



Telephonic Signatures in San Diego County

2012 CalFresh Forum
February 8, 2012

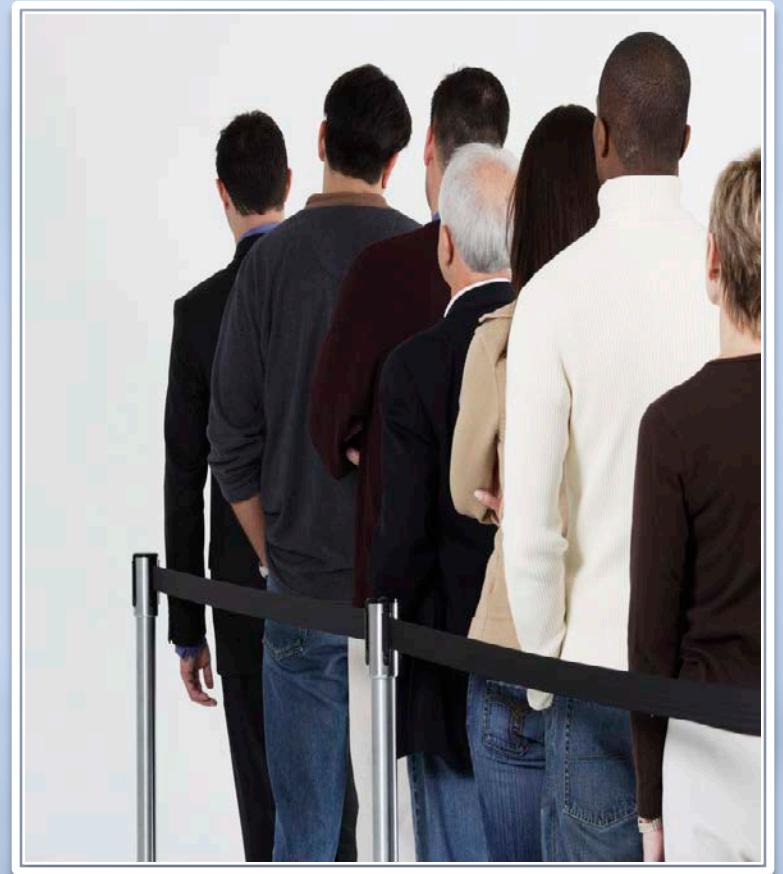
Sylvia Melena, Assistant Deputy Director

Regulations

- The *2008 Farm Bill* allows telephonic signatures as a state option
- http://frwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=110_cong_public_laws&docid=f:publ246.pdf
- Section 11(e)(2)(C) of the Food and Nutrition Act of 2008 (7 U.S.C. 2020(e)(2)(C)) was amended

Why Telephonic Signatures?

- Additional application pathway
- Increase access for the elderly, disabled, and homebound
- Provide services to rural and remote residents
- Reduce wait times at local offices



How It Works



- Used for CalFresh and Medi-Cal
- Client calls 2-1-1 San Diego
- 2-1-1 pre-screens for potential CalFresh eligibility
- If appropriate, provides application options
- 2-1-1 helps with the telephone application

Phone Application



2-1-1:

- Collects client information
- Enters information into One-e-App, web-based application
- Records client's telephonic signature
- Loads telephonic signature as *.wav* file into One-e-App
- Submits application electronically to the County

Eligibility Determination

- One-e-App applications are received by the County's External Referral Application (ERA) Unit
- At the ACCESS Contact Center
- ERA processes application
- The *wav* file is saved in imaging system

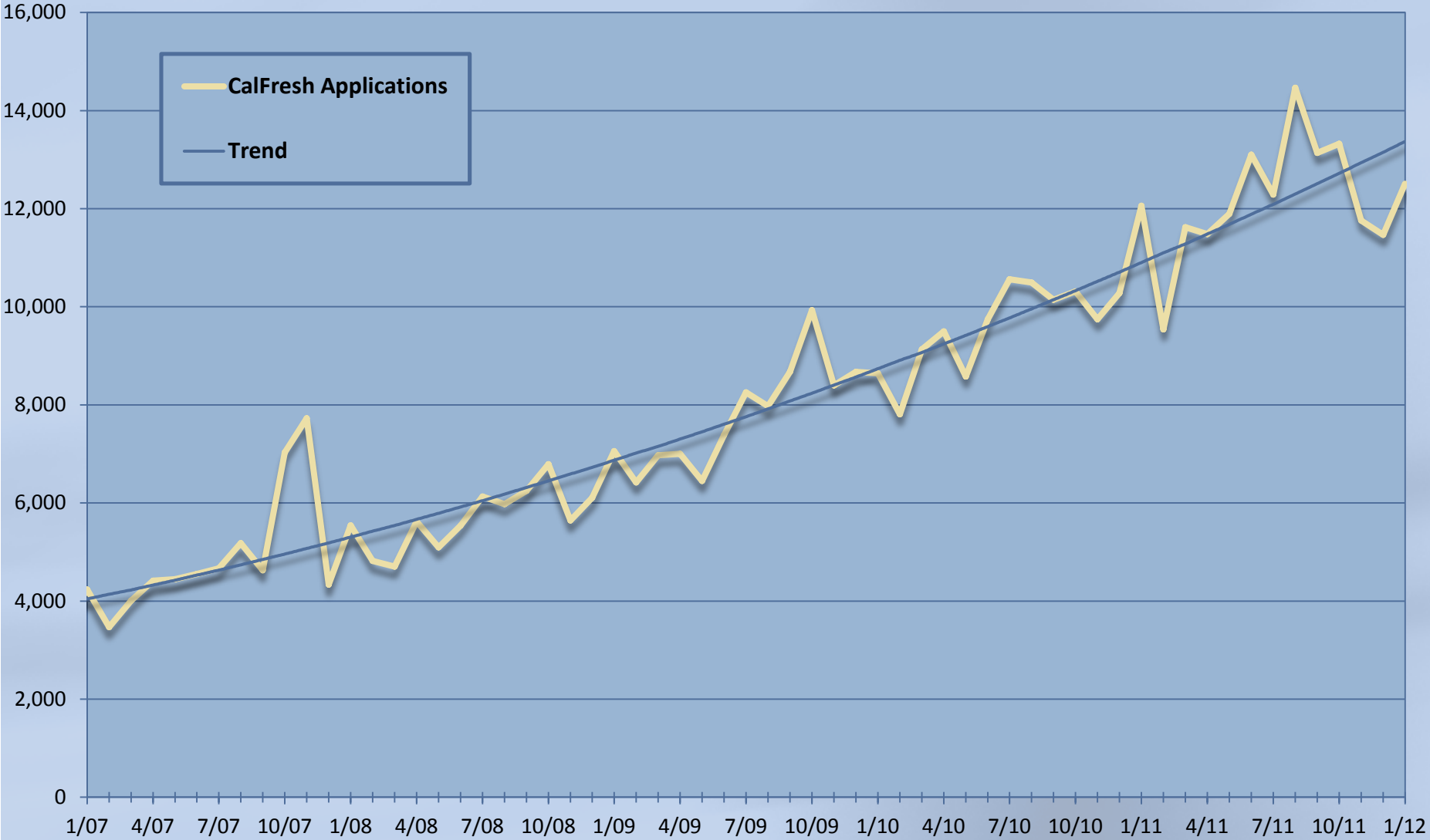


Outcomes

- Increased access to nutrition
- High application completion rate (83% in January 2012)
- Increase in the number of CalFresh recipients (245,458 as of January 2012)
- Processing 90% or more of applications within 30 days (90% in December 2011)

CalFresh Applications

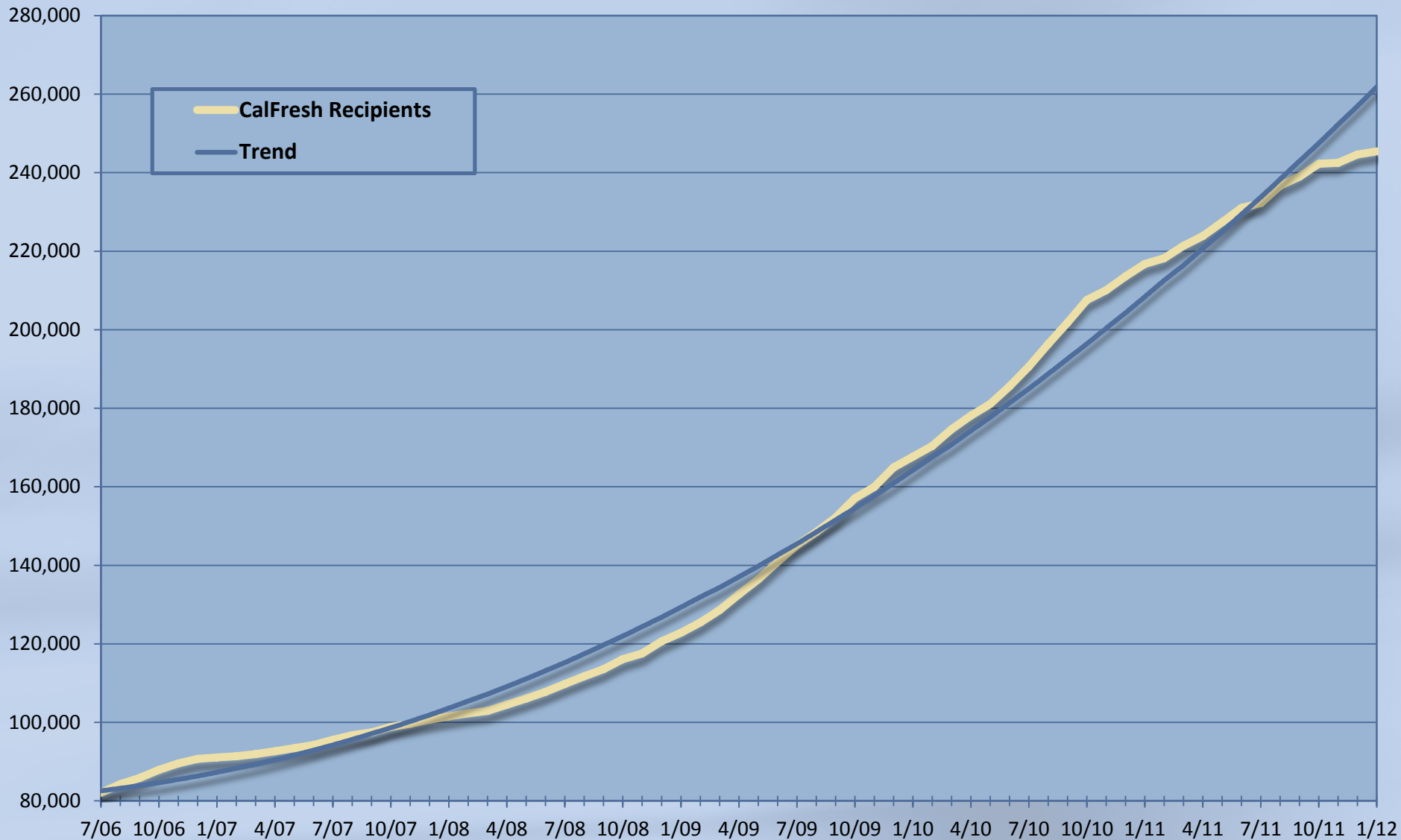
Trend in CalFresh Applications



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

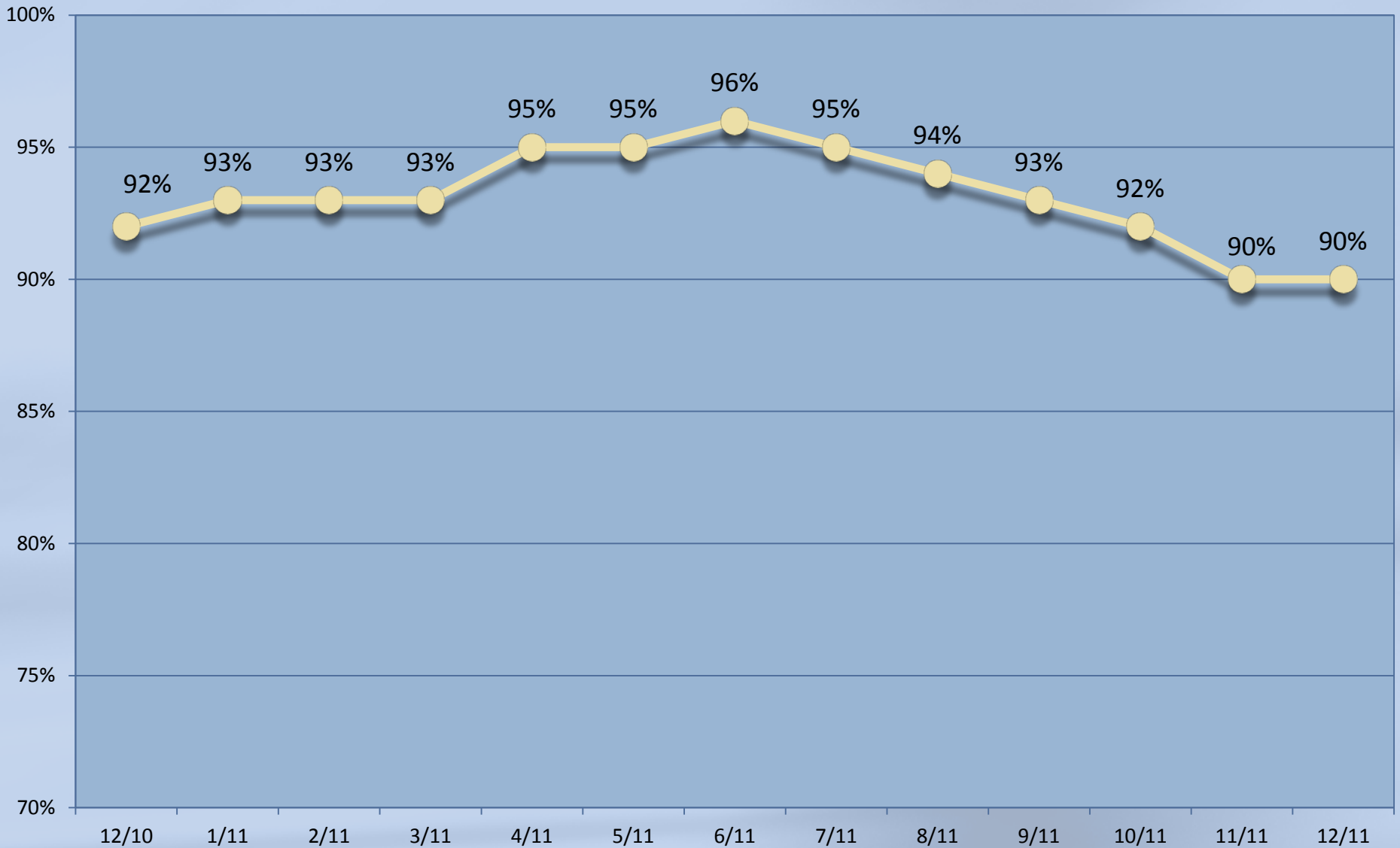
CalFresh Participation

Trend in CalFresh Recipients



Timely Processing-CalFresh Applications

Trend in CalFresh Application Timely Processing



Integrating Into Existing Business Practice

- Existing partnership with 2-1-1 San Diego
- Existing infrastructure and regulations
- New technology and processes
- Staff redeployment
- Local program guidance and staff training
- Management reporting
- Continuous and collaborative improvement

Best Practices

- Strong partnership
- Script captured all Farm Bill Requirements
- Second phone call protects against identity theft
- Verbal date stamp for telephonic signature
- External Referral Application (ERA) Unit
- Only one of multiple pathways

Lessons Learned

- Integration with eligibility determination system
- Unexpected volume at 2-1-1

Unique Partnership



- 2-1-1 San Diego's mission
- Partnership provides 24/7 assistance in over 150 languages
- Advances the County's *Live Well, San Diego!* initiative