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

- Total CF apps:
  - May: 4215
  - June: 5576
  - July: 5146
  - August: 4410

- # CF apps w/ SSI member:
  - May: 909 (22%)
  - June: 2284 (41%)
  - July: 1189 (23%)
  - August: 774 (18%)

- # of SSI People:
  - May: 1023
  - June: 2586
  - July: 1305
  - August: 853
### Data Analysis - New Applications

<table>
<thead>
<tr>
<th>Number of Newly Eligible Households with 1+ SSI Recipient (New approved apps)</th>
<th>Estimated # of Cases in Readiness Plan for 2019-2020</th>
<th>Actual # of Cases June-August 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>10,825</td>
<td>4,954 (46%)</td>
<td></td>
</tr>
</tbody>
</table>

- 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

<table>
<thead>
<tr>
<th>Case Description</th>
<th>Estimated # of Cases in Readiness Plan for 2019-2020</th>
<th>Actual # of Cases June-August 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>CF Cases with excluded SSI person on June 1 – potentially eligible for TNB or SNB</td>
<td>3,612</td>
<td>2,461</td>
</tr>
<tr>
<td>CF Cases with excluded SSI person on June 1 – Advantaged (Increase in CF)</td>
<td>1,300 (36%)</td>
<td>628 (48% of Estimate)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(26% of 2,461)</td>
</tr>
<tr>
<td>CF Cases with excluded SSI person on June 1 – Disadvantaged (SNB, Decrease in CF)</td>
<td>2,095 (58%)</td>
<td>1,074 (51% of Estimate)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(43% of 2,461)</td>
</tr>
<tr>
<td>CF Cases with excluded SSI person on June 1 – Discontinued (TNB)</td>
<td>217 (6%)</td>
<td>253 (116% of Estimate)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(10% of 2,461)</td>
</tr>
<tr>
<td>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.</td>
<td>0</td>
<td>506 (21% of 2,461)</td>
</tr>
</tbody>
</table>

- 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 \approx 55\% \text{ 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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