


CITY OF GAINESVILLE	Inter-Office Communication	
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DATE: June 24, 2010

TO: Honorable Mayor and Members of the City Commission

VIA: Russ Blackburn, City Manager
Fred Murry, Assistant City Manager 

FROM: Jacqueline Richardson, HCD Manager

SUBJECT: Food Stamp Program #100002

This memorandum serves to provide a report on the City's efforts to increase the number of residents receiving food stamps; and the City and County activities to increase access to food stamps for residents. In accordance with the Florida Department of Children and Families (DCF) website:

The ACCESS Florida Program is responsible for public assistance eligibility determination and ongoing case management of Food Stamps. The Food Stamp Program helps low-income individuals and families buy the food they need for good health. Income and asset limits vary based on the eligibility category. ACCESS Florida is the service delivery model for economic self-sufficiency services. It is based on streamlined workflows, policy simplification and technology innovations. ACCESS Florida provides enhanced access to services through a combination of Department staff and community providers. Recognized as a national model, this service delivery system offers eligible clients a self-directed path to economic services seven days a week, 24-hours a day through a web application and an integrated voice response system. This system makes it easier and faster for clients and potential clients to apply and access information about their accounts. DCF was recognized in 2009 for excellence in service to those facing economic crisis. The USDA awarded the state of Florida a \$7,179,612 bonus for achieving the best payment accuracy rate in the country for food stamp program benefits.

In an effort to provide improved access to services for their customers, DCF has developed and are looking for community participants to work with mutual customers in a "multiple access" approach to self-sufficiency. This assists DCF to maximize shared resources to help increase customer access to services needed to strengthen families in the local community by providing different levels of ACCESS involvement. DCF remains the designated state agency to determine eligibility for program services/benefits. The Community ACCESS Network works as follows:

DCF's Role	ACCESS Site's Role
<ul style="list-style-type: none"> • Designate liaison to serve as single point of contact. • Provide training to community partner staff as needed. • Provide programmatic assistance to community partner staff in their role as an access point. • Supply paper applications and literature about programs. • Process applications completed at the community partner site, determine eligibility for benefits, and notify applicants of eligibility or ineligibility. 	<ul style="list-style-type: none"> • Designate liaison to serve as single point of contact. • Perform agreed to services. • Provide data and pertinent feedback regarding agreed to services. • Safeguard client confidential information.

The vision of the DCF ACCESS Florida program is to strengthen Florida's families through private, community, and inter-agency partnerships that promote economic self-sufficiency. Below are levels of services that participants may provide:

Information Site: Provides information and program related materials including paper application as requested by customers.

Self-Service Site: Information Site plus:

Provides various equipment to customers so they may apply for assistance, check the status of an application or redetermination for benefits, report a change, or open an account on-line.

Verifies the identify of an applicant.

Provides general assistance in explaining the application process.

Assisted-Service Site: Self Service Site plus:

Provides equipment necessary for customers to apply for benefits, check the status of an application or report a change.

Provides assistance to the customer to submit a web application.

Provides case status information and outstanding information needed to determine eligibility.

Examples of Community ACCESS Network Participants	
<ul style="list-style-type: none">• Aging Resource Centers• Child Advocacy Centers• Community Centers• County Public Health Units• Domestic Abuse Centers• Faith-Based Organizations	<ul style="list-style-type: none">• Food Banks• Homeless Organizations• Hospitals• Libraries• Public Schools• Social Services• Workforce One Stops

Local community partner agencies help DCF provide access to public assistance services. Attached for reference is a listing of the local community partner agencies in the Gainesville/Alachua County area as currently shown on DCF's ACCESS Florida website. As part of the Florida ACCESS program, these agencies provide varying levels of service in the Gainesville/Alachua County area such as information sites, self-service sites and assisted-service sites as defined herein to help increase access to food stamps..

The ACCESS Florida Information Line allows interested persons to obtain information from an automated response service- 24 hours a day, 7 days a week at 1-866-76ACCESS or 1-866-762-2237.

“The Wilhelmina Johnson Center is the only City site listed on the DCF's Access Florida website. I have confirmed with the City of Gainesville Parks, Recreation and Cultural Affairs Department that this City site

only provides the applications for Food Stamps. The site does not process or provide Food Stamps directly to the public.”

If the City Commission wishes to expand the DCF Access Florida Program, additional dollars are needed to establish the hours of operation, location and training for the appropriate staff to administer the program.

Should you have any further questions, please contact our office.

Partner Name	Customers Served	Address	Zip Code	City	Telephone
Children's Home Society-Family Visitation Center	Current Client Population	1409 Nw 36th Place	32605	Gainesville	
Early Learning Coalition Of Alachua County	General Public	4424 Nw 13th Street, Suite A-5	32609	Gainesville	352-375-4110
Elder Options Aging Resource Center	Current Client Population	5700 Sw 34th St, Suite 222	32608	Gainesville	800-963-5337
Family Resource Center/library Partnership	General Public	1130 Ne 16th Ave.	32609	Gainesville	
First Assembly Of God, Hawthorne	Current Client Population	19815 Se Hawthorne Rd	32640	Hawthorne	352-481-5255
Florida Works	General Public	4800 Sw 13th Street	32608	Gainesville	352-955-2245
Gainesville Community Ministries*	General Public	238 Sw 4th Avenue	32601	Gainesville	352-372-8162
Gainesville Hippy - Home Instructions For Parents Of Preschool Youngsters	General Public	608 Nw 7th Ave	32601	Gainesville	352-371-8300
Greater Bethel AME Church	General Public	701 Se 43rd Street	32641	Gainesville	352-376-8846
Hampton Court Apartments	Current Client Population	6415 Nw 23rd Terr	32606	Gainesville	352-377-3318
Haven Hospice	Current Client Population	4200 Nw 90th Blvd	32606	Gainesville	800-727-1889
High Springs Farmers Market	General Public	95 Nw 1st Ave.	32643	High Springs	
Hospice Of The Nature Coast	Current Client Population	201 Nw 1st Ave	32643	High Springs	386-454-1338
Meridian Behavioral Healthcare, Inc. Outpatient	Current Client Population	4300 Sw 13th St	32608	Gainesville	352-374-5600
Meridian Crisis Stabilization	Current Client Population	4300 Sw 13th St	32608	Gainesville	352-374-5600
Methadone Clinic	Current Client Population	4300 Sw 13th St	32608	Gainesville	352-374-5600
Migrant Education Center	General Public	4601 Sw 20th Terrace	32608	Gainesville	352-955-6855
Mount Olive AME Church	General Public	721 Se 8th Street	32601	Gainesville	352-378-9051
North Florida Rehab	Current Client Population	6700 Nw 10th Place	32605	Gainesville	352-331-3111
Salvation Army	General Public	639 E. University Avenue	32601	Gainesville	352-376-1743
Senior Services	General Public	218 Se 24th Street	32641	Gainesville	352-264-6730

Partner Name	Customers Served	Address	Zip Code	City	Telephone
Shands At Vista , Hospital Inpatient Services	Current Client Population	4101 Nw 89th Blvd	32606	Gainesville	
Shands Children S Hospital, Hospital Inpatient Services	Current Client Population	1600 Sw Archer Road	32608	Gainesville	
Shands Hospital At UF- Hospital Inpatient Services	Current Client Population	1600 Sw Archer Road	32608	Gainesville	
Shands Rehab Hospital, Hospital Inpatient Services	Current Client Population	4101 Nw 89th Blvd	32606	Gainesville	
St. Francis House	General Public	413 S. Main Street	32601	Gainesville	352-378-9079
The Dome Resource Center	General Public	934 Se 7th Ave	32601	Gainesville	352-338-3566
Unitarian Univesalist Church	General Public	4225 Nw 34th Street	32605	Gainesville	352-373-4484
United Way Of North Central Florida	General Public	6031 Nw 1st Place	32607	Gainesville	352-332-3646
University Of Florida- Program For Interdisciplinary Education	Current Client Population	1600 Archer Rd H5	32610	Gainesville	352-273-5322
Veterans Services	General Public	218 Se 24th Ave	32641	Gainesville	352-264-6740
Victim Advocate	General Public	218 Se 24th Street	32641	Gainesville	352-264-6760
Wilhelmina Johnson Center	General Public	321 Nw 10th St	32601	Gainesville	352-372-0216