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

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

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. 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 expansion of CalFresh to SSI recipients, visit [www.cdss.ca.gov/CalFreshSSI](http://www.cdss.ca.gov/CalFreshSSI).

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, by phone, and in-person

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

STAKEHOLDER ENGAGEMENT
- All Stakeholder Advisory Group meets bi-monthly: next is July 23, 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
SUMMER 2019:

- Continuous Quality Improvement: active monitoring and technical assistance with counties, partners, assisters, and all implementation strategies
- CalFresh Data Dashboard with SSI indicators posts in July
- Implementation Updates continue to post at end of each month

Valerie’s Story

I am a long term survivor of an AIDS diagnosis. Living alone in rural Northern California, I had been going to the local church years prior for their food bank. It was hard because the food quickly expired and there were not many choices for fresh fruits and vegetables. I had to stop going because there was nothing I could eat for my diet. My appetite is very poor, and I hope I can get some food help; it is literally a lifesaver.

Provided by Valerie
SSI Recipient

PROGRESS: “GO LIVE” FOR JUNE 1ST

Client:
- Mailing of postcards to 1,045,032 SSI recipients by CDSS in May concluded
- One-stop webpage CalFreshFood.org to "click, call, come-in" now in English and Spanish, plus Google translate for other languages
- Click: GetCalFresh.org on-line application to counties now operating in all 58 counties in English and Spanish (Traditional Chinese planned for July)
- Call: CalFresh Info Line, 1-877-847-3663 (FOOD), to route to counties now expanded capacity and available in English, Spanish, Cantonese, Vietnamese, Korean, and Russian, and via 711 Relay
- Come-in: Find a CalFresh County Office feature available on CDSS website

County:
- Counties have begun accepting and processing applications for June benefits
- County consortia live: CalWIN as of 5/13 and CalACES as of 5/20

SSA:
- Custom GetCalFresh.org on-line application tool went live on 6/3; SSA policy guidance and national administrative notices to be released early June

Partners and Assisters:
- Outreach Tool Kit flyer and poster translations now in English, Spanish, Chinese, Russian, and Vietnamese (with more translations ongoing)
- FNS provided Notice to CA Retailers on 5/29 regarding the volume of CalFresh EBT

Media:
- CalFresh Awareness Month webpage continues to highlight various coverage of the expansion of CalFresh to SSI recipients
CALFRESH VOLUME DATA HIGHLIGHTS

Statewide CalFresh Application Volume: April 2019 vs. May 2019 Comparison

Source Key:
- Statewide Automated Welfare System (SAWS)
  *Reflective of three counties
- GetCalFresh.org (GCF) on-line application assistance tool
- CalFresh Information Line (CIL) 1-877-847-3663 (FOOD)

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