Expanding CalFresh to Older Adults & People with Disabilities Receiving SSI
Implementation Update – April 2019

Mission: Reducing hunger and poverty in California for older adults and people with disabilities.
Vision: Excellent customer service and access for all.

SUMMARY
For the first time ever in California, hundreds of thousands of older adults and people with disabilities who receive SSI/SSP benefits will also be able to receive CalFresh food benefits beginning June 1, 2019. This historic change, once successfully implemented, will increase nutrition and health and reduce hunger and poverty among California’s older adults and people with disabilities. California will finally join the rest of the nation in providing CalFresh food benefits to low-income older adults and people with disabilities receiving SSI/SSP.

The CalFresh food program is the State’s number one defense against hunger and malnutrition. Nearly 4 million people a month – half of them children – receive an average of $130 on an EBT card to purchase food at grocery stores and farmers’ markets. Employment and training services and healthy living programs are also available. No other social service program lifts more people out of poverty than CalFresh.

With this change, eligible older adults and people with disabilities will be able to receive a monthly CalFresh food benefit to help meet their basic needs. There is no change or reduction to SSI/SSP. Cash Assistance Program for Immigrants (CAPI) recipients will receive a $10 per person grant increase. Some who are part of households already receiving CalFresh food benefits may receive new state funded Supplemental Nutrition Benefits (SNB) or Transitional Nutrition Benefits (TNB) to help mitigate any loss of CalFresh from including SSI income. For more background information on the reversal of the SSI cash out policy, visit www.cdss.ca.gov/CalFreshSSI.

GOALS
• Enroll an estimated 369,000 households with only SSI recipients who are newly eligible for CalFresh.
• Enroll SSI recipients who are excluded members of 125,100 current CalFresh households, and, in order to mitigate losses of CalFresh benefits, provide SNB and TNB as eligible.
• Provide equal access to all Californians.
• Preserve accuracy and timeline standards.
• Integrate healthy living (nutrition education) and employment and training services as appropriate.

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<tr>
<th>CF SSI Population</th>
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<tr>
<td>Total CF Recipients (Jun 2018)</td>
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<tr>
<td>Total CA SSI Recipients (Jun 2018)</td>
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<tr>
<td>Total Newly Eligible CF HH</td>
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<tr>
<td>CF HH Advantaged</td>
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<tr>
<td>CF HH Disadvantaged</td>
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<td>CF HH Discontinued</td>
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*Estimated

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<tr>
<th>CF SSI Language Breakout</th>
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<tr>
<td>June 2018</td>
</tr>
<tr>
<td>English</td>
</tr>
<tr>
<td>Spanish</td>
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<tr>
<td>Cantonese</td>
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<td>Mandarin</td>
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<td>Japanese</td>
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<td>Korean</td>
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<td>Tagalog</td>
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<tr>
<td>Russian</td>
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<tr>
<td>Sign</td>
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<tr>
<td>Other*</td>
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*See MEDS definition

Expanding CalFresh to SSI Recipients Implementation Update – April 2019
FOUR IMPLEMENTATION STRATEGIES

1. Engage and Empower Clients
   • Client stakeholders
   • Client stories
   • Client journey mapping
   • Client data dashboard

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: on-line, in-person, and by phone

3. Streamline Customer Experience at Initial Application and Beyond
   • County “Framework of Solutions” for successful implementation
   • County technical assistance, peer trainings, and resource kits
   • Statewide service enhancements

4. Develop Policy, Automation, and Training Foundation
   • Policy guidance, notices, and forms
   • SAWS automation
   • USDA, SSA, and Tribal partnerships
   • Policy webinar training series

Brittney’s Story

I am 29 years young and I live in the suburban outskirts of Los Angeles County. I started receiving SSI in May 2017. I live with my great aunt to not become homeless due to limited low-income housing. I found it ironic that a disabled person tied to SSI benefits was not able to gain access to food stamps. It is important for those receiving SSI to understand what it means to allow SSI recipients to be eligible for CalFresh food benefits. These benefits will help SSI recipients have enough money to buy food and not have to worry about setting money aside.

Provided by Brittney
SSI Recipient

STAKEHOLDER ENGAGEMENT

• All Stakeholder Advisory Group meets bi-monthly: next is May 14, 2019
• Four advisory groups (invite only with summaries posted on project webpage): Outreach, Customer Experience, Data Technical, and Automation Technical
• All in partnership with County Welfare Directors Association of California and Californians for SSI
OUTREACH EXPANSION:

- Outreach Campaign Kick-off occurred on April 25th with launch of public-facing webpage CalFreshFood.org and digital Outreach Tool Kit now available on the partners webpage

- Leveraging current application assisters and tools:

  - Added new application assisters: Area Agencies on Aging, via CDA; Independent Living Centers, via DOR; Regional Centers, via DDS; County Nutrition Action Partnership via CDPH; and Social Security Administration

- Upgraded assisters tools and expanded language access: Click – GetCalFresh.org mobile-friendly on-line application tool to all counties; Call – CalFresh Info Line, 1-877-847-FOOD (3663) forwarding to counties; Come In – CalFresh “Find an Office” map locator on CDSS webpage

- All County Welfare Directors Letter on Outreach Coordination released in January

- Access for All guest speaker webinar series concluded in April

- Mailers to SSI/SSP clients from CDSS in May

- CalFresh Awareness Month press in May

- Radio and op-eds launch in Summer

CUSTOMER EXPERIENCE PREPARATION:

- County “Framework of Solutions” for successful implementation and Resource Tool Kit 2.0 developed

- All County Welfare Directors Letter on Readiness Plan Template released in February

- County Operations Roundtable on Readiness for Expansion of CalFresh to SSI Recipients convened in February

- State and County Readiness Plans submitted March 22nd and posted in April

- TA, contingency planning, and CQI ongoing

POLICY GUIDANCE:

- Policy guidance issued for implementation and automation of the reversal of SSI cash-out, the SNB Program, and the TNB Program: All County Letter (ACL) 18-90, ACL 18-91, ACL 18-92, ACL 18-131, ACL 19-12, ACL 19-15, ACL 19-15E, ACL 18-90E, and ACL 19-41

- Policy guidance issued for implementation of the SNB and TNB Program: ACL 18-107 and ACL 18-108. Additionally, SNB and TNB notices issued in 17 threshold languages

- Consultation with California Tribal Leadership on reversal of SSI cash-out for both CalFresh and Food Distribution Program on Indian Reservations (FDPIR)

- Claiming instructions issued for implementation of CalFresh expansion, SNB, and TNB Program: County Fiscal Letter (CFL) 18/19-40, and CFL 18/19-40E; allocation for the administration of the SNB and TNB Program: CFL 18-19-43

- Governor’s Budget Proposal 2019-20: Proposes to make SNB and TNB Programs ongoing

- Policy Webinar Series concluded in March

- SDX county-by-county March point-in-time data use disseminated in April

- Large print/digitally accessible applications in progress to be ready for use beginning in May

- SSA/CDSS Joint Processing ACL in May

- Automation development underway with SAWS go-live dates in May

- CDSS CalFresh Data Dashboard additions of SSI data in progress
SUMMER 2019:
- IMPLEMENTATION beginning June 1st
- Continuous Quality Improvement: active monitoring and technical assistance with counties, partners, assisters, and all implementation strategies
- CalFresh Data Dashboard with SSI indicators post in July
- Implementation update continue to post monthly

IMPORTANT DATES

Expanding CalFresh/Reversing SSI Cash-Out All-Stakeholder Implementation Meeting #6
Date: Tuesday, May 14, 2019
Time: 1:00pm – 2:30pm
Location: CDSS Headquarters, 744 P Street, Sacramento, CA 95814; OB8, Room 0235/0237
Register via WEBINAR or IN-PERSON meeting
DIAL IN ONLY: 1-914-614-3221; Access Code: 822-177-985

Expanding CalFresh/Reversing SSI Cash-Out All-Stakeholder Implementation Meeting #7
Date: Tuesday, July 23, 2019
Time: 1:00pm – 2:30pm
Location: CDSS Headquarters, 744 P Street, Sacramento, CA 95814; OB9, Auditorium
Registration information forthcoming

More information, including meeting materials: www.cdss.ca.gov/CalFreshSSI
Questions? Email: CalFreshSSI@dss.ca.gov