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

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

June 1st GO LIVE!

For the first time ever in California, hundreds of thousands of older adults and people with disabilities who receive Supplemental Security Income/State Supplemental Payment (SSI/SSP) benefits may now also receive CalFresh food benefits. **There is no change or reduction to SSI/SSP.** Cash Assistance Program for Immigrants (CAPI) recipients will receive a $10 per person grant increase for equity with SSI/SSP. People who are part of a household already receiving CalFresh food benefits may receive new state funded Supplemental Nutrition Benefits (SNB) or Transitional Nutrition Benefits (TNB) to help mitigate the potential loss of CalFresh benefits from counting the SSI/SSP income in their household budget. For more background information on the expansion of CalFresh to SSI recipients, visit [www.cdss.ca.gov/CalFreshSSI](http://www.cdss.ca.gov/CalFreshSSI).

CLIENT VOICES

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

“With this program, I don’t have to worry about food… and that’s something I can really use.”

“It’s amazing how difficult it used to be, for so many, to apply for food assistance.”

“I think I’m going to go crazy at the store…I’m just so happy right now.”

Quotes provided by [Code for America](http://www.codeforamerica.org), [The Ukiah Daily Journal](http://www.ukiahdailyjournal.com), and [California Healthline](http://calhealthcare.com).

CLIENT NUMBERS

<table>
<thead>
<tr>
<th># of Applicants</th>
<th>Source</th>
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<tbody>
<tr>
<td>160,214</td>
<td>SAWS</td>
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<td>285,817</td>
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*Statewide Automated Welfare System (SAWS) CalFresh Application Volume: June 2018 vs. June 2019 Comparison*
SUCCESSES & CHALLENGES

- **High Volume:** CDSS posted a message on the CalFresh SSI stakeholder web page to address high volume and timeliness standards; counties using "all hands on deck" approach, including overtime
- **Outreach:** 1.2 million postcards mailed to SSI recipients statewide; For clients, CalFreshFood.org “Click, Call, Come-in” page translated into Spanish and Chinese; For partners, Outreach Tool Kit translated materials available in English, Spanish, Chinese, Russian, and Vietnamese; Social media video with California HHS Agency Secretary Dr. Mark Ghaly; plus additional resources, like EBT scam prevention flyers posted

NEXr STEPS

- **Data on Outcomes:** Monitoring application volume, EBT issuances, and timeliness; June data posted to the CDSS CalFresh Data Dashboard in July; new data analysis beginning and will focus on CalFresh/SSI, SNB, and TNB benefit trends
- **Customer Experience Continuous Improvement:** All County Operations Roundtable two-day convening for peer-to-peer learning in July; ongoing one-on-one technical assistance by CDSS TA team
- **Targeted Outreach:** American Sign Language video log (vlog); Radio ads in underserved communities; Op-eds by trusted voices; and targeted outreach materials (for example, materials promoting farmers market “Market Match” for those receiving minimum benefit ($15) to provide additional money for produce and use of medical deduction so food benefits reflect health costs.)

IMPORTANT DATES

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
- **Register via WEBINAR or IN-PERSON meeting**
- **DAIL IN ONLY:** 1-631-992-3221; Access Code: 918-209-916

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

Questions? Email: CalFreshSSI@dss.ca.gov

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**Statewide Outreach & SSA CalFresh Application Volume: April, May, June 2019 Comparison**

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<th>Source</th>
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**Source Key:**
- GetCalFresh.org (GCF) on-line application assistance tool
- Social Security Administration (SSA) via GCF *Began accepting applications on June 1, 2019
- CalFresh Information Line (CIL) 1-877-847-3663 (FOOD)