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STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
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February 21, 2019

ALL COUNTY WELFARE DIRECTORS LETTER

TO: ALL COUNTY WELFARE DIRECTORS

FROM: KIM McCOY WADE, Chief
CalFresh and Nutrition Branch

SUBJECT: EXPANDING CALFRESH TO SSI RECIPIENTS:
STATE AND COUNTY OPERATIONS READINESS PLANS

In preparation for the expansion of CalFresh to seniors and people with disabilities receiving Supplemental Security Income/State Supplementary Payment (SSI/SSP), beginning June 1, 2019, the California Department of Social Services (CDSS) CalFresh and Nutrition Branch is requesting that all counties share a “Readiness Plan” and is providing a template to assist in doing so. These County Readiness Plans will provide summary information of counties’ implementation efforts to-date and assist CDSS in facilitating support, such as peer-to-peer learning between counties.

The State is also preparing a State Readiness Plan that will consist of statewide initiatives and summaries of county efforts. The State and county Readiness Plans will be shared with counties and stakeholders.

Attached to this letter is the Expanding CalFresh to SSI Recipients: County Readiness Plan template for County Welfare Departments (CWDs) to utilize. A fillable Word document of the template is available on the [SSI Resources](#) webpage. CWDs do not need to use the template provided and can provide their plans to CDSS in any format, as long as plans address all key areas within the provided template.

Please e-mail completed plans to Kat.Yang@dss.ca.gov by **March 22, 2019**. CDSS will review and provide technical assistance as needed or requested by April 30, 2019.

If you have any questions, please contact Kathy Yang, SSI Specialist, at (916) 651-3319 or kat.yang@dss.ca.gov.

Attachment

Expanding CalFresh to SSI Recipients: County Readiness Plan Template

Submit plan, using this template or other format, to CDSS by 3/22 at
kat.yang@dss.ca.gov

SECTION I: COUNTY INFORMATION

County:

Primary Expanding CalFresh to SSI Recipients Policy & Operations Contact

Name:	
Title:	
Telephone:	
Email:	

Alternate Expanding CalFresh to SSI Recipients Policy & Operations Contact

Name:	
Title:	
Telephone:	
Email:	

CalFresh Population Overview

**Counties may utilize the estimates from the CDSS [Statewide Client Data Table](#) or provide your own projections.*

Anticipated CalFresh Caseload at Implementation:	
Anticipated Number of Newly Eligible Households at Implementation:	
Anticipated Number of CalFresh Participants Advantaged:	
Anticipated Number of CalFresh Participants Disadvantaged:	
Anticipated Number of CalFresh Participants Discontinued:	

If you do provide your own projections, please provide a short description of the methodology used to arrive at the population estimates.

SECTION II: COUNTY FRAMEWORK OF SOLUTIONS FOR SUCCESSFUL IMPLEMENTATION

Part I: Pre-Implementation

- A. CDSS has released policy guidance and is holding SSI policy [training](#) webinars. How is your county training eligibility staff on the CalFresh Expansion to SSI policy? Optional: Please attach training materials to share with peer counties.
- B. The CDSS CalFresh **Data Dashboard** will be adding indicators for people and households receiving SSI who also receive CalFresh, SNB, and/or TNB. Will your county be creating reports or executive dashboards to monitor the number of *newly eligible* SSI/SSP households who apply, who are approved, and who are denied for CalFresh benefits (potentially including by method of application submission, demographics, and other factors)? Will your county be creating reports or executive dashboards to monitor the number of *continuing CalFresh families who are receiving SNB or TNB* at implementation? Optional: Please attach templates to share with peer counties.
- C. CDSS County Fiscal Letters (CFLs) provided counties with allocations of CalFresh **administration funds** for SFY 18-19 for the SSI expansion. What are your county's primary priorities for that funding?

Part II: CalFresh Expansion to SSI Recipients – *Newly Eligible Households*

CDSS provided counties with a "[Framework of Solutions](#)" for Successful Implementation and a [Resource Kit 1.0](#) (2.0 will be released at the February 2019 Roundtable) with peer county and other examples.

Solution #1: Call (Telephone Access)

- A. What is your county's plan to handle the potential increase in call volume beginning June 1st, 2019? Please include staffing, business processes, technology, and/or other changes.

Solution #2: Click (On-Line Access)

- A. What is your county's plan to handle the potential increase in online applications, including both the portal and those coming from application assisters or those using GetCalFresh.org, beginning June 1st, 2019? Please include staffing, business process, technology, and/or other changes.

Solution #3: Come In (Lobby Access)

- A. What is your county's plan to handle the potential increase in lobby traffic beginning June 1st, 2019? Please include staffing, business process, technology, and/or other changes.

Solution #4: Streamline Verifications

- A. How will your county maximize electronic verifications or other streamlined processes for SSI recipients applying for CalFresh?
- B. How will your county maximize appropriate usage of the standard medical deduction, dependent care deduction, and shelter deduction?

Solution #5: Provide Access for All

CDSS is providing webinars on Reasonable Accommodations and on Access for All, with expert guest speakers, from January-April.

- A. What county processes are in place to provide reasonable accommodations to clients who require them?
- B. How will your county use Authorized Representative processes to support access by caregivers?
- C. What county processes are in place to provide access to clients in languages other than English?

Solution #6: Collaborate to Help Clients Apply

CDSS has issued an [ACWDL on Outreach coordination](#) in January and new Outreach materials and messages will be provided in April.

- A. Will your county be conducting any outreach or in-reach activities to increase the number of potentially eligible SSI/SSP recipients applying in your county, with either internal partners such as IHSS or external community partners? If so, please summarize. Optional: Please attach client outreach materials to share with peer counties.
- B. What follow-up outreach plans is your county considering to address any gaps in new applications, after initial implementation?

Part III: Supplemental Nutrition Benefit (SNB) and Transitional Nutrition Benefit (TNB) Programs – *Newly Eligible People in Continuing CalFresh Households*

- A. Will your county be conducting any activities to raise awareness among existing CalFresh households about the SNB Program or TNB Program?
Optional: Please attach client education materials to share with peer counties.

Part IV: Contingencies & Compliance

- A. What is your county's contingency plans should your county receive an over-flow of telephone calls, on-line applications, or lobby traffic about the CalFresh Expansion to SSI Recipients?
- B. How will your county manage timeliness standards with the new volume of applications from newly eligible SSI/SSP recipients are processed timely (3-day/Expedited Service and 30 day/normal processing)? How will any backlog in application processing be addressed?
- C. How will your county manage quality assurance/quality control on the new volume of applications from newly eligible SSI/SSP recipients? How will any new error trends be addressed?

SECTION III: COUNTY SUPPORT

What information or support do you need from State, peer counties, USDA FNS, SSA, or other partners to be successful at implementation of the CalFresh Expansion to SSI?