FFY 2017 CalFresh Outreach Overview Webinar
October 19, 2016
Q&A

Reporting/tracking
1. Are getcalfresh.org applications considered paper applications?
   - At this point, the state intends to count applications submitted through getcalfresh.org as paper applications because currently there is not a way to separate out the electronic applications by organization. Code for America will be working with the state to determine the best way to attribute getcalfresh.org applications to the organizations submitting them. Once this happens, the state will count them as electronic applications. Although there is not currently a good way to attribute getcalfresh.org applications to specific organizations when they are submitted to the county, you are still able to count them toward your goals.
2. *FYI – The only applications the state wants reported as electronic are the ones submitted through the CBO portal. If you are creating individual online accounts for clients and submitting their applications through their own accounts, the state has requested you count those as paper applications.*
3. To clarify – The state will be using our CBO logins to check approval rates. We have had several problems with the BCW portal not reflecting our actual approval rate and have escalated this to our county and beyond, but it remains and issue. Are there penalties if the state finds that approval rates (as shown on portals) are low?
   - The state says that because they are working at the consortia-level, they will not have the same issues that are seen in the portals and all applications submitted through the CBO portals will be counted. If you have the capacity to continue tracking your applications, it may be prudent to do so to allow for comparisons until we have a better feel for the data/quality of the data the state will be getting through their reports.
4. If the state is requesting our user info, do we need to submit individual case names/info?
   - No. Please do not submit individual case names/info. The state says they will be able to get what they need with only the CBO account user names.
5. To clarify – do we no longer need to track Veterans/Military?
   - That is correct. The only special populations to track are 1) households with children, 2) households with seniors, and 3) working households.
6. Should we be tracking children under 18 or under 22?
   - Children under 18. I have updated the powerpoint to reflect this.

Information security/confidentiality form and civil rights webinar
1. Do fiscal staff need to complete the civil rights training or confidentiality form?
   - It depends on whether they see confidential client data (e.g., names, phone numbers, addresses, SSNs). If they do not, they are not required to complete the civil rights webinar or the confidentiality form.
2. Should we include everyone that sees client data or only people on the CAFB contract?

- Everyone is welcome to view the civil rights webinar and/or review the information security form. The state has required the webinar only for those working with clients; and has required the information security form only for those who see confidential client data.

Fiscal/budget/MOU

1. We are reviewing the MOU and budget now. How should we indicate changes to budget/staff allocations?
   - At this point, we cannot make official changes to the budgets. Reviews will be conducted at the 6-month mark to determine whether budget adjustments are needed. In the meantime, please report all of the costs that you are incurring while conducting the activities within your scope of work. You can have any employees spending time on these activities, whether they are included in your budget or not, complete a time tracking document and use that time tracking document to include them in your quarterly invoice(s). If you have additional questions about this, please contact Paul Maas (paul@cafoodbanks.org) or Josh Hoobler (josh@cafoodbanks.org).

Materials

1. Will the state be developing new outreach materials? Materials that are student-specific would be helpful.
   - I will pass along this question and request. If there are other requests, please send them to me.

Webinar recording

1. *Although the intention was to record and post the webinar online, we ran into some technical difficulties that resulted in the webinar not being recorded. Apologies for any inconveniences this caused. If you have any questions, please feel free to reach out to any of us.*
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