

## **Is there a specific definition for Working Low-Income?**

- A working low-income household is defined as a household with an earned income.

## **What happens if our data does not match your approval rate?**

- Contractors are to focus on application submitted vs. applications approved.
- CDSS will calculate the paper application approval rate based on the contractor's overall electronic approval rate for the same reporting period. The electronic approval rate is based on applications processed by counties (approved and denied) within the reporting period, and excludes pending applications.
- CBOs can track confirmation numbers in the optional tracking tool.

## **Will the CBO Custom Reports distinguish between First Time Applications, Renewals and SAR7s?**

- CBO Custom Reports only track applications submitted through the consortia application portal. Paper applications, Recertification applications (RRRs) and Semi-Annual Reports (SAR7s) will be self-reported by the contractor.

## **Can you download SAR7 and RRR forms?**

- Yes, the forms are available on the CDSS CalFresh website
  - [SAR7](#)
  - [RRR](#)

## **Will approval data provided by CDSS be client-level data and will it include denial reasons for each individual client?**

- The Custom Reports will provide aggregate data, so that Personally Identifying Information (PII) is protected. It will report applications submitted, approved, denied and pending for that reporting month. The top denial reasons will be reported each month showing the aggregate number of applications denied by reason.

## **Do you have any examples of best practices for working with Counties on the individual County's CF goals?**

- Contractors are encouraged to reach out to their county to discuss how they can best work with the county to meet county outreach needs with application assistance and collaborating with events.

### **We are a new agency and would like to know how our applications will be tracked?**

- CDSS will provide contractors with the electronic reports from the different consortia—CBO Custom Reports. These reports will provide aggregate data for electronic application submission. Contractors are responsible to self-report on submitted paper applications, SAR7 and RRRs.

### **Will the PowerPoint be available after the webinar?**

- Yes.

### **Are the Confirmation # (Source ID) numbers required to be reported for submitted applications, or can we use any non-confidential identifier?**

- Confirmation #'s (Source ID) are useful to track the application in consortia systems, and can assist the CDSS with continuous data validation efforts. Contractors are encouraged (but not required) to track confirmation numbers to aid with data validation if needed.

### **How do you define effort?**

- Effort is define as activity necessary to complete federally allowable CalFresh Outreach activities to meet the Scope of Work.

### **Are Electronic Applications tracked per individual or per household? Example: If we did applications for 4 individuals in one household, would we count that as 1 household in the special population or 4?**

- Applications are tracked per household.

### **Is reimbursement based on the number of individuals?**

- Reimbursement is based on allowable outreach efforts completed by the contractor for CalFresh Outreach, **not** on the number of applications submitted.

### **We won't normally have the approved plus denied equal submitted in a given month, since the number approved or denied will normally include pending from previous month rolling over to current month right? So we could have 50 applications submitted electronically, but could have 60 approved and 30 denied if there's rollover from the previous month?**

- Yes, because the CBO Custom Report is looking at that specific month's timeframe. You may have less submitted applications, some applications that are still pending, and applications processed by the county (approved or denied applications). The approval rate is based on what the county has processed and acted upon within the report month, and excludes unprocessed applications that are awaiting county action.

**We are in Los Angeles County a new agency and were not able to set up a CBO account with the information you sent via email? We are considered a LEADER.**

- Los Angeles Department of Social Services is holding a LEADER/LRS training session on October 12, 2016.
- An email was sent out to all FFY 2017 – FFY 2018 contractors and it is a required training for contractors in Los Angeles County.

**Do we have permission to use the CF PowerPoint to train subs? Can the PowerPoint be modified to best fit our contract and sub needs?**

- Yes. The CDSS Outreach team will provide additional material available to train subcontractors.