Expanding CalFresh to Seniors & People with Disabilities Receiving SSI/SSP: State Readiness Plan

I. Purpose of the State Readiness Plan
The State Readiness Plan outlines the steps taken by the California Department of Social Services (CDSS), CalFresh and Nutrition Branch to prepare for the upcoming expansion of CalFresh to seniors and people with disabilities receiving Supplemental Security Income and/or California State Supplemental Payment (SSI/SSP). This plan has been developed and implemented in partnership with the County Welfare Directors Association (CWDA) of California and their 58 member county human service agencies, and with the Californians for SSI Coalition (CA4SSI) of clients and advocates.

The State Readiness Plan describes CDSS’ implementation planning process, which was organized around a central mission, vision, and four implementation strategies.

Mission: Reducing hunger and poverty in California for seniors and people with disabilities.

Vision: Excellent customer service and access for all.

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

These four implementation strategies were carried forward by the Outreach Advisory group, Customer Experience Advisory Group, Data Technical Work Group, and Automation Technical Work Group. In addition to these groups, counties engaged in peer-to-peer learning to support their planning process.

Background
Assembly Bill (AB) 1811, the Fiscal Year (FY) 2018-2019 Human Services Omnibus Trailer Bill, reverses the CalFresh eligibility policy known as “cash-out” under which SSI/SSP recipients are ineligible for CalFresh. In addition, AB 1811 creates the state-funded Supplemental Nutrition Benefit (SNB) and Transitional Nutrition Benefit (TNB) Programs and augments the grant amount for the Cash Assistance Program for Immigrants (CAPI).

The expansion of CalFresh to seniors and people with disabilities receiving SSI/SSP, will allow SSI/SSP recipients to apply for CalFresh food assistance beginning June 1, 2019 for the first time ever. This historic change, once successfully implemented, will increase nutrition and health and reduce hunger and poverty among California’s seniors and people with disabilities.
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 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.
I. STAKEHOLDER ENGAGEMENT

Beginning in July 2018 and continuing, the State convened meetings with groups of stakeholders representing all sectors – Community Based Organizations, County Welfare Departments (CWDs), CDSS Policy, Outreach and Operations, as well as other internal programs, the State Automated Systems (SAWS) consortia, the CWDA, advocates, and clients. The groups met regularly and were involved in concentrated implementation processes. All meeting summaries can be found on the Expanding CalFresh to SSI Recipients webpage.

All Stakeholder Group
The All Stakeholder Groups is open to all, including client advocates, CWDA, CWDs, and other stakeholders. It is held bi-monthly, in-person and via webinar. All aspects pertaining to the expansion of CalFresh to SSI recipients were addressed and relevant updates were provided during these meetings, including opportunities to hear from clients and substantial time for question and answer.

Outreach Advisory Group
CDSS CalFresh Outreach hosted and facilitated bi-monthly in-person meetings/webinars where stakeholders worked on developing solutions to overcome the challenges and barriers for reaching this newly eligible population. The group also explored potential opportunities for new and future partnerships.

Customer Experience Advisory Group
CDSS CalFresh Operations hosted and facilitated bi-monthly in-person meetings where stakeholders identified opportunities, barriers, and potential solutions to streamline the customer experience journey when applying for CalFresh benefits. The list of solutions was the foundation for the tools that were created to assist counties with implementation.

Automation Technical Work Group
CDSS CalFresh Automation was initially an all-day bi-monthly meeting of CDSS, counties, and consortia, and then transitioned to monthly meetings to discuss issued policy guidance in the context of necessary system functionality and automation. The group’s efforts and decisions made were documented in a question and answer tracker which was memorialized via the quarterly Question and Answer All County Letter (ACL) issued broadly to all stakeholders.

Data Technical Work Group
The Data Technical Work Group of expert stakeholders convened bi-monthly to further review available CDSS SSI data for program planning, management, and outcomes. The group’s discussions considered of analyses of other data sets that might add value and suggested effective ways to share key data with stakeholders through CDSS CalFresh Data Dashboard enhancements.
II. POLICY GUIDANCE

All County Letters (ACLs)

ACLs provide CWDs with policy instructions to effectively administer CalFresh. As well, ACLs are often used as the basis for developing system functionally and automation. The following ACLs were issued to provide policy guidance regarding the Expansion of CalFresh to SSI Recipients:

- ACL 18-90: CalFresh Reversing Cash-Out Policy: Eligibility for Recipients of Supplemental Security Income and/or California State Supplemental Payment (SSI/SSP) Benefits
- ACL 18-91: Implementation of the Supplemental Nutrition Benefit Program
- ACL 18-92: Implementation of Transitional Nutrition Benefit Program
- ACL18-107: Implementation of the Transitional Nutrition Benefit Program Notices
- ACL 18-131: CalFresh Reversing Cash-Out Policy, Supplemental Nutrition Benefit Program, and Transitional Nutrition Benefit Program Quarterly Question and Answer
- ACL 19-03: CalFresh New Notices and Updated Form for Intercounty Transfer Process
- ACL 19-12: CalFresh Reversing Cash-Out Policy, Supplemental Nutrition Benefit Program, and Transitional Nutrition Benefit Program Quarterly Question and Answer No. 2

The full list of official guidance issued can be found at:  

Accessible Forms

In addition, the CalFresh application and key program forms are being produced in large-print and digitally accessible formats available for use beginning in May 2019.

Policy Webinar Series

The CalFresh Policy Bureau hosted a CalFresh Expansion to SSI Recipients Policy Webinar Series. The five-part series started with an overview of the policy change and then provided “refresher” content on relevant policy topics, such as CalFresh eligibility rules for elderly and/or people with disabilities. All webinars were recorded, and materials were posted on the CDSS website for easy access to all.

Policy Webinar Series:
- Policy Overview: Reversing SSI Cash-Out and New State Nutrition Programs
• Policy Refresher: CalFresh Eligibility Rules for Elderly and/or Disabled Individuals
• Policy Refresher: CalFresh Eligibility Rules for Residents of Institutions
• Policy Refresher: CalFresh Rules for Authorized Representatives
• Introduction to American with Disabilities Act (ADA) and Reasonable Accommodations

Furthermore, the following prerecorded webinars were provided:

• CalFresh 101
• Engaging California Seniors – Elderly Simplified Application Project (ESAP)

Recorded webinars and materials can be found at: http://www.cdss.ca.gov/inforesources/CalFreshSSI/Training.
### III. AUTOMATION

**Statewide Automated Welfare System (SAWS)**  
Automation development is underway with go-live dates in May. The following tables display the timelines for CalWIN and CalACES.

#### CalACES – Expansion of CalFresh to SSI Recipients Implementation Schedule

<table>
<thead>
<tr>
<th>Task</th>
<th>Start Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Planning</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Functional Business Requirements</td>
<td>07/30/18 – 09/21/18</td>
<td>(8 Weeks)</td>
</tr>
<tr>
<td>Technical System Design</td>
<td>7/2/18 – 11/29/18</td>
<td></td>
</tr>
<tr>
<td>Build (In development)</td>
<td>12/6/18 – 3/29/19</td>
<td></td>
</tr>
<tr>
<td>System Test/ Regression Test*</td>
<td>4/1/19-5/17/19</td>
<td></td>
</tr>
<tr>
<td>UAT Prep</td>
<td>03/04/19 - 03/08/19</td>
<td>(1 Week)</td>
</tr>
<tr>
<td>UAT</td>
<td>03/11/19 - 05/03/19</td>
<td>(8 Weeks)</td>
</tr>
<tr>
<td>County Training</td>
<td>4/22/2019</td>
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<tr>
<td>Production</td>
<td>5/20/2019 19.05 Release</td>
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*Because CalACES consortium staff test system changes, CalACES does not offer UAT.*

#### CalWIN – Expansion of CalFresh to SSI Recipients Implementation Schedule

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<tr>
<th>Task</th>
<th>MOD00 SSI Cash Out AB1811 (48458)</th>
<th>MOD00 Transitional Nutrition Benefit Program AB1811 (48898)</th>
<th>49578 MOD00 SSI Cash out eICT data element transfers (49578)</th>
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<tbody>
<tr>
<td>Functional Business Requirements</td>
<td>Approved 1/3/19</td>
<td>Approved 1/18/19</td>
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<tr>
<td>Technical System Design</td>
<td>Approved 1/31/19</td>
<td>Approved 1/31/19</td>
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<tr>
<td>CUT/System Test</td>
<td>ALM Test Plan approved 12/27/18</td>
<td>ALM Test Plan approved 12/24/18</td>
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<tr>
<td>Regression Test</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>UAT Prep</td>
<td>Completed</td>
<td>Completed</td>
<td>Completed</td>
</tr>
<tr>
<td></td>
<td>3/4/19 – 3/8/19 (1 Week)</td>
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</tbody>
</table>
Electronic Benefit Transfer (EBT)
The California Office of Systems Integration (OSI) and California’s EBT vendor, Fidelity National Information Systems (FIS), has confirmed that the State’s existing EBT infrastructure is adequate for the influx of new customers, transactions, and new cards under the Expansion of CalFresh to SSI Recipients.

Additionally, the two new state funded nutrition programs, SNB and TNB, will be directly funded on to the EBT card by a state bank account. This is a first for California: currently, a federal account directly funds CalFresh nutrition benefits on EBT cards and state funds are provided directly to counties to fund CalWORKs cash benefits on EBT cards. This new state structure could lead to more efficient administration (and may create new opportunities for direct state account funding of other state funded EBT benefits).
IV. CUSTOMER EXPERIENCE PREPARATION

Technical Assistance to Counties
The Framework of Solutions, Resource Tool Kit, and County Readiness Plans are serving as tools for CWDs to successfully implement the Expansion of CalFresh to SSI Recipients.

Framework of Solutions
The Call, Click, and Come In model highlights three potential solutions for each access point and was expanded with stakeholder input to solutions for streamline verifications, provide access for all, and collaborate to help clients apply.

#1 Call
- Offer electronic signatures over telephone to accept and complete applications by telephone
- Offer customers flexible interview times by telephone
- Upgrade IVR menu and features:
  - Call back, self service

#2 Click
- Maximize Consortia’s on-line and mobile application features:
- Upload verifications, check application status, create accounts.
- Promote GetCalFresh.org
- Offer same day service when applicants apply on-line, with telephone interview.

#3 Come In
- Welcome with Greeter/Customer Service Liaison to assist clients and actively manage lobby
- Upgrade lobby and line management tools
- Signage, messaging, monitors, on-line terminals, telephones, kiosks
- Offer same day service when applicants come in to apply, with either an in office or telephone interview.

#4 Streamline Verifications
- Electronic verifications for identity, residence, and SSI income
- Standardized protocols for deductions for medical, dependent care, and shelter

#5 Provide Access for All
- Reasonable accommodations in all doors
- Multi-language access in all doors
- Authorized representative processes in all doors

#6 Collaborate to Help Clients Apply
- County staff from In-Home Supportive Services (IHSS); Medi-Cal Qualified Medicare Beneficiary (QMB), Specified Low-Income Medicare Beneficiary
State of California – Health and Human Services Agency
Department of Social Services
April 2019

(SLMB), and Qualifying Individuals (QI); multi-program outreach, and other local programs serving people on SSI

- CalFresh Outreach Application assisters, including food banks, area agencies on aging, independent living centers, regional centers, SSA offices, and more
- All community partners can educate and refer

County Readiness Plan

CWDs received a County Readiness Plan template in February 2019 to complete and return to CDSS in March 2019. The purpose of the County Readiness Plan is to assist CWDs in evaluating their overall preparedness for the Expansion of CalFresh to SSI Recipients and to identify potential gaps in readiness.

Resource Tool Kit

The Resource Tool Kit is designed to supplement the Framework of Solutions. The Resource Tool Kit, Framework of Solutions, and County Readiness Plan template will serve as useful tools to ensure a successful implementation.

The Resource Tool Kit provided counties with a breakdown of the Call, Click, Come-In solutions; including the impact to customers and the county if not implemented. The tool kit also gave counties examples of different counties already utilizing each solution. The tool kit provided counties with resources and contacts in each county listed.

County Operations Roundtable on Readiness

Given this is the largest policy change to the CalFresh program in years, CDSS hosted a special two-day county convening in February 2019 in Los Angeles. The CDSS Operations Roundtable was an interactive, peer-to-peer forum in which counties had an opportunity to share and learn best practices. The Roundtable was focused on readiness-planning for this significant policy change. At the Roundtable, counties discussed strategies that could be incorporated into the development of their readiness plans which will include telephone, online, and in-office access. The CDSS shared the latest on state readiness plans, including the development of toolkits, SSI/SSP client mailers, outreach kits and campaigns, application assister tools, policy reviews, and contingency planning.

Post Implementation

The CDSS will engage in continuous quality improvement by actively monitoring and providing technical assistance to counties, partners, and assisters. Monitoring includes monthly CalFresh data dashboard updates, monthly implementation reports, and continued stakeholder meetings through at least September 2019.
V. OUTREACH EXPANSION

A. Public Communication

A1. Mailer to People receiving SSI/SSP in May
   CDSS CalFresh Outreach is also working to design direct mail postcards to inform the likely eligible SSI population of this new policy change. The postcard’s contents will be in English and Spanish and offer resources for people with other language needs.

A2. CALL: CalFresh Information Line (1-877-847-3663)
   CDSS CalFresh Outreach is leading the expansion and modernization of the existing CalFresh Information Line. This expansion will include an increase in language access by adding additional languages including Spanish, Cantonese, Vietnamese, Russian, and Korean to the line that routes callers to their appropriate county office. CDSS CalFresh Outreach is also working closely with the County Outreach Points of Contact for each county to verify the correct county phone numbers that the line will route to. There will also be a text telephone (TTY) line available to accommodate people who are deaf, hard of hearing, or speech-impaired.

A3. CLICK: GetCalFresh.org
   As of June 1st, the CDSS CalFresh Outreach is expanding its online application assistance tool, GetCalFresh.org, statewide to all fifty-eight counties through its CalFresh Outreach contractor, Code for America. Code for America will provide technical assistance via a webinar training to each CalFresh Outreach County Point of Contact as well as continuous quality improvement through other forums such as county quarterly convenings. Currently, GetCalFresh.org is available in English and Spanish with the plan to go live June 1st in Chinese. The Code for America team is particularly strong with data analytics and will be providing monthly and on-demand data to CDSS to be able to monitor application volume and outcomes by county and by application assister organization. Code for America’s social media strategy has proven effective in the past and will be leveraged for reaching this new market for the program.

A4. COME-IN: Find a County Office
   The CDSS CalFresh Outreach team is working closely with the CDSS Information Systems Division (ISD) to build an interactive office locator map. The map will be hyperlinked on the CalFreshFood.org landing page and allow for users to enter their city or zip code to find the closest local county office to their point of reference. Search results will yield a visual and list of county offices with address information, operation hours, and call in telephone number. This map will be compatible in multiple languages via Google Translate.
**A5. Landing Page: CalFreshFood.ca.gov**
Currently in development, the landing page will guide clients to Click, Call, or Come In to receive more information on CalFresh food benefits. The landing page will be compatible with Google translate and includes further information for reasonable accommodations.

**A6. Press**
The CDSS plans to actively participate in media marketing beginning May through June 2019. Media marketing includes but is not limited to: CalFresh Awareness Month in May; press release and FAQ templates; social media samples for Facebook and Twitter, including trending hashtag campaigns such as #ChooseCalFresh from Los Angeles Department of Public Social Services; and local story collection.

**A7. Radio Campaign in Summer**
The radio proposal includes the primary targeted audience of SSI/SSP recipients and a secondary audience of family members, advocates, caregivers, and/or partner networks. The plan includes English, Spanish, Cantonese, and Mandarin language stations to reach the target audience across key markets statewide. English and Spanish stations will utilize 30-second spots created by Rescue Agency. Cantonese and Mandarin language stations will leverage station talent to translate 30-second spots from English. Digital scripts will be made available in Russian, Vietnamese, and Korean.

**B. CDSS CalFresh Outreach Campaign with all Partners**

**B1. Kick-Off Event April 25th**
The CDSS CalFresh Outreach is coordinating and hosting the CalFresh and SSI Outreach Campaign Kick-Off, where stakeholders will be hearing from clients, the C4SSI Coalition, the Governor’s Office, state representatives, CDSS executive management, and other partners and stakeholders. Attendees will also be hearing from Rescue Agency on the Expansion of CalFresh Outreach digital toolkits, which contain various materials for assisting our partner networks in their outreach and communications of this policy change to newly eligible populations. Posters will be mailed to all counties and assisters, and all digital outreach tools will be made available online.

**B2. CalFresh Digital Outreach Toolkit**
The CDSS CalFresh Outreach team is working with Rescue Agency, a marketing and communications firm specializing in health and human services issues, to develop an outreach toolkit, which is comprised of customizable digital outreach materials designed for reaching older adults...
and people with disabilities receiving SSI benefits, as well as their caregivers. These materials will assist our current and new partner networks in their communication of this policy change and outreach to this newly eligible population. This toolkit will be available digitally in English, Spanish, Cantonese, Vietnamese and Russian, and can be downloaded from the partners section of the new CalFreshFood.org landing page and tailored, according to the county or community being served.

B3. Access for All Guest Speaker Webinar Series
The CDSS CalFresh Outreach is facilitating the Access for All Guest Speaker Webinar Series, where subject matter experts provide 60-minute webinar trainings that provide a “how to” on serving people, in each of the following groups:

- Serving People of All Sexual Orientations & Gender Identities (SOGI)
  Guest Speaker: Area Agency on Aging – San Francisco
- Serving People with Disabilities
  Guest Speakers: Department of Rehabilitation and State Council on Developmental Disabilities
- Serving Seniors
  Guest Speakers: National Council on Aging
- Serving People in Multiple Languages & Welcoming Immigrants
  Guest Speaker: Just Communities
- Serving Diverse Communities & Advancing Racial Equity
  Guest Speaker: Public Health Advocates

These webinars are encouraged for all stakeholders and are required trainings for all CDSS CalFresh Outreach prime contractors and sub-contracting agencies, with the overall goal of providing understanding, and inclusion for all potential and current CalFresh clients.

C. CDSS CalFresh Outreach Application Assisters
C1. Contracted Assisters

- CDSS CalFresh Outreach team is leveraging existing relationships with the following contractors to perform targeted outreach to potentially-eligible recipients of SSI: California Association of Food Banks; California State University, Chico; Catholic Charities of California; Code for America; Redwood Community Healthy Coalition; and 2-1-1 San Diego.

- CDSS CalFresh Outreach is entering into interagency agreements with three state departments and their local networks to help provide CalFresh Outreach and application assistance to the newly eligible CalFresh SSI population. The first department is the California Department of Aging (CDA),
and their Area Agencies on Aging (AAA) networks. These networks are comprised of thirty-three agencies located across the State of California that primarily work with the senior population. The second state department is the Department of Rehabilitation (DOR), and their Independent Living Centers (ILCs), which is comprised of up to twenty-eight centers within sixty-five branches, located across the State of California. The ILCs primarily work on behalf of people with disabilities. The third department is the California Department of Developmental Services (DDS), and their twenty-one Regional Centers, located across the State of California. The Regional Centers are nonprofit private corporations that contract with DDS to provide and coordinate services and support for individuals with developmental disabilities. Each of these three state departments will work with the populations they serve, to provide CalFresh Outreach and application assistance, with programmatic and administrative oversight by the CDSS CalFresh Outreach team.

- Beginning Spring 2019, CDSS CalFresh Outreach is expanding program access in multiple languages to SSI recipients through our current CalFresh Outreach prime contractor, 2-1-1 San Diego and their local networks; the work on language access includes San Diego, Imperial, San Bernardino, Riverside, Orange, Santa Barbara, Kern and Sacramento. 2-1-1 San Diego will engage, educate, and enroll newly eligible SSI recipients, by targeting non-English speakers through statewide CalFresh Outreach engagement, education, and enrollment in multiple languages.

- The California Department of Public Health (CDPH) will augment their existing SNAP-Ed contract with the CDSS to initiate a time-limited 18-month project that makes the direct connection between CalFresh Healthy Living and the clients and partners participating in the expansion of CalFresh to SSI recipients. CDPH will coordinate with CDA and DOR application assisters to provide them with appropriate training and audience-appropriate nutrition education materials to give to their prospective CalFresh clients during the completion of the initial application. Furthermore, CDPH will feature these efforts on the County Nutrition Action Partnership (CNAP) webinars and annual in-person meetings. CDPH will develop communication materials or use those developed by the CDSS and Rescue Agency to help CNAP coordinators communicate this work to their member agencies and listserv recipients.

**C2. CDSS CalFresh Outreach New Application Assister Onboarding**

The CDSS CalFresh Outreach is hosting an in-person two-and-a-half-hour *New Prime Contractor Onboarding* session, which will bring together both
current and new prime contractors for a collaborative discussion on the various best practices and targeted strategies for future CalFresh Outreach efforts. The goal of this onboarding is to allow our new prime contractors, as subject matter experts in their fields, to share and discuss best practices for serving these newly eligible populations with our current prime contractors. This will also allow our current prime contractors to share and discuss their best practices with our new prime contractors.

This initial New Prime Contractor Onboarding session will be followed by a more in-depth training series in May and June 2019. This training series is being developed by CDSS in partnership with the California Association of Food Banks, who is the state’s largest existing CalFresh Outreach prime contractor. This multi-part series is designed to be delivered both in-person and via webinar to ensure each of the new CalFresh Outreach application assisters who are joining the network can learn more about what it means to provide effective application assistance from a team who has a proven track record of success in this area.

The CDSS CalFresh Outreach team is currently developing a library of pre-recorded trainings, which will provide our new prime CalFresh Outreach contractors an administrative and programmatic overview of what it means to be a CalFresh Outreach contractor with technical assistance on key areas such as invoicing, timesheets, and scope of work.

These pre-recorded trainings will be housed on the CDSS CalFresh Outreach website as well as the CDSS Reversing of SSI Cash-Out webpage, and will cover the following subjects:

- Time and Effort Forms (timekeeping CalFresh Outreach work hours)
- Invoicing (walk-through)
- Scope of Work (how to understand and complete the Scope of Work to assess performance metrics)

D. CDSS/SSA Partnership

The CDSS is pleased to partner with the Social Security Administration (SSA) on implementation of a policy change that will expand CalFresh to SSI/SSP recipients. The existing national Memorandum of Understanding (MOU) between the SSA and the United States Department of Agriculture (USDA) will apply in California. Local SSA offices across California and SSA call centers serving California residents will perform specific screening and application assistance work for CalFresh. California-specific strategies were developed in collaboration by the SSA and the CDSS to fulfill these responsibilities. We are particularly grateful for the SSA’s
innovation in utilizing on-line CalFresh application tools, to provide the best experience for our shared customers and our respective program staff.

The SSA will complete a CalFresh eligibility screening for all California residents completing a new SSI application or SSI redetermination. The screening will be completed using the existing SSA eligibility system that has been updated for use in California. If applicable based on the screening results, the SSA will offer households in which all members receive SSI benefits assistance completing and submitting a CalFresh application, also known as “joint processing”. Whether assisting a client in-person or over the phone, the SSA will use the GetCalFresh.org online application tool maintained by CDSS to complete and submit a CalFresh application electronically. The SSA will use an SSA specific GetCalFresh.org URL with mutually agreed-upon customizations developed and maintained in coordination with CDSS.

Furthermore, the SSA will refer households that include both SSI recipients and non-SSI recipients to the appropriate local Human Service Agency (HSA). The appropriate HSA can be identified using the CDSS’s on-line “Find a County Office” locator. The SSA regional managers in California will also be provided with a point of contact for each of California’s 58 HSAs for issue resolution, and vice-versa.
VI. DATA FOR PLANNING, OVERSIGHT & OUTCOMES

Statewide Client Data Table
A Statewide Client Data Table was created to provide guidance to counties in the planning and preparation of anticipated SSI households estimated to be CalFresh eligible.

State Data Exchange (SDX) County-by-County List
The CDSS will securely provide counties with their SDX consolidated list by May. The information provided on this list will guide counties in their planning and outreach efforts. The list may also be provided ongoing.

CalFresh Data Dashboard
The CDSS is currently working on incorporating SSI data onto the existing CalFresh Data Dashboard. Additionally, the dashboard will be migrating to a tableau platform which will allow for users to effectively and efficiently explore various data analysis and evaluations. This user-friendly platform will better provide visual analytics highlighting patterns and statistical summaries.

Note this data dashboard, fed by required data elements collected by counties at eligibility and provided to the CDSS via state SAWS access, is a change from usual oversight process of county submitted reports each month (e.g. the CF 256 and 296). No new state report by counties was created at implementation, in favor of piloting direct state access to data, with county review.

VII. CONTINGENCY PLANNING
The CDSS has convened planning meetings on major scenarios including, natural disasters, IT system failures, high applicant volume, and low applicant volume.