



2012 Hunger Champions Awards



2012 SNAP Hunger Champions - Gold

Alachua County, Florida Department of Children and Families (Gainesville, FL)

They led a pilot program that allows homeless SNAP recipients to utilize their SNAP benefits to purchase hot meals at local restaurants. A senior staff person serves as a contact for outreach at the homeless shelter and recipients can count on that person to provide great customer service. Moreover, the office provides the homeless with a central location to manage and maintain their benefits. Partner organizations also review preliminary SNAP applications then forward it to the Department of Children and Families for verification, decreasing the work load on the office.

City of Fredericksburg Department of Social Services (Fredericksburg, VA)

Their office has a unique approach to outreach and access, placing eligibility workers in 7 different partner locations across the community that are in high-need areas. Workers have extensive knowledge about the SNAP program and place an emphasis on assisting in the renewal of benefits.

County of San Diego Health and Human Services Agency (Chula Vista, CA)

Through the revolutionary and effective use of WebEx Meeting Center video interviewing, they worked with community partners to improve customer service and increase access to food assistance (CalFresh) and health services. They had over 80% same-day determination of SNAP eligibility for applicants and processed many applications in partnership with 4 community partners. Their innovation is aligned with *Live Well, San Diego!*, a campaign aimed at improving the health and well-being of county residents through four key pillars, one of which is to build a better Service Delivery System. *Live Well, San Diego!* also seeks to foster safer living and promote thriving families by improving systems delivery, increasing access to services, and promoting healthy choices through evidence based, data driven strategies.

Division of Welfare and Supportive Services (Reno, NV)

The office's outreach efforts have spawned a growing list of community collaborations. SNAP outreach operates jointly with WIC in the area Family Resource Centers, which reside on school campuses in needy neighborhoods. The outreach team also works at the Senior Center, VA Hospital, City of Reno Family Shelter, Food Bank of Northern Nevada's mobile pantry program, and retail grocery stores and farmer's markets. Nevada is one of only three states throughout the US to allow trusted partners conduct SNAP application reviews; their office is leveraging that ability with the Food Bank of Northern Nevada. They have also improved customer service through online SNAP applications, which will lead to a faster delivery of benefits to customers.

Florida Department of Children and Families, Central Region (Orlando, FL)

They have made major strides to reducing hunger in the homeless community through partnerships and outreach. They successfully identified homeless students, in partnership with 3 local school districts, and provided assistance to those families. They created a mobile outreach

program that reached out to homeless or precariously housed (in hotels or motels) families to assist with applications for public benefits, finding employment, and identifying other needs, then making appropriate referrals for these families. Mobile units could be as simple as tents and tables on-site at the identified locations where homeless families were residing. It is described by some as a "One Stop Shop" team with the dynamic mobility to best serve needy communities. In less than one year since its launch, its Mobile Outreach Team has served over 500 individuals.

Los Angeles County, Department of Public Social Services (Los Angeles, CA)

For the first time in history, their office established CalFresh Awareness Month for Los Angeles County, which was formally recognized by the Los Angeles Board of Supervisors. Through the "Your Benefits Now" online application, Los Angeles residents now have an alternative and convenient means to apply for CalFresh. They also implemented CalFresh Education Projects in partnership with organizations and agencies, such as the Department of Community and Senior Services and the Ecology Center, to teach participants how to use EBT cards and the benefits of healthy eating. Their commitment to effective outreach is reflected through their placement of Eligibility Workers (EW's) at 88 non-traditional sites such as farmers' markets, churches, and schools.

Robles Self Service Center (Milwaukee, WI)

Their success is largely attributable to data collection on the number of people served and the amount of FoodShare benefits received through their self-service kiosks. They use this data to glean successful strategies for the future. Applicants are connected with other health and child resources and over 15,000 people have been assisted to receive an estimated \$9 million in FoodShare benefits since its inception in March 2010.

2012 SNAP Hunger Champions - Silver

Florida Department of Children and Families, SE Region ACCESS Program (Fort Lauderdale, FL)

The SE Region covers only two counties (Palm Beach and Broward Counties), yet their case load is more than that of many whole states in the U.S. They also have an impressive 100% quality control accuracy rate for the amount of SNAP benefits issued, and hired 18 temporary summer staff specifically to promote the Department's web-based benefits application process, called "My ACCESS Account."

McLean County SNAP Outreach (Bloomington, IL)

Their office has trained over 32 agencies on providing SNAP outreach and SNAP application assistance directly to their clients, while establishing collaborations with 70 agencies in the McLean County area. They also had the privilege of being featured on the PBS special "Growing Hope Against Hunger," and as a guest speaker at the Feeding Illinois Annual Conference.

San Bernardino County Human Services Transitional Assistance Department (San Bernardino, CA)

The Self-Serve KIOSK and the Process Approach to Case Excellence (PACE) are just a few examples of the technology and process initiatives that have improved the customer service

experience throughout the department. They also increased access to the Earned Income Tax Credit for the working poor, by providing Volunteer Income Tax Assistance (VITA).

Schell-Sweet Community Resource Center (Jacksonville, FL)

Their office features the "Faithful 40", a group of healthy and active senior citizens who coordinate food distribution, SNAP updates, applications and other social services. The site has grown from serving 50 to 1800 people through food distribution in just nine months!

Tri-North Department of Family and Children Services (Savannah, GA)

Their partnership efforts are increasing SNAP access in underserved areas. They have primarily done so by training 15 community organizations in SNAP education and outreach. These organizations are a part of Tri-North's "Public Benefits Network", and include libraries, The Salvation Army and mental health facilities, among others.

Wapato Community Service Office (Wapato, WA)

Telephone interviews and same-day approval have allowed the Community Service Office to provide optimal customer service to seniors, single parents, and persons with disabilities. Their creative outreach ideas for the Yakama Nation Tribe include sponsoring a float in the Yakama Nation Treaty Day Parade, hosting resource fairs, and attending local community centers two times per month to assist Yakama County residents with SNAP applications.

West Virginia Department of Health and Human Resources Income Maintenance Unit (Raleigh County, WV)

Their web-based application process increased access to SNAP benefits for their residents. Their client-centered focus has led to customer service wait times of 30 minutes or less, all monitored electronically.

Wood District Income Maintenance Office (Parkersburg, WV)

This office provided service to nearly 5,000 customers over a span of 10 days (3 times more than average), due to a power outage from a severe storm. A satellite office supported the primary office's large volume of customers, and many of the employees served selflessly, in spite of their own property being without power and sustaining physical damage.

2012 SNAP Hunger Champions - Bronze

Adams County Family Community Resource Center (Quincy, IL)

Arizona Cooperative Extension, Bisbee Local Office 612C (Bisbee, AZ)

Beaches Emergency Assistance Ministry (Jacksonville Beach, FL)

Cabell County Department of Health and Human Resources (Huntington, WV)

Chesapeake Department of Social Services (Chesapeake, VA)

Ellensburg Community Service Office (Ellensburg, WA)

Georgia Division of Family and Children Services, Region 2 (Gainesville, GA)

Give For a Smile (Stanton, CA)

Greenbrier District Department of Health and Human Resources (Lewisburg, WV)

Henrico County Department of Social Services (Henrico County, VA)

Lowndes County Department of Human Services (Columbia, MS)

Macoupin County Family Community Resource Center (Carlinville, IL)
Marshall/Wetzel/Tyler Counties Family Assistance Units (New Martinsville, WV)
New Hanover County Department of Social Services (Wilmington, NC)
Onslow County Department of Social Services (Jacksonville, NC)
San Antonio Food Bank (San Antonio, TX)
Scott County Department of Human Services (Davenport, IA)
Second Harvest Food Bank of Central Florida (Orlando, FL)
Sunnyside Community Service Office (Sunnyside, WA)
Western Family Community Resource Center #201 (Chicago, IL)
Whole Child Connection (Martin County, FL)
Worcester Transitional Assistance Office (Worcester, MA)

An initiative of the Food and Nutrition Coalition, the SNAP Hunger Champions Award Program honors local social services offices for providing exemplary outreach and service to clients. The USDA Food and Nutrition Service (FNS) supports these efforts by conducting an ongoing national media campaign to increase awareness about the Supplemental Nutrition Assistance Program (SNAP), providing a toll-free SNAP information hotline, a website for a quick and confidential eligibility screening, and free materials to increase awareness about SNAP. There are hundreds of food banks, community and faith-based groups, and other organizations nationwide that help people learn about and apply for SNAP benefits. Formed in 2012, the Food and Nutrition Coalition is a non-profit organization, independent of FNS. The Food and Nutrition Coalition and FNS have a great relationship, as they originally joined forces to support the Hunger Champions Awards in 2003 (FNC was then known as the Outreach Coalition). Through joint efforts a strong national community was formed to fight hunger and promote nutrition.

For more information, please visit our website at <http://www.fns.usda.gov/snap/outreach/default.htm>