Maximizing CalFresh for SSI Recipients in Your County

January 16, 2019
Agenda & Presenters

1. Welcome and Introduction – Becky
2. State updates – Andrew
3. Advocate’s guide – Becky
4. Understanding your county-level data – Diana
5. Elements of SSI cash-out planning in your county:
   o Maximizing county business processes: – Jenn
     • Electronic signatures
     • On-demand interviews
     • In-reach
   o County funding – Becky
   o Outreach and communications – Becky
   o How can we support you? – Open discussion
From State to County Planning
Update from SSI Cash-Out All-Stakeholder Meeting 1/15

- **County plans**: 1.0 version “toolkit” based on framework document will be published Friday (1/18).
- **Inter-Agency Agreements**: CDA, DOR, others.
- **Media & public awareness**: communications firm.
- **Roundtable in LA end of February**: all-county convening – first of its kind!
Looking Ahead: County Plans

- Counties are going to submit plans for SSI cash-out reversal to CDSS – likely at the end of February, when all counties meet in LA.
- Counties will be given a toolkit on Friday (1/18), and templates for their plans soon thereafter.
- Ask your county about their plan – and ask to be involved!
We created an ‘advocate’s guide’

Google document >> [LINK]

An outline for how you could engage with your county:

- Reach out to your county’s CalFresh division to set up a meeting to discuss SSI cash-out reversal.
- Review the webinars and materials on the [CDSS website].
- Plan a successful meeting.
- Make a plan for meeting regularly.
- Monitor progress and track strategies.
Meeting Agenda Template

First, making sure all the right people are invited to the meeting.

Then, planning an effective meeting. For example:

- (15 minutes) **Introductions and icebreaker**
- (10 minutes) **Unpacking the data**
- (10 minutes) **Strategies for successful cash-out reversal in our county**
- (20 minutes) **Focusing on key strategies for our county**
- (5 minutes) **Plan for next meeting**
SSI/CalFresh County Data

- **CDSS county-level data dashboard:**
  - What’s the overall opportunity?
  - What should your county’s goal for CalFresh enrollment be?
  - What other programs are SSI recipients enrolled in?
  - What helpful demographic information do we know about the SSI population?

- CDSS will be turning this (and other CalFresh data) into an interactive Tableau tool
Understanding The Data

Not included in this data, but important information: ALL SSI recipients are on Medi-Cal.

This is about your county’s current SSI and IHSS caseload:

• Total # on SSI – this is a big opportunity for CalFresh!
• Total IHSS – counties know a lot about IHSS households.
• Total IHSS on SSI – many people receiving IHSS are also on SSI.

<table>
<thead>
<tr>
<th>Counties</th>
<th>Total CF Households (Source: Data Dashboard / DFA 256)</th>
<th>Total CF Individuals (Source: Data Dashboard / DFA 256)</th>
<th>Total Seniors on CF (60+) (Source: MEDS)</th>
<th>Total SSI (Source: SDX)</th>
<th>Total IHSS (Source: CMIPS)</th>
<th>Total IHSS Population on SSI (Source: CMIPS)</th>
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<tbody>
<tr>
<td>Alameda</td>
<td>57,141</td>
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<td>1,525</td>
<td>3,006</td>
<td>2,751</td>
<td>300</td>
<td>324</td>
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<tr>
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<td>16,843</td>
<td>17,171</td>
<td>31,147</td>
<td>31,082</td>
<td>2,053</td>
<td>2,240</td>
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</table>
Understanding The Data

Not all SSI recipients will be eligible for CalFresh.

Not all *eligible* SSI recipients will enroll in CalFresh.

A smaller number of SSI recipients are already in HH’s that receive CalFresh.

<table>
<thead>
<tr>
<th>Counties</th>
<th>Total SSI HH Estimated to be CF Eligible and Participating (Source: Mathematica)</th>
<th>Total SSI HH Estimated to Experience Decrease in CF (Source: Fiscal Forecasting)</th>
<th>Total CF HH Estimated to Experience Increase in CF (Source: Fiscal Forecasting)</th>
<th>Total CF HH Estimated to Experience Total Loss in CF (Source: Fiscal Forecasting)</th>
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<td>Amador</td>
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<td>Butte</td>
<td>4,340</td>
<td>646</td>
<td>395</td>
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</table>
### Understanding The Data

#### Page 5:

<table>
<thead>
<tr>
<th>Counties</th>
<th>SSI Aged (65+) (Source: SDX)</th>
<th>SSI Blind (Source: SDX)</th>
<th>SSI Disabled (Source: SDX)</th>
<th>SSI Age Under 65 (Source: SDX)</th>
<th>SSI Age 65 Or Older (Source: SDX)</th>
<th>SSI Living Independently (Source: SDX)</th>
<th>SSI Institutions (Source: SDX)</th>
<th>SSI with Representative Payee (Source: SDX)</th>
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<tr>
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<td>52</td>
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<td>*</td>
<td>661</td>
<td>625</td>
<td>571</td>
<td>528</td>
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<td>Butte</td>
<td>870</td>
<td>852</td>
<td>127</td>
<td>140</td>
<td>10,991</td>
<td>9,755</td>
<td>8,663</td>
<td>8,277</td>
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</table>

**Understanding The Data**

- **Type of SSI case.**
  - If someone started receiving SSI with Blind or Disabled designation, it will not change when they turn 65.

- **Age of SSI recipient.**
  - Most SSI recipients are living independently.

- **This is self-reported.**
Understanding The Data

Page 6:

<table>
<thead>
<tr>
<th>Counties</th>
<th>English</th>
<th>Spanish</th>
<th>Cantonese</th>
<th>Mandarin</th>
<th>Japanese</th>
<th>Korean</th>
<th>Tagalog</th>
<th>Russian</th>
<th>Sign</th>
<th>Others</th>
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<td>June 2017</td>
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<tr>
<td>Amador</td>
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<td>673</td>
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</tr>
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<td>13</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
</tbody>
</table>

Often the largest group

Other and no answer

Page 7:

<table>
<thead>
<tr>
<th>Counties</th>
<th>Unknown</th>
<th>White</th>
<th>Hispanic</th>
<th>Black</th>
<th>Asian/Pacific Islander</th>
<th>American Indian</th>
<th>Other</th>
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<tbody>
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<td>June 2017</td>
<td>June 2018</td>
<td>June 2017</td>
<td>June 2018</td>
<td>June 2017</td>
<td>June 2018</td>
</tr>
<tr>
<td>Alameda</td>
<td>13,235</td>
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<td>6,945</td>
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<td>3,794</td>
<td>12,536</td>
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<tr>
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<td>12</td>
<td>*</td>
<td>*</td>
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<tr>
<td>Amador</td>
<td>163</td>
<td>163</td>
<td>668</td>
<td>485</td>
<td>44</td>
<td>47</td>
<td>*</td>
</tr>
</tbody>
</table>

Lots of people don’t answer this

Could help to think about where to do outreach, or how to create effective messaging.
Maximizing County Business Processes

CALFRESH ENDING SSI CASH-OUT SUMMER 2019

Framework of Solutions for Successful Implementation

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

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

CLICK

- Maximize Consortium'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

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

STREAMLINE VERIFICATIONS

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

PROVIDE ACCESS FOR ALL

- Reasonable accommodations in all doors
- Multi-language access in all doors
- Authorized representative processes in all doors

COLLABORATE TO HELP CLIENTS APPLY

- County staff from IHSS, Medi-Cal QMB/SLMB/QI-1 cases, multi-program outreach, and other local programs serving people on SSI
- CalFresh Outreach Application assistants, including food banks, area agencies on aging, independent living centers, and more
- All community partners can educate and refer

Link to document.
Telephonic Signature

<table>
<thead>
<tr>
<th>County E-Signature Access Level</th>
<th>Sum of County SSI Populations</th>
<th>Percent of Total SSI</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-Signature at intake</td>
<td>580,283</td>
<td>46%</td>
</tr>
<tr>
<td>E-Sign in use but unknown if at intake</td>
<td>275,817</td>
<td>22%</td>
</tr>
<tr>
<td>Available, but not implemented</td>
<td>116,435</td>
<td>9%</td>
</tr>
<tr>
<td>No e-signature options</td>
<td>288,682</td>
<td>23%</td>
</tr>
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</table>

1https://www.ssa.gov/policy/docs/statcomps/ssi_sc/2017/ca.html

Link to Report.
Innovative Interview Scheduling

County data shows improvements

Link to Report.
Dual Enrollment Strategies

Link to Report.
Outreach and Communications

- New outreach partners:
  - Department of Aging (AAA's)
  - Department of Rehabilitation (ILC's)
  - Department of Developmental Services (Regional Centers)
  - Department of Public Health (County Nutrition Action Plans)

- SSA will be screening for CalFresh when someone is applying for SSI (if they are in an SSI only HH) – might be using GetCalFresh.org

- CDSS is going to contract with Rescue (communications firm) to develop a campaign to spread the word – will launch in April.

- Materials that advocates have created:
  - One pagers: for providers in [English](#), or [Spanish](#)
  - Two pager with more detail: for providers
  - Flyer: template for clients in [English](#) and [Spanish](#)
Funding for Counties

- Every county will be allocated extra administrative funding:
  - For SSI cash-out reversal (~$20M total), and for implementation of SNB and TNB (~$240,000 total).

- That might not be enough! You could ask your BOS to augment this funding using this template letter as a guide.

- And – ask your county how they’re planning on using the funding!
Upcoming CDSS Webinar Series

- **(1/22 @ 10am)** Policy Overview: Reversing SSI Cash-Out And New State Nutrition Programs > [Register](#)

- **(2/5 @ 10am)** Policy Refresher: CalFresh Eligibility Rules For Elderly And/Or Disabled Individuals > [Register](#)

- **(2/19 @ 10am)** Policy Refresher: CalFresh Eligibility Rules For Residents Of Institutions > [Register](#)

- **(3/5 @ 10am)** Policy Refresher: CalFresh Eligibility Rules For Authorized Representatives > [Register](#)

- **(3/19 @ 10am)** Reasonable Accommodation Best Practices > [Register](#)

>> Any specific ideas about particular rules that you want to make sure are included in these webinars?
How can we support you?

All CDSS Updates: www.cdss.ca.gov/CalFreshSSI

- What other materials/documents/resources do you need?
- What technical support do you need?
- How can we be organizing more opportunities to share ideas and facilitate discussion?
Thank you!