



# WELCOME!

## Expansion of CF to SSI Recipients



# Agenda

- Introductions
- Overview of Policy Change
- Outreach Best Practices
- Nutritional Benefits: What is SNB & TNB
- Resources for Partners
- Questions?



# SSI/SSP in California

- California is the last state to reverse the previous policy that barred SSI/SSP recipients from receiving CalFresh (SNAP) since 1974
- The change is effective 6/1/2019
  - Applications will be honored starting 5/1/2019
- There will be **NO CHANGE** to SSI/SSP benefits
- CalFresh eligibility does not change eligibility to income based programs like HUD



## SSI/SSP in California Continued

- The SSI Program is a federally funded program administered by SSA. It provides income support to eligible individuals who are 65+ years of age, blind or disabled. SSI benefits are also available to qualified blind or disabled children.
- The SSP Program is the state program which augments SSI. This program is also under SSA.
- Eligibility for SSI & SSP is determined using federal criteria. If someone qualifies for SSI, they also qualify for SSP in some amount.
- SSI/SSP benefits are received in the form of cash assistance.
- To qualify, individuals must meet income and resource limits, meet citizenship or residency requirements, not reside in a public institution. And apply for all other benefit programs they may qualify for.



# CalFresh and SSI/SSP

- The cash assistance received by SSI/SSP recipients will be counted in the budget when CalFresh benefits are determined.
  - Type: unearned income
- The household cannot elect to have an SSI/SSP recipient excluded from their CalFresh case and budget if they are a mandatory member. Mandatory household members include:
  - Children under 22 years of age in the home of a parent
  - Spouses
  - Everyone who purchases and prepares a majority of their food/meals together
- SSI/SSP recipients who apply for benefits may need to have other people on their case due to these rules.
- SSI/SSP recipients must meet all our eligibility requirements the same as any other household.
- *If an SSI/SSP recipient applies for CalFresh through SSA office, we do not require an interview.*



# The Newly Eligible CalFresh Household Types

- New SSI/SSP only households
- New CalFresh applicants with SSI/SSP members, and non-SSI/SSP members
- Current CalFresh households with an excluded SSI member

These three types of households with SSI members are all going to be looked at differently for implementing this change.





# New SSI Only Applicants

- The **only** person (or people) on the new application get SSI/SSP.
- These households can apply starting May 1, 2019.
- SSI/SSP recipients will still need to meet eligibility requirements.
  - We must have a valid application.
  - An interview must be completed.
  - All required verifications must be received.
- Eligibility (the beginning date of aid) will be June 1, 2019 if found eligible.
  - May will be denied. Workers will explain this.
  - Knowing about the May denial will help you field questions, you do not need to give people a heads up about this – please leave it to eligibility staff.





# New Applicants Mixed Household

- Households with people who are SSI/SSP recipients, and members who do not receive SSI/SSP.
- Not currently receiving CalFresh, or the SSI/SSP recipient is unknown to the existing case (never reported or just moved in).
- These cases are handled like any application or case. The only difference now is that as of June 1, 2019 all SSI recipients will follow regular rules.







## Existing CalFresh Households With Excluded SSI member

- If there was a known SSI case person in May 2019, we will add the SSI person to the aided household when:
  - The next CalFresh report or recertification is due.
  - The household voluntarily requests we add them.
  - The household reports any type of household composition change (EX: baby was born, got married, or person left home).
- There are three outcomes for these cases:
  - CalFresh benefits increase or do not change.
  - CalFresh benefits decrease
- CalWORKs benefits are not part of the policy change.





# Outreach Best Practices

- There are almost 6,000 SSI recipients in Humboldt County
- May through October is always our busiest time of year
- Applications submitted online or by fax will help ease the burden on our office and call center





# Outreach Best Practices

- All promotion done by our partners that includes CalFresh information needs to go through our Media Department here at DHHS
- There are new logos and branding!
- Please remember, it is **CalFresh**
  - Not Cal Fresh or Calfresh or Cal-Fresh. These little details mean a lot to our program. When in doubt, ask.





# Outreach Best Practices

- Applications: we must have the applicant's name, address, and their signature. That is it.
  - Extra helpful additions would be a phone number, SSN, and any shopping cart questions. 🛒
- Dollar sign questions are for cash aid a.k.a. CalWORKs, skip these if there is no pregnancy or child!





# Outreach Best Practices

- Including a Release of Information (ROI) with the submitted application will help our staff be able to share information with your staff.
- You can fax this in separate from the application if using online portals.





# Outreach Best Practices

- Early applications in May are being accepted to spread out the work during the initial push
- May SSI applications with still have their benefits starting in June. May will be denied for SSI recipients.
  - **Our workers will explain this, they handle this exact situation frequently**
  - All processing will happen when June can be granted, so it can be explained all at once and decrease confusion
  - *Please do not forewarn*, this could cause confusion if something happens and June benefits are denied as well or if there is a special situation





# Outreach Best Practices

- We have plans in place to deal with a heavily impacted lobby & call center
- **We will still need your help!**
  - Please be patient if there are long wait times for our call center
  - Refer people online whenever possible
  - GetCalFresh.org is the fastest online application for our program





# Eureka Call Center

- We are looking at how to increase our capacity for this change
- Send suggestions my way that you think would decrease the amount of calls and time you spend talking to our call center staff
- One number for existing customers, potential customers, and general inquiry questions

**1-877-410-8809**







# Other Information

- Hoopa and Garberville office hours
  - Monday through Friday 9am to noon and 1 to 4
  - These offices have one staff person and will be faxing applications to our main office if needed
- Interpretive services available
  - Non-English, hearing- and vision-impaired
  - AT&T Language Line
  - Forms available in many languages





# Locations

- **Main Office (Eureka)**
  - 929 Koster Street  
Eureka, CA 95501
- **Hoopa Outstation**
  - 535 Airport Road  
Hoopa, CA 95546
- **Garberville Outstation**
  - 727 Cedar Street  
Garberville, CA 95542
- **Mobile Outreach Vehicle**
  - At a location near you (707) 441-4650





# Resources Available

- Application Training (Medi-Cal, CalFresh)
- Brochures, flyers, forms
- Community Liaison & CalFresh Outreach: Apple Coan 707-476-4760  
[CalFreshOutreach@co.Humboldt.ca.us](mailto:CalFreshOutreach@co.Humboldt.ca.us)
- Additional resources for those with CalFresh Outreach contracts
- County website, DHHS section  
<http://humboldt.gov/192/Department-of-Health-Human-Services>





# Resources Available

- An Info Sheet for SSI/SSP is in the works. It will be posted and sent around as soon as it is fully approved. Working on finalizing with the new info and ensuring it is ADA compliant.
- An Info Sheet about the Nutritional Benefit Program is also being finalized. These will be for partners and customers. They will be out before July. No SNB or TNB will be processed prior to July 1 2019.
- Promotional materials are in the works. The state is sending some out, and I am creating ADA compliant materials for our county as well.
- I am available to come do trainings!





# Questions?

