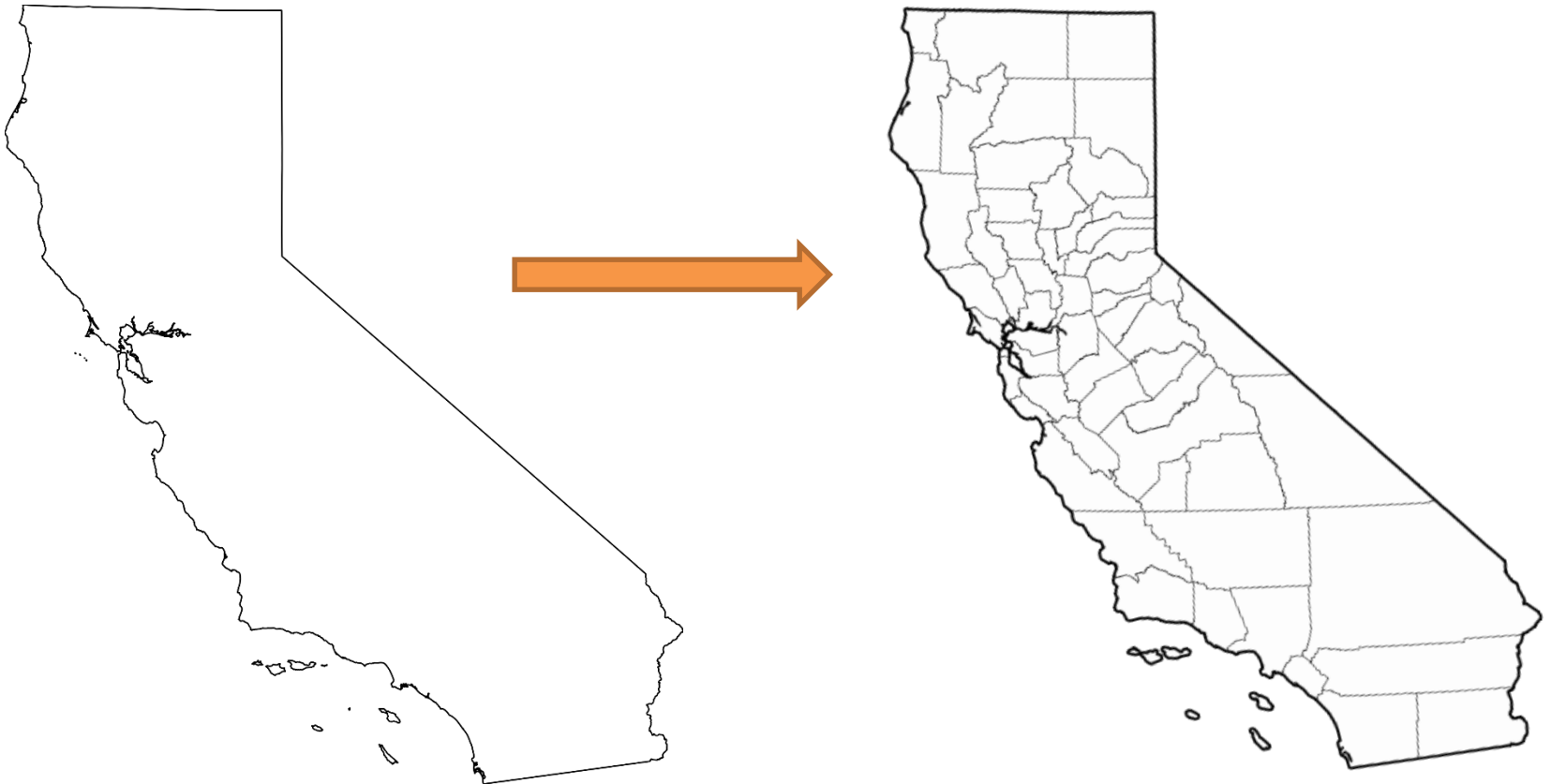# Maximizing CalFresh for SSI Recipients in Your County

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:**
   - Maximizing county business processes: – Jenn
     - Electronic signatures
     - On-demand interviews
     - In-reach
   - County funding – Becky
   - Outreach and communications – Becky
   - **How can we support you?** – Open discussion

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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!

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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.

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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

Page 3:

Counties	Total CF Households (Source: Data Dashboard / DFA 256)		Total CF Individuals (Source: Data Dashboard / DFA 256)		Total Seniors on CF (60+) (Source: MEDS)		Total SSI (Source: SDX)		Total IHSS (Source: CMIPS)		Total IHSS Population on SSI (Source: CMIPS)	
	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018
Alameda	57,141	55,241	108,000	101,859	10,989	11,523	49,918	48,494	23,508	24,195	16,841	17,006
Alpine	79	78	139	138	15	15	36	35	23	21	18	16
Amador	1,653	1,525	3,006	2,751	300	324	719	685	289	294	159	162
Butte	16,843	17,171	31,147	31,082	2,053	2,240	11,088	10,747	3,991	4,095	2,559	2,593

This is about your county's current CalFresh caseload.

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.

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Understanding The Data

Page 4:

Counties	Total SSI HH Estimated to be CF Eligible (Source: Mathematica)	Total SSI HH Estimated to be CF Eligible and Participating (Source: Mathematica) NOTE: Fiscal Forecasting assumes a 75% participation rate.	Total CF HH Estimated to Experience Decrease in CF (Source: Fiscal Forecasting)	Total CF HH Estimated to Experience Increase in CF (Source: Fiscal Forecasting)	Total CF HH Estimated to Experience Total Loss in CF (Source: Fiscal Forecasting)
	September 2018	September 2018	September 2018	September 2018	September 2018
Alameda	19,502	14,626	2,901	1,776	281
Alpine	14	*	*	*	*
Amador	279	209	41	25	*
Butte	4,340	3,255	646	395	63

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.

Supplemental Nutrition Benefit

CalFresh benefit increases

Transitional Nutrition Benefit

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Understanding The Data

Page 5:

Counties	SSI Aged (65+) (Source: SDX)		SSI Blind (Source: SDX)		SSI Disabled (Source: SDX)		SSI Age Under 65 (Source: SDX)		SSI Age 65 Or Older (Source: SDX)		SSI Living Independently (Source: SDX)		SSI Institutions (Source: SDX)		SSI with Representative Payee (Source: SDX) NOTE: This is not a required field for the SDX, as a result, there is data missing for 882,392 SSI/SSP recipients associated with this data variable.
	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018	July 2018
Alameda	16,340	16,003	545	634	33,033	31,857	25,780	24,386	24,138	24,108	40,193	39,665	2,406	2,262	13,703
Alpine	*	*	*	*	31	29	23	22	13	13	32	32	*	*	*
Amador	52	54	*	*	661	625	571	528	148	157	614	601	30	25	221
Butte	870	852	127	140	10,091	9,755	8,683	8,277	2,405	2,470	9,822	9,696	311	293	3,239

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.

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Understanding The Data

Page 6:

Counties	SSI Language Breakouts (Source: MEDS)																			
	English		Spanish		Cantonese		Mandarin		Japanese		Korean		Tagalog		Russian		Sign		Others	
	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018
Alameda	28,063	27,677	3,125	3,092	6,296	6,407	1,388	1,400	14	12	351	354	784	740	288	278	79	81	11,716	11,044
Alpine	44	38	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Amador	685	675	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	58	49
Butte	9,541	9,452	461	452	12	13	*	*	*	*	*	*	*	*	*	*	*	*	1,599	1,488

Often the largest group

Other and no answer

Page 7:

Counties	SSI Race/Ethnicity Breakouts (Source: MEDS)													
	Unknown		White		Hispanic		Black		Asian/Pacific Islander		American Indian		Other	
	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018	June 2017	June 2018
Alameda	13,235	13,645	6,945	6,372	3,956	3,794	12,536	11,957	13,909	13,679	134	124	1,389	1,514
Alpine	*	*	13	12	*	*	*	*	*	*	21	22	*	*
Amador	163	163	509	485	44	47	*	*	*	12	18	18	*	*

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 Consortia'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
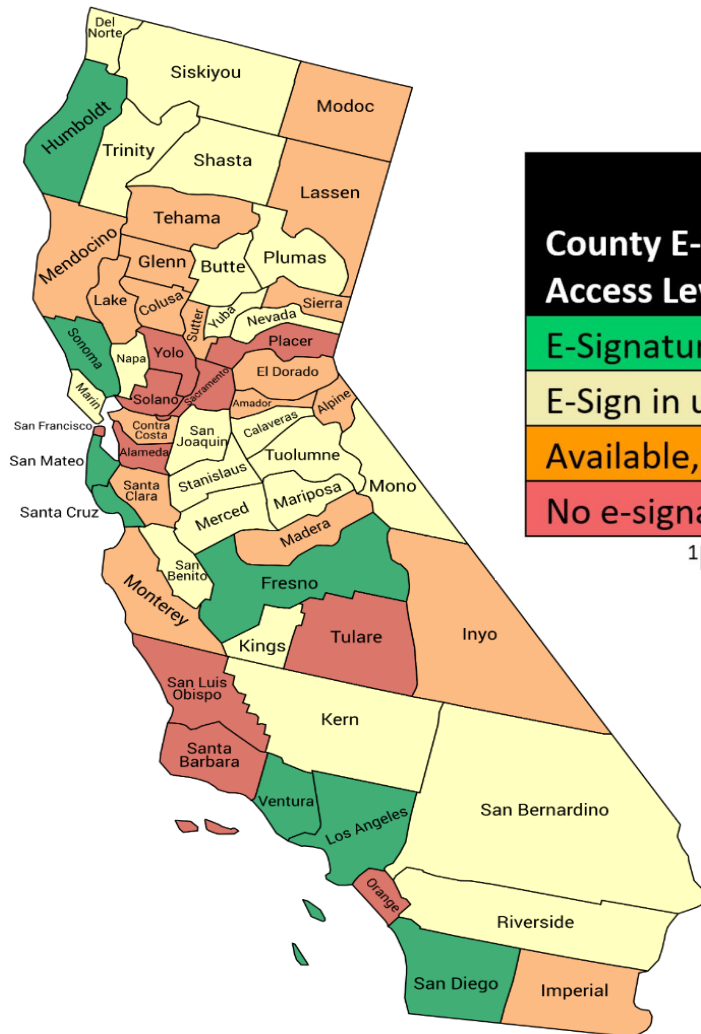- Standardized protocols for deductions for medical, dependent care, and shelter

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 assisters, including food banks, area agencies on aging, independent living centers, and more
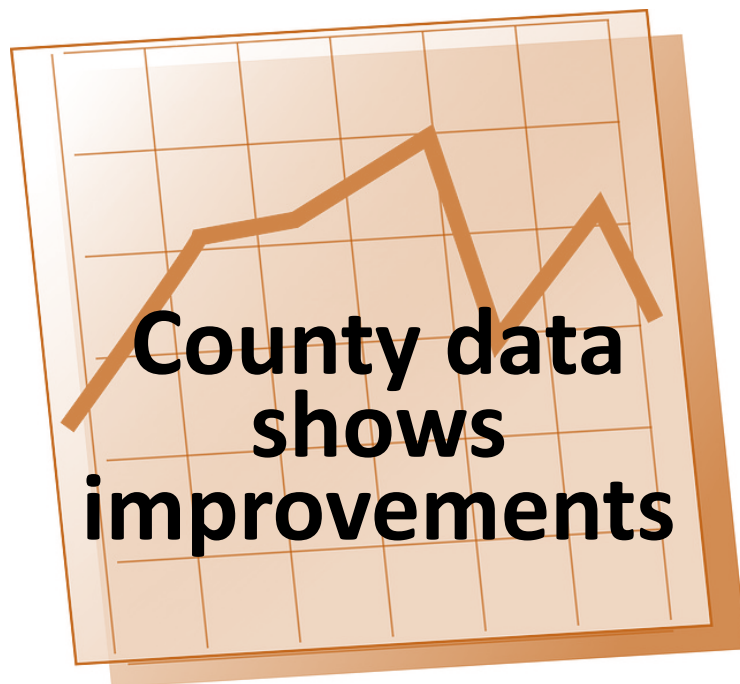- All community partners can educate and refer

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Link to document.

Telephonic Signature

County E-Signature Access Level	Sum of County SSI Populations[1]	Percent of Total SSI
E-Signature at intake	580,283	46%
E-Sign in use but unknown if at intake	275,817	22%
Available, but not implemented	116,435	9%
No e-signature options	288,682	23%

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

Link to Report.

Innovative Interview Scheduling

County data shows improvements

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?

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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?

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Thank you!

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