COUNTY PLANS TO IMPROVE CALFRESH PARTICIPATION:

FY 2013 – FY 2015

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

CALFRESH PROGRAM

March 4, 2013

EXECUTIVE SUMMARY:

The California Department of Social Services (CDSS) has strived in the past few years to increase participation rates for CalFresh through outreach and other efforts. In fact, there has already data indicating a marked increase in participation. California Food Policy Advocates (CFPA), is a non-profit organization that calculates the Program Access Index (PAI) for the 58 counties on an annual basis. The PAI is an estimation of the degree to which low-income individuals utilize CalFresh. CDSS did a comparison of the PAI data published by California Food Policy Advocates (CFPA) for 2010 and 2011. CDSS projects that California's PAI has increased by an average of 19.1 percent from 48.7 percent in 2010 to 67.8 percent in 2011. It is encouraging to see significant improvement given the tremendous amount of effort that the state and counties have put into increasing CalFresh program access and participation in the past few years. Even though the PAI for 2012 has not yet been calculated, we are hopeful it will show that the counties have continued making considerable headway towards increasing program access—given recent caseload growth. CalFresh currently serves approximately 4.1 million people, or one in nine Californians.

Nevertheless, California still has a long way to go compared to the rest of the states. Since the United States Department of Agriculture's (USDA) calculates the program participation in a slightly different manner than CFPA, they have calculated that California's PAI is actually 49 percent, which is significantly below the national average of 69 percent.[1] California's lower than average participation negatively impacts both potential eligible participants and economy since every $5 dollars of CalFresh benefits issued generates $9 dollars of economic activity.

In light of this potential area for improvement, CDSS has partnered with the California Welfare Directors Association (CWDA) in the past few months and requested all 58 counties to submit a plan that details how they plan on increasing their CalFresh caseload over the next three years. This report summarizes the plans that were submitted to CDSS in response to your request. CDSS' findings from the plans have been analyzed and will be further explained this report. As of March 15, 2013, CDSS received 51 county plans. The counties that did not submit plans are all small sized counties and only make up 1.5 percent of California's entire caseload.

Based upon a 2001 DHS study, *"Perceptions of the Food Stamp Program Among Limited-Household income Residents of California,"* the following are considered the main barriers to participation in the Food Stamp Program: lack of knowledge regarding who is eligible for the program, frustration with the application process, the stigma associated with the program, and misconceptions in immigrant communities. Some of the barriers that were commonly mentioned through the plans, however, were more centered on stigma associated with receiving CalFresh as well as myths that may prevent people from pursuing eligibility. Other barriers include lack of transportation, access to internet, reading ability to apply, and language barriers. It should also be noted that some of the counties have a heavy emphasis on outreach

[1] Office of Research and Analysis. *CALCULATING THE SNAP PROGRAM ACCESS INDEX: A STEP-BY-STEP GUIDE 2011.* Rep. Arlington: USDA, 2012. Print.

to individuals who live in rural environments, have employment statuses that are affected by seasonality (i.e., migrant farm workers), and speak a different language other than English predominantly.

For participation rate goals, most of the plans provided an actual projection in the caseload increase that they predicted to see over the next three years as a result of these efforts. On average, the plans projected a 10.3 percent per year increase in participation over the next three years, CDSS estimates that if the entire state increased its participation by 10.3 percent per year, CalFresh would see an addition of 640,000 households, from the years 2012-2015.

In terms of outreach, our analyses showed that the majority of plans focus on targeting seniors (85.4 percent) and Medi-Cal in-reach (83.3 percent). Efforts targeting working poor (45.8 percent) and Mixed Households (41.7 percent) were mentioned by a little less than half the county plans. There was less focus in the plans on program access by the homeless (35.4 percent) and the disabled (27.1 percent).

Churn is when eligible clients do not complete the renewal process or other requirements for various reasons, but then they quickly re-enroll, typically within 90 days. This negatively affects participation and causes a lot of additional and unnecessary strain on the CalFresh enrollment system. According to the plans, churn and retention are two of the major recurring issues that were mentioned by the majority of the county plans (79 percent). In order to gain a better perspective of the current situation of churn and what the counties plan on doing to address it, all of the counties that mentioned churn in their plans are compiled in this document for reference. Some common methods that counties intended to use to resolve churn included: making automatic outbound calls to remind clients of their recertification appointment, conducting studies to determine reasons for high churn, contacting clients by phone prior to discontinuing benefits, and using telephone interviews for recertification.

Some of the counties provided excellent outlining ideas for increasing participation and outreach, promoting coordination and collaboration, improving program access, and/or utilizing technology. These ideas are highlighted in the Promising Strategies section. While some of the counties demonstrated a tremendous effort towards improving the participation rate, there is still a long way to go before making CalFresh benefits readily available to the most needy and vulnerable in the state.

SUMMARY OF PARTICIPATION RATE GOALS:

The majority of counties proposed a specific target increase in number of families, caseload, or percentage growth that was stated in the plans.

- Although there were exceptions, on average, counties projected a caseload growth of five percent per year in the next three years; however, one large county had a goal of 12 percent and another of 25 percent. The weighted average used in this report is 10.3 percent.
- For information about counties' participation and caseload, please see Appendix A.
- If a 10.3 percent per year increase were to be seen on a state-wide level, the following figure depicts an increase in caseload over the three year period.

Figure 1 : Potential caseload growth over a three year period based on the average caseload increase as projected in the County Plans that were submitted for FFY 2013 to FFY 2015.

	Current Households (millions)	Projected Households (millions)	Percent of Increase for Households
*FFY 2012	1.87	2.07	10.3%
FFY 2013	2.07	2.28	10.3%
FFY 2014	2.28	2.51	10.3%
FFY 2015	2.51		

For FFY 2012 CalFresh had almost 2 million households participating in the program. If caseload increases 10.3% per year for three years, by 2015, over 2.5 million households should be participating in the program by 2015.

*Based on Actuals for DFA 256 for FFY 2012.

SUMMARY OF TARGETED POPULATIONS THROUGH OUTREACH:

The following data illustrates by percentage how many counties mentioned the following populations in their outreach plans:

Table2: Percentage of counties who mentioned key target populations in their outreach efforts

	Target Population	Percentage of Counties
1	Seniors	85.4%
3	Working Poor	45.8%
4	Medi-Cal Population (via in-reach):	83.3%
5	Homeless	35.4%
6	Disabled	27.1%
7	Mixed Households*	41.7%

***Note**: For the purposes of this report, "Mixed Households" is defined as: a Mixed CalFresh household during any month in which there are members receiving federal CalWORKs (CW) aid and members who receive non-federal CW cash aid or members receiving no aid. A mixed household is considered a Non-assistance CalFresh (NACF) household.

Other populations that may not be applicable to all counties but were also targeted in some of the plans included counties: who are piloting AB 402 (outreach to families with children certified for free school lunches); who focused on non-English speaking populations; who focused on Foster Care youth transitions; and who focused on migrant farmers:

Table 3: Percentage of counties who mentioned other target populations in their outreach efforts

	Target Population	Percentage of Counties
1	Counties who are piloting AB 402- outreach to families with children certified for free school lunches	25%
2	Counties who had a higher-population of non-English speakers	31.3%
4	Counties who have a focus on targeting youths who are exiting the Foster Care system	16.7%
5	Counties who have a higher population of seasonal migrant farmers	18.8%

SUMMARY OF ACTIONS PLANNED TO ADDRESS CHURN:

While 79 percent of plans addressed churn, each county varied by its approach. The following section provides a list of all the counties who addressed churn in their plan with a summary of what they presented:

Butte County plans to access most of the verifications for CalFresh through online sources and change the default setting to continue benefits unless it is otherwise indicated to help reduce churn.

Colusa County plans to reduce the length of time between initial application and re-application to help reduce churn.

Contra Costa County plans to use the restoration waiver to keep participants active on benefits, train workers to address the needs of participants and the importance of benefit retention and customer service, implement an Integrated Voice Response System (IVR) to allow participants to review their eligibility and CalFresh benefits toll free, and allow recipients to apply for CalFresh benefits online through Benefits CalWIN, which will in turn also help reduce churn.

El Dorado County plans to increase promotion of Interactive Voice Recognition (IVR), which places calls to remind clients of appointments, set a new policy to contact clients if they miss appointments for recertification, and rescind discontinuances if appropriate to help reduce churn.

Glenn County plans to create an internal committee to address churn. Some of the objectives of the committee are to develop telephone interview schedules, provide customer service training to staff, implement service center model and call center, improve "marketing" of interview letters, and make use of Interactive Voice Response (IVR) to help reduce churn.

Imperial County plans to require the unit clerk to place reminder phone calls to customers requesting documents and interviews for recertification to help reduce churn.

Inyo County plans to train staff to call recipients if they have not completed their recertification to help reduce churn.

Kern County plans to create an entire campaign dedicated to reducing churn. The campaign includes maintaining CalFresh eligible participants by launching a departmental marketing plan to encourage all clients to sign up for automatic appointment reminder calls, limiting "over verifying," "creating a scheduled appointment report, and emphasizing more aggressive phone outreach to clients who are due for a scheduled appointment.

Lake County notes that churn in Lake County was 49.1 percent in 2011 and attributes possible causes to socio-economic factors, high rates of substance abuse, availability of transportation to and from office, and mail issues. Plans to connect with clients more quickly at time of recertification to allow for more time to reapply use waivers to rescind any discontinuance of benefits if possible, and improve the mail and phone communication process.

Marin County plans to gather data on why participants' benefits are being discontinued, simplify and standardize re-evaluation policies, and change verification requirements to help reduce churn.

Mendocino County plans to review cases with Native American and elderly/disabled clients to make sure that there are 2-year certification periods in place and that cases are correctly coded. Mendocino County also plans on reminding all customers of their appointments and offer assistance when necessary to help reduce churn.

Mono County plans to reduce churn by calling clients when they do not show up for recertification appointments

Monterey County plans to use telephone interviews for the recertification process, implement the in-bound and out-bound IVR system for customer self-service options, and provide caseload management reminders to help reduce churn.

Napa County plans to address the problem of "renewal" in churn. Napa County has started to identify and study patterns of churn. Other strategies including reaching out to homeless people more effectively, providing posters at business locations of community partners, asking clients for feedback on

the current follow-up process for recertification, mailing renewal appointment letters earlier, producing a video that provides basic information about renewals that will be shown in the centers, verifying current addresses and phone numbers, providing phone reminders, and educating other CBO partners about CalFresh promotion.

Nevada County plans to contact clients by phone prior to discontinuing benefits, assist clients in obtaining required verification to approve benefits, and continue marketing C4Yourself applications to help streamline application processes in an effort to reduce churn.

Orange County plans to direct eligibility technicians to conduct phone interviews for recertification even if the forms had not yet been returned, implement semi-annual reporting, emphasize reporting electronically through Benefits CalWIN, conduct further analysis of client churn, and expand restoration of rescind discontinuances if possible to help reduce churn.

Placer County plans to reduce churn by the development of a comprehensive Assisters program and by utilizing an interactive and supportive recertification process that includes Auto-Dialer technology.

Sacramento County plans to reduce churn by providing reminders and cold calls to clients.

San Bernardino County has already completed research to identify local issues that result in churn, and they have found that the big ticket reasons that historically result in denials and discontinuances are missed interviews and customer failure to complete redeterminations (RE) and QR7s correctly or on time. San Bernardino County is planning to try a pre-populated RE form and utilize text messaging to contact customers, but they need additional funding for these efforts.

San Francisco County plans to make more outbound calls, send more emails, and remind customers about their upcoming QR7 and Redetermination, Recertification, and Reviews (RRR). They also plan on reviewing discontinuances/denials for Quality Assurance, trying to restore benefits that have been discontinued inappropriately

San Joaquin County plans to implement Same Day/Next Day service at application, reinforce and monitor proper RE procedures, send more letters, grant 100 percent of NACF RE's a phone interview, schedule interviews as soon as possible, assess property verification requirements, use the longest certification period possible, send missed interview letters immediately, and better educate clients how to properly fill out at QR7 form to help reduce churn.

San Luis Obispo County plans on helping clients complete QR7 forms accurately and determine which verification forms are needed for the appropriate data month. They are also creating a form that can be given to applicants on the QR cycles to explain the process more in detail. Also, they are thinking of setting up an automated voice message system to remind them of their intake or recertification appointments.

San Mateo County plans on reducing churn through automated call reminders, conducting studies to determine reasons and trends for discontinuances through a focus group; and reviewing the Agency's policy for recertification of homeless households.

Santa Barbara County plans on asking CBO partners with help for completing the recertification interviews, which happens to be the largest problem for the county in terms of churn.

Santa Clara County plans to reduce churn by making more outbound automated calls to remind clients of their recertification appointment, identifying major cause for discontinuance of benefits, and creating

a plan to try to avoid or reduce discontinuances rates. Previous analysis showed that non-compliance of the QR7 is one of the main reasons for discontinuances of benefits.

Santa Cruz County plans to minimize the number of CalFresh cases that are discontinued each month by reminding them through phone calls and text alerts. Also, staff will try to develop new protocol that will reduce churn by addressing unintended case closures like when client has moved and not received a required report or recertification form to complete. 1/6 of cases are closed every month mostly because reports or recertification forms were not submitted or completed correctly.

Shasta County conducted a pilot project that was initiated in 2012 to reduce churn in the Medi-Cal program, but additional research is needed to better understand the issues. Approximately 1500 cases reapply for CalFresh benefits after failure to recertify on an annual basis.

Siskiyou County wants to offer telephone interview instead of scheduling a face-to-face intake appointment to help reduce churn.

Sonoma County wants to utilize robotic reminder calls for QR7 and recertification forms as well as immediate interviews for missed recertification phone appointments and homeless participants to help reduce churn.

Stanislaus County plans on switching to targeted task-based care management by allowing staff to identify the status of a customer's existing case and working with a customer on providing verification and completing renewals; CBOs will also assist with this issue.

Sutter County plans on reviewing internal policies/procedures to help identify ways to reduce churn.

Tehama County plans on conducting a survey of those individuals who have turned in their QR7 form late in an attempt to assess barriers to timely QR7 reporting.

Trinity County wishes to further assist clients in submitting the requested documents (not specified how), and they also want to contact people who have been recently denied for failure complete redetermination in an effort to reduce churn.

Tulare County is trying to reduce churn by actively investigating CalFresh recipient cases that are set to discontinue or are on hold for future month because of a QR7 was either not received or not completed correctly in order to reduce churn.

Tuolumne County plans to contact clients by telephone prior to discontinuing benefits, assist clients to obtain required verifications to approve benefits, and continue to make outbound IVR system calls.

Yolo County plans to contact CalFresh customers that have a RRR due, provide reminder calls, and help complete the application right on the phone if the client is available. They also will be providing reminders, contacting customers who haven't yet turned in their QR7 forms directly, and find innovative ways for customer to submit QR7 that are more convenient and user-friendly.

Yuba County has applied for a waiver to offer telephone communication rather than require a face-to-face interview.

IN-REACH AND OUTEACH EFFORTS:

Fresno County has a senior population of 94,000 as well as a significant population of disabled people who have historically been considered missed opportunities for CalFresh. Fresno intends on targeting these populations by reaching out to individuals who apply for the Meals on Wheels program, In-Home Supportive Services (IHSS), and Adult Protective Services (APS).

Riverside County and Sonoma County are participating in the Golden Advantage Nutrition Program (GANP) pilot project to equip senior meal sites with the EBT point of sale machines and assist eligible senior in applying for CalFresh so they can use their EBT card to pay for meals at these sites.

Riverside County is also working with the Riverside Unified School District's nationally-recognized Nutrition Services Department and Executive chef Ryan Douglas to help convey key nutritional messages through "hands-on" cooking demonstrations and classes that would be videotaped to play in county and community-based locations throughout Riverside County.

San Francisco City and County is proposing to conduct In-reach to Medi-Cal caseload, by:

1. Using aid-codes to identify Medi-Cal recipients who are likely eligible for CalFresh and not receiving it. Initiating a marketing effort to this target group, potentially using outbound calls and mailers. Effort is being made to secure funds for such a campaign.

2. Working with Code for America Fellows, to identify and potentially create web-based solutions to support caseload growth. The project specifics are yet to be determined, but the project may focus on in-reach. Two-three fellows, who are highly skilled web developers and designers, will work on this project while they intern for the San Francisco Human Services Agency from approximately February 2013-October 2013.

3. Training Medi-Cal staff to do CalFresh intakes, and vice versa. Medi-Cal applicants are a "captive audience," making them a prime target for CalFresh outreach at the time of contact. When people apply for Medi-Cal, cross-trained workers can encourage them to apply for CalFresh, and do the intake on the spot.

San Luis Obispo County will set up periodic reports to identify Medi-Cal recipients that potentially meet CalFresh income limits for their household size. We will include the various ways the can start and application such as on-line, mailing in an application or going to the office.

San Luis Obispo County will send CalFresh flyers to Foster Care youth one month prior to their 18 birthday. The county will also link to the local County Office of Education Homeless Youth liaisons to educate them on the possibility that unaccompanied youth are potentially eligible to participate in CalFresh as a household of one. The county will educate the liaisons on the various ways the youth may apply for the CalFresh program.

Santa Clara County as of since September 2012, has started to send CalFresh applications to all individuals for whom a Low Income Subsidy (LIS) application is submitted.

Santa Cruz County:

Low Income Health Program transition to Medi-Cal

- In January 2014, it is expected that approximately 2000 Low Income Health Program (LIHP) will transition to Medi-Cal. The LIHP is a new program that serves adult clients who traditionally were not eligible for Medi-Cal. All recipients not already receiving CalFresh will be screened for CalFresh benefits when the cases are enrolled in Medi-Cal.

Affordable Care Act

- In January 2014, the Affordable Care Act (ACA) will be implemented and single adults and families who are citizens or legal permanent residents and below 138 percent of the Federal Poverty Level will become Medi-Cal eligible. With expanded Medi-Cal eligibility it is projected that the Santa Cruz County Medi-Cal program will increase by 6000 cases. These new cases will also be screened for CalFresh eligibility as they are enrolled in Medi-Cal.

Baby Gateway

- An in-reach effort with the Baby Gateway program was implemented in May 2012. Baby Gateway is a unique program first implemented in Santa Cruz County. The program consists of Certified Application Assistors (CAAs) based at each of the local hospitals that work with the hospital staff to identify which parents have Medi-Cal as their coverage. The program is designed to enroll these deemed eligible babies into Medi-Cal and pair them with a primary care provider immediately following their birth for better health outcomes and reduced Emergency Room visits. The CalFresh in-reach effort allows the CAAs to also complete the required paperwork to add the baby to the CalFresh case, if the household is already receiving CalFresh. If the household is not already receiving CalFresh, a CalFresh application and assistance in completing it is offered to the parent.

Senior and Student Outreach

- Since July 2010, the county's Employment & Benefits Services Division (EBSD) has implemented a sustained outreach campaign targeting local seniors and students. Information about CalFresh has been provided through flyers in food bags at senior food distribution sites and presentations at senior mobile home parks, affordable senior housing complexes, senior center congregate meal sites, and outreach meetings at senior centers. In addition, a CalFresh outreach letter was mailed to In Home Supportive Services providers and recipients in September 2012. Over the last two years there has been a 65 percent increase in CalFresh participation among seniors 60 and older. Building on these efforts, EBSD has begun an outreach

campaign to send a CalFresh informational mailer to all County senior low-income mobile home and housing sites.

Community Based Organizations

- The effort to increase CalFresh enrollment is supported through community based organizations known locally as Community Programs. Effective fiscal year 2012-13 all Community Programs have agreed to integrate CalFresh outreach into their program services by offering clients information and online Benefits CalWIN application assistance. To support this new initiative, EBSD offered a Benefits CalWIN workshop on assisting clients applying for benefits online. In a related development, two local programs are participating in the Central Coast Broadband Consortium's effort to promote broadband access among underrepresented and low-income County residents. Each site has received a computer and scanner that will be used to help families and individuals to apply for public benefits online and to access online job search resources.

Sacramento County is proposing to create a formalized outreach unit and create a listing of all local events in which CalFresh can be presented.

Sacramento County will work with print media to publicize the CalFresh program in the greater Sacramento region, which includes ad placement in voter brochures and advertisements in local newspapers.

Sonoma County conducts CalFresh outreach at 10 community events throughout the year, including the Wednesday night market and the Youth Opportunity Fair. Bilingual staff has been interviewed on the local Univision station to inform Spanish speaking residents about CalFresh benefits, how to contact us and how to apply.

COLLABORATION AND COORDINATION:

San Mateo County is working with The Alliance of Nonprofits for San Mateo County to conduct a study regarding CalFresh Participation in the county. The county will address barriers by extending community outreach and use geo-mapping to identify "intersection points" of our targeted populations. Also the county will create the opportunity for CBO's, cities, and businesses to meet and establish additional programs.

TECHNOLOGY:

San Bernardino County identified several factors that affect the county participation rate, both positively and negatively. The first positive factor is the County's ongoing commitment to promoting awareness and access to CalFresh benefits. Through their 18 office locations, county department Web and Facebook sites, monthly community outreach collaboration, the county shares the benefits of CalFresh and the variety of ways that those benefits can be accessed. The county places special emphasis on promoting C4Yourself online application as a convenient and easy way for residents to apply, in addition to letting customers know they can apply via phone, mail, or in-person in county offices. For those that choose to apply at county offices, the county provides a positive experience

through customer service representatives, lobby management techniques, and state of the art technology to make the most efficient use of clients' time.

Los Angeles County launched the Health & Nutrition Mobile Unit in September of 2010 in an effort to reach underserved communities by mimicking an "office-on wheels." They have been relatively successful in reaching undeserved communities to expand CalFresh awareness and enrollment thus far, and they hope to continue these efforts moving forward.

CONCLUSION:

CDSS is excited about the recent improvement in the CalFresh program access index. The Department appreciates and recognizes the great work that counties have put into this effort. CDSS acknowledges that over the last five years, counties have encountered tremendous increases in caseload due to the economic downturn and have been working to meet the increased need while facing budget shortfalls and limited staffing. The plans submitted by counties provide interesting strategies to address program barriers and increase participation. CDSS will continue to support counties in reaching their individual goals, while providing the necessary resources and information for statewide implementation of the best practices identified in this report.

Appendix A:

County	2010 PAI[2]	2011 PAI[3]	Change (2010-2011)	Current Households
Alameda	45.4%	64.9%	19.5%	61,092
Alpine	73.7%	82.2%	8.5%	78
Amador	52.1%	78.3%	26.2%	1,717
Butte	47.4%	61.7%	14.3%	14,174
Calaveras	69.9%	112.0%	42.1%	2,514
Colusa	29.5%	42.6%	13.1%	669
Contra Costa	43.7%	58.2%	14.5%	32,871
Del Norte	86.7%	119.0%	32.3%	2,566
El Dorado	45.7%	65.9%	20.2%	6,245
Fresno	71.1%	89.0%	17.9%	89,661
Glenn	44.2%	57.2%	13.0%	1,392
Humboldt	43.9%	62.4%	18.5%	8,139
Imperial	63.7%	84.7%	21.0%	14,151
Inyo	51.5%	72.3%	20.8%	955
Kern	53.2%	68.7%	15.5%	58,083
Kings	52.5%	74.5%	22.0%	9,556
Lake	49.1%	67.1%	18.0%	5,098
Lassen	65.9%	79.5%	13.6%	1,382
Los Angeles	41.4%	59.1%	17.7%	531,613
Madera	54.0%	76.6%	22.6%	10,266
Marin	29.8%	42.9%	13.1%	5,363
Mariposa	41.1%	64.7%	23.6%	871
Mendocino	60.5%	82.6%	22.1%	7,019
Merced	59.2%	79.6%	20.4%	22,125
Modoc	42.4%	46.2%	3.8%	425
Mono	16.5%	24.7%	8.2%	436
Monterey	36.2%	53.2%	17.0%	19,376
Napa	27.5%	43.6%	16.1%	3,304
Nevada	38.0%	54.5%	16.5%	3,832

[2] Shimada, Tia. *Program Access Index 2010 Measuring CalFresh Utilization by County*. Rep. Oakland: California Food Policy Advocates, 2012. Print.

[3] Shimada, Tia. *Program Access Index 2011 Measuring CalFresh Utilization by County*. Rep. Oakland: California Food Policy Advocates, 2013. Print.

Orange	35.3%	52.6%	17.3%	99,227
Placer	42.8%	62.1%	19.3%	8,146
Plumas	30.6%	52.6%	22.0%	794
Riverside	47.7%	68.1%	20.4%	111,751
Sacramento	68.7%	90.8%	22.1%	91,821
San Benito	54.2%	78.1%	23.9%	2,595
San Bernardino	65.9%	92.8%	26.9%	154,573
San Diego	34.4%	51.2%	16.8%	112,001
San Francisco	38.0%	56.9%	18.9%	31,206
San Joaquin	58.2%	81.9%	23.7%	44,480
San Luis Obispo	31.8%	43.5%	11.7%	8,890
San Mateo	24.6%	39.8%	15.2%	13,205
Santa Barbara	30.8%	43.9%	13.1%	13,913
Santa Clara	43.8%	58.8%	15.0%	48,952
Santa Cruz	37.4%	50.5%	13.1%	11,158
Shasta	57.5%	78.3%	20.8%	12,009
Sierra	56.7%	46.4%	-10.3%	157
Siskiyou	48.4%	68.0%	19.6%	2,816
Solano	62.6%	88.9%	26.3%	20,237
Sonoma	35.2%	51.3%	16.1%	18,195
Stanislaus	61.7%	82.5%	20.8%	40,343
Sutter	49.7%	67.5%	17.8%	4,978
Tehama	50.2%	68.1%	17.9%	4,102
Trinity	44.4%	60.6%	16.2%	808
Tulare	67.5%	87.1%	19.6%	44,741
Tuolumne	58.8%	68.9%	10.1%	2,785
Ventura	46.9%	65.6%	18.7%	31,567
Yolo	33.6%	40.7%	7.1%	7,571
Yuba	66.3%	88.7%	22.4%	5,615
Total/ Average:	48.7%	67.8%	19.1%	1,863,609