

# CF Expansion to SSI Recipients The County Perspective

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# Content

- Preparedness & Planning for the CF Expansion
- Initial Implementation of the CalFresh Expansion
- Data Analysis and Continued Outreach

# Preparedness & Planning

For the CalFresh Expansion

# CF Expansion Timeline

- CDSS Required a Readiness Plan
  - Planning Summit: February 2019
  - Readiness Plan Submission: March 2019
- C-IV Functionality: May 20, 2019
- Implementation Date: June 1, 2019
- Operations Roundtable: July 2019
- Data Analysis & Continued Outreach: July ongoing

# Preparation for CF Expansion

- Addressed 3 Categories:
  - Infrastructure,
  - Staff & Training
  - Outreach & In-reach
- In each of 3 Categories, brainstormed:
  - What do we already have?
  - What do we need to address?
  - What to we want to improve?
  - Prioritize since not all are possible

# Initial Implementation of the CalFresh Expansion

May-July 2019

# Implementation

- Infrastructure
  - Phone messaging
  - Adding additional lobby kiosks
  - Posters & Signage in the Lobby
  - Client focused flyers for community centers & CBOs
  - Website Messaging
  - Added Disability Cubicles & Signage

# Implementation

- Staff and Training
  - Hiring new staff
    - Class of 24 in April & Class of 22 in August
  - Additional Refresher Trainings
    - Medical Deductions (CF 31)
    - Working with ARs
  - Overtime
  - Developed process & procedures for how to handle overflow of call centers and/or intake (paper applications & walk-ins)
  - Specialization of TNB caseload & process of how & when to transfer



# Implementation

- Outreach
  - Presentation to Disability based & other interested CBO - Area Agency on Aging (AAA), Hunger Task Force, Behavioral Health Services, Mental Health Services, and others
  - Booths and informational services at community events focused on disabled population
  - Letter mailed to Group Living Arrangements (GLAs) in the county
  - Presentation to SSA Offices (3)

# Implementation

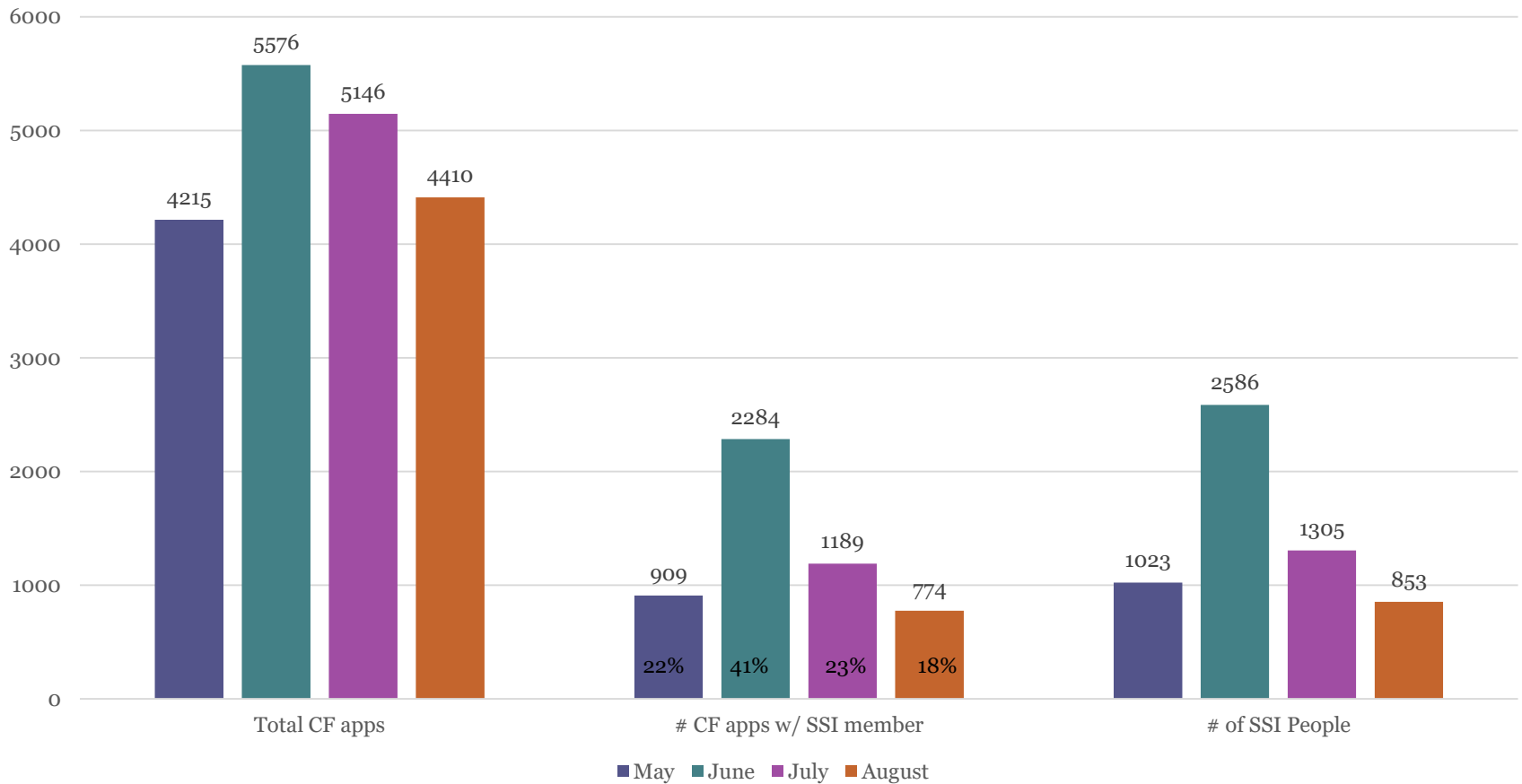
- In-Reach
  - IHSS/SSI
    - Presentation to Dept. of Aging & IHSS Staff
    - Screening Tool Created
    - IHSS Staff will be informing IHSS clients at their home visits (application & RE)
  - SSI-QMB
    - Sent a letter to all SSI-QMB cases

# Training for Staff

- New Updates explaining policies and procedures written in multiple issuances
- Training Work tools developed in conjunction with Staff Development Department
- Focused training in time study months
  - Webinar/Desktop
  - In-Person Classroom style

# Data Analysis and Continued Outreach

# Data Analysis - Applications



# Data Analysis - New Applications

	Estimated # of Cases in Readiness Plan for 2019-2020	Actual # of Cases June-August 2019
Number of Newly Eligible Households with 1+ SSI Recipient (New approved apps)	10,825	4,954 (46%)

- Benefits for new applications received May 1 - Aug 31 (regardless of HH size) with 1 or more SSI member
  - Average \$107 for full benefit month
  - 651 (13%) receive minimum \$15
  - 421 (8%) receive max \$192

# Data Analysis - TNB & SNB Eligible Cases

	Estimated # of Cases in Readiness Plan for 2019-2020	Actual # of Cases June-August 2019
CF Cases with excluded SSI person on June 1 – potentially eligible for TNB or SNB	3,612	2,461
CF Cases with excluded SSI person on June 1 – Advantaged (Increase in CF)	1,300 (36%)	628 (48% of Estimate) (26% of 2,461)
CF Cases with excluded SSI person on June 1 – Disadvantaged (SNB, Decrease in CF)	2,095 (58%)	1,074 (51% of Estimate) (43% of 2,461)
CF Cases with excluded SSI person on June 1 – Discontinued (TNB)	217 (6%)	253 (116% of Estimate) (10% of 2,461)
CF Cases with excluded SSI person on June 1 - Discontinued for reasons not eligible to TNB/SNB (failure to complete RE or SAR 7) or an outgoing ICT.	0	506 (21% of 2,461)

- 3,618 cases had at least 1 SSI person on June 1 and were potentially eligible for TNB or SNB.

# Serving the SSI Population - Trends

- Increase in use of Authorized Representatives (ARs)
  - 3/2019 = 1,145
  - 9/2019 = 1,772  $\cong$  55% increase in 6 months
- Longer interviews length
- Many struggle with utilizing e-signature



# Future Outreach

- Other potential targeted outreach may be planned from HSA or coordinated with CBOs based upon the data provided by SDX Data compared to C-IV data. Potential targeted outreach may be based on city, region, language, etc.
- San Joaquin County Department of Aging contracted to provide application assistors focused on SSI recipient applications

# Questions & Answers

- Thank you for your time!
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