training the number of on-line applications increased by 28.4%. San Bernardino continues to provide application assistance and training regarding the Food Stamp program and the C4Yourself on-line applications via monthly presentations to churches, schools, unions, and other organizations.

In November 2009, the C4Yourself website was expanded to include both the CalWORKs and Medi-Cal programs.

### ADDITIONAL COUNTY FOOD STAMP OUTREACH ACTIVITIES

Table 2. Summary of Additional County Food Stamp Outreach Activities

County Name	Food Stamp Outreach Activities
AMADOR	Conduct outreach through food banks, community events, CBO networking, and health organizations. Update Amador-Calaveras committee of CBOs bi-monthly on program regulation changes.
BUTTE	Periodically educate staff of County Departments of Public Health, Behavioral Health, and Child Support Services about food stamps and where to apply.
COLUSA	Disseminate information about food stamps on a quarterly basis at Family Resource Centers and the Workforce Investment Agency.

Table 2 continued

County Name	Food Stamp Outreach Activities
<b>DEL NORTE</b>	Outreach at schools, county fair, community health fairs, and Annual Veteran Stand Down Activity in Humboldt County.
<b>GLENN</b>	Offer extended office hours, two Wednesdays per month from 5pm-7pm.
<b>HUMBOLDT</b>	Outreach at senior lunch program in Senior Resource Center. Provide training for referrals to volunteer operators of United Way Community Switchboard.
<b>IMPERIAL</b>	Regular updates on Food Stamp Program changes to food bank and CBOs. Use C4 Yourself online application system.
<b>INYO</b>	Use C4 Yourself online application system.
<b>KERN</b>	Regular updates on Food Stamp Program changes to food bank and CBOs. Telephone hotline allows clients to apply by phone or request an application by mail. Use C4 Yourself online application system.
<b>KINGS</b>	Provide program information and application assistance at Family Resource Centers, schools, the Health Department, and the Parole and Correction Team. Use C4 Yourself online application system.
<b>LAKE</b>	Migrant-specific outreach at California Human Development Corporation.
<b>LASSEN</b>	Provide staff for application assistance at One- top sites in remote areas on a set schedule.
<b>MADERA</b>	Monthly outreach activities with Health Department, law enforcement, food bank, and CBOs.
<b>MARIN</b>	Outreach and nutrition education with WIC clinics.
<b>MONO</b>	Outreach at high school and senior center. Educate County Health Department about food stamps. Radio ads on Spanish-language station about food stamps and public charge concerns. Use C4 Yourself online application system.
<b>MONTEREY</b>	Home visits after 5pm. Outreach at Family Resource Centers, senior center, family market, and other CBOs. Use C4 Yourself online application system.
<b>NAPA</b>	Regular updates on Food Stamp Program changes to food bank and CBOs. Monthly outreach and application assistance at food bank. Partner with food bank to have applications referred.
<b>PLACER</b>	Outreach at WIC community health fair. Provide monthly outreach and on-site application processing at St. Vincent DePaul—Roseville. Provide education and application instructions monthly to new parolees.
<b>RIVERSIDE</b>	Coordinate with Mental Health Services, Family Resource Center, schools, and CBOs for outreach and application assistance. Use C4 Yourself online application system.
<b>SACRAMENTO</b>	Provide food stamp applications and program information to CBOs.
<b>SAN BENITO</b>	Use C4 Yourself online application system.
<b>SAN LUIS OBISPO</b>	Provide food stamp applications, program information, and support to CBOs. Probation Department outreach.
<b>SAN MATEO</b>	Run telephone hotline with information on pending applications and CBOs providing assistance. Collaborate with food bank for outreach and application assistance. FS Application Incentive Program: Daily City Community Services Center receives \$50 for each approved application they refer.
<b>SANTA BARBARA</b>	Outreach and application assistance at health fairs. Health Care Services visiting nurses take food stamp applications to home visits.
<b>SANTA CRUZ</b>	Provide program information, applications, and support to food bank, hospital, and CBOs. Supports several CBOs in doing application assistance.

Table 2 continued

County Name	Food Stamp Outreach Activities
SHASTA	Outreach at community events such as Mental Health Fair and County Fair.
SIERRA	Provide cross-training to other Health and Human Services Staff about the Food Stamp Program.
SISKIYOU	Outstation eligibility workers to take applications and conduct interviews at five Family Resource Centers.
STANISLAUS	Telephone hotline allows clients to apply by phone or request an application by mail. Train partner CBOs to use the C4 Yourself online application system with clients.
SOLANO	Conduct presentations for CBOs about Food Stamp Program.
SONOMA	Provide training and informational support to food bank and CBOs. Outreach to WIC clinics, other CBOs, and parolees.
STANISLAUS	Monthly meetings with WIC and school district nutrition representatives to coordinate information sharing and outreach programs and activities. Provide educational information to homeless shelters.
SUTTER	Outreach at monthly health fair for children and yearly Veteran's Stand Down event. Outstation eligibility worker to Health Department weekly to provide information and take applications.
TULARE	Provide training and informational support to CBOs. Outreach and application assistance at local health fairs and Farmer's Markets.
VENTURA	Provide staff to answer questions and take applications at One Stop Center of Ventura County Medical Center and at Police and Corrections Team Orientations. Outreach at community events and health fairs.
YOLO	Outreach at Migrant Camps. Provide informational support and materials to Health Department.
YUBA	Outreach at Community Connections events for recent parolees and at Veterans' Stand Down event.

## APPENDIX B

### Food Stamp Outreach and Access Prescreening Options

The Food Stamp Program is complicated and it can be difficult to determine if a family in California may be eligible simply using the income guidelines. For this reason, most outreach programs throughout the state use some sort of prescreening tool or several different tools. However, any organization that chooses to prescreen should follow the protocol below. For more about prescreening for food stamps or to download prescreening tools, go to: <http://www.myfoodstamps.org/screeningtool.html>.

#### CALIFORNIA'S PRESCREENING PROTOCOL

During the prescreening process, clients answer a few basic questions pertaining to food stamp eligibility. This process is referred to as "prescreening" to reinforce that it is not a process to determine eligibility and it does not "screen out" potential applicants. While prescreening is an essential piece of California's outreach efforts, it can inadvertently spread incorrect information or inappropriately discourage a

person from applying for food stamps. To avoid this, California's outreach stakeholders agreed upon the following prescreening protocol in 2007.

#### *A. About Prescreening*

Prescreening only determines whether the caller may be eligible for food stamps. There are many factors that go into determining food stamp eligibility that this quick assessment does not take into account. Prescreening encourages people who are potentially eligible to apply for food stamps. Prescreening saves people time and effort if they are likely not eligible for food stamps. Every client must be informed that only an eligibility worker in a county food stamp office can make a final decision about whether a household is eligible for food stamps.

#### *B. Maintain Privacy*

During the course of conducting a prescreening, you may learn confidential information, such as names of household members, financial information, medical or employment history. When dealing with any personal confidential information, abide by all rules and regulations regarding confidential data. Do not ask more information than necessary. Prescreening can be completed anonymously. Do not ask for a last name, social security number, address, or other personal or identifying information that is not directly required for determining potential food stamp eligibility. If more information is needed later for the application, capture it then. For more about maintaining confidentiality while conducting Food Stamp Outreach, see <http://www.myfoodstamps.org/FSOsecurity.html>.

#### *C. Emphasize Right to Apply*

The Food Stamp Program is an entitlement program and everyone has the right to apply. In California, the Food Stamp Program is administered by the county food stamp office. All people have the right to speak with an eligibility worker and file a food stamp application, regardless of the prescreening results. Remember that no one should be required to be prescreened in order to apply for the Food Stamp Program. People should be informed that by being prescreened, they are not applying for food stamps.

#### *D. Inform of County Eligibility Role*

Every client must be informed that only an eligibility worker in a county food stamp office can make a final decision about whether or not a person is eligible for food stamps.

#### *E. Before Beginning Prescreening*

Attend a training session on food stamp outreach and prescreening. Contact your county food stamp office or the network for a healthy California to find a training session in your area. In order to conduct prescreening most accurately and effectively, use a tool to assist in prescreening. SuperFAST (Food Stamp Application and Screening Tool), a computer program that assists in prescreening for potential eligibility, is available at no cost. It can be downloaded at <http://www.myfoodstamps.org/fastinstallation.html>.

### THE FOOD STAMP APPLICATION & SCREENING TOOL

The Food Stamps Application and Screening Tool (F.A.S.T.) is a FREE tool available to any non-profit organization wishing to determine potential food stamp eligibility, assist with the application, and follow-up with applicants. In approximately seven minutes, a client is prescreened and a printable food stamp application (California Form DFA-285 A-1 and A-2) is generated, prefilled with the client's information. The current tool also prints a confidentiality waiver and a next steps flyer based on information provided by the county, directing the client to the closest food stamp office or offers instructions on applying over the phone; the flyer tailors these details to each county's regulations. Alameda County Social Services Agency has piloted the use of F.A.S.T to transmit an electronic file of the DFA-A1 and supporting documents (for example, identification and pay stubs scanned in at a community site). CAFB is currently looking for other counties interested in electronic submission of applications using the F.A.S.T tool and secured delivery server. A quick-screen and referral option is also available for call centers and 2-1-1 operations.

### BENCHMARK INSTITUTE EXCEL CALCULATOR

This excel screening tool ([http://www.myfoodstamps.org/docs/Food\\_Stamp\\_Income\\_Calculator\\_Blank\\_Protected\\_Show\\_Calcs.xls](http://www.myfoodstamps.org/docs/Food_Stamp_Income_Calculator_Blank_Protected_Show_Calcs.xls)) that requires very little technology and is especially helpful to determine potential eligibility for mixed status households, where some members have legal permanent or citizenship status and others do not. In these cases, the standard income guidelines may not apply as the income of certain household members may need to be prorated.

*Please Note:* This tool and all screening tools are updated every October, with new income guidelines and sometimes sooner due to changes in food stamp laws or benefits. To register to receive updates of this tool, go to: <http://fs7.formsite.com/wwwcafoodbanksorg/form593462393/index.html>.

### ONE-E-APP FAST TRACK TO FOOD STAMPS

One-e-App is an online tool that allows application assisters to improve access to a broad range of programs serving low-income families. Because much of the data required to apply is the same across programs, the One-e-App system can provide a single point of entry for multiple programs without significantly increasing the time it takes to collect application information. Recently, One-e-App added access to the food stamp program to its long list of programs. Application assisters can use this online tool to help clients apply for the Food Stamp Program.

### CALIFORNIA'S ONLINE PRESCREENING TOOL

The Network for a Healthy California partnered with the Professional Exchange Service Corporation and a steering committee consisting of the California Association of Food Banks, the Central Valley Health Network, the San Diego Hunger Coalition and the California Department of Social Services to design an online screening tool that can be used by application assisters throughout the state. This online screener is available in English and will be launched in Spanish by

October 2009. If being used by potential applicants, it can be done anonymously. Application assisters, however, are encouraged to sign on using a password so that they can use the administrative functions. To request a user name for this online tool, email [foodstamps@cafoodbanks.org](mailto:foodstamps@cafoodbanks.org).

#### PAPER PRESCREENING TOOLS

Sometimes, outreach providers do not have access to computers where they can use electronic screening tools such as the ones above. Even more often, application assisters will not have access to online screening or application tools. It is tempting to rely on income guidelines when these tools are not available. But, for families with at least one elderly or disabled household member or a person who is undocumented but contributes to their household's income, then the income guidelines may not be sufficient due to special rules and the prorating of benefits. For this reason, it is always a good idea to have a paper tool available to take offsite along with paper applications. Paper prescreening tools are located at <http://www.myfoodstamps.org/screeningtool.html> for use in these situations.

#### USDA ONLINE PRESCREENING TOOL

Unfortunately, this online tool (<http://65.216.150.143/fns/index.jsp>) created by the United States Department of Agriculture (USDA) is not a good place for Californians to determine potential eligibility due to 1) special laws in California that prevent people on Supplemental Security Income (SSI) and the supplement provided by California's State Supplemental Payment (SSP) from receiving food stamps, and 2) a California program offering food stamps to certain immigrants not eligible under federal law. It is better to use the online screening tool developed just for California at <http://cafoodresource.org>.

#### COUNTY ONLINE SELF-SCREENERS

A growing number of California's county food stamp offices are creating their own food stamp self-screeners. Riverside, San Bernardino, Merced and Stanislaus counties let clients conduct a self-screen online before submitting an online application at <http://c4yourself.com>. San Francisco County allows its clients to self-screen themselves online at <https://benefitssf.org>. Before starting your food stamp outreach program, you may ask your county if they have a screening tool that they prefer.

*Please Note:* All prescreening tools are updated every October, as this is when the USDA releases new income guidelines. Sometimes, these tools are updated more frequently due to policy changes. Therefore, if using a screening tool, you should frequently update your tool by returning to this website and remind people that they should consider applying even if upon prescreening it looks like they may not be eligible. *Only your local food stamp office can determine if you are eligible for food stamps.*

APPENDIX C

## CAFB Outreach Subcontractors

The following table lists organizations partnering as subcontractors with the California Association of Food Banks in the statewide Food Stamp Access Improvement Plan.

Table 3. CAFB Outreach Subcontractors

Subcontractors by County	Contractor	Program Contact Name	Email	Phone
<b>ALAMEDA</b>				
Eden Information & Referral (2-1-1 agency)	CAFB	Silvana Hackett, 2-1-1 Manager	shackett@edenir.org	(510) 537-2710 x525
ACORN Institute	CAFB	Marina Delgado	mdelgado@acornmail.net	(213) 747-4211
Alameda County Community Food Bank	CAFB	Elizabeth Gomez, Outreach Programs Manager	egomez@acafb.org	(510) 635-3663 x325
Catholic Charities of the East Bay	CCC	Vicki Lizaraga, Case Manager	vlizaraga@cceb.org	(925) 825-3099 x307
Fremont Family Resource Center	CAFB	Judy Schwartz	jschwartz@ci.fremont.ca.us	(510) 574-2000
SingleStop USA	CAFB	Elena Chavez Quezada, Program Director	echavezquezada@singlestopusa.org	(415) 391-7170
Healthy Oakland – Single Stop Sub-Contractor	CAFB	Elena Chavez Quezada, Program Director	echavezquezada@singlestopusa.org	(415) 391-7170
<b>BUTTE</b>				
California State University, Chico	Foundation	Cindy Wolff, CNAP Director	cwolff@cscuchico.edu	(530) 898-5288
Community Housing Improvement Program	Foundation	Sonia Rodriguez, Program Manager	srodriguez@chiphousing.org	(530) 891-4124
Del Norte Clinics, Inc.	CVHN	Steve Naiman, Community Health Coordinator	naimans@dnci.org	(530) 879-4744
Northern Valley Catholic Social Services	Foundation	Katie Nichols, TAPP & Cal-Learn Program Manager	ktnichols@nvcss.org	(530) 345-1600
Northern Valley Indian Health, Inc.	Foundation	Vicki Shively, Community Health Director	vshively@nvih.org	(530) 520-4893
Youth for Change	Foundation	Ted Klemm, Director	tklemm@youth4change.org	(530) 877-1965
<b>CALAVERAS</b>				
The Resource Connection	CAFB	Bonnie Acosta	bacosta@theresourceconnection.net	(209) 754-1257
<b>COLUSA</b>				
Community Housing Improvement Program	Foundation	Sonia Rodriguez, Program Manager	srodriguez@chiphousing.org	(530) 891-4124
Del Norte Clinics, Inc.	CVHN	Steve Naiman, Community Health Coordinator	naimans@dnci.org	(530) 879-4744
Northern Valley Indian Health, Inc.	Foundation	Vicki Shively, Community Health Director	vshively@nvih.org	(530) 520-4893
<b>CONTRA COSTA</b>				
Contra Costa Crisis Center (2-1-1 agency)	CAFB	John Bateson, Executive Director	johnb@crisis-center.org	(925) 939-1916 x107
ACORN Institute	CAFB	Marina Delgado	mdelgado@acornmail.net	(213) 747-4211

Table 3 continued

Subcontractors by County	Contractor	Program	Contact Name	Email	Phone
Catholic Charities of the East Bay	CCC		Vicki Lizaraga, Case Manager	vlizaraga@cceb.org	(925) 825-3099 x307
Food Bank of Contra Costa and Solano	CAFB		Barbara Stanley	bstanley@foodbankccs.org	(707) 421-9777 x232
Village Community Resource Center	CAFB		Senior Program Coordinator; Anthony Murillo	anthonymurillo23@yahoo.com	(925) 513-3107
<b>FRESNO</b>					
United Way of Fresno County (2-1-1 agency)	CAFB		Jonie Branch/2-1-1 Call Center Manager	jbranch@unitedwayfresno.org	(559) 243-3694
Catholic Charities of the Diocese of Fresno	CCC		Lydia Gutierrez, Site Director	lgutierrez@ccdof.org	(559) 237-0851 x1118
Clinica Sierra Vista	CVHN		Bill Phelps, Chief of Programs	bill.phelps@clincasierravista.org	(661) 635-3050 x2156
Community Food Bank	CAFB		Dayatra Laiten, Director of Programs & Development	programs@communityfoodbank.net	(559) 237-3663 x109
Fresno Metro Ministry	CAFB		Edie Jessup, Director of Programs	edie@fresnetmin.org	(559) 485-1416
<b>GLENN</b>					
California State University, Chico	Foundation		Cindy Wolff, CNAP Director	cwolff@cscuchico.edu	(530) 898-5288
Community Housing Improvement Program	Foundation		Sonia Rodriguez, Program Manager	srodriguez@chiphousing.org	(530) 891-4124
Del Norte Clinics, Inc.	CVHN		Steve Naiman, Community Health Coordinator	naimans@dnci.org	(530) 879-4744
Northern Valley Indian Health, Inc.	Foundation		Vicki Shively, Community Health Director	vshively@nvih.org	(530) 520-4893
<b>HUMBOLDT</b>					
Humboldt Community Switchboard/ United Way Humboldt (2-1-1 agency)	CAFB		Melissa Furbee	melissa.furbee@unitedwayhumboldt.org	(707) 441-1092
Food For People	CAFB		Deborah Waxman, Community Education & Outreach Coord.	dwaxman@foodforpeople.org	(707) 445-3166 x308
<b>IMPERIAL</b>					
INFO LINE of San Diego County (211 San Diego)	CAFB		Mona Freels, COO	mfreels@211sandiego.org	(858) 300-1230
Catholic Charities Diocese of San Diego	CCC		Lisa Dumolt, Program Coordinator	ldumolt@ccdsd.org	(760) 631-4792
California State University, San Marcos National Latino Research Center	CSUSM		Arcela Nunez-Alvarez, Research Director	anunez@csusm.edu	(760) 750-3503
Imperial Valley Food Bank	CAFB		Trish Ribail	ivfoodbank@icoe.k12.ca.us	(760) 370-0966
<b>KERN</b>					
Community Action Partnership of Kern (2-1-1 agency)	CAFB		Deborah Steagall, 2-1-1 Prg. Mgr.	dsteaga@capk.org	(661) 336-5236 x259
Clinica Sierra Vista	CVHN		Bill Phelps, Chief of Programs	bill.phelps@clincasierravista.org	(661) 635-3050 x2156
United Farm Workers Foundation	UFWF		Diana Tellefson, Executive Director	dianat@ufwfoundation.org	(323) 264-2700
<b>KINGS</b>					
Kings United Way (2-1-1 agency)	CAFB		Lucia Orozco, HMIS Specialist	luciao@kingsunitedway.org	(559) 584-1536
Family Health Care Network	CVHN		Mary Alice Escarsega-Fechner, Vice President of Administrative Services	mfechner@fhcn.org	(559) 737-4755

Table 3 continued

Subcontractors by County	Contractor	Program	Contact Name	Email	Phone
<b>LAKE</b>					
Catholic Charities of the Diocese of Santa Rosa	CCC		Sr. Kathleen McGrath, Program Director	fscfoodserv@callatg.com	(707) 542-5426
<b>LOS ANGELES</b>					
211 Los Angeles County	CAFB		Cesar Ponciano	cponciano@211la.org	(626) 350-1841 x2163
ACORN Institute	CAFB		Marina Delgado	mdelgado@acornmail.net	(213) 747-4211
Catholic Charities Diocese of Los Angeles, Inc.	CCC		Patricia Chaidez, Food Stamp Coordinator	pchaidez@ccharities.org	(310) 831-7111
Hunger Action Los Angeles	CAFB		Frank Tamborello, Director	frank@hungeractionla.org	(213) 388 8228
Harbor Interfaith Services	CAFB		Elizabeth Mora	fsc@harborinterfaith.org	(310) 831-0603 x32
Los Angeles Regional Food Bank	CAFB		Jeff Dronkers/CPPO	jdronkers@lafoodbank.org	(323) 234-3030
Maternal and Child Health Access	CAFB		Lynn Kersey	lynnk@mchaccess.org	(213) 749-4261 x109
** LA County Has A List of FSO Partners Not Funded in State Plan (See Appendix D).					
<b>MARIN</b>					
Bay Area United Way (2-1-1 agency)	CAFB		Maritza Villagomez, Call Center Manager	mvillagomez@uwba.org	(415) 808-7388
<b>MERCED</b>					
Golden Valley Health Centers	CVHN		Kennoris Bates, Nutritional Services Coordinator	kbates@jvhc.org	(209) 385-5583
Livingston Medical Group	CVHN		Lupe Delgado, Food Stamp Outreach Coordinator	ldelgado@livingstonmedical.org	(209) 394-7913 x169
<b>MODOC</b>					
California State University, Chico	Foundation		Cindy Wolff, CNAP Director	cwolff@cscuchico.edu	(530) 898-5288
<b>MONTEREY</b>					
United Farm Workers Foundation	UFWF		Diana Tellefson, Executive Director	dianat@ufwfoundation.org	(323) 264-2700
United Way of Monterey (2-1-1 agency)	CAFB		Ronn Rygg	rrygg@unitedwaymcca.org	(831) 372-8026
<b>NAPA</b>					
Bay Area United Way (2-1-1 agency)	CAFB		Maritza Villagomez, Call Center Manager	mvillagomez@uwba.org	(415) 808-7388
<b>ORANGE</b>					
2-1-1 Orange County	CAFB		Judy Bowden	jbowden@211oc.org	(949) 764-1320
Community Action Partnership Orange County	CAFB		Alfonso Chavez, Program Coordinator	achavez@capoc.org	(714) 897-6670 x3606
<b>RIVERSIDE</b>					
Volunteer Center of Riverside County (2-1-1 agency)	CAFB		Craig Redelsperger	craig@vcrcivco.org	(951) 686-4402
Catholic Charities of San Bernardino/Riverside	CCC		Beverly Earl, San Bernardino County Director	bearl@ccsbriv.org	(951) 689-1803
Inland Behavioral Health Services, Inc.	CVHN		Linda Garcia, Outreach Worker	garcial@ibhealth.org	(909) 386-7600
<b>SACRAMENTO</b>					
Community Services Planning Council/Sacramento Hunger Coalition (2-1-1 agency)	CAFB		Sylvia Palmer	spalmer@communitycouncil.org	(916) 447-7063 x309

Table 3 continued

Subcontractors by County	Contractor	Program	Contact Name	Email	Phone
<b>SAN BENITO</b>					
Community Food Bank of San Benito County	CAFB		MaryAnne Hughes, Executive Director	maryanne.pantry@sbcglobal.net	(831) 637-0340
<b>SAN BERNARDINO</b>					
Inland Empire United Way (2-1-1 agency)	CAFB		Gary Madden, Director, 2-1-1 San Bernardino County	gmadden@ieuw.org	(909) 980-2857 x202
Catholic Charities of San Bernardino/Riverside	CCC		Beverly Earl, San Bernardino County Director	bearl@ccsbriv.org	(909) 880-3625
Inland Behavioral Health Services, Inc.	CVHN		Linda Garcia, Outreach Worker	garcial@ibhealth.org	(909) 386-7600
<b>SAN DIEGO</b>					
INFO LINE of San Diego County (211 San Diego)	CAFB		Mona Freels, COO	mfreels@211sandiego.org	(858) 300-1230
ACORN Institute	CAFB		Marina Delgado	mdelgado@acornmail.net	(213) 747-4211
California State University, San Marcos National Latino Research Center	CSUSM			nrlc@csusm.edu	(760) 750-3500
Catholic Charities Diocese of San Diego	CCC		Lisa Dumolt, Program Coordinator	ldumolt@ccdsd.org	(760) 631-4792
San Diego Hunger Coalition	CAFB		Jennifer Tracy	jennifer@hungeraction.net	(619) 501-7917
Subcontractors:	CAFB				
Community Resource Center	CAFB		Filipa Rios	frios@crcncc.org	(760) 153--8300
Chula Vista Community Collaborative	CAFB		Heather Nemour	heather.nemour@cvesd.org	(619) 498-8042
International Rescue Committee	CAFB		Ellee Igoe	Ellee.Igoe@theIRC.org	(619) 641-7510 x234
New Seasons Church	CAFB		Angela Kretschmar	akretschmar@new-seasons.com	(619) 820-2457
Neighborhood Healthcare	CAFB		Dewan Gibson, Director of Health Projects	dewang@nhcare.org	(619) 440-7616 x220
SAY San Diego	CAFB		Rhaelynn Scherr, Coordinator	rscherr@saysandiego.org	(858) 974-3603
Vista Community Clinic	CAFB		Silvia Alcantar, MCH Program Manager	salcantar@vistacommunityclinic.org	(760) 407-1220 x113
YMCA Youth and Support Services – Kinship Support Services Program	CAFB		Danielle Davis/KSSP Program Director	ddavis@ymca.org	(619) 543-9850 x122
Hispanic Foundation For Nutrition And Health	CAFB		Fabiola Barcelo	fabiolabarcelor@hotmail.com	(760) 696-2074
San Diego Food Bank	CAFB		Vanessa Franco, Programs Director	vfranco@sandiegofoodbank.org	(858) 527-1419 x14
<b>SAN FRANCISCO</b>					
Bay Area United Way (2-1-1 agency)	CAFB		Maritza Villagomez, Call Center Manager	mvillagomez@uwba.org	(415) 808-7388
ACORN Institute	CAFB		Marina Delgado	mdelgado@acornmail.net	(213) 747-4211
SF Works	CAFB		Julie Chan	staff@sfloworks.org	(415) 217-518
The Bar Association of San Francisco's Volunteer Legal Services Program	CAFB			vlsp@sfbar.org	(415) 982-1600
SingleStop USA	CAFB		Elena Chavez Quezada, Program Director	echavezquezada@singlestopusa.org	(415) 391-7170
SingleStop USA: Subcontractors	CAFB		Elena Chavez Quezada, Program Director	echavezquezada@singlestopusa.org	(415) 391-7170

Table 3 continued

Subcontractors by County	Contractor	Program Contact Name	Email	Phone
Communities of Opportunity – Single Stop Site Coordinator	CAFB	Elena Chavez Quezada, Program Director	echavezquezada@singlestopusa.org	(415) 391-7170
Wu Yee Children’s Services – Single Stop Site Coordinator	CAFB	Elena Chavez Quezada, Program Director	echavezquezada@singlestopusa.org	(415) 391-7170
Homeless Prenatal Program – Single Stop Site Coordinator	CAFB	Elena Chavez Quezada, Program Director	echavezquezada@singlestopusa.org	(415) 391-7170
City College of San Francisco – Single Stop Site Coordinator	CAFB	Elena Chavez Quezada, Program Director	echavezquezada@singlestopusa.org	(415) 391-7170
<b>SAN JOAQUIN</b>				
Catholic Charities Diocese of Stockton	CCC	Maria Luisa Rangel, Nutrition Assistance Program Director	mrangel@ccstockton.org	(209) 444-5944
Emergency Food Bank of Stockton/ San Joaquin	CAFB	Federico Navarro	fnavarro@stocktonfoodbank.org	(209) 464-7369
<b>SAN LUIS OBISPO</b>				
Food Bank Coalition of San Luis Obispo County	CAFB	Lily Garcia	lgarcia@slofoodbank.org	(805) 235-0612
<b>SAN MATEO</b>				
ACORN Institute	CAFB	Marina Delgado	mdelgado@acornmail.net	(213) 747-4211
Second Harvest Food Bank of Santa Clara and San Mateo Counties	CAFB	Anna Olsen	aolsen@shfoodbank.com	(408) 266-8866 x424
<b>SANTA BARBARA</b>				
Catholic Charities Diocese of Los Angeles, Inc.	CCC	Patricia Chaidez, Food Stamp Coordinator	pchaidez@ccharities.org	(310) 831-7111
Foodbank of Santa Barbara County	CAFB	Erin Muma, Program Manager	emuma@foodbanksbc.org	(805) 967-5741 x106
<b>SANTA CLARA</b>				
ACORN Institute	CAFB	Marina Delgado	mdelgado@acornmail.net	(213) 747-4211
Catholic Charities of Santa Clara County	CCC	Charlene Moore, Program Manager	cmoore@ccsj.org	(408) 283-6150 x275
Second Harvest Food Bank of Santa Clara and San Mateo Counties	CAFB	Anna Olsen	aolsen@shfoodbank.com	(408) 266-8866 x424
<b>SANTA CRUZ</b>				
Familia Center	CAFB	Rosa Reyes, Sr. Case Worker	rreyes@familiacenter.org	(831) 423-5747 x11
Salud Para La Gente	CVHN	Brooke C. Smith, Director, Grants & Outreach	bsmith@splg.org	(831) 706-1768
Second Harvest Food Bank of Santa Cruz County	CAFB	Paul Bellerjeau	paul@thefoodbank.org	(831) 722-7110 x220
<b>SHASTA</b>				
California State University, Chico	Foundation	Cindy Wolff, CNAP Director	cwolff@cscuchico.edu	(530) 898-5288
Community Housing Improvement Program	Foundation	Sonia Rodriguez, Program Manager	srodriguez@chiphousing.org	(530) 891-4124
Hill Country Health and Wellness Center	CVHN	Lynn Dorroh, CEO	idorroh@hillcountryclinic.org	(530) 337-6702 x443
Northern Valley Catholic Social Services	Foundation	Katie Nichols, TAPP & Cal-Learn Program Manager	ktnichols@nvcss.org	(530) 345-1600
<b>SISKIYOU</b>				
California State University, Chico	Foundation	Cindy Wolff, CNAP Director	cwolff@cscuchico.edu	(530) 898-5288
Community Housing Improvement Program	Foundation	Sonia Rodriguez, Program Manager	srodriguez@chiphousing.org	(530) 891-4124

Table 3 continued

Subcontractors by County	Contractor	Program Contact Name	Email	Phone
<b>SOLANO</b>				
Bay Area United Way (2-1-1 agency)	CAFB	Maritza Villagomez, Call Center Manager	mvillagomez@uwba.org	(415) 808-7388
Catholic Social Service of Solano County/Catholic Charities of Sacramento, Inc.	CCC	Tes Childs, Family Assistance	assistance@csssolano.org	(707) 644-8909 x209
Food Bank of Contra Costa and Solano	CAFB	Barbara Stanley	bstanley@foodbankccs.org	(707) 421-9777 x232
<b>SONOMA</b>				
Volunteer Center of Sonoma County (2-1-1 agency)	CAFB	Bill Myatt, 2-1-1 Program Director	bmyatt@volunteernow.org	(707) 565-2325
Catholic Charities of the Diocese of Santa Rosa	CCC		info@srcharities.org	(707) 528-8712
<b>STANISLAUS</b>				
United Way of Stanislaus County (2-1-1 agency)	CAFB	Linda Tagholm, 211 Program Manager	ltagholm@yahoo.com	(209) 523-4562 x115
Catholic Charities Diocese of Stockton	CCC	Maria Luisa Rangel, Nutrition Assistance Program Director	mrangel@ccstockton.org	(209) 444-5944
Golden Valley Health Centers	CVHN	Kennoris Bates, Nutritional Services Coordinator	kbates@jvhc.org	(209) 385-5583
<b>SUTTER</b>				
Del Norte Clinics, Inc.	CVHN	Steve Naiman, Community Health Coordinator	naimans@dnci.org	(530) 879-4744
<b>TEHAMA</b>				
California State University, Chico	Foundation	Cindy Wolff, CNAP Director	cwolff@cscuchico.edu	(530) 898-5288
Community Housing Improvement Program	Foundation	Sonia Rodriguez, Program Manager	srodriguez@chiphousing.org	(530) 891-4124
Northern Valley Indian Health	Foundation	Vicki Shively, Community Health Director	vshively@nvih.org	(530) 520-4893
<b>TRINITY</b>				
California State University, Chico	Foundation	Cindy Wolff, CNAP Director	cwolff@cscuchico.edu	(530) 898-5288
<b>TULARE</b>				
Catholic Charities of the Diocese of Fresno	CCC	Lydia Gutierrez, Site Director	lgutierrez@ccdof.org	(559) 237-0851 x1118
Family Health Care Network	CVHN	Mary Alice Escarsega-Fechner, Vice President of Administrative Services	mfechner@fhcn.org	(559) 737-4755
Foodlink Tulare County	CAFB	Sandy Beals, Executive Director	sandyb@foodlinktc.org	(559) 651-3663
<b>VENTURA</b>				
Interface Family Children Services (2-1-1 agency)	CAFB	Tanya Kellam	tkellam@icfs.org	(805) 485-6114 x612
Catholic Charities Diocese of Los Angeles, Inc.	CCC	Patricia chaidez, Food Stamp Coordinator	pchaidez@ccharities.org	(310) 831-7111
Clinicas Del Camino Real, Inc.	CVHN	Nany Espinoza, Health Ed Associate Director	nespinoza@clinicas.org	(805) 647-6322
FOOD Share	CAFB	Yane Flores	yflores@foodshare.com	(805) 983-7100
<b>YOLO</b>				
CommuniCare Health Centers	CVHN			

Table 3 continued

Subcontractors by County	Contractor	Program Contact Name	Email	Phone
Yolo Family Resource Center	CVHN	Josie Enriquez, Case Management Supervisor	josie@yolofrc.org	(530) 406-7221
<b>YUBA</b>				
Community Housing Improvement Program	Foundation	Sonia Rodriguez, Program Manager	srodriguez@chiphousing.org	(530) 891-4124
Del Norte Clinics, Inc.	CVHN	Steve Naiman, Community Health Coordinator	naimans@dnci.org	(530) 879-4744
<b>STATEWIDE</b>				
ACORN Institute	CAFB	Marina Delgado	mdelgado@acornmail.net	(213) 747-4211
California Association of Food Banks	CAFB	Stephanie Nishio, Dir. Of Programs	stephanie@cafoodbanks.org	(510) 272-4435 x204
Senior Legal Hotline/Legal Services of Northern California	CAFB	Gisel Ramirez, Project Coordinator	gramirez@lsnc.net	(916) 930-4936
SingleStop USA	CAFB	Elena Chavez Quezada, Program Director	echavezquezada@singlestopusa.org	(415) 391-7170

APPENDIX D

## LA County Application Assistance Partners

The following table lists the participating partners in the Los Angeles County Department of Public Social Services' CBO/FBO Application Assistance Project.

Table 4. Los Angeles County CBO/FBO Application Assistance Project

CBO/FBO Agency	Address	Hours of Operation	Contact Name & Telephone #	E-Mail Address	District Name & Number
Asian-American Drug Abuse Program, Inc.	2900 Crenshaw Blvd. LA 90016	Mon-Fri 9am-6pm	Tom Chic (310) 768-8064	tchic@aadapinc.org cbarragan@aphcv.org	Southwest Special District #08
Asian-Pacific Health Care Venture, Inc.	1530 Hillhurst Ave. #200 LA 90027	Mon-Fri 9am-5pm	Andrew Ma & Penny Chan (323) 644-3380	pchen@aphcv.org adwma@aphcv.org	Wilshire Special District #10
Chicana Services Action Center, Inc.	3601 E. First St. LA 90063	Mon-Fri 8am-5pm	Marisela Reyes & Elizabeth Carvallido (323) 264-5627	reyesx10@yahoo.com liz_carvallido@yahoo.com	Metro Special District #70
Child & Family Guidance Center	9650 Zelzah Ave. Northridge 91325	Mon-Fri 8:30am-5pm	Jelga Ramirez (818) 739-5008	jramirez@childguidance.org	West Valley District #2
Community Enhancement Services	16743 Schoenborn St. North Hills 91343	Mon-Fri 8:30am-4:30pm	Gevorg Chakhmakhchayn (213) 381-5220	cesmnca@aol.com	Wilshire Special District #10
Guidance Community Development Center, Inc.	5444 Crenshaw Blvd. #200 El Monte 91731	Mon-Fri 8am-5pm	Andrea Lyle-Wilson (323) 294-6352	pcommander@guidancecommunity.com	Southwest Special District #08
Harbor Interfaith Services, Inc.	670 W. 9th St. San Pedro 90731	Mon-Fri 9am-11:30am & 1:30pm-5pm	Elizabeth Mora (310) 831-9123	fsc@harborinterfaith.org	Compton District #26

Table 4 continued

CBO/FBO Agency	Address	Hours of Operation	Contact Name & Telephone #	E-Mail Address	District Name & Number
Healthcare Resources, Inc.	9961 Valley Blvd. #H El Monte 91731	Mon-Fri 9am-5pm Sat 9am-1pm	Loretta Chan (626) 618-0310	info@hcrprogram.com	El Monte District #04
Immanuel House of Hope	1800 E. 85th St. LA 90001	Fri 9am-3pm and by appointment	Rodger Hirst (626) 437-9414	rodger.hirst@sbcglobal.net	Florence District #17
Korean American Family Services Center, Inc.	3727 W. 6th St. LA 90020	Mon-Fri 9am-5:30pm	Kristy Kim & Jimmy Lee (213) 389-6755	kkim@kafscia.org	Wilshire Special District #10
Korean Health Education Information & Research Center	3727 W. 6th St. LA 90020	Mon-Fri 8:30am-5:30pm	Erin Pak (213) 427-4000	erinpak@lakheir.org	Wilshire Special District #10
New Horizons Family Center	744 South Glendale Ave. Glendale 91205	Mon-Fri 9am-6pm	Maria Rochart (818) 545-9848	mariarochart@sbcglobal.net	Glendale District #02
Office of Samoan Affairs of California, Inc.	20715 S. Avalon Blvd. #200 Carson 90746	Mon-Fri 8:30am-5:30pm	Sharon Novalez (310) 538-8099	snovalles@samoanaffairs.org	Compton District #26
Robert F. Kennedy Institute of Community and Family Medicine	544 N Avalon Blvd. Wilmington 90746	Mon-Fri 9am-5pm	Peter Rivera (310) 834-3484	rfkinst@sbcglobal.net	Compton District #26
Santa Anita Family Service	605 S. Myrtle Ave. Monrovia 91016	Mon-Thu 8am-5pm Fri 8am-13pm	Diane Ward (626) 358-1185	dianew@ santaanitafamilyservice.com	El Monte District #04
Shalom Center for T.R.E.E. of Life	2975 Wilshire Blvd. LA 90010	Mon-Fri 9am-5:30pm	Jee Lee (213) 380-3700	jleeshalom@sbcglobal.net	Wilshire Special District #10
Tarzana Treatment Center, Inc.	8330 Reseda Blvd. Northridge 91324	Mon-Fri 8:30am-5pm	Felicia Cannon & Noemy Vasquez (818) 342-5897	tadja@tarzanatc.org fcannon@tarzana.org	West Valley District #82
Wings of Refuge	5777 W. Century Blvd. #910 LA 90045	Mon-Thu 8:30am-8pm Fri 8:30am-5:30pm	Josie Starling (310) 670-6767	ecuellar@wingsofrefuge.org	Southwest Special District #08

