Expanding CalFresh to SSI Recipients
All Stakeholder Implementation Meeting #7

Tuesday, July 23, 2019
Hosted by the California Department of Social Services,
CalFresh and Nutrition Branch
How to Listen In

This webinar will be held in “listen only” mode.

There are two ways to connect to audio:

1. Via phone
2. Via computer
How to Ask Questions

In-Person
- Write your questions on the notecards provided

On-line
- Type your questions into the question pane on your control panel anytime during the presentation.

We will address as many questions as possible at the end of the presentation.
We will follow-up on questions that we cannot get to during the live presentation.

Note: This webinar will be recorded. A link to the recording and all presentation materials will be posted on the [Expanding CalFresh to SSI Recipients Webpage](#).
All Stakeholder Meetings

All are invited to join. The group meets bi-monthly, in-person and via webinar.

Next Meeting: All Stakeholder #8
October 1, 2019, 1:00 pm – 2:30 pm
CDSS Headquarters and Webinar

More info, including meeting materials: http://www.cdss.ca.gov/CalFreshSSI

Email: CalFreshSSI@dss.ca.gov
Agenda

• Welcome: Partnership in Focus
• Policy Overview
• Statewide Volume Updates
• Reports From the Field
• Updates: Implementation Strategies
• Discussion & Questions
Welcome: Partnership in Focus
The state budget for FY 18-19 enacted June 2018 allows older adults and people with disabilities receiving SSI/SSP to apply for CalFresh food benefits for the first time since the 1970s beginning June 2019.

<table>
<thead>
<tr>
<th>SSI/SSP</th>
<th>There is NO change or reduction to SSI/SSP benefit.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash Assistance Program for Immigrants (CAPI)</td>
<td>CAPI recipients will receive a $10 per person grant increase.</td>
</tr>
</tbody>
</table>
Two new state food programs created to mitigate harm to those households negatively impacted by the change:

• **Supplemental Nutrition Benefit** (SNB) Program will provide supplemental state-funded nutrition benefits to CalFresh households that experience a CalFresh benefit reduction at the time of implementation.

• **Transitional Nutrition Benefit** (TNB) Program will provide transitional state-funded nutrition benefits to CalFresh households that experience a CalFresh eligibility loss at the time of implementation.
Stakeholder Engagement

• All Stakeholder Advisory Group meets bi-monthly:
  • next is October 1, 2019

• Combined advisory groups (invite only): Outreach, Customer Experience, Data Technical:
  • next is August 28, 2019

• All in partnership with CWDA and C4SSI

• Project Webpage ([www.cdss.ca.gov/CalFreshSSI](http://www.cdss.ca.gov/CalFreshSSI)): monthly implementation summaries, advisory group meeting summaries, new materials, including data tables, policy guidance, customer experience resources, and outreach materials
Client Voice

Colleen Christie Putnam
Statewide Volume Updates

1. Statewide Automated Welfare System (SAWS) CalFresh Application Volume
2. CalFresh Issuances (Duplicated)
3. Outreach & Social Security Administration (SSA) CalFresh Application Volume
4. CalFresh Information Line (CIL) Call Volume
In Progress: Managing Implementation – Monitoring Volume Indicators (1 of 4)

Statewide Automated Welfare System (SAWS)
CalFresh Application Volume:
June 2018 vs. June 2019 Comparison

- Jun-18: 160,214
- Jun-19: 285,817
In Progress: Managing Implementation – Monitoring Volume Indicators (2 of 4)

CalFresh Issuances (Duplicated): March – June 2019 Comparison

<table>
<thead>
<tr>
<th>Month</th>
<th># of Issuances</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar-19</td>
<td>1,976,215</td>
</tr>
<tr>
<td>Apr-19</td>
<td>1,931,296</td>
</tr>
<tr>
<td>May-19</td>
<td>1,946,540</td>
</tr>
<tr>
<td>Jun-19</td>
<td>2,092,884</td>
</tr>
</tbody>
</table>
In Progress: Managing Implementation – Monitoring Volume Indicators (3 of 4)

Source Key:

- GetCalFresh.org (GCF) on-line application assistance tool
- Social Security Administration (SSA) via GCF
- *Began accepting applications on June 1, 2019

Statewide Outreach & SSA CalFresh Application Volume: April – June 2019 Comparison

<table>
<thead>
<tr>
<th>Source</th>
<th>Apr-19</th>
<th>May-19</th>
<th>Jun-19</th>
</tr>
</thead>
<tbody>
<tr>
<td>GCF</td>
<td>25,466</td>
<td>64,050</td>
<td>90,041</td>
</tr>
<tr>
<td>SSA*</td>
<td>0</td>
<td>0</td>
<td>8,709</td>
</tr>
</tbody>
</table>
In Progress: Managing Implementation – Monitoring Volume Indicators (4 of 4)

Statewide CalFresh Information Line (CIL) Call Volume: April – June 2019 Comparison

Statewide CalFresh Information Line (CIL) Call Volume by Language: April – June 2019 Comparison

*Note: Cantonese, Korean, Russian, and Vietnamese languages were added to the Interactive Voice Response (IVR) on 4/24
Reports from the Field

1. Merced County
2. San Luis Obispo County
3. Department of Rehabilitation
4. Code for America
Report from the Field: Merced County

• Expansion of CalFresh to SSI Recipients Touchpoint and Staff Flexibility
Helping clients stretch benefits by promoting options:

• Restaurant Meals
• Farmers Markets with EBT
• Market Match at Farmers Markets with EBT
Report from the Field:
Department of Rehabilitation (1 of 3)

- Who is DOR?

- What is an ILC?
  - 28 Private, not-for-profit community based organizations in 65 offices across CA.
  - Serve people with all types of disabilities across all age groups

- High Level Overview of CalFresh Project
  - ILCs will provide high touch application assistance to individuals receiving SSI at IL Centers, satellite offices, and locations determined by consumers, as well as at ILC community events
Report from the Field: Department of Rehabilitation (2 of 3)

- 19 of the 27 ILCs are already providing services
- Program focused on pre-screening current ILC consumers
- Successful applications already resulting in success stories:
  - One Consumer applied 5/18, was approved in 1 week and received EBT card first week in June.
  - One consumer came in expecting a long wait. He was approved for expedited services. He was so excited!
Report from the Field: Department of Rehabilitation (3 of 3)

- IL Philosophy + CalFresh program = Innovation

- IL Philosophy of person centered, self-directed, consumer driven service already innovating CalFresh application assistance at ILCs.

- IL Staff offers application assistance at the level the consumer decides they need to complete the application process.

- ILCs are using assistive technology to assist consumers apply for benefits.
  - ILRC-SF is using large number, intelligent keyboards to allow SSI-recipients with physical, visual or cognitive disabilities use the ILRC-SF computer center to apply using the Get CalFresh.org application.
SSI Recipients are applying online: 22% of the SSI eligible population applied using GCF in May and June.

- 79% are 1 person households
- 58% are seniors
- 40% apply on a mobile device
“I can't wait to shop for fresh food.”

“So glad I’m able to apply for food stamps cause I’m on a special diet and it will be handy thank you.”

“This is Great! I’m always struggling to put food on the table.”

“I appreciate the state helping those that are barely making ends meet.”

“Dear staff: this program is a great benefit for many of us...Thank you.”

- GCF Clients on SSI
Changes we’ve made

• GCF now asks for helper and Authorized Representative (AR) information
• 21% of applicants are designating an AR on their case

Do you want to designate someone to help with your CalFresh application or benefits?

You can allow a helper to do any or all of the following:

- Be an Authorized Representative on your application
- Spend your CalFresh benefits for you
- Speak to the county about your application

This person can speak for you at the interview, help you complete forms, and report changes for you. If yes, we’ll need to send their name, telephone number, and a copy of their ID to the county.

Yes
No
What we’re learning (1 of 3)

- 21% of people have medical expenses over $35 (Average = $96)
What we’re learning (2 of 3)

• Very few people lost a job in the last 30 days and few people have jobs overall
  • Job income (2.5%)
  • Lost job (.7%)
What we’re learning (3 of 3)

• Average housing expense is $451 (this is about 48% of their income)
GetCalFresh is now available in Chinese!
Four Implementation Strategies: Recap

1. Engage and empower clients
2. Target outreach for awareness and assistance
3. Streamline customer experience at initial application and beyond
4. Develop policy, automation, and training foundation
1. Engage and Empower Clients

- Client stakeholders
- Client stories
- Client journey mapping
- Client Data Technical Workgroup
2. Target Outreach for Awareness and Assistance

- Outreach kits and campaign
- Comprehensive partner network for outreach/in-reach
- Application assisters serving older adults and people with disabilities
- Application assistance tools expanded and translated: online, in-person, and by phone
Update: Postcard
New Language

Double sided, English and Chinese
Update: CalFreshFood.org
New Language

Web page translated in Spanish and Chinese; all other languages available via Google Translate
Update: Partner Tools
Outreach Tool Kit

DO YOU RECEIVE SSI? Don’t Miss Out On Food Benefits

Beginning June 1, 2019 SSI recipients may be eligible for CalFresh Food benefits. There is NO CHANGE or reduction to SSI/SSP amounts. Choose an option below to learn more and to see if you qualify for these food benefits.

CLICK
CalFresh.org

CALL
1-877-827-5663 (voice)

COME IN
Find your county office here

Expanding CalFresh to SSI Recipients: Outreach Campaign Kick-off for Partners

PARTNER TOOLS: OUTREACH TOOL KIT

FLYER
Note: Enable format pending

- English
- Spanish
- Vietnamese

POSTER
- English (letter, 11x17) (11x17) (11x17)
- Spanish (letter, 11x17) (11x17) (11x17)
- Vietnamese (letter, 11x17) (11x17) (11x17)
Outreach Tool Kit Overview

**Digital tool kit** featuring client and partner materials:

- Flyer
- Posters (various sizes)
- Brochures
  - Older Adults
  - People with Disabilities
  - Caregivers
- Fact Sheet
- Translations in Spanish, Russian, Chinese, and Vietnamese languages posted
- Available in large print, digitally accessible format, and Braille for the blind or visually impaired

**Posters** in English/Spanish mailed to counties and assisters
Update: Communications Plan (1 of 2)

Now: May-August 2019

- **Statewide Media Clips**
  ongoing, including news, letters, op-eds, more

- **Social media samples**
  in English, Spanish, Chinese, Vietnamese & Russian posted

- **ASL Video Log** (Vlog) posted on CalFreshFood.org in early-August
Update: Communications Plan (2 of 2)

Radio: August 2019

- :30 – English and :30 Spanish
- English recorded by CHHS Secretary Ghaly; Spanish TBD
- Live read scripts will be made available to radio networks in English, Spanish, Cantonese/Mandarin, Russian, Vietnamese, & Korean
3. Streamline Customer Experience

- County “Framework of Solutions” for successful implementation
- County technical assistance, peer trainings, and resource kits
- Statewide service enhancements
Update: Framework of Solutions Resource Tool Kit 3.0

FRAMWORK OF SOLUTIONS FOR CUSTOMER EXPERIENCE AND ACCESS: RESOURCE TOOL KIT 3.0

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Are you 60 years of age or older? Are you disabled? Do you have medical expenses?

You may qualify for the CalFresh Medical Expense Deduction.

Tell your CalFresh worker about your medical bills, dependent care expenses, and housing costs as this may increase your CalFresh benefits.

Allowable Medical Deductions (per family) or disabled:

- Eye glasses, contact lenses, and accessories
- Dentists, hearing aids, and prosthetics
- Prescriptions and over-the-counter medications
- Medicare Premiums
- Medical and/or dental care provided by certified practitioners
- Hospitalization or outpatient treatment and home nursing care
- Health/hospitalization insurance premiums and copays
- Long Term Care (LTC) Insurance Premiums
- Preventive medical supplies/equipment
- Service animal expenses including feed, veterinarian bills
- Home healthcare/medical Uplift service
- Cost of transportation to doctor, pharmacy, or any medical appointment
- Cost of lodging to obtain medical treatment or services
- Cost of maintaining an attendant due to age, illness, or infirmity
- Cost of meals for an attendant
- Transportation to/from independent care facility/provider

Beware of Text/Phone EBT Scams

NO ONE WILL EVER text or call and ask for your EBT card and/or PIN number.

Your EBT card and/or PIN number are NEVER needed to determine eligibility for ANY service with anyone.

Avoid having your benefits stolen.

NEVER give your EBT card and/or PIN number to anyone!

Beware of scams to steal your EBT benefits!

Always keep your PIN and EBT card number safe and secure.

The county will text or call you requesting your personal EBT card number and your personal identification number (PIN).

Never give your EBT Card number and PIN to anyone.

With this information, someone could steal your benefits.

If you think you are a victim of an EBT scam, call us right away!

1-888-472-4463

¡Cuidado! Existen estafas para robarle beneficios de su tarjeta EBT

Siempre mantenga su PIN y su número de su tarjeta de EBT en un lugar seguro y seguro.

El condado nunca le enviará un mensaje por texto o le formará para pedirle el número de su tarjeta de EBT y su número de identificación personal (PIN).

Nunca le dé el número de su tarjeta de EBT a un desconocido.

¡Alguien podría robarle sus beneficios con esta información!

Pídale una victoria de un número relacionado con su tarjeta de EBT!

1-888-472-4463

EXPANDING CALFRESH TO SSI RECIPIENTS: ALL STAKEHOLDER IMPLEMENTATION MEETING #7 | JULY 2019

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Update: County Roundtable Meeting – July 16-17

- Improving the Customer Experience
- Engaging Older Adults – *We’re Still Here*
- CalFresh Expansion Panel
- County Best Practices Presentations
- Hot Topics
4. Develop Policy, Automation, and Training Foundation

- Policy guidance, notices, and forms
- SAWS automation
- USDA, SSA, and Tribal partnerships
- Policy webinar training series
Update: Policy Guidance

- Technical Assistance calls for counties during May and June, and early July
- Presenting at Tribal Advisory Committee in July
Update: CalFresh Data Dashboard

- Released ACL 19-63: CalFresh Data Dashboard Upgrades, Expansion and New Process
- CalFresh Data Dashboard addition of expansion data for June in progress (posted late July/early August)
CalFresh Data Dashboard Demo

Patrick Delaney
Research Services Branch
CDSS
CalFresh Data Dashboard: New Expanding CalFresh to SSI Recipients Page
Discussion and Questions

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