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June 11, 2019

ALL COUNTY WELFARE DIRECTORS LETTER

TO: ALL COUNTY WELFARE DIRECTORS

FROM: KIM MCCOY WADE, Branch Chief
CalFresh and Nutrition Branch

SUBJECT: CALFRESH DATA DASHBOARD UPGRADES, EXPANSION, AND NEW PROCESSES

The California Department of Social Services (CDSS) is pleased to share the upgraded and expanded CalFresh Data Dashboard (<https://www.cdss.ca.gov/inforesources/Data-Portal/Research-and-Data/CalFresh-Data-Dashboard>) on the CDSS web page, in support of data-driven, continuous improvement in CalFresh food and nutrition services to the people of California.

Since 2014, the CalFresh Data Dashboard has publicly displayed state and county-level monthly and annual CalFresh caseload numbers, timeliness and accuracy rates, churn measurements, dual-program participation rates, demographic data, and the annual program reach index. Coinciding with the expansion of CalFresh to Supplemental Security Income (SSI) recipients, three improvements have been made to the Data Dashboard:

- **Upgrade of Dashboard Tools.** The Dashboard is now in Tableau, which allows for easier and more effective visualizations of the data. Written instructions on how to use the Dashboard and training videos will be provided in the very near future from the Research Services Branch (RSB).
- **Expansion of CalFresh to SSI Recipients.** The Dashboard has a new page with new key indicators for the expansion of CalFresh to recipients with SSI: new applications which have at least one identified SSI recipient and their outcomes; continuing cases with at least one SSI recipient who has been added to the case

and their outcomes in terms of eligibility to the Supplemental Nutrition Benefit or Transitional Nutrition Benefit programs; dollars issued to these cases; and demographics of these cases. In addition, the total caseload data in the existing Dashboard can also provide information about CalFresh trends during implementation of the expansion of CalFresh to SSI recipients: for example, trends in total caseload, on-line applications, outreach-assisted applications, timeliness, and accuracy. Data from the June 2019 report will be available on the Dashboard in July 2019 and will be revised on a monthly basis, per usual cycles of data posting and usual de-identification protocols.

- **New Processes.** For three of the new key indicators for the expansion of CalFresh to SSI recipients, the RSB will be conducting a data query, in partnership with the Statewide Automated Welfare System (SAWS) consortia. CDSS is validating the data query with the SAWS consortia before use. CDSS is sharing the data resulting from the query with County Welfare Departments (CWDs) via a Secured File Transfer site five (5) business days prior to CDSS posting to the Dashboard. During this five business day period, CWDs will have the opportunity to review these data and notify CDSS of any concerns to resolve before posting. This new process allows for timelier and more streamlined use of CalFresh data by CDSS and counties to together drive continuous improvement in our services to the public.

Details regarding data elements from the data query and the data review process for counties will be issued by CDSS via an All County Letter and is forthcoming. CDSS thanks the two SAWS consortia -- CalACES and CalWIN -- as well as the County Welfare Directors Association of California for the partnership with the RSB; the Automation, Integrity, and Client Initiatives Branch; and the CalFresh and Nutrition Branch to upgrade and expand the Dashboard tools, indicators, and processes.

As always, feedback, questions, and suggestions to continuously improve the CalFresh Data Dashboard can be sent to the CalFresh and Nutrition Branch at CalFreshAccess@dss.ca.gov.