

Addressing Churn in SNAP

CalFresh Forum
February 20, 2013

What is Churn?

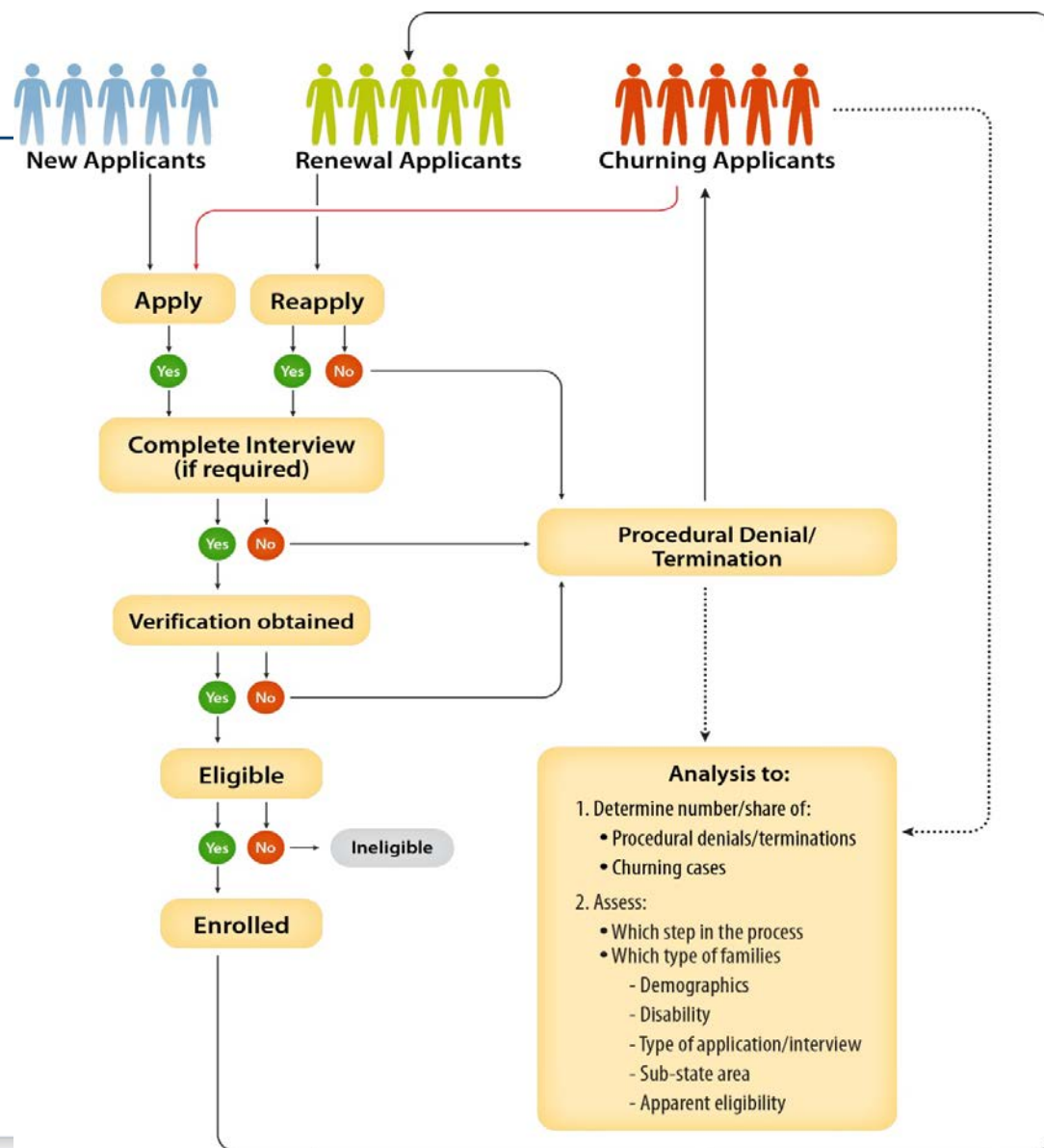
- Eligible clients do not complete the renewal process and return to reenroll.
- Break in enrollment is typically short – 0 to 90 days.
- Different ways to define and measure – hard, but important, to diagnose.

Impacts on Households and Agencies

- Families in poverty lose food benefits.
- Workers (not always the same one) have to spend more time keeping eligible households connected.
- Lobbies and phones clog up with unhappy former clients

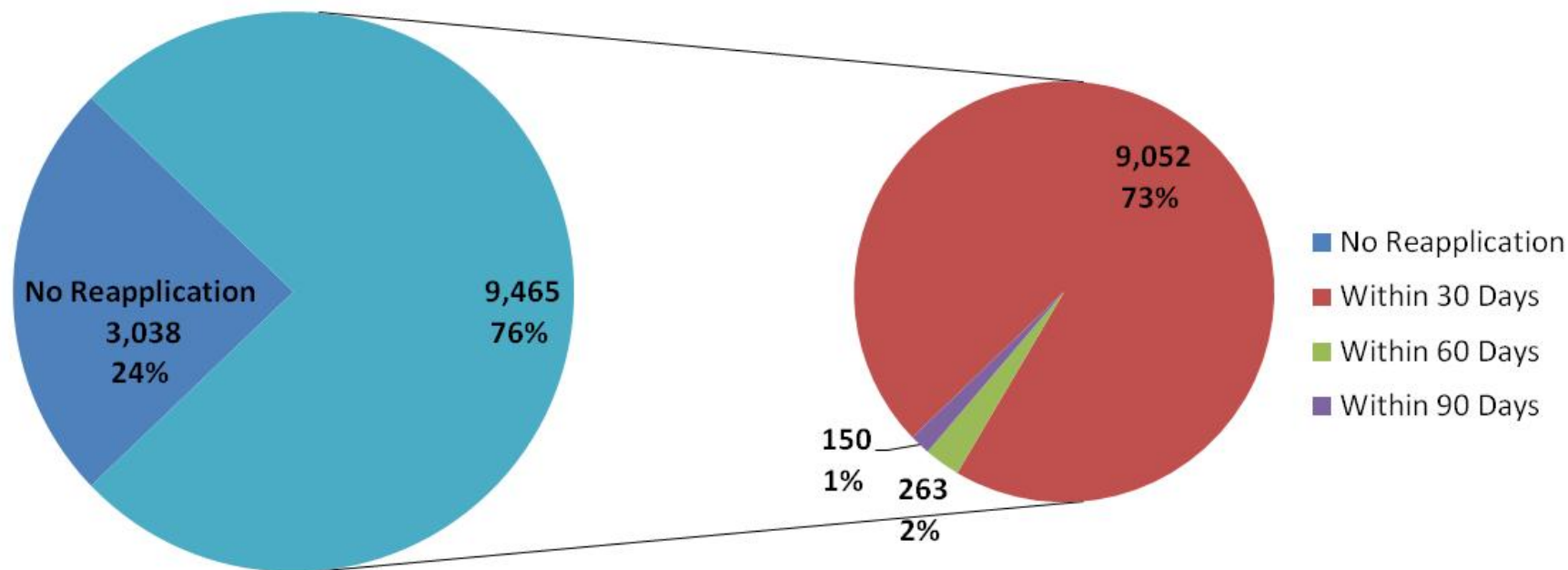


Measuring Churn

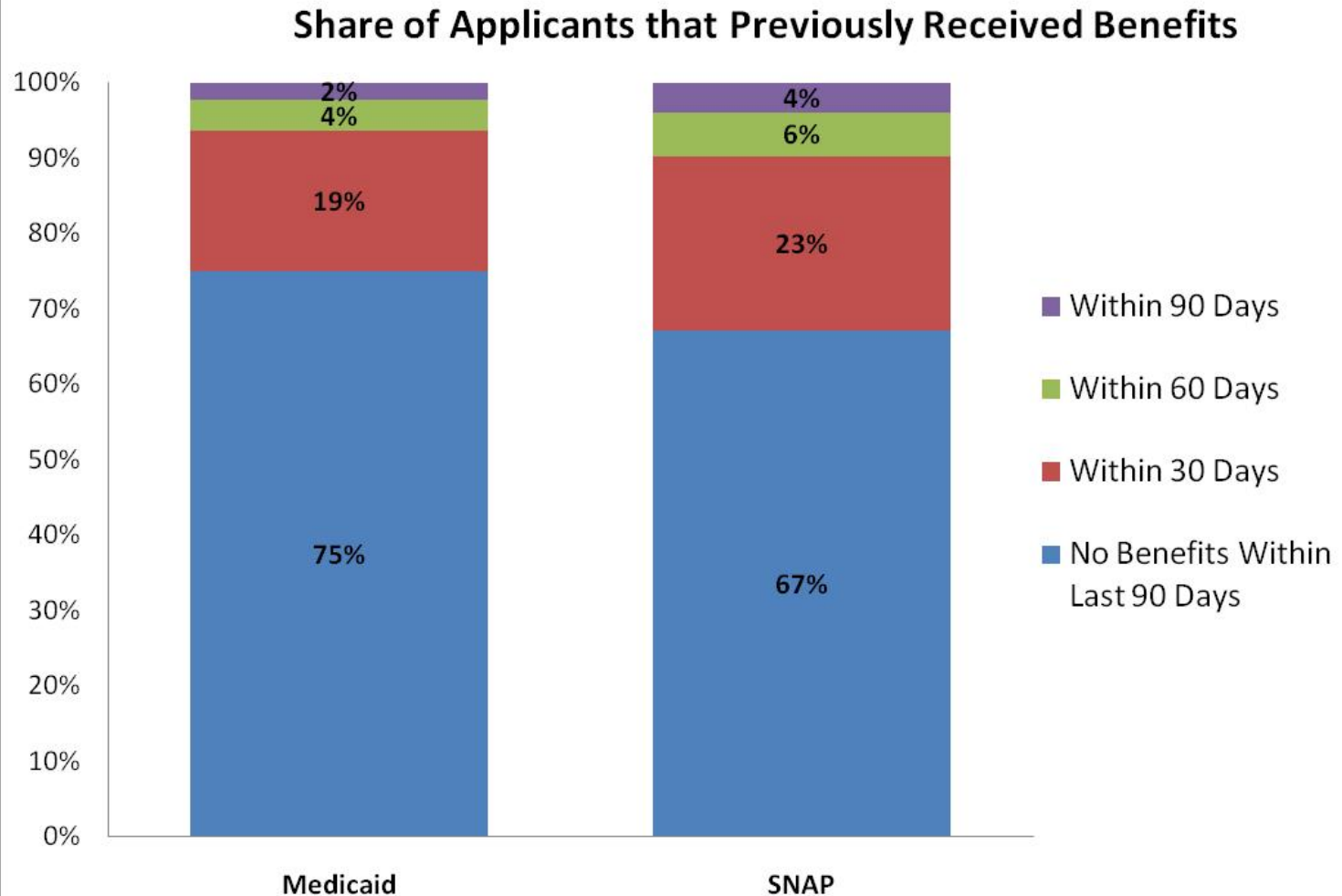


What Share of Closures Return?

Share of Closed SNAP Cases that Reapply within 90 Days



What Share of Applicants are Recent Closures?



Possible Causes

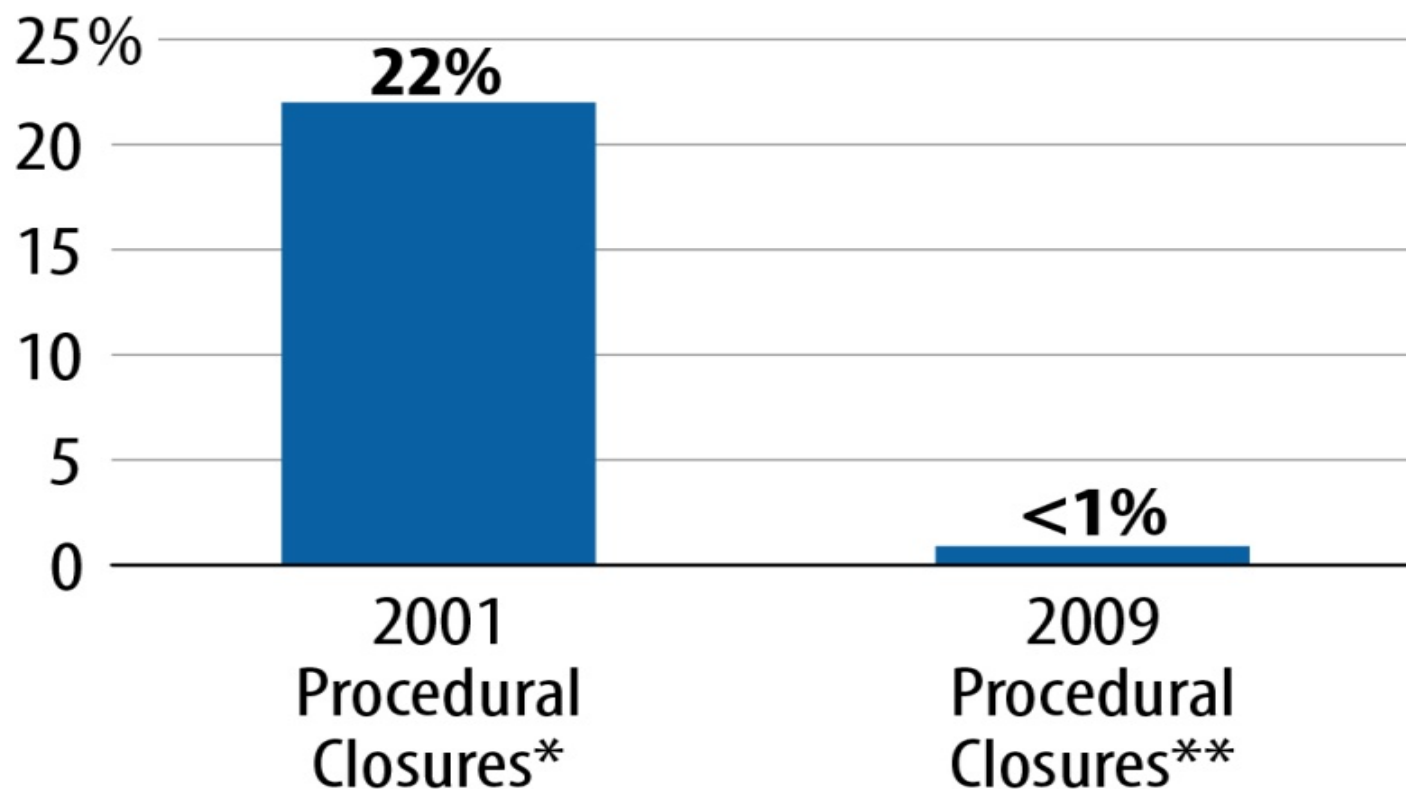
- People do not reapply/no interview
- Paperwork or verification doesn't arrive timely
- Confusion about what is required
- Disconnect between renewal requirements across programs
- Recert timeliness not historically a management focus
- Systems set to auto-close cases on renewal date
- Counties are backlogged and overwhelmed

Strategies on Renewals

- **Reduce Preventable Closure Risks**
 - use the longest periods available
 - break-in service options
 - combine, align, cross leverage renewals across programs
- **Address Gaps**
 - dedicated staffing or renewal unit
 - focus on the pieces:
 - returned mail
 - reconsider forms, including pre-populating
 - more options: phone and internet
- **Set a Goal and Measure Success**

Success can be dramatic

By Simplifying the Medicaid Renewal Process,
Louisiana Reduced Procedural Closings



Colorado



- Population (2012): 5,187,582
- SNAP Nov. 2012 caseload: 228,734
- County administered
- Typical certification length (families with children): 6 months
- Generic SNAP/Medicaid worker
- Recertification periods not aligned
- Telephone renewals, no on-line renewals

Colorado

- Immediate action steps to reduce churn:
 - Change redetermination form from deadline of 15th of month to encourage turning in as soon as possible
 - Align redetermination dates for all programs
- Some counties have tried:
 - Call households to do phone interviews rather than wait
 - Always update phone or email address when household contacts agency

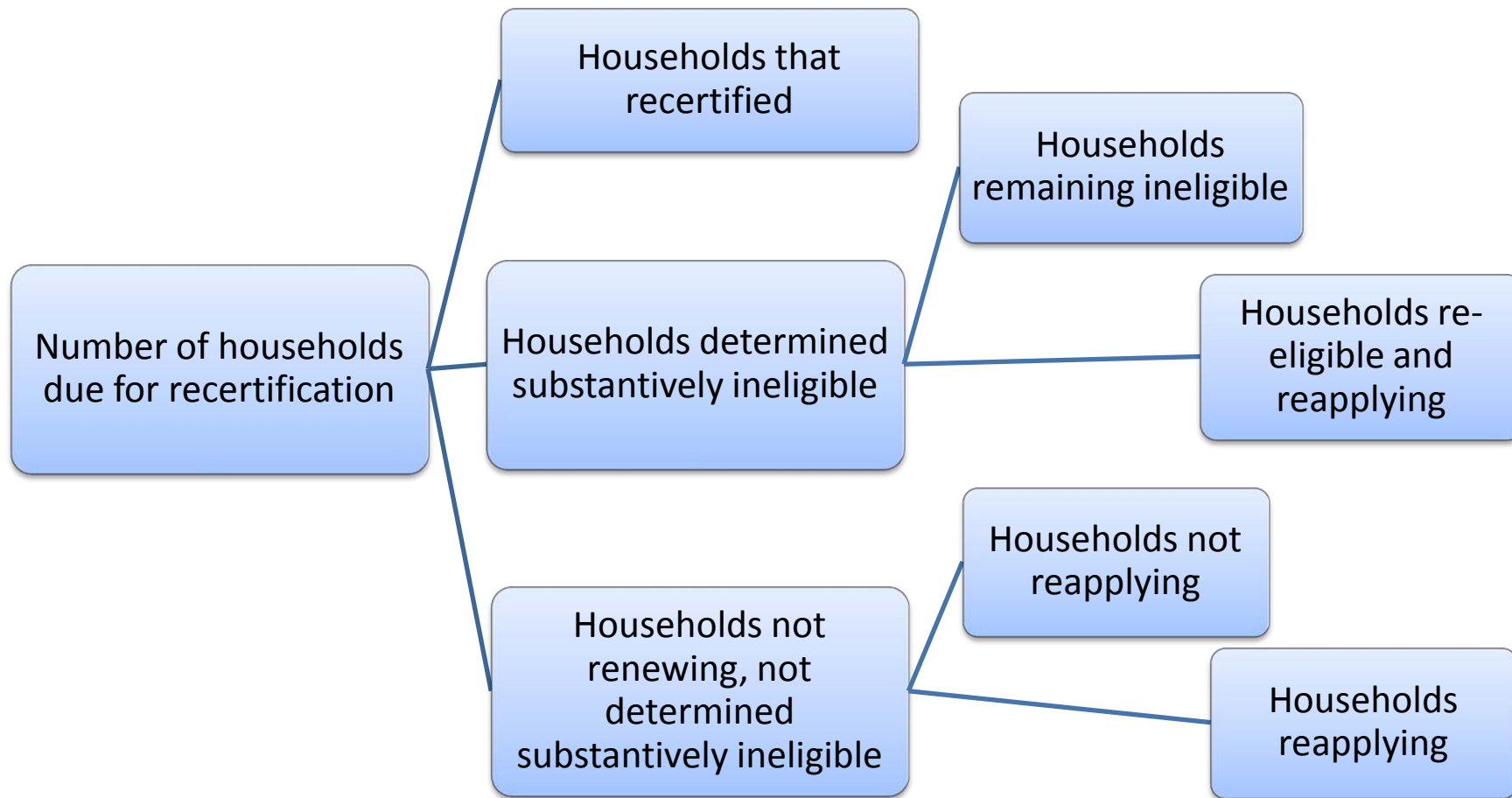
Idaho

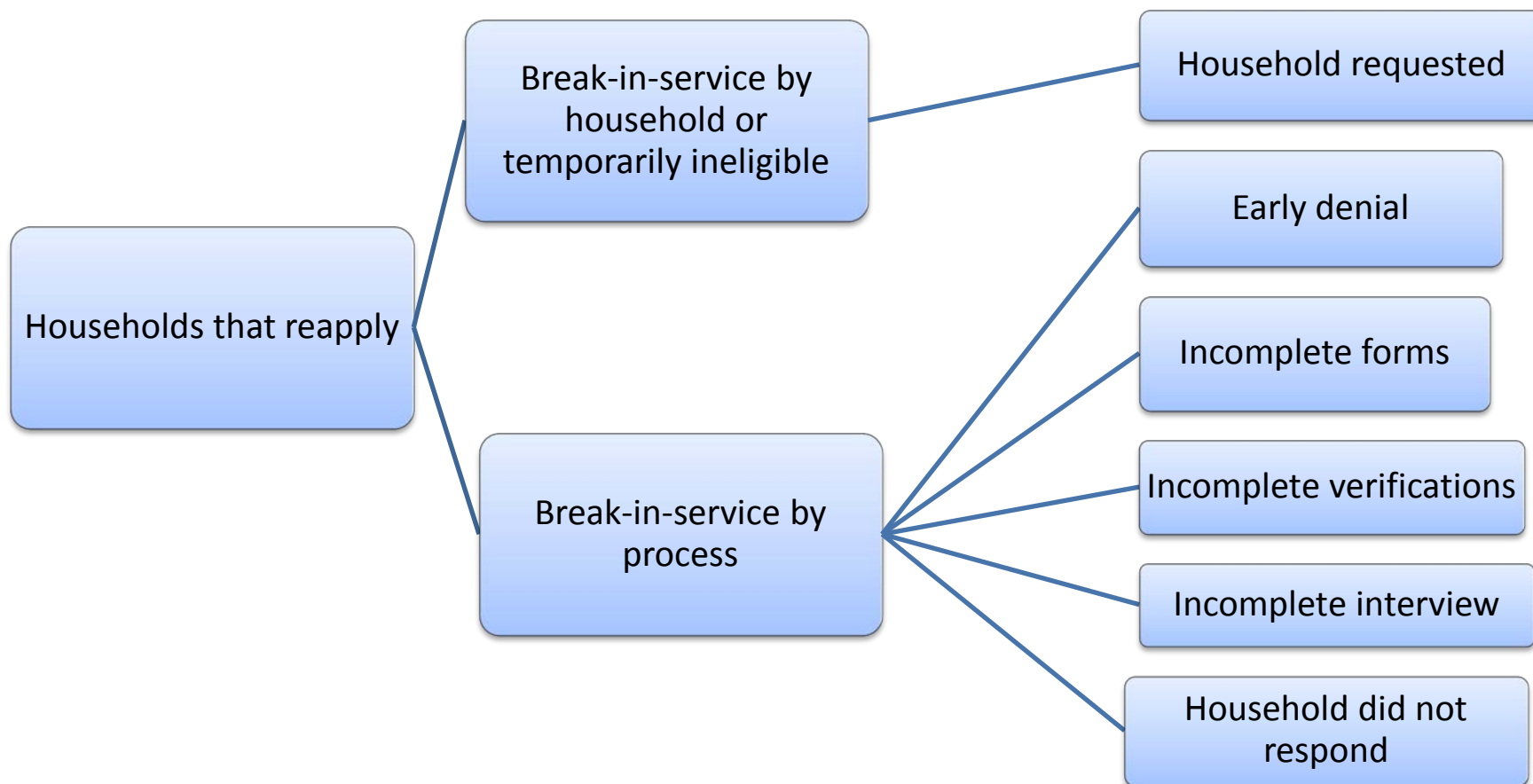


- State population (2012): 1,595,728
- SNAP Nov. 2012 caseload: 98,054
- State administered – 18 field offices, 3 processing centers
- Typical certification period (families with children): 12 months
- Generic SNAP/Medicaid worker
- SNAP and Medicaid recertifications aligned
- Telephone renewals, no on-line renewals

Idaho

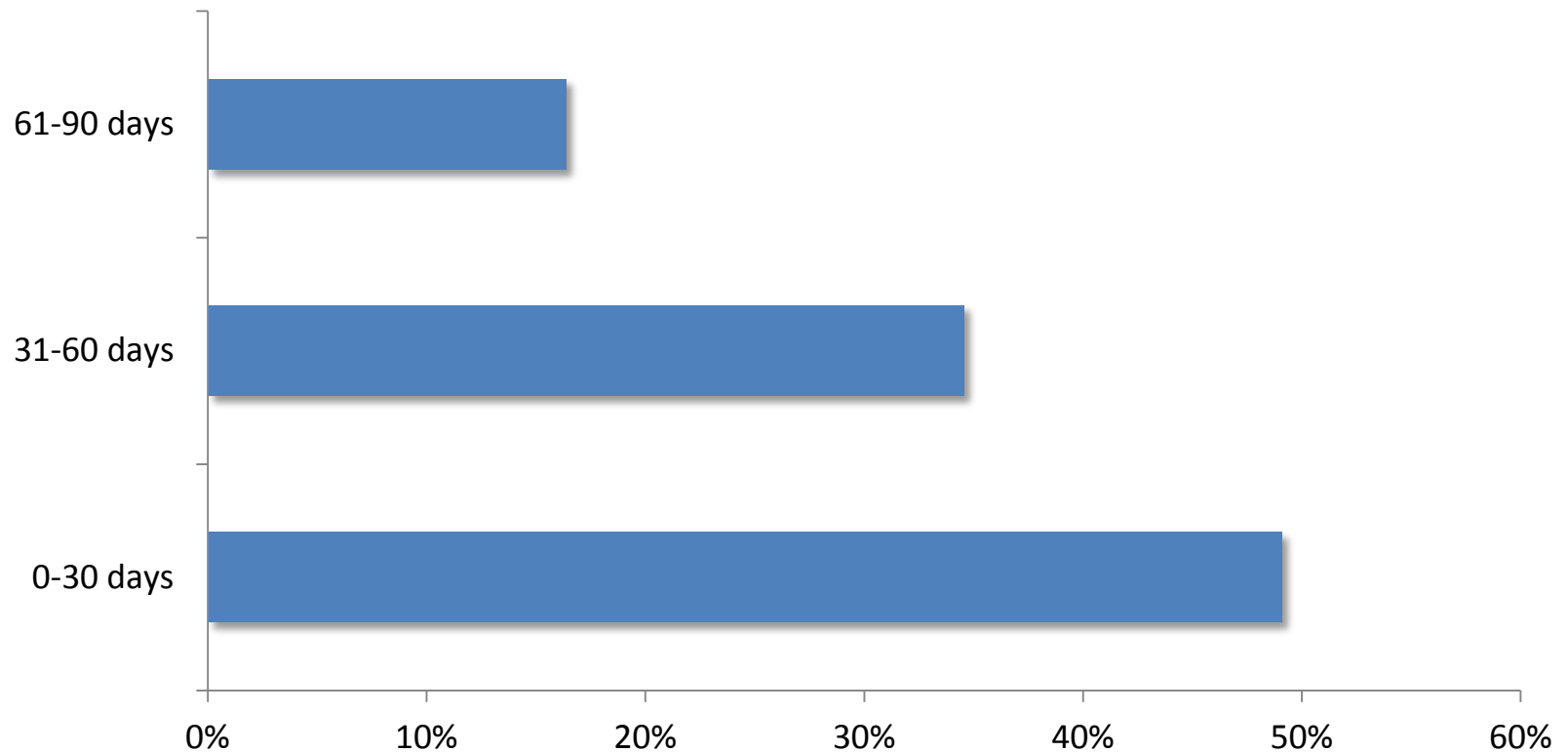
- Aligned reporting periods
- Redetermination forms prepopulated
- Waiver of face-to-face interview
- Eliminated asset test
- Allowed self-declared shelter and utility costs
- Automated verifications – “eVerif-I”
- Close data tracking





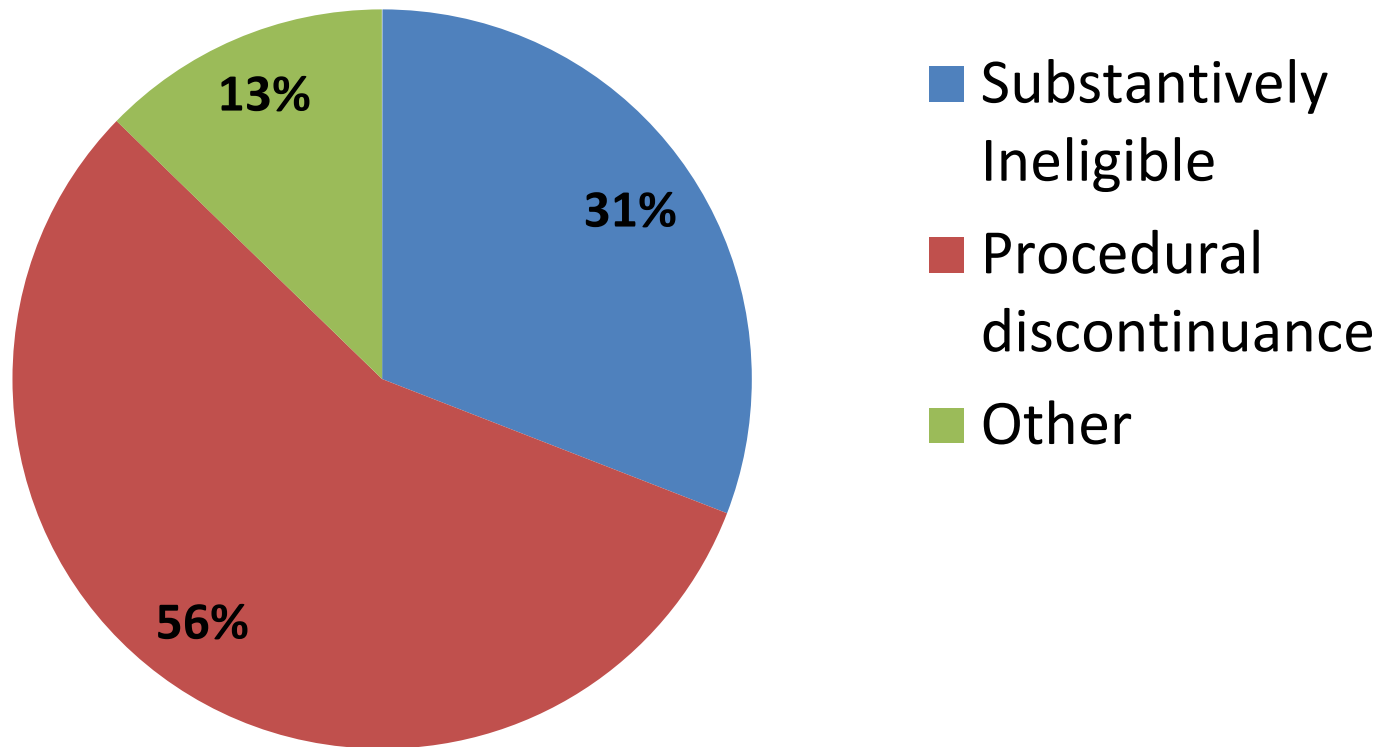
Napa County

Days from Discontinuance to Reapplication



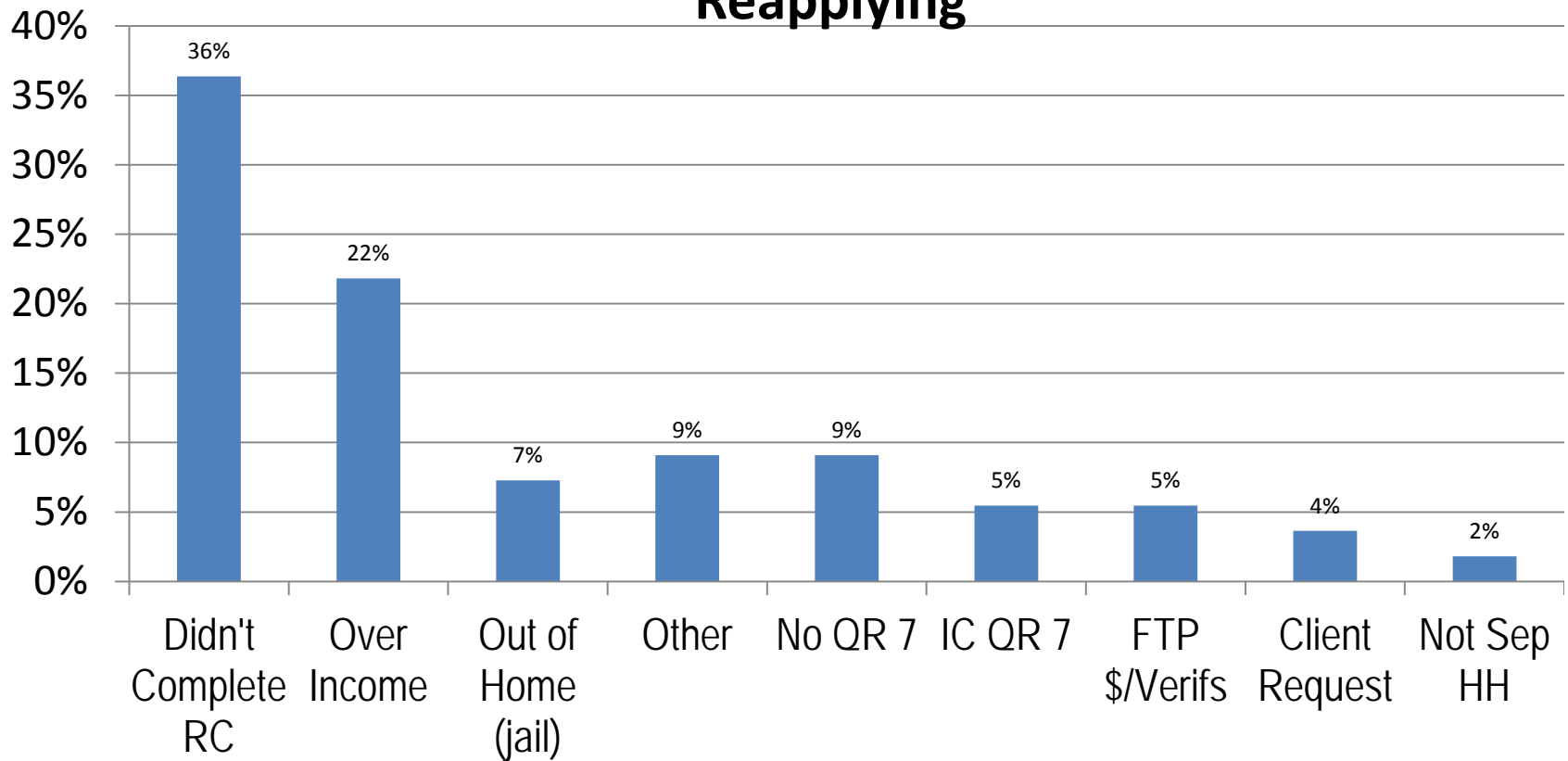
Napa County

Type of Discontinuance for Households Reapplying



Napa County

Discontinuance Reasons for Households Reapplying



Final thoughts

- Identify households reapplying after a short period
- Ensure households understand and successfully use the recertification process
- Review procedures and policies that impact recertification
- Test new approaches (prepopulated forms, third party data matches, program period alignment)