



Food Stamp Program (Supplemental Nutrition Assistance Program) Symposium

Radisson Hotel
500 Leisure Lane, Sacramento, CA
October 2, 2008

Agenda

8:00 – 9:00 REGISTRATION and CONTINENTAL BREAKFAST -- Edgewater CDE

9:00 – 9:45 WELCOME -- Edgewater CDE

- **Bruce Wagstaff**, Director, Sacramento County Department of Human Assistance
- **Ed Zylman**, Director, Mono County Department of Social Services
- **John Wagner**, Director, California Department of Social Services
- **Allen Ng**, Regional Administrator, USDA Food and Nutrition Service

9:45 – 10:00 BREAK

10:00 – 12:00 MODERNIZATION PANEL -- Edgewater CDE

- **E. Maria Brown**, Florida Dept of Children and Family Services (Miami-Dade County)

Florida is a national leader in its use of innovation and technology to help customers apply for public assistance benefits. The presentation will include how the state uses Community Partners as an application and information site, along with how they are able to use technology to shift work without moving people.

- **Kathy Link**, Utah Department of Workforce Services

Utah has been working on updating their eligibility processes over the past few years. Using technology, federal waivers and changes in their service delivery model, Utah has put processes in place to streamline the eligibility process for both workers and program participants.

- **Phil Ansell**, Los Angeles County Dept of Public Social Services

To improve the quality of service in access, delivery, and modernization, Los Angeles County Department of Public Social Services, (DPSS) implemented a Customer Service Center (CSC) that utilizes state of the art technology. The presentation will provide an overview of the CSC operation, implementation and success. The group discussion will allow an opportunity for additional sharing and exchange of innovative business practices that will maximize program participation.

- **George Manalo-LeClair**, California Food Policy Advocates

This presentation, titled "Where's My Jetpack?", looks at the promise and the problems associated with modernization efforts. It will offer a "to-do list" of simplification policies to pave the way for future modernization efforts and will outline supportive steps to maximize the use of low-tech options such as the telephone.

12:00 – 12:30 NETWORKING and LUNCH SETUP

12:30 – 1:30 LUNCH -- Edgewater CDE

Keynote Speaker: **Assemblymember Jim Beall, Jr.**

1:40 – 3:00 BREAKOUT – SMALL GROUP DISCUSSIONS

A. Automation – Room 305

Facilitators:

George Christie, California Office of Systems Integration

Jessica Bartholow, California Association of Food Banks

- **Leo O'Farrell**, San Francisco County

The San Francisco Food Stamp program was awarded a \$1m USDA Food Stamp Access and Participation grant in 2006 to set up a call service center, develop a customer facing web application, and a network of CBO's to serve as remote application sites. This presentation will provide an update on the web site and remote site project. In particular it will cover San Francisco's decision to include additional benefits on the website, to include a detailed screening tool and to track incoming applications by source. It will also describe the Learning Circle network of CBOs that was created to support the launch of the Remote Site model.

- **June Hutchison, C-IV Project**

C4Yourself is a new component to the C-IV System that allows customers to apply for Food Stamps via the public internet. It is a secure self-service, public facing, web-based portal, that streamlines the way data is collected by using a conversational interview approach. Customers enter information to apply for Food Stamps online and the data transfers to the C-IV System automatically. C4Yourself is not just an automation enhancement to the C-IV System; it provides a path to enhanced strategic partnerships with local Community Organizations serving at-risk families.

- **Sunday Smith, San Joaquin County**

By setting up an automated appointment and scheduling system with integrated lobby kiosks for check-in, the agency sought to improve the quality of service to its clients as well as improve the work environment for the 400 staff of the Income Maintenance Bureau. In particular, the agency's goals included the ability to automatically check-in clients, reduce lobby wait times, schedule client appointments, eliminate paper schedules, consolidate calendars and balance the assignment of new appointments and cases among workers.

- **E. Maria Brown, Florida Dept of Children and Family Services**

See presentation description in morning Modernization panel.

B. Business Process Reengineering – Room 307

Facilitators:

Charr Lee Metsker, California Department of Social Services

Mike Herald, Western Center on Law and Poverty

- **Mary Myers, First Data**

Most everyone knows the process: Document your “As Is”. Define your “To Be”. Identify the Gap. Develop an Implementation Plan. But why do so many organizations go through these steps only to have the documentation sit on the shelves? Mary Myers from First Data will explore the Business Transformation Process and focus on the steps which are critical to success, but most often are rushed or overlooked entirely. We’ll talk about ways to keep the organization and stakeholders energized and focused on the ultimate goal – improved service delivery.

- **Curtis Updike, Ventura County**

Ventura County has successfully used Lean6Sigma to improve management and operations in its human services programs. A blend of two proven methods, Lean and Six Sigma, lean6sigma provides a management system to create customer value, deliver sustainable results, achieve service excellence, and generate positive momentum.

- **Kathy Link**, Utah Department of Workforce Services
See presentation description in morning Modernization panel.

C. Customer Service and Client Participation – Room 308

Facilitators:

Mike Papin, California Department of Social Services
Michael De La Rosa, San Bernardino County

- **Estela Walsh** and **Robin Ynacay Nye**, State of Nevada
Customers' access to general information and individualized information is key to increasing their ability to manage their lives and supporting them towards self-sufficiency. Nevada's Customer Services Unit was created to increase communication with the customers and the community. The model also supports the local offices in that it reduces interruptions and streamlines communication.
This workshop will begin with an overview of Nevada's efforts to improve services by using Customer Services Unit for public assistance recipients and other agencies. The presentation will focus on the Voice Response System and Call Center. The second part of this workshop provides an opportunity to explore ideas the participants may want to develop for their own programs.
- **Phil Ansell**, Los Angeles County Dept of Public Social Services
See presentation description in morning Modernization panel.
- **George Manalo-LeClair**, California Food Policy Advocates
See presentation description in morning Modernization panel.

3:00 – 3:15 BREAK

3:15 – 4:00 WRAP UP and NEXT STEPS -- Edgewater CDE

- **Dennis Stewart**, Regional Director, USDA Food and Nutrition Service
- **Bruce Wagstaff**, Director, Sacramento County Department of Human Assistance

