Disaster CalFresh: Operations

Webinar:
October 23rd, 2017

Hosted by:
California Department of Social Services (CDSS), CalFresh and Nutrition Branch
Operations Bureau
The State is coordinating additional eligibility workforce to support Disaster CalFresh applicants within the wildfire impacted counties and displaced Disaster CalFresh applicants who may initiate the Disaster CalFresh application in a non-wildfire impacted county.
Three Components

1. To support wildfire impacted counties on site within the counties
2. To support wildfire impacted counties’ service centers
3. To support wildfire impacted counties’ in serving displaced Disaster CalFresh applicants
1. Onsite Support

- Additional eligibility workers from non-wildfire impacted counties will be available to assist.
  - Sonoma County - Bay Area/CalWIN County assistance
  - Six Other Wildfire Impacted Counties - No current request for additional on site assistance
2. Service Center Support

- Additional call center support from non-wildfire impacted counties to provide telephone service to people seeking Disaster CalFresh and Regular CalFresh assistance
  - Sonoma County – Supported by seven networked CalWIN County call centers
  - Six Other Wildfire Impacted Counties- No current request for additional call center assistance
3. Displaced Disaster CalFresh Applicants

- Additional eligibility workers from non-wildfire impacted counties will coordinate with the wildfire impacted counties to coordinate for those impacted applicants:
  - Face to Face interviews
  - Collect verifications
  - Deliver EBT cards
Disaster CalFresh Application Period

- Butte, Lake, Mendocino, Napa, Nevada, and Yuba Counties:
  - Wednesday, October 25th through Saturday, October 28th
  - Monday, October 30th through Wednesday, November 1st
  - 7-day Application Period

- Sonoma County
  - Wednesday, October 25th through Wednesday November 1st
  - 8-day Application Period
Workflow for Disaster CalFresh Applicant to Non-Wildfire Impacted County - In Person

1. Applicant submits an application: In-person
2. County contacts Wildfire Impacted County
3. Conducts Face-to-Face interview
4. Wildfire Impacted County will review documentation
5. County scans or faxes documentation to Wildfire Impacted County
6. Collects verification
7. Wildfire Impacted County will determine eligibility
8. Wildfire Impacted County will notify sending county of determination
9. If approved, Wildlife Impacted County will Print EBT and sending county will Deliver EBT card
Non-Wildfire Impacted County Roles & Responsibilities

- Conduct face-to-face interviews
- Collect verification
- Send all documentation
- Deliver EBT cards immediately and securely
County Use Only – Section

- Eligibility Staff
- Proof of Identity for Head of Household
- Household Composition
- Residency or Employment
- Income
- Accessible Liquid Resources
- Impact of the Disaster
## Verification Requirements

<table>
<thead>
<tr>
<th>Applicant Information</th>
<th>Status</th>
<th>Suggested Ways to Verify</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identity</td>
<td>Mandatory for applicant</td>
<td>o  Photo ID&lt;br&gt;o  MEDS&lt;br&gt;o  Two documents that verify identity and residency&lt;br&gt;o  Signed affidavit from a collateral contact attesting to the identity of the applicant, where other sources of identity are not available</td>
</tr>
<tr>
<td>Residency</td>
<td>Where possible</td>
<td>Utility bills, tax bills, insurance policies, drivers license, other ID with address, bills or other documents that establish the applicant’s home or work address</td>
</tr>
<tr>
<td>Household Composition</td>
<td>If questionable</td>
<td>After taking the application, the eligibility staff can ask the applicant to orally list the names, ages, and birthdays of all household members.</td>
</tr>
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<td>Loss or inaccessibility of liquid resources or of income</td>
<td>Where possible</td>
<td>o Obtain a list of banks/ATMs that where closed due to the disaster and compare with damage maps.</td>
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<td>o Check with the State Banking Commission.</td>
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<td>o Confirm the applicant’s place of work was located within the most seriously damaged area.</td>
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<td>Food loss</td>
<td>If questionable</td>
<td>o Use maps or lists to verify that applicant lives within an area affected by power outage, flooding, evacuation, etc...</td>
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<td></td>
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<td>o Confirm with the power company.</td>
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<tr>
<td>Expenses</td>
<td>Verify if possible</td>
<td>o Expenses the household has paid or expects to pay out-of-pocket during the disaster benefit period.</td>
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</table>
Wildfire Impacted County
Roles & Responsibilities

- Input information collected
- Process the application
- Make the eligibility determination
- Issue Disaster CalFresh benefits
Point of Contact List

- List will include:
  - 7 Wildfire Impacted County's
  - 51 Non-Wildfire Impacted County's

- Each County will provide a name and phone number for a specific person/or location that would be available to assist with the processing Disaster CalFresh Applications
Quality Control Reviews

- Disaster CalFresh cases
  - 0.5% of New cases (25 min. - 500 max.)
  - Sample: Approved and Denied (Exclude Ongoing CalFresh Households)
- All state and county employee households will be reviewed 100%
- All Quality Control Reviews must be completed 6 months after the application period ends
Questions and Answers

More Questions?
Disaster CalFresh Q&A with CalFresh Policy and Operations
Tuesday, October 24th, 11:15 AM to 12:15 PM
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