CalFresh Reversing SSI Cash-Out
Implementation Update – November 2018

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

SUMMARY
For the first time ever in California, hundreds of thousands of seniors and people with disabilities who receive SSI benefits will also be able to apply for 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 seniors and people with disabilities. California will finally join the rest of the nation in providing CalFresh food benefits to low-income 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 on a debit 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 seniors and people with disabilities will be able to receive a monthly CalFresh food benefit to help meet their basic needs. 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). There is no change or reduction to SSI/SSP. CAPI recipients will receive a $10 per person grant increase. For more background information, visit www.cdss.ca.gov/CalFreshSSI.

GOALS
- Enroll an estimated 369,000 newly eligible CalFresh households of all SSI recipients.
- Enroll SSI recipients who are excluded members of 125,100 current CalFresh households, and, in order to mitigate any loss 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.

<table>
<thead>
<tr>
<th>CF SSI Population</th>
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<tbody>
<tr>
<td>Total CF Recipients (Jun 2018)</td>
<td>3,935,954</td>
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<tr>
<td>Total CA SSI Recipients (Jun 2018)</td>
<td>1,222,749</td>
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<tr>
<td>Total Newly Eligible HH</td>
<td>369,000*</td>
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<tr>
<td>CF HH Advantaged</td>
<td>44,800²</td>
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<tr>
<td>CF HH Disadvantaged</td>
<td>73,200²</td>
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<tr>
<td>CF HH Discontinued</td>
<td>7,000*</td>
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*Estimated

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<th>CF SSI Language Breakout June 2018</th>
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<tbody>
<tr>
<td>English</td>
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<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>Tagalog</td>
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<td>Russian</td>
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<tr>
<td>Sign</td>
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<td>Other*</td>
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*See MEDS definition
## FOUR IMPLEMENTATION STRATEGIES

### 1. Engage and Empower Clients
- Client stakeholders
- Client stories
- Client journey mapping
- Client Data Technical Work Group

### 2. Target Outreach for Awareness and Assistance
- Comprehensive partner network for outreach/in-reach
- Outreach materials and messaging kits
- Application assistants serving seniors and people with disabilities
- Application assistance tools: 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 Technical Work Group
- USDA, SSA, and Tribal partnerships
- Policy webinar training series

## Patricia’s Story
Patricia is a senior who currently receives Social Security retirement benefits and the minimum CalFresh monthly allotment of $15 in food benefits. To better make ends meet on a modest income, she lives with her sister, who is a senior with disabilities and a recipient of SSI. Patricia is concerned about what will happen to her CalFresh benefits when her sister becomes eligible for CalFresh, too.

*Provided by Carly Finkle*
*Policy & Advocacy Manager*
*Food Bank of Contra Costa & Solano*

## STAKEHOLDER ENGAGEMENT
- All Stakeholder Advisory Group meets bi-monthly: next is January 15, 2019
- Four advisory groups (invite only with summaries posted on project webpage): Outreach, Customer Experience, Data, and Automation
- All in partnership with County Welfare Directors Association and Californians for SSI

## POLICY OVERVIEW
- 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, and ACL 18-92
- Policy guidance issued implementing the SNB and TNB Program notices: 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 and impact on CalFresh and Food Distribution Program on Indian Reservations (FDPIR).
PROGRESS FALL 2018

- **Statewide Client Data Table**
- **Partner Outreach Flyer**: English and Spanish, accessible, more languages in progress
- Partner Events Calendar
- Leveraging current application assisters and tools:
  - Proposing new application assisters: CDA/ Area Agencies on Aging; DOR/ Independent Living Centers; CDPH/ County Nutrition Action Plan; SSA
- Leveraging current communications partners for Outreach kits and campaign:
  - County “Framework of Solutions” for successful implementation developed
  - SNB Program and TNB Program Question and Answer (ACL 18-131) issued
  - SSA/CDSS Data Sharing Agreement updates submitted to SSA
  - County Fiscal Letters set for November release

**TIMELINE**

**On-going**
- Client story collection
- Partner network and event-calendar expansion
- County technical assistance and readiness planning
- Additional policy guidance
- Automation work

**Winter 2018**
- Client-Centered Data Dashboard template
- Application Assister network
- County “Framework of Solutions” Resource Kits
- County Operations Roundtable on Readiness for Reversal of SSI Cash-Out

**Spring 2019**
- Policy webinar series on serving seniors and people with disabilities with CalFresh
- SSI/SSP Client mailer
- Outreach kits and campaign
- Application Assister tools
- State & county Readiness Plans

**Summer 2019**
- IMPLEMENTATION beginning June 1, 2019
- Continuous Quality Improvement: active monitoring and technical assistance with counties, partners, assisters, and all implementation strategies

**Ying’s Story**

My mother is a SSI client. Not being able to speak and understand English or to drive causes difficulty when it comes to grocery shopping. The closest grocery story is only 2 miles away; however, its ethnic food aisle lack variety in brands and tends to be higher priced. Due to this, I drive her to a further grocery store with reasonably priced foods and workers who speak the same language. I will apply for CalFresh on her behalf.

*Provided by Lisa Xiong*
Sacramento County
IMPORTANT DATES

Reversing SSI Cash-Out All Stakeholder Implementation Meeting #4
  Date: Tuesday, January 15, 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

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