

CalFresh Utilization Project

Fighting poverty, filling plates



SOCIAL SERVICES



Your presenters today

| <i>Presenter</i> | <i>Title</i> | <i>Project Role</i> |
|-------------------------|--|------------------------------|
| Maria Gardner | Deputy Director, Economic Assistance Branch | Executive Sponsor |
| Heather Gardner | Operations Support & Special Projects Manager | Management Lead |
| Dennis Tivey | Communication & Outreach Coordinator | Project Manager |
| Aydee Plascencia | CalFresh Program Policy & Support Specialist | Subject Matter Expert |
| Marian Acosta | CalFresh Program Policy & Support Specialist | Subject Matter Expert |

A BIG PROBLEM: food insecurity.

- **Hunger lives next door.**
 - 20% of County kids <FPL
- **Hunger hurts us all.**
 - Short & long term health, school, life impacts



A BIG SOLUTION: CalFresh.

- **CalFresh is here to help.**
 - More food, better outcomes
- **CalFresh boosts our economy.**
 - \$1 becomes \$1.79



OUR CHALLENGE: Low utilization.

- **Many who need CalFresh don't receive it.**

- 60% go without
- SBC has low PAI rating



- **We can do better.**

- Identified as priority by State, County, DSS

RESPONSE: CalFresh Utilization Project.

- **3 phases**
 - Phase 1: Study (late 2014)
 - Phase 2: Solutions (2015)
 - Phase 3: Ongoing (2016+)

Phase 1

- Research
- Workgroup
- Charter
- Recommendations

Mathematica Reference No.: 06521-600

Hunger in America 2010

The Foodbank of Santa Barbara County (0117)

MATHEMATICA
Policy Research, Inc.

7.2 REASONS WHY CLIENTS NEVER APPLIED FOR SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM BENEFITS

Clients who had not applied for SNAP benefits were asked why they or their households

| Ranking (best to worst) |
|-------------------------|
| 1 |
| 2 |
| 3 |
| 4 |
| 5 |
| 6 |

California Food Policy Advocates

California Food Policy Advocates (CFPA) is a statewide public policy and advocacy organization dedicated to improving the health and well being of low-income Californians by increasing their access to nutritious, affordable food.

For more information about this report, please contact Tia Shimada at tias@cfpa.net or 510.433.1122 ext. 109.

For more information about other aspects of CFPA's work on CalFresh, please contact Kerry Birnbach at kerry@cfpa.net or 510.433.1122 ext. 110.

Lost Dollars, Empty Plates

The Impact of CalFresh Participation on State and Local Economies

Alliance to Transform CalFresh

About Strategies Resources For Advocates Updates Upcoming Opportunities

Quick
Consistent
Connected
Equitable

Home > Strategies

STRATEGIES

The Alliance to Transform CalFresh believes in a data-driven statewide approach to increasing CalFresh participation by focusing on and advocating for the four essential program characteristics: quick, consistent, connected, and equitable.

Quick: Ensure that applications are processed quickly and efficiently in 3 to 5 days. Realizing every programmatic solution available to maximize access for every eligible Californian.

Consistent: Statewide, one in five applications are submitted by people who were on CalFresh in the last 90 days. Ensure that qualified people aren't losing benefits for administrative reasons.


Connected: Ensure that families are easily connected to all the programs they need, like CalFresh, Medi-Cal, and School Breakfast & Lunch. Eligible Californians should be able to access each program easily- not be made to search out each one individually.


Equitable: Elevate and address issues of inequitable access to CalFresh through improved data collection reflecting racial and cultural access to the CalFresh program.

STRATEGIES

- > Quick
- > Consistent
- > Connected
- > Equitable

UPDATES

 **The Churn Report**
December 14, 2016

 **New Analysis: Increased CalFresh Participation Would Be**
December 13, 2016

Phase 1

- Research
- Workgroup
- Charter
- Recommendations

Participants

**CalFresh Workgroup
Meeting Minutes
August 20, 2014
9:00 am – 11:00 a.m.**

MEMBERS PRESENT: Eloise Aguilon, Sandra Ayala, Paul Clementi, Margie Cuellar, Liz Lulloqui, Brenda Finerty, Heather Gardner, Eva Ochoa, Julisa Salagum, Lupe Salmas and Dennis Tivey

WELCOME AND INTRODUCTIONS:

- Paul welcomed members and gave an overview of the importance of this group coming together. Currently our CalFresh utilization rate is especially notable in our County. A large amount of people needing CalFresh and more than likely eligible are not receiving the assistance. The Board of

Action Items 10/2/2014

| New Tasks | Assigned | Comments |
|---|------------|--|
| Meet with Food Day organizers, develop contacts; look into WIC collaboration | Dennis | Will report back on 10/30 |
| Give outreach group access to beta CalFresh database/calendar tool | Dennis | Will report back on 10/30 |
| Update CalFresh Participation Rate Goals and Plan Report | Eloise | Will report back 10/30 |
| Create list of instances where County has option to choose policy (e.g. 2-year certification period for senior and disabled populations, 12 Month vs 6 month certification for homeless, etc). | Eloise | Maria wants to revisit previous choices, possibly change policies |
| Learn more about grant SYVPH received to assist new & recent apps | Eloise | Will report back on 10/30 |
| Learn more about San Bernardino (?) marketing push for MYBCW as easy way to apply | Eloise | Will report back on 10/30 |
| Compile survey results for Senior population regarding their CalFresh recertification. | Eloise/Eva | Will report back on 10/30 |
| Research new protocol to address unintended case closures (e.g. client has moved and not received required forms). | Heather | Will bring back a point in time analysis of those cases that Auto Disc for further discussion on 10/30 |
| Targeted outreach to Adult Services contacts. Do SW's currently inform IHSS clients of availability of CF as a resource? IHSS Public Authority – link potential providers to CF and other programs. | Heather | Will outreach to Ops DC and program DBS to assess protocol. Will report back on 10/30 |
| White paper on restoration waiver policies, procedures, problems, suggested fixes | Margie | Will report back on 10/30 |
| Research BSC hold message; find way to add CalFresh info; look into hold music; see if there's option for clients to return to ACCESS without hanging up and redialing | Paul | Will report back on 10/30 |
| Research Low-Income Subsidy, see if it can be used to identify potential CF clients | Paul | Will report back on 10/30 |
| Examine recertification letter mailed to clients for areas of improvement, simpler language, urgency, etc. | Sandra | Will report back on 10/30 |

First meeting email

- o Combine Medi-Cal outstations with CalFresh.
- o Give flyers or a presentation to Partners for Fit Youth.
- o Identify more agencies we can partner up with in Lompoc that can do BCW's.
- **Internal Process**
 - o In June, 45% either withdrew their applications or got denied. A complete analysis on reasons applications are being withdrawn should be compiled. Also, members would like to see a breakdown of denials by office or unit.
 - o Identifying Aid Codes for Medi-Cal with no CalFresh for potential individuals eligible to CalFresh.
 - o Review two case programs by worker.
 - o Establish process at the BSC for discontinued cases.
 - o If Intake sees a case may be closing soon, out of courtesy they should let the client know at

| Improve "marketing" of internal interview letters by rephrasing or rewriting recertification interview letters to spur client into action, describe the process, etc. | Sandra | Will bring samples and suggestions to the 10/30 meeting. |
|---|------------------|--|
| Ongoing Tasks | Assigned | Comments |
| Create outreach plan for talking points (radio, non-profits) | Dennis Brenda | Brenda will check with radio contacts about possible on-air interviews |
| Inventory of events and outreach opportunities | Dennis | Dennis will continue developing |
| Follow-up with counties that listed using IVR call to reduce churn | Paul Dennis | Learn which counties have implemented, what effect has been |
| Research SNAP Ed Grant | Dennis | Ongoing |
| Develop FAQ/Talking Points | Dennis Eloise | Eloise will add additional Q&As about Dreamers, students, seniors, homeless |
| AD for offsite events | Eloise | Eloise will complete draft by end of calendar year |
| Are intake and BSC following proper procedure for restoration/60 day hold-eligible cases? Are restorations being covered in induction training? | Eloise Brenda | AD is being updated by Eloise; Restoration process/60 day hold to be added to the next CF Team and ADP Team meeting by Eloise. Brenda is following up in Lompoc. |
| Use MC aid codes to determine possible CF eligibility; create target list of clients | Heather | Will update group on 10/30 |
| Analysis of denied/withdrawn applications | Heather | Has completed snapshot look down to worker level; will look at month-by-month data next |
| Intake Medi-Cal script/process; way to prompt for CF? | Liz | Liz will research, speak to Mekala about updating Supervisor form |
| Research adding CF outgoing call function to ACCESS CalWIN | Paul | On hold until recommendations are further developed |
| Develop comprehensive recommendations matrix | Paul Dennis | Preliminary work done; will refine with further group work |
| Research current outstanding efforts | Paul Heather | On hold until recommendations are further developed |
| Complete Tasks | Assigned | Completion Date |
| More info on senior enrollment practices | Eloise | 10/2/14 – Folded into new item looking at all policy choices County has option to make. |
| CBO applications breakdown – On Hold | Eloise | Will hold off on further work, per Maria's direction. |

Phase 1

- Research
- Workgroup
- **Charter**
- Recommendations

County of Santa Barbara
Department of Social Services (DSS)



Project Charter: CalFresh Utilization Workgroup

Purpose

The mission of DSS is to help our community be safe, supported and self-sufficient through the provision of benefits and social service programs. One of those programs, CalFresh, exists to provide supplemental nutritional assistance to eligible families in the form of electronic benefit cards. Santa Barbara County currently ranks as one of the counties with the lowest CalFresh utilization rates in the state, at 56 out of 58 counties in 2012. This means that many of the neediest County citizens are not taking advantage of the CalFresh benefits for which they qualify. DSS must examine its existing outreach and business practices and develop a plan for increasing the County's utilization rate.

Goals/Deliverables

- Thoroughly review existing DSS practices to identify areas for improvement in both outreach efforts and internal business processes.
- Identify any obstacles/barriers beyond our control that contribute to low CalFresh utilization in Santa Barbara County.
- Research new practices and explore other methods/best practices used by other counties that DSS might implement.
- Develop a list of recommendations to improve utilization for management approval. These recommendations will include estimates of potential eligible clients for each recommendation.
- Implement recommendations.
- Track results after implementation, and modify or discontinue as needed.

Critical Assumptions

- That the USS Director and the Deputy Director of the Economic Assistance Branch supports the effort to change our practices to increase CalFresh utilization.
- While these efforts are primarily focused on the Non-Assistance CalFresh (NACF) program within the Economic Assistance Branch, there may be strategies to increase Public Assistance CalFresh (PACF) utilization that affect the Employment Services Branch and/or training, compliance, tracking, or education strategies that would involve the Administrative Services and/or Adult and Children's Services Branches.
- The Deputy Director of the Economic Assistance Branch has primary responsibility to convey any impacts/strategies outside of the Economic Assistance Branch to the Director and the other Deputy Directors for consideration and input in the decision making process.

Created 9/25/14

1

- That staffing resources will be able to adjust to recommended business process changes with existing workload.
- That resources will be allocated to track, and management supervision will reinforce, the measures put into place.
- That poor CalFresh utilization can be fixed by changing DSS outreach and processes.

Performance Standards

- The Deputy Director of Economic Assistance and the Key Stakeholders will assist staff in their efforts and ensure the Goals/Deliverables of the project are being met.

Organization

The Project Team will be comprised of the following staff:

| Executive Sponsor | Position | Phone |
|-------------------|-----------------|----------|
| Maria Gardner | Deputy Director | 346-4209 |

Decision Making Process

- The project manager is the lead person responsible for keeping project milestones on track, adjusting the scope of project as needed, and providing clear communication to the Project Team, Key Stakeholders, and the Executive Sponsor. Attempts will be made to resolve conflicts among the project team members with mediation by the project manager up to and including involving the Key Stakeholders who are ultimately responsible for achieving project milestones.
- Unresolved conflicts will be referred to the Executive Sponsor for decisions.

Charter Changes and Amendments

- Changes and amendments are made by consensus of the Project Manager and the Executive Sponsor.
- Changes and amendments must be approved in writing or e-mail.
- Fiscal or operational impacts that result from changes and amendments must be identified prior to any revisions to the Project Charter.

Roles and Responsibilities

The Project Manager will be responsible for:

- Oversight of the project.
- Initial design and development of the project.
- Initial communication with all team members and stakeholders.
- Status reporting to Executive Sponsor and others.

The Project Team members will be responsible for:

- Attending workgroup meetings and contributing to the development of recommendations.
- Working on assigned action items and reporting back to the workgroup.

The Key Stakeholders will be responsible for:

- Keeping up-to-date on this project.
- Providing input on the recommendations.
- Implementing recommendations within their area of operations.
- Monitoring effectiveness/impact of recommendations and bring issues to TEAM, Division, and/or Branch meetings.

Risks

The following are known or potential risks to the successful implementation of recommendations to increase CalFresh utilization:

- Failure to evaluate impacts of implementation and adjust accordingly.
- Heavy caseloads already exist, action taken to increase applications may be ineffective at increasing utilization if staff is already overwhelmed.
- The staffing resources might not be available to implement some of the recommended measures.

Project Budget & Funding

As currently scoped, this project will not present an additional cost to the Department.

Created 9/25/14

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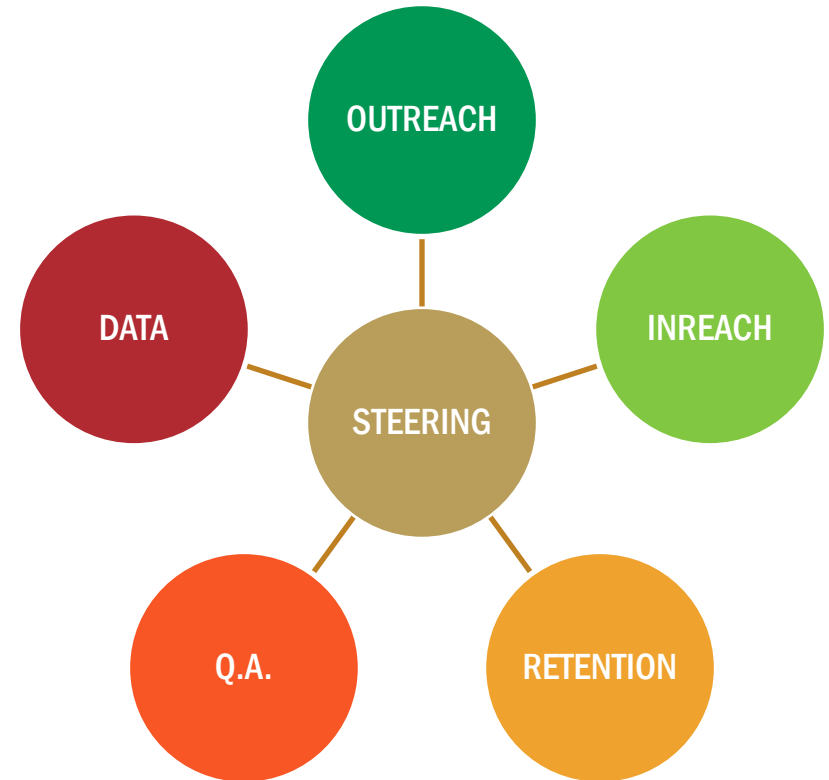
Phase 1

- Research
- Workgroup
- Charter
- **Recommendations**

| A | B | C | D | E | F | G | H | I | J | K |
|----------|------------------|--|--|---|-------------------------------------|---------------------|----------|-------------|--|--|
| Category | Area Addressed | Recommendation | Method | Estimated Effect | Other Counties (2012 PAI rank) | Already in SB Plan? | Priority | Feasibility | Notes | Next action would be? |
| External | Outreach | Dispel rumors among immigrants | Send bilingual worker on Spanish radio to be interviewed about CF. Make sure citizenship assistance orgs are properly informed about CF. Develop FAQ for this. | Quantifiable? | Sonoma (49) | | High | High | Began FAQ's. ID'd some possible speakers (Brenda, Gloria Osalde?). Are we limited to call-in shows or are PSAs acceptable? | Q&As eg re Dreamers (DACA), Students, Seniors. Brenda knows a couple of radio station contacts & could follow up. |
| External | Outreach | School outreach | Target schools, particularly in high poverty areas, with brochure handouts, informational sessions (back-to-school night?), parent-teacher confs? Educate teachers about the CF, give them materials. | Per CWDA there may be legislation s/t a school lunch app can count as a CF app. Any way # of lunch kids not yet on CF. (CFPA) | Riverside (26) | | Low | Medium | Healthy Families, but it was Federal. Should we make combined effort for Medi & CF? Farrell Kisio provides a list of CF recipients to schools, but | Determine which of these things we'd want to do first; contact SBCEO to see how? |
| External | Outreach | Shared Database of community events | Create a database of events shared among DSS and CBOs to better coordinate resources for outreach and outstationing, and report more easily on activities and outcomes. | Quantifiable? | San Mateo (54) | | Medium | Medium | We've already written version 1.0 of the software and demo'd for some DSS people. Start by adding our events, then pull in CBOs.* | password etc to Eloise, Brenda, Julisa, and Maria Dwyer once she's joined us and seen it (did we also say Patty Manriquez and Karina Rodriguez?) |
| External | Outreach | Identify underserved populations | Analyze data to find geographic areas, or demographic areas, that are lower income, compare to data of CalFresh clients' demographic makeup, geographic distribution, etc. Find areas for targeted outreach. | Report would need to be run. Increase of X cases/year | | Yes | Medium | Medium | | Would Heather be the one to do this? Farrell? |
| Internal | Business Process | Investigate horizontal integration | Ensure staff is properly trained in, and is following through on, offering all programs to clients at intake. Identify barriers preventing horizontal integration. | Convert X number of Medi-Cal applicants to CalFresh applicants too | San Francisco (46), Santa Cruz (47) | | High | Medium | What are the current hurdles/barriers (i.e. telephonic signatures) and tools needed to implement? | |
| Internal | Business Process | Reduce withdrawn or improperly denied apps | Detailed analysis of denied and withdrawn applications, down to employee level. Determine if change of procedures is needed, or re-training on proper procedures. | Increase of X cases/year | N/A | | High | High | In current case reviews are there re-current themes, trends across the department, regions? | Outreach to QA on findings. |
| Internal | Business Process | Examine case review process | Investigate current supervisor case review process, determine if any changes need to be made, develop methods of utilizing data to determine Department-wide trends, etc. | Increase of X cases/year | N/A | | High | High | In current case reviews are there re-current themes, trends across the department, regions? | Outreach to QA on findings. |

Phase 2: Solutions

- Form subcommittees
- Take action
- Track progress



Phase 2

CALFRESH UTILIZATION RATE IMPROVEMENT PROJECT TRANSITION PROPOSAL
Presented to the Economic Assistance Branch
December 16, 2014

Background

The CalFresh Utilization Rate Improvement workgroup has been met three times between August and October. The workgroup developed an extensive list of recommendations or strategies for consideration. The workgroup met on November 13, 2015.

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A workgroup determined project in Phase II in

Proposals convene Managers committee

- The Branch plans):
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 4. O
 5. D

Proposals Operation and ask

CalFresh Workgroup Meeting

Date: January 13, 2015 | Time: 2:00 PM-4:00 PM | Location: Santa Maria, Betteravia Office-1st

Note taker

Eva Ochoa

Attendees

Eloise Aguilon
 Sandra Ayala
 Margie Cuellar
 Liz Euloqui
 Maria Dwyer
 Brenda Finnerty

Heather Gardner
 Julisa Sahagun
 Lupe Salinas
 Dennis Tivey
 Margery Gallegos

Agenda Items

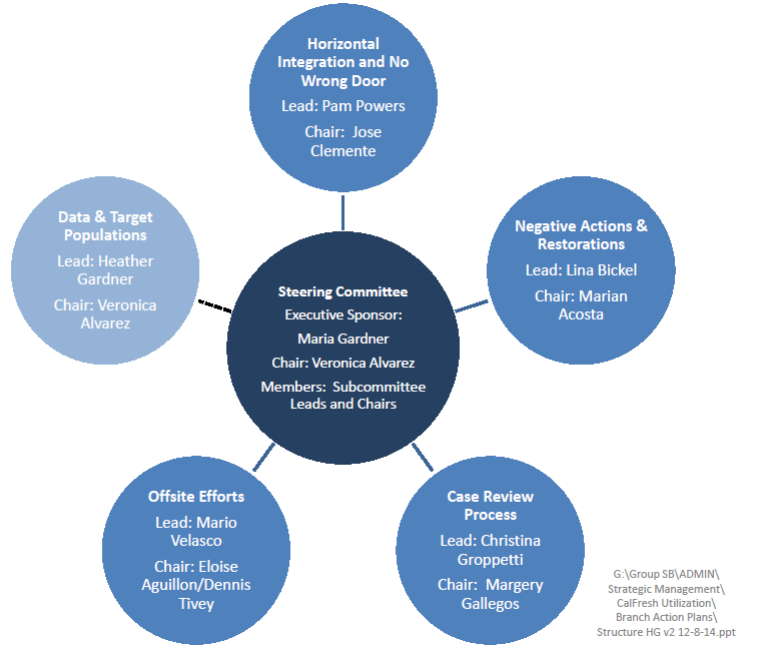
Topic

- Welcome
- October 30th Meeting Minutes
- Project Transition to Implementation Phase Led by Branch Managers
- Workgroup On-going Role as Sub-Committee Members
- Sub-Committee Action Plans Review and Input
- Final Action Item List & Additional Items

Attachments

- October 30th Meeting Minutes
- CalFresh Utilization Rate Improvement Project Transition Proposal and Governance Structure
- CF Utilization Rate Improvement Project Subcommittee Action Plans
- Workgroup Member Recommended Sub-Committee Appointments
- Final Action Item List

CalFresh Utilization Rate Improvement Project Subcommittee Structure



G:\Group SB\ADMIN\
 Strategic Management\
 CalFresh Utilization\
 Branch Action Plans\
 Structure HG v2 12-8-14.ppt

INREACH

ON

Phase 2

CalFresh Utilization Workgroup Prioritized Strategies for Implementation
 HORIZONTAL INTEGRATION ADHERENCE & NO WRONG DOOR
 Project Planning and Timeline Overview
 Updated 12/30/2016

| Overview of Strategy | Planning Team and Assignments | Key Milestones | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|---|---|--------|----------|--------------------------|----------------------------|-------------------|------------|------------------------|-------------------|---------------|-----------------------------|-----|--|---|-----|---|--------------------|-----|--|----------------------------|-----|--|-----------------------------|-----|---|--|-----|--|--------------------|-----|-----------|--|
| <p>Overview of Problem Santa Barbara County currently ranks as one of the counties with the lowest CalFresh utilization rates in the state, at 66 out of 68 counties in 2012. In 2012, CDSS estimated the County has 63,419 eligibles (excludes SSI recipients and estimated undocumented) (or 14.8% of the County population). As of September 2014, DSS serves 34,777 individuals in the CalFresh program, resulting in approximately 28,642 potential eligibles not being served. This means that many of the neediest County citizens are not taking advantage of the CalFresh benefits for which they qualify. DSS must examine its existing outreach and business practices and develop a plan for increasing the County's utilization rate. A CalFresh Utilization workgroup has developed a list of recommended strategies to increase the participation rate. The EA Branch has prioritized eight strategies for implementation in the next 3-9 months. This plan includes two of the eight strategies that have been combined into five sub-committees.</p> <p>Project Title/Overview: Analyze Horizontal Integration policy adherence, develop reinforcement strategies and monitor strategy efficacy. To the extent allowable by law, provide services where, how and when the client requests/prefers it. This includes assessing technology and a "no wrong door" holistic approach to service delivery in the EA Branch department-wide.</p> <p>Estimated Completion Timeframe: 0-3 months</p> <p>Background: Implementation of the ACA and California state law requires California to have a streamlined, multi-program, single application for individuals and families to apply for CalWORKs, CalFresh and health care coverage, including Medi-Cal and other programs associated with ACA.</p> <p>Additional Information:</p> <ul style="list-style-type: none"> The Horizontal Integration internal procedures are currently focused on intake. Procedures need to be developed to strategically "add a program" at MC renewal for those cases that do not have CF. | <p>Executive Sponsor: Maria Gardner</p> <p>Management Lead: Pam Powers</p> <ul style="list-style-type: none"> Present project action plan, progress and decision points to branch Steering Committee to gain direction and approval to move forward <p>Sub-Committee Chair: Jose Clemente</p> <ul style="list-style-type: none"> Elicit stakeholder input by organizing, planning and leading the work group Development of strategy implementation and tracking mechanism for evaluation of progress and impact <p>Stakeholders:</p> <ul style="list-style-type: none"> Compliance Division/EVS Staff Development Additional Program DBS's— MC, CF and CW's and AIM unit EW Supervisors – Intake and Ongoing Clerical Supervisors (all offices) Line Staff Case Review Sub-Committee (Chair, Manager) MVBCW expert E-Connect group member DBS Economic Assistance Branch (WRC) Facilities (infrastructure needs) Sandra Ayala, ES, CalFresh Utilization Rate Workgroup Representative Lupe Salinas, EWIII, CalFresh Utilization Rate Workgroup Representative | <table border="1"> <thead> <tr> <th>Action</th> <th>Timeline</th> <th>Comments/Recommendations</th> </tr> </thead> <tbody> <tr> <td>Management Lead Identified</td> <td>December 17, 2014</td> <td>Pam Powers</td> </tr> <tr> <td>Project DBS Identified</td> <td>December 17, 2014</td> <td>Jose Clemente</td> </tr> <tr> <td>Preliminary analysis by DBS</td> <td>TBD</td> <td>Legislative Changes/Local Policy Development/Barriers and Challenges</td> </tr> <tr> <td>Refine DRAFT Project Development Planning and Timeline Overview</td> <td>TBD</td> <td>Workgroup will include representation selected by Branch and volunteers members of the CalFresh Utilization workgroup. First meeting scheduled for?</td> </tr> <tr> <td>Assemble Workgroup</td> <td>TBD</td> <td></td> </tr> <tr> <td>Regular Workgroup Meetings</td> <td>TBD</td> <td></td> </tr> <tr> <td>Project Implementation Plan</td> <td>TBD</td> <td>Project implementation operational countywide</td> </tr> <tr> <td>Training/Communication Plan Implementation</td> <td>TBD</td> <td></td> </tr> <tr> <td>Project Evaluation</td> <td>TBD</td> <td>Quarterly</td> </tr> </tbody> </table> | Action | Timeline | Comments/Recommendations | Management Lead Identified | December 17, 2014 | Pam Powers | Project DBS Identified | December 17, 2014 | Jose Clemente | Preliminary analysis by DBS | TBD | Legislative Changes/Local Policy Development/Barriers and Challenges | Refine DRAFT Project Development Planning and Timeline Overview | TBD | Workgroup will include representation selected by Branch and volunteers members of the CalFresh Utilization workgroup. First meeting scheduled for? | Assemble Workgroup | TBD | | Regular Workgroup Meetings | TBD | | Project Implementation Plan | TBD | Project implementation operational countywide | Training/Communication Plan Implementation | TBD | | Project Evaluation | TBD | Quarterly | |
| Action | Timeline | Comments/Recommendations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Management Lead Identified | December 17, 2014 | Pam Powers | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Project DBS Identified | December 17, 2014 | Jose Clemente | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Preliminary analysis by DBS | TBD | Legislative Changes/Local Policy Development/Barriers and Challenges | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Refine DRAFT Project Development Planning and Timeline Overview | TBD | Workgroup will include representation selected by Branch and volunteers members of the CalFresh Utilization workgroup. First meeting scheduled for? | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Assemble Workgroup | TBD | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Regular Workgroup Meetings | TBD | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Project Implementation Plan | TBD | Project implementation operational countywide | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Training/Communication Plan Implementation | TBD | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Project Evaluation | TBD | Quarterly | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

CalFresh Utilization Workgroup Prioritized Strategies for Implementation
 HORIZONTAL INTEGRATION ADHERENCE & NO WRONG DOOR
 Project Planning and Timeline Overview

| Staff Leads | Project Title/Overview | August-December 2014 | January 2015 |
|--|---|---|--------------------------|
| <p>Chair: Jose Clemente</p> <p>Manager: Pam Powers</p> | <p>Project Title/Overview: Analyze Horizontal Integration policy adherence, develop reinforcement strategies and monitor strategy efficacy. To the extent allowable by law, provide services where, how and when the client requests/prefers it. This includes assessing technology and a "no wrong door" holistic approach to service delivery in the EA Branch department-wide.</p> | <p>EA Branch Utilization Workgroup led by the Operations Support Division met to discuss/analyze the CalFresh Utilization problem. An extensive list of recommendations was developed and prioritized. The Economic Assistance Branch further prioritized recommendations into a short-term action plan of eight strategies. This is one of the eight strategies.</p> <p>EA Branch identified stakeholder for the workgroup; management lead and chair.</p> | <input type="checkbox"/> |

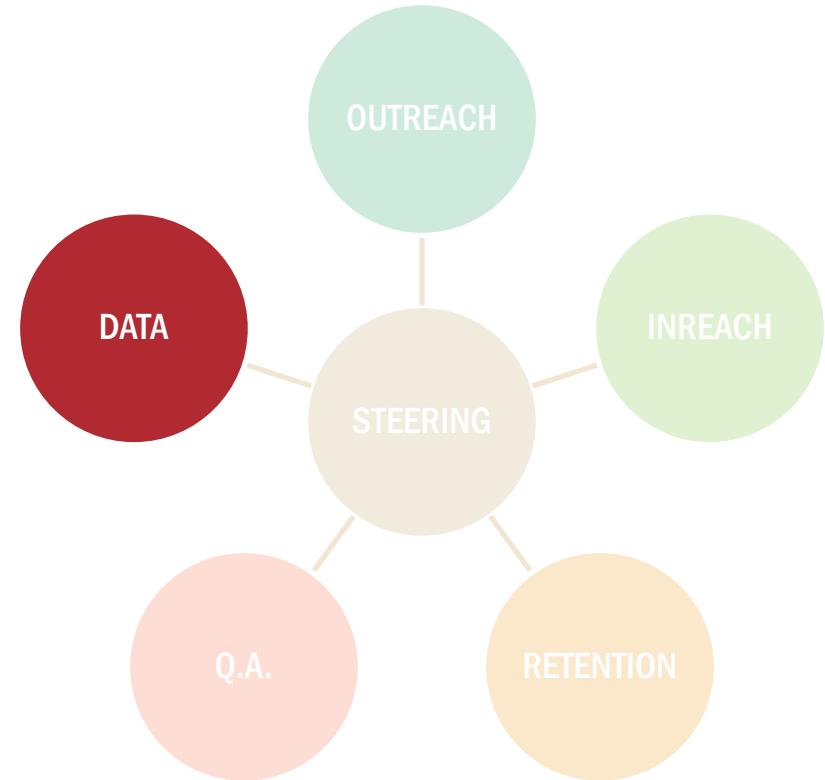
| CalFresh Utilization Workgroup Proposed Action Plan | Sub-Committee Representative |
|---|------------------------------|
| <p>Analyze root causes preventing Horizontal Integration, (technological, policy, lack of data, training/communication, etc.) develop and implement countermeasures and monitor progress. Some ideas include:</p> <ol style="list-style-type: none"> Analyze Horizontal Integration policy adherence and outcomes for process improvement. <ol style="list-style-type: none"> Are the transmittals of data which may include a request for a referral to CalFresh from CALHEERS to SAWS called "e-INT" being addressed by ACP staff? Are the warm hand offs to EIU being worked? Are the ACP's in each district office tracking their CalFresh referrals in order to document the actual actions taken on the referrals received through the external interface? Can we quantify whether the current process of ACP's doing follow-up calls and/or sending correspondence via mail is helping increase CalFresh participation? Are procedures consistently followed in each district office? Research barriers preventing effective or full integration (e.g. telephonic signitures – San Diego is a best practice county, program rule differences, business processes, etc.) and develop and implement countermeasures. Develop procedures for integrating ongoing by adding a program to existing cases. Develop and implement a communication (reinforcing when, why integration needs to happen) and training plan. Develop outcome measures and monitor progress. Partner with the Case Review Sub-committee. | |

Phase 2

- **Data**

Data & Target Populations

- Support data-driven strategies
- Initial assessments
- Develop reports
- Ongoing evaluation

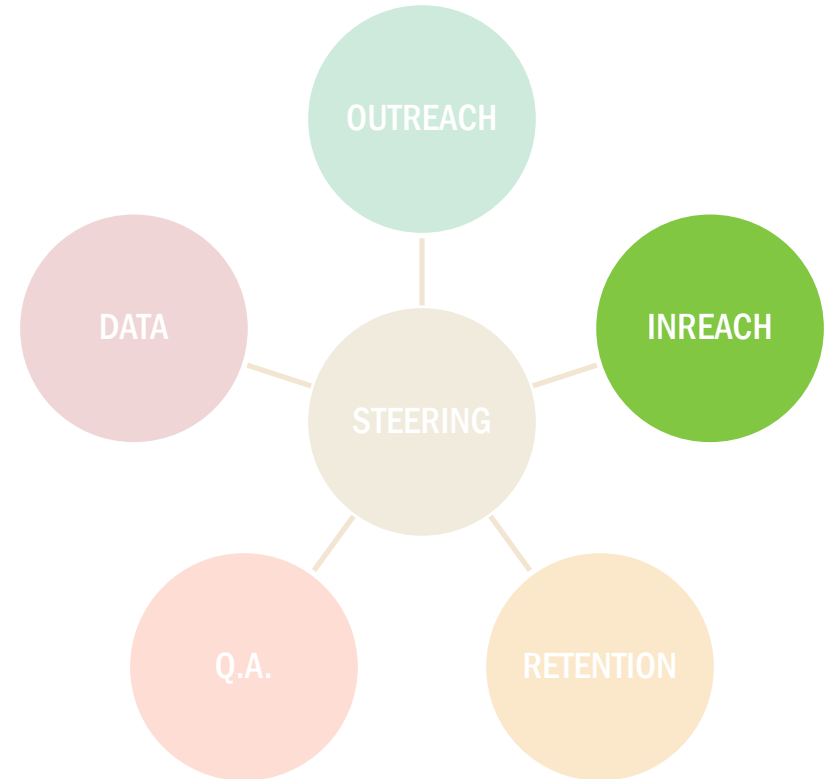


Phase 2

- **Inreach**

Horizontal Integration/No Wrong Door

- Assessment
- Challenges
- Resources, tools
- Standardize procedures
- Training



Program Fast Facts

| | CalFresh | CalWORKS | General Relief | Medi-Cal |
|-----------------------|--|---|---|---|
| Overview | CalFresh is a federal supplemental nutrition program for low-income families and individuals that meet certain income guidelines. | CalWORKS is a cash assistance program for low income families (including pregnant mothers in their 1 st trimester without minor children) to help meet their basic needs. It also provides education, employment, child care and training programs to eligible families to get jobs and move towards self sufficiency. | General Relief is a county program that offers small short-term loans to adults without children (or pregnant mothers in their 1 st trimester) who need help meeting their most basic shelter and personal needs. Applicants must have been a SB County resident for at least 15 days. | Medi-Cal is California's Medicaid health care program. This program pays for a variety of medical services for children and adults with limited income and resources. |
| Income Limits | Generally, households must have gross income below 200% of the federal poverty level (FPL) and net income (after certain deductions) below the 100% FPL. Special rules apply to persons who are Elderly and/or Disabled. CF Charts 2015-10 | Income limits will vary for each family depending on the number of household members. | Gross income does not exceed the maximum grant (\$ 91 - \$300). | Income limits will vary for each household depending on the individuals in the household and their ages. |
| Resource Limits | Vehicles are exempt. Modified Categorical Eligibility (MCE) is a provision that excludes resources for all Non-Assistance CalFresh households as long as they have income at or below 200% of the FPL. Resources should still be verified for households with a sanctioned individual or when evaluating for Expedited Services. | \$2,250 | | |
| Benefit Level | The benefit level is based on the household size and household income after certain deductions based on specific program regulations. Note: The annual adjustment to the FPL is made each October. | The benefit level is based on the household size and household income after certain deductions based on specific program regulations. | | |
| Immigrant Eligibility | Individuals who are either U.S. citizens or certain Noncitizens may be eligible for benefits if all other eligibility criteria are met. | Individual U.S. citizens or certain Noncitizens may be eligible for benefits if all other eligibility criteria are met. | | |

Note: The information on this document should

Program Fast Facts

| | CalFresh | CalWORKS | General Relief | Medi-Cal |
|------------------------|--|---|---|--|
| Overview | CalFresh is a federal supplemental nutrition program for low-income families and individuals that meet certain income guidelines. | CalWORKS is a cash assistance program for low income families (including pregnant mothers in their 2 nd trimester without minor children) to help meet their basic needs. It also provides education, employment, child care and training programs to eligible families to get jobs and move towards self sufficiency. | General Relief is a county program that offers small short-term loans to adults without children (or pregnant mothers in their 1 st trimester) who need help meeting their most basic shelter and personal needs. Applicants must have been a SB County resident for at least 15 days. | Medi-Cal is California's Medicaid health care program. This program pays for a variety of medical services for children and adults with limited income and resources. |
| Income Limits | Generally, households must have gross income below 200% of the federal poverty level (FPL) and net income (after certain deductions) below the 100% FPL. Special rules apply to persons who are Elderly and/or Disabled. CF Charts 2015-10 | Income limits will vary for each family depending on the number of members in the assistance unit subject to passing the applicant test: total monthly gross earned income less \$90, compared to Minimum Basic Standard Needs of Adequate Care (MBSAC). CW Charts 2015-07 | Gross income does not exceed the maximum grant (\$ 91 - \$300). Maximum grant is based on income and housing situation. GR Basics | Income limits will vary for each household depending on the individuals in the household and their ages. Medi-Cal Programs can range from Zero Share of Cost to Share of Cost. |
| Resource Limits | Vehicles are exempt. Modified Categorical Eligibility (MCE) is a provision that excludes resources for all Non-Assistance CalFresh households as long as they have income at or below 200% of the FPL. Resources should still be verified for households with a sanctioned individual or when evaluating for Expedited Services. | \$2,250 | One vehicle valued at \$1,500 or less, second vehicle can't exceed \$500 (except if... | MAGI cases – resources are not counted. Non-MAGI cases – resources... |

Santa Barbara County Department of Social Services

How can we help you?

health

Health coverage

- Medi-Cal provides free or low-cost health coverage.
- Covered California provides low-cost health insurance. (We don't run this program, but we can help you apply.)



Food aid

- CalFresh helps you buy food, with a card that works like a debit card at the grocery checkout.
- We can provide referrals to other community food resources too.



security

Cash aid

- CalWORKS provides temporary cash aid and Welfare to Work services for families.
- General Relief provides temporary cash assistance and SSI advocacy or job services for individuals.



Job services

- Workforce Resource Centers provide job search and job readiness services.
- Workforce Innovation & Opportunity Act (WIOA) services provide job training.



safety

Child services

- Child Welfare Services responds to reports of child abuse or neglect, and helps strengthen families.
- Resource Family services provide shelter and care for children who cannot safely remain at home.



Adult services

- Adult Protective Services responds to reports of abuse or neglect of elderly or dependent adults, and guides them to helpful services.
- In-Home Supportive Services helps elderly or dependent adults live with dignity at home.



Ayuda alimenticia

- CalFresh le ayuda a comprar alimentos con una tarjeta que funciona como una tarjeta de débito en el cajero del supermercado.
- También podemos remitirle a otros recursos alimenticios en la comunidad.



Santa Barbara County Department of Social Services

¿Cómo podemos ayudarle?

seguridad

Asistencia monetaria

- CalWORKS ofrece ayuda monetaria temporal y servicios del Welfare to Work para familias.
- General Relief ofrece asistencia monetaria temporal y abogacía para beneficios de SSI o servicios de empleo para individuos.



Servicios de empleo

- Los centros Workforce Resource Centers ofrecen servicios para buscar empleo y preparación para el trabajo.
- Los servicios de Workforce Innovation & Opportunity Act (WIOA) ofrecen capacitación laboral.



bienestar

Servicios para niños

- Child Welfare Services responde a denuncias de abuso o negligencia infantil y ayuda a fortalecer a las familias.
- Los servicios de Resource Family ofrecen albergue y atención a los niños que no pueden permanecer de manera segura el hogar.



Servicios para adultos

- Adult Protective Services responde a denuncias de abuso o negligencia de ancianos o adultos dependientes y les guía a servicios útiles.
- In-Home Supportive Services ayuda a ancianos o adultos dependientes a vivir con dignidad en casa.



Phase 2

- **Inreac**

Horizontal

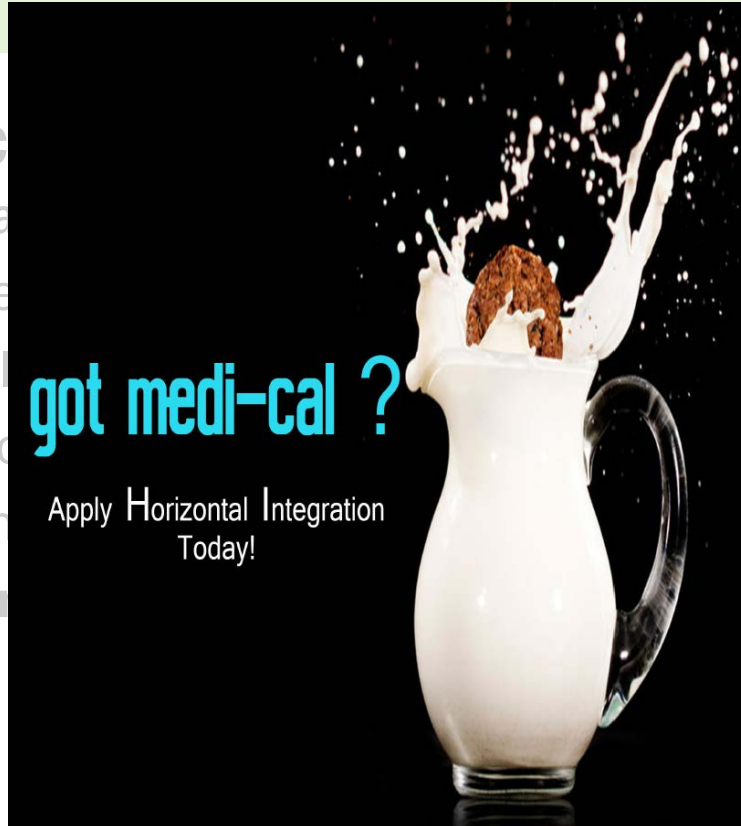
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OUTREACH

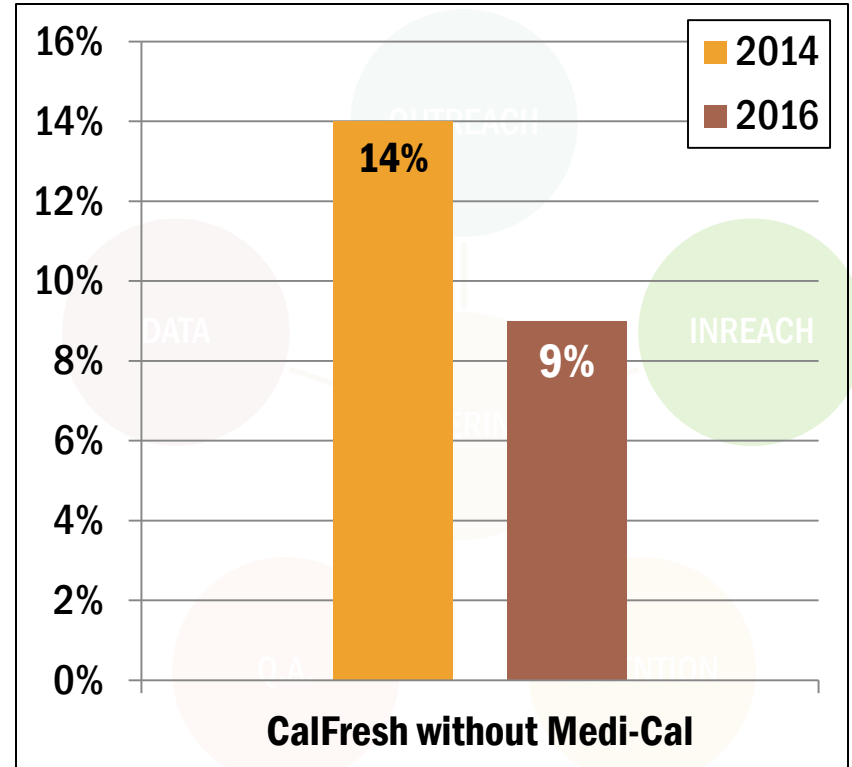


Phase 2

- **Inreach**

Horizontal Integration/No Wrong Door

- Assessment
- Challenges
- Resources, tools
- Standardize procedures
- Training

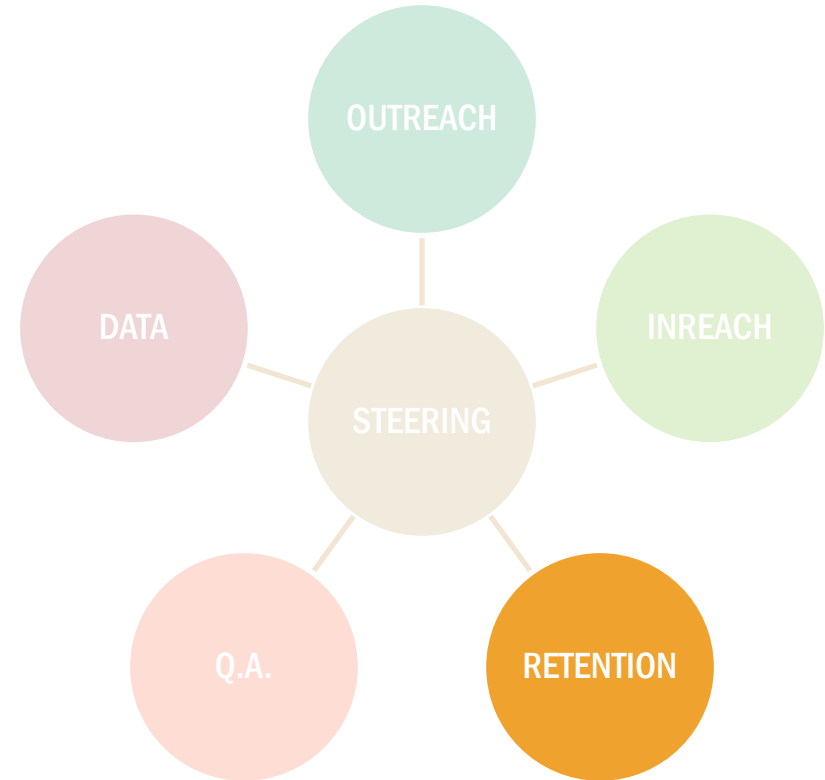


Phase 2

- **Retention**

Negative Actions & Restorations

- Assessment
- Challenges
- Resources, tools
- Standardize procedures
- Training



Discontinuances and Rescinds by Month by Reason for NACF
January 2014-September 2014

Discontinuances by Month

| | |
|-------------|-------|
| PGM-AID-CD | (All) |
| APPL-STATUS | AC |
| APP-TYP-CD | (All) |

Count of CS-ID

| Row Labels | Column Labels | | | | | | | | | |
|--|---------------|--------|--------|--------|--------|--------|--------|--------|--------|-------------|
| | Jan-14 | Feb-14 | Mar-14 | Apr-14 | May-14 | Jun-14 | Jul-14 | Aug-14 | Sep-14 | Grand Total |
| N/A | 13,037 | 13,341 | 13,572 | 13,760 | 13,963 | 13,749 | 13,496 | 13,463 | 13,412 | 121,793 |
| | 11,981 | 12,308 | 12,501 | 12,685 | 12,618 | 12,128 | 12,539 | 12,062 | 11,872 | 110,694 |
| | 11,981 | 12,308 | 12,501 | 12,685 | 12,618 | 12,128 | 12,539 | 12,062 | 11,872 | 110,694 |
| Other Disc. | 567 | 615 | 695 | 727 | 1,003 | 1,072 | 621 | 766 | 750 | 6,816 |
| Benefit is determined for this month with the Evaluate Discrepancy Switch of No. | 2 | 2 | | | 2 | 1 | 1 | | | 8 |
| Discontinue Food Stamps case for incompletion of SAR 7 | | | | | | | | 1 | | 1 |
| EDBC was run on the FS case with 'Use Increased cash grant in FS Budget' as 'N'. | | 1 | | | | | | | | 1 |
| ICT to another county for CalFresh | 20 | 11 | 9 | 11 | 9 | 11 | 11 | 8 | 11 | 101 |
| Inter-County Transfer. | | | | | | | | 1 | | 1 |
| No eligible person or individual for the month selected. | 345 | 601 | 686 | 716 | 952 | 1,059 | 609 | 736 | 739 | 6,703 |
| WINS benefit is approved. | | | | | | 1 | | | | 1 |
| System Disc. | 489 | 418 | 376 | 348 | 342 | 549 | 336 | 635 | 790 | 4,283 |
| ICT to another county for CalFresh | | | | | | 1 | | | | 1 |
| No eligible person or individual for the month selected. | 488 | 418 | 376 | 347 | 342 | 547 | 336 | 635 | 788 | 4,277 |
| The individual failed to provide verifications from redetermination process | 1 | | | 1 | | 1 | | | 2 | 5 |
| Total Discontinuances | 1,076 | 1,033 | 1,071 | 1,075 | 1,345 | 1,621 | 957 | 1,401 | 1,540 | 11,099 |
| % of Discontinuances that Auto Discontinue | 46% | 40% | 35% | 32% | 25% | 34% | 35% | 45% | 51% | 39% |

Rescinds by Month and Reason

| | |
|-------------|------------------|
| PGM-AID-CD | (Multiple Items) |
| APPL-STATUS | AC |
| APP-TYP-CD | (All) |

Count of CS-ID

| Row Labels | Column Labels | | | | | | | | | |
|---|---------------|--------|--------|--------|--------|--------|--------|--------|--------|-------------|
| | Jan-14 | Feb-14 | Mar-14 | Apr-14 | May-14 | Jun-14 | Jul-14 | Aug-14 | Sep-14 | Grand Total |
| N/A | 41,640 | | | | | | | | | |
| | 12,368 | 12,785 | 12,964 | 12,990 | 12,992 | 12,669 | 12,336 | 12,308 | 12,360 | 113,772 |
| | 11,782 | 12,343 | 12,758 | 12,793 | 12,620 | 12,242 | 11,774 | 11,947 | 11,821 | 109,682 |
| Aid Paid Pending | | | | | | 1 | | | | 1 |
| ALI Order | | 1 | | | | | | | | 1 |
| Document Received | 291 | 230 | 198 | 177 | 164 | 180 | 234 | 166 | 288 | 1,928 |
| Erroneous Discontinuance | 151 | 107 | 99 | 88 | 84 | 88 | 72 | 71 | 90 | 830 |
| Good Cause | 17 | 8 | 14 | 10 | 3 | 5 | 9 | 9 | 9 | 84 |
| Income Reports Received | 4 | 5 | 7 | 5 | 3 | 1 | 4 | 2 | 5 | 36 |
| Per Admin Order | 8 | 2 | 5 | | 5 | 11 | 5 | 7 | 5 | 48 |
| Periodic Report received before extended filing li | 10 | 24 | 13 | 8 | 12 | 12 | 12 | 5 | 11 | 107 |
| Periodic Report received with good cause | 19 | 2 | 14 | 41 | 43 | 54 | 122 | 43 | 69 | 407 |
| Restoration of Aid | 86 | 61 | 56 | 68 | 58 | 75 | 104 | 58 | 62 | 628 |
| Total Restorations | 586 | 439 | 406 | 397 | 372 | 426 | 562 | 361 | 539 | 4,088 |
| % of Rescinds that are Rescinded due Reason "Erroneous Discontinuance" | 26% | 24% | 24% | 22% | 23% | 21% | 13% | 20% | 17% | 21% |
| % of Rescinds that are Restoration of aid Reason | 15% | 14% | 14% | 17% | 16% | 18% | 19% | 16% | 12% | 15% |

NOTE: Auto discontinuances grew from 46% in Jan to 51% in September. During the same time period, rescinds for Erroneous discontinuances decreased from an average of 26% to 17% while restorations decreased 15% to 12%.

OUTREACH

INREACH

STEERING

RETENTION

June 2014 Applications and Denials/Withdrawn by Unit and Office

By Office

| Applications | | | |
|--------------------|-------------|-------------|-----------------------------|
| Office | App Count | % of Apps | Ranking (highest to lowest) |
| FS | 1129 | 100% | |
| | 17 | 1.51% | 6 |
| BSC Staff | 135 | 11.96% | 4 |
| LO Laurel | 184 | 16.30% | 3 |
| SB CDR | 379 | 33.57% | 1 |
| SM Betteravia | 329 | 29.14% | 2 |
| SM WRC | 80 | 7.09% | 5 |
| SM WRC Training | 2 | 0.18% | 8 |
| was LO | 3 | 0.27% | 7 |
| Grand Total | 1129 | 100% | |

| Denied Withdrawn | | | |
|----------------------|------------|--------------------------------------|-----------------------------|
| Office | App Count | % of apps Denied/Withdrawn by Office | Ranking (highest to lowest) |
| | 4 | 24% | |
| BSC Staff | 2 | 1% | 6 |
| LO Laurel | 69 | 38% | 4 |
| SB CDR | 208 | 55% | 2 |
| SM Betteravia | 161 | 49% | 3 |
| SM WRC was LO Flower | 21 | 26% | 5 |
| | 5 | 167% | 1 |
| Grand Total | 470 | 42% | |

Grey highlighted Office, Unit, Workers with Application Counts have no Denials/Withdrawns. May want to pursue assessing practices, work experience, etc. to identify training, tool gaps with less successful offices, units and workers.

Notes: SB CDR has 55% of the Departments denied/withdrawn apps (46% are denials and 37% are withdrawn) and SM Betteravia has 49% of the departments denied/withdrawn apps (36% are denied and 37% are withdrawn). SB CDR also took in 34% of the departments June apps compared to SM Betteravias 29%.

| Row Labels | Withdrawn Count | | |
|--------------------|-----------------|------------|---------------------------|
| Denied | 388 | 83% | Denied/Withdrawn Apps are |
| BSC Staff | 1 | 0% | |
| LO Laurel | 50 | 13% | % of All Denials |
| SB CDR | 178 | 46% | |
| SM Betteravia | 141 | 36% | |
| SM WRC | 17 | 4% | % of all Withdrawals |
| was LO Flowe | 1 | 0% | |
| WD | 82 | 5% | |
| | 4 | 5% | |
| BSC Staff | 1 | 1% | % of all Withdrawals |
| LO Laurel | 19 | 23% | |
| SB CDR | 30 | 37% | |
| SM Betteravia | 20 | 24% | |
| SM WRC | 4 | 5% | |
| was LO Flowe | 4 | 5% | |
| Grand Total | 470 | 17% | Denied/Withdrawn Apps are |

Data Source: MR0017E extract - hgardner 10/1014

By Unit

| Applications | | | |
|----------------------|-------------------|-----------|-----------------------------|
| Units | Application Count | % of Apps | Ranking (highest to lowest) |
| FS | 1129 | 100% | |
| | 17 | 1.51% | 16 |
| B130 | 64 | 5.67% | 7 |
| B140 | 106 | 9.39% | 5 |
| B150 | 137 | 12.13% | 1 |
| B160 | 5 | 0.44% | 19 |
| B470 | 4 | 0.35% | 21 |
| B480 | 50 | 4.43% | 9 |
| BSC Banked | 135 | 11.96% | 2 |
| L330 | 88 | 7.79% | 6 |
| L350 | 31 | 2.75% | 13 |
| LA10 | 3 | 0.27% | 23 |
| LA20 | 40 | 3.54% | 11 |
| LA80 | 3 | 0.27% | 23 |
| LFVP Closed | 3 | 0.27% | 23 |
| LO Laur Closed Cases | 19 | 1.68% | 15 |
| M210 | 29 | 2.57% | 14 |
| M220 | 9 | 0.80% | 18 |
| M250 | 33 | 2.92% | 12 |
| M280 | 4 | 0.35% | 21 |
| M610 | 116 | 10.27% | 3 |
| M630 | 110 | 9.74% | 4 |
| M670 | 58 | 5.14% | 8 |
| M750 | 2 | 0.18% | 26 |
| MT20 | 2 | 0.18% | 26 |
| MXFO (FC) | 1 | 0.09% | 28 |
| SB CDR Closed Cases | 13 | 1.15% | 17 |
| SM Bett Closed Cases | 42 | 3.72% | 10 |

| Denied Withdrawn | | | |
|----------------------|------------------------|------------------------------------|-----------------------------|
| Units | Denied/Withdrawn Count | % of apps Denied/Withdrawn by Unit | Ranking (highest to lowest) |
| | 4 | 24% | 15 |
| B130 | 23 | 36% | 9 |
| B140 | 47 | 44% | 8 |
| B150 | 84 | 61% | 6 |
| B160 | 1 | 20% | 19 |
| B480 | 5 | 10% | 21 |
| BSC Banked Caseloads | 2 | 1% | 24 |
| L330 | 31 | 35% | 10 |
| L350 | 9 | 29% | 13 |
| LA20 | 1 | 3% | 23 |
| LA80 | 1 | 33% | 11 |
| LFVP Closed | 5 | 167% | 4 |
| LO Laur Closed | 27 | 142% | 5 |
| M210 | 6 | 21% | 18 |
| M220 | 2 | 22% | 17 |
| M250 | 2 | 6% | 22 |
| M280 | 1 | 25% | 14 |
| M610 | 27 | 23% | 16 |
| M630 | 32 | 29% | 12 |
| M670 | 7 | 12% | 20 |
| MT20 | 1 | 50% | 7 |
| SB CDR Closed | 48 | 369% | 1 |
| SM Bett Closed | 94 | 224% | 2 |
| SM WRC Closed | 10 | 200% | 3 |
| Grand Total | 470 | 42% | |

Notes: B150 ranked #1 with the most denied apps in the department at 61% but also ranked first with the most apps in the department (12%) or 137. B140 had the second highest denied/withdrawn apps at 36% and took 9% (ranked 5th) of the departments apps in June.

Data Source: MR0017E extract - hgardner 10/1014

EACH

Santa Barbara Applications by Worker

| Units | Application Count | % of Apps | Ranking (highest to lowest) |
|--------------------|-------------------|----------------|-----------------------------|
| FS | 379 | 100% | |
| B104 | 13 | 3.43% | 11 |
| B105 | 3 | 0.79% | 22 |
| B131 | 13 | 3.43% | 11 |
| B134 | 14 | 3.69% | 10 |
| B135 | 1 | 0.26% | 25 |
| B136 | 11 | 2.90% | 16 |
| B137 | 12 | 3.17% | 15 |
| B141 | 13 | 3.43% | 11 |
| B143 | 1 | 0.26% | 25 |
| B144 | 21 | 5.54% | 7 |
| B145 | 25 | 6.60% | 5 |
| B146 | 23 | 6.07% | 6 |
| B147 | 20 | 5.28% | 8 |
| B151 | 11 | 2.90% | 16 |
| B152 | 2 | 0.53% | 23 |
| B153 | 1 | 0.26% | 25 |
| B156 | 16 | 4.22% | 9 |
| B157 | 27 | 7.12% | 4 |
| B158 | 33 | 8.71% | 3 |
| B15A | 47 | 12.40% | 1 |
| B161 | 4 | 1.06% | 19 |
| B165 | 1 | 0.26% | 25 |
| B473 | 1 | 0.26% | 25 |
| B474 | 1 | 0.26% | 25 |
| B475 | 2 | 0.53% | 23 |
| B481 | 4 | 1.06% | 19 |
| B482 | 4 | 1.06% | 19 |
| B486 | 1 | 0.26% | 25 |
| B488 | 5 | 1.32% | 18 |
| B48U | 36 | 9.50% | 2 |
| BCLS | 13 | 3.43% | 11 |
| Grand Total | 379 | 100.00% | |

Santa Barbara Denied/Withdrawn by Worker

| Worker | Denied/Withdrawn Count | % of apps Denied/Withdrawn by Office | Ranking (highest to lowest) |
|--------------------|------------------------|--------------------------------------|-----------------------------|
| B104 | 9 | 69.2% | 9 |
| B131 | 6 | 46.2% | 13 |
| B134 | 5 | 35.7% | 19 |
| B136 | 2 | 18.2% | 21 |
| B137 | 1 | 8.3% | 22 |
| B141 | 8 | 61.5% | 11 |
| B143 | 1 | 100.0% | 3 |
| B144 | 9 | 42.9% | 15 |
| B145 | 10 | 40.0% | 17 |
| B146 | 9 | 39.1% | 18 |
| B147 | 10 | 50.0% | 12 |
| B151 | 8 | 72.7% | 8 |
| B152 | 6 | 300.0% | 2 |
| B153 | 1 | 100.0% | 3 |
| B156 | 16 | 100.0% | 3 |
| B157 | 11 | 40.7% | 16 |
| B158 | 21 | 63.6% | 10 |
| B15A | 21 | 44.7% | 14 |
| B165 | 1 | 100.0% | 3 |
| B482 | 1 | 25.0% | 20 |
| B486 | 1 | 100.0% | 3 |
| B48U | 3 | 8.3% | 22 |
| BCLS | 48 | 369.2% | 1 |
| Grand Total | 208 | 54.9% | |

Notes: As we drive down to the worker level the denial/withdrawn numbers need to be considered as well as the rates. Since B150 ranked #1 with the most denied apps in the department its not surprising that workers in this unit have high denial/with. rates and numbers.

Santa Maria Applications by Worker

| Units | Application Count | % of Apps | Ranking (highest to lowest) |
|-------|-------------------|-----------|-----------------------------|
| FS | 411 | 100% | |
| M201 | 1 | 0.24% | 27 |
| M211 | 5 | 1.22% | 20 |
| M213 | 8 | 1.95% | 15 |
| M214 | 2 | 0.49% | 25 |
| M216 | 14 | 3.41% | 12 |
| M222 | 1 | 0.24% | 27 |
| M224 | 1 | 0.24% | 27 |
| M225 | 1 | 0.24% | 27 |
| M22A | 4 | 0.97% | 22 |
| M22B | 1 | 0.24% | 27 |
| M251 | 6 | 1.46% | 17 |
| M252 | 4 | 0.97% | 22 |
| M253 | 6 | 1.46% | 17 |
| M254 | 6 | 1.46% | 17 |
| M255 | 11 | 2.68% | 13 |
| M286 | 3 | 0.73% | 24 |
| M289 | 1 | 0.24% | 27 |
| M611 | 1 | 0.24% | 27 |
| M612 | 31 | 7.54% | 3 |
| M617 | 17 | 4.14% | 10 |
| M61A | 42 | 10.22% | 1 |
| M61C | 25 | 6.08% | 7 |
| M630 | 1 | 0.24% | 27 |
| M631 | 2 | 0.49% | 25 |
| M632 | 29 | 7.06% | 4 |
| M633 | 27 | 6.57% | 5 |
| M634 | 25 | 6.08% | 7 |
| M638 | 26 | 6.33% | 6 |
| M674 | 24 | 5.84% | 9 |
| M675 | 9 | 2.19% | 14 |
| M679 | 8 | 1.95% | 15 |
| M67B | 17 | 4.14% | 10 |
| M75A | 1 | 0.24% | 27 |
| M75B | 1 | 0.24% | 27 |
| MCLS | 42 | 10.22% | 1 |
| MT23 | 1 | 0.24% | 27 |
| MT29 | 1 | 0.24% | 27 |

Santa Maria Denied/Withdrawn by Worker

| Worker | Denied/Withdrawn Count | % of apps Denied/Withdrawn by Office | Ranking (highest to lowest) |
|--------------------|------------------------|--------------------------------------|-----------------------------|
| M211 | 1 | 20.0% | 13 |
| M216 | 5 | 35.7% | 10 |
| M222 | 1 | 100.0% | 3 |
| M225 | 1 | 100.0% | 3 |
| M253 | 1 | 16.7% | 15 |
| M255 | 1 | 9.1% | 23 |
| M285 | 1 | 100.0% | 3 |
| M612 | 7 | 22.6% | 11 |
| M617 | 3 | 17.6% | 14 |
| M61A | 5 | 11.9% | 20 |
| M61C | 4 | 16.0% | 17 |
| M61F | 8 | 100.0% | 3 |
| M632 | 6 | 20.7% | 12 |
| M633 | 3 | 11.1% | 22 |
| M634 | 4 | 16.0% | 17 |
| M638 | 2 | 100.0% | 3 |
| M63F | 17 | 100.0% | 3 |
| M674 | 4 | 16.7% | 15 |
| M679 | 1 | 12.5% | 19 |
| M67B | 2 | 11.8% | 21 |
| MCLS | 94 | 223.8% | 1 |
| MT29 | 1 | 100.0% | 3 |
| WCLS | 10 | 200.0% | 2 |
| Grand Total | 182 | 44.3% | |

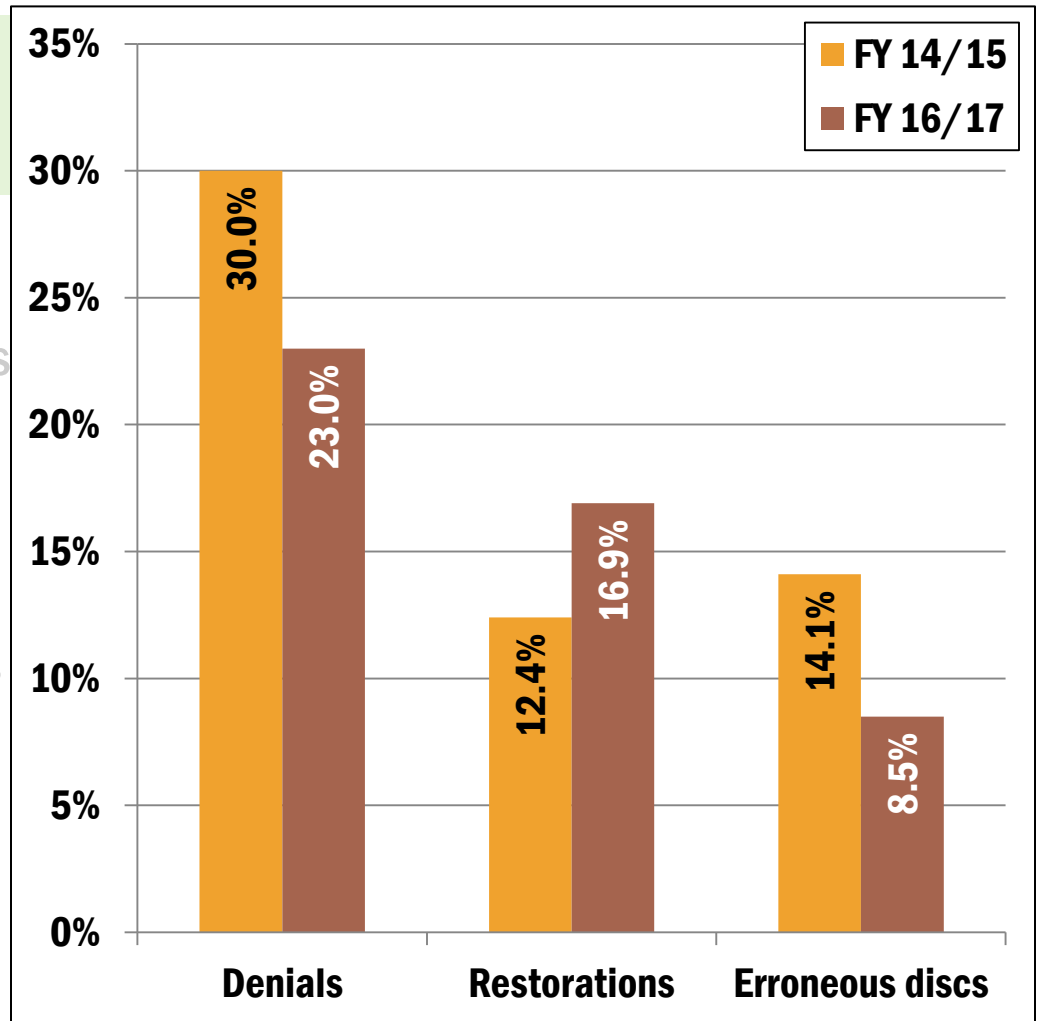
Notes: Worker M633 has the 5 highest application count with 27 and the second lowest denied/withdrawn rate at 11%. M255 has less applications but a 9% denial/withdrawn rate. It would be interesting to see if these rates hold beyond a one month point in time sample.

Phase 2

- **Retention**

 - Negative Actions & Restorations

 - **Assessment**
 - Challenges
 - Resources, tools
 - Standardize procedures
 - Training



SAR 7 REVIEW/PROCESS IN SUBMIT MONTH

Complete and before NOA cut-off

- Process SAR 7

Complete and after NOA cut-off

- Process SAR 7
- Review budget for claims
- If it results in a claim, send out OP notices and enter case comments

Incomplete and before NOA cut-off

- Call client and if able to clarify over the phone, document call and process SAR 7
- If unable to reach client, document call
- If an X or Y was not sent, send Y-NOA
- If an X or Y was sent, send SAR 90

Incomplete and after NOA cut-off

- Call client and if able to clarify over the phone, document call and process SAR 7
- If unable to reach client, document call
- If an X or Y was sent, send SAR 90
- If an X or Y was not sent, send out Y-NOA
- Review budget for claims
- If it results in a claim, send out OP notices and enter case comments

SAR 7 REVIEW/PROCESS AFTER SUBMIT MONTH

Complete

- Process SAR 7
- Review budget for claims
- If it results in a claim, send out OP notices and enter case comments

Incomplete and X-NOA sent

- X-NOA stands, case to remain in discontinuance status
- Client eligible to rescission if they meet "Good Cause"
- Client may be eligible to restoration if verifications provided within restoration month

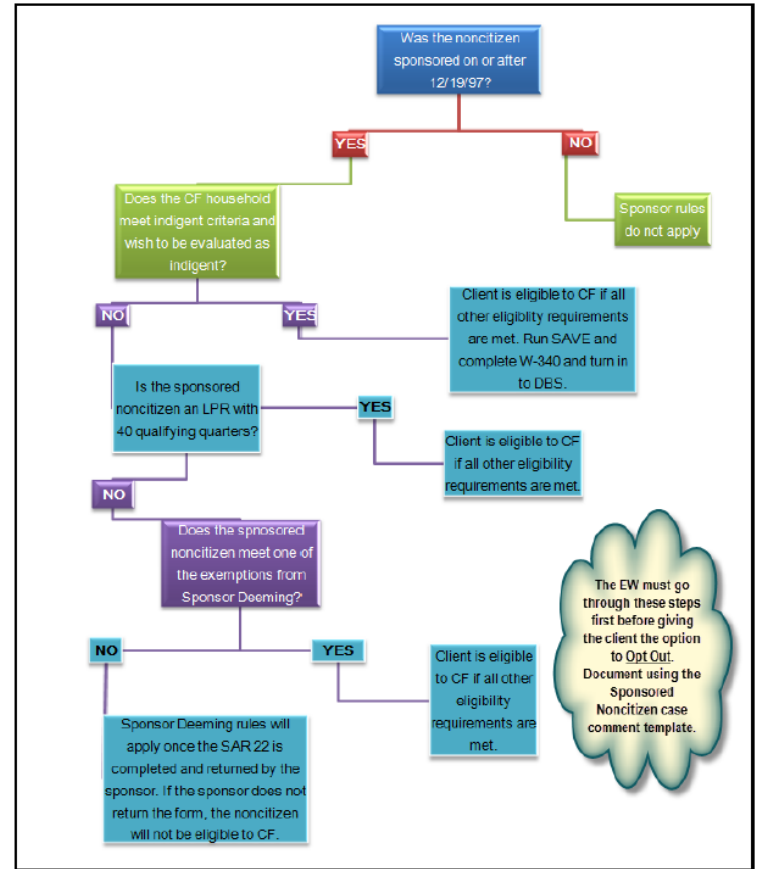
Incomplete and X-NOA not sent

- Call client, if able to clarify over the phone, document call and process SAR 7
- If unable to reach client, document call
- Send out Y-NOA
- Review budget for claims
- If it results in a claim, send out OP notices and enter case comments

Revised 06/24/15

G:\Group5M\Cali\WIN\SAR Implementation - 2013

Sponsored Noncitizen Flowchart

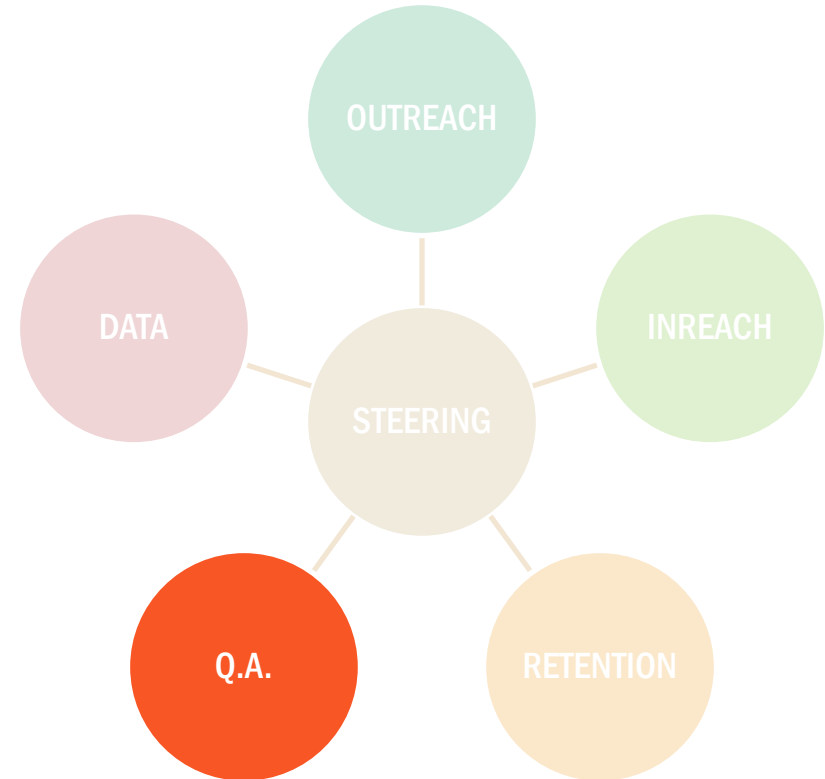


Phase 2

- **Quality Assurance**

Case Review Process

- Assessment
- Challenges
- Update procedures and forms
- Accountability
- Better client experience and outcomes



**Santa Barbara County
MULTIPLE PROGRAMS CASE REVIEW FORM**

| 1. Case Name: _____ | | 2. Case Number: _____ | | |
|---|----|-----------------------|-------|----------|
| 3. Mo. Of Review: _____ | | 4. EW Number: _____ | | |
| 6. Reviewer Name: _____ Date: _____ | | 5. Program: _____ | | |
| 7. Overall Rating: _____ | | | | |
| CORRECT INCORRECT | | | | COMMENTS |
| REVIEW ITEM | CW | CF | MC GR | |
| ELIGIBILITY | | | | |
| HH Composition / Tax HH / HH Relationship / SFU | | | | |
| Deprivation/Aid Category / Linkage | | | | |
| Residency | | | | |
| Homeless Assistance | | | | |
| Primary Wage Earner (100 hrs) | | | | |
| Work Registration / WTW E&T / Exemptions | | | | |
| Time on Aid / WDTIP / C.S. Recoup. | | | | |
| Penalties / Sanctions / Job Quit / Vendor Payments | | | | |
| Indigent/ Sponsor / Refugee | | | | |
| Employable / Not Employable | | | | |
| Referral to SSI Advocate | | | | |
| Special Program (QMB, SLMB, OI-1, A&D, 250%, Pickle, and FPL's) | | | | |
| PERMANENT VERIFICATIONS | CW | CF | MC | GR |
| Citizenship / LPR / Sponsor / Indigent / ID / SSN / Alien Status / Marriage Date / Preg. Verification | | | | |
| SFIS | | | | |
| Immunization | | | | |
| FORMS | CW | CF | MC | GR |
| SAWS 1 | | | | |
| SOP/ Appropriate Supplements / (SAWS 2 Plus/CF285, RRR Application) | | | | |
| Intake/ Ongoing Packet (W-560, Diversion E -29, CW 2101 / CCF-75B), CW2.1, W-200, SSP14, | | | | |
| Domestic Violence E-46 | | | | |
| MC13's | | | | |
| DocSTAR (Forms / Verifications / E-Verified) | | | | |
| Other | | | | |
| RESOURCES | CW | CF | MC | GR |
| Property Eligible | | | | |
| Property Verifications (Bank Statements, Vehicle Registrations/ KBB Value/CW80) | | | | |
| INCOME | CW | CF | MC | GR |
| Earned Income | | | | |
| Unearned Income | | | | |
| Self Employment (Taxess 4096/ Deduction/CSF33/CSF35) | | | | |
| CaWORKS / GR Grant | | | | |

and outcomes

| | | | | |
|---|----|----|----|----|
| DEDUCTIONS | | | | |
| Dependent Care (Non-MAGI) | CW | CF | MC | GR |
| Special Needs | | | | |
| Child Support / Child Support Disregard (Non-MAGI) | | | | |
| Shelter Deduction | | | | |
| SUA / LUA / TUA / SUAS | | | | |
| Medical Deduction / Expenses / OHC (Non-MAGI) | | | | |
| DRA | CW | CF | MC | GR |
| Citizenship and ID verified and posted on MEDS (QE Screen) | | | | |
| DHCS 0011 on file/E-verified | | | | |
| TIME FRAMES | CW | CF | MC | GR |
| Intake App Processed 30/45 days | | | | |
| RRR Processed timely | | | | |
| Immediate Need (Issued/Granted w/in 24 hrs) | | | | |
| Expedited CaFresh Processed 3 days | | | | |
| Change in circumstance | | | | |
| CLIENT CORRESPONDENCE | CW | CF | MC | GR |
| NOA's / Correspondence / CW-2200 | | | | |
| Overpayment | | | | |
| Underpayment | | | | |
| Appropriate 10-day Notice | | | | |
| Print Queue Cleared | | | | |
| CASE COMMENTS | CW | CF | MC | GR |
| Actions Documented | | | | |
| Held Changes | | | | |
| Expedited Services / Immediate Need | | | | |
| Budget Calculation (Multiplier) | | | | |
| Horizontal Integration | | | | |
| Mandatory Templates | | | | |
| CaWIN ENTRIES | CW | CF | MC | GR |
| Date Collection (Eff. Begin / End Dates, UEM's, RRR date, etc.) | | | | |
| External Referrals Cleared | | | | |
| SSI and Medicare Windows Completed | | | | |
| Wrap-up | | | | |
| Case Authorized | | | | |
| MEDS | CW | CF | MC | GR |
| Eligibility Benefits on MEDS / Screen prints on file | | | | |
| CaWIN/MEDS Benefits Match (MAGI/PE) | | | | |
| IEVS / SAVE | CW | CF | MC | GR |
| IEVS on file for each person | | | | |
| IEVS Processed | | | | |
| SAVE Requested/Verified | | | | |
| ALERTS | CW | CF | MC | GR |

| | | | | |
|--|-------------------------------------|----|----|----|
| Alerts Processed and Cleared | | | | |
| OTHER - Specify | CW | CF | MC | GR |
| | | | | |
| | | | | |
| BSC TMT Task(s) Completed <input type="checkbox"/> Yes <input type="checkbox"/> No | Comments _____ | | | |
| Return Correction(s) by: _____ | Date Correction(s) Completed: _____ | | | |
| Additional Comments: _____ | | | | |
| Worker Response: <input type="checkbox"/> Agree <input type="checkbox"/> Disagree | | | | |
| Comments: _____ | | | | |

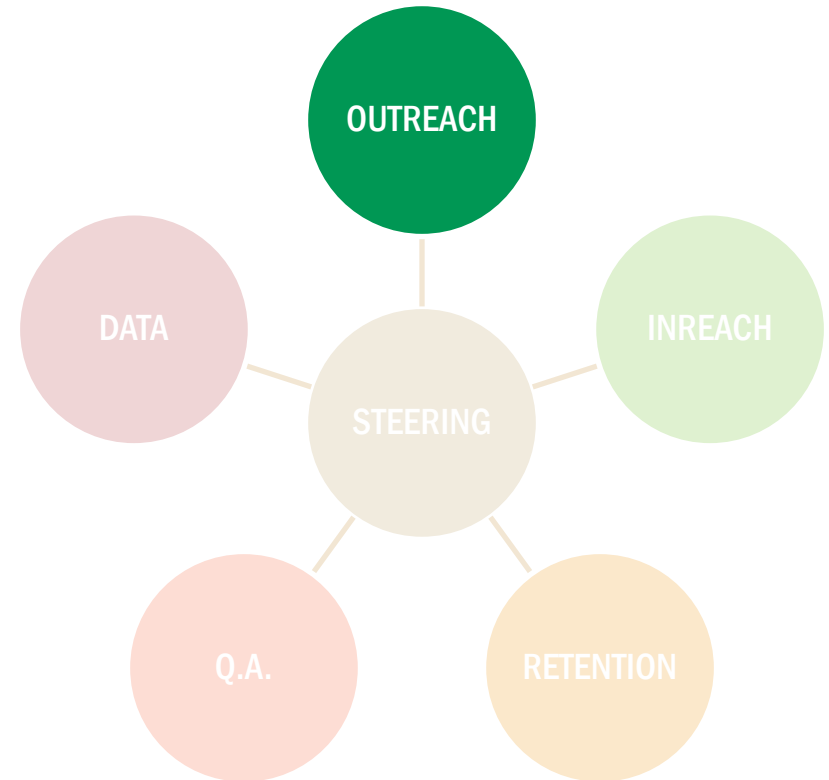
RETENTION

Phase 2

- **Outreach**

Offsite Efforts

- Assessment
- Partnerships
- Challenges
- Resources, tools
- Standardize processes





POPTaRT



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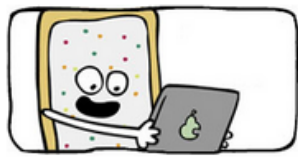
- Event Calendar
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POPTaRT

Public Outreach Planning, Tracking and Reporting Tool

Welcome!

You can get right to work using Poptart. Or, click the blog links below for more info:

- What is Poptart and how is it used?
- What is the status of recent feature requests?
- What **best practices** should I follow when entering data?

The Poptart **user manual** is now online. And the **RSS Feed** is now live!

If you have questions about Poptart, or info to share with fellow Poptart users, please email me at d.tivey@sbcsocialserv.org.

P.S. Curious how California and the County rank in SNAP participation? The latest **PAI stats** were just released.

Cheers,
Dennis Tivey
Communication & Outreach Coordinator
Santa Barbara County Department of Social Services

HOW TO USE POPTART FOR CALFRESH

REVISED 12/21/16

Monday, January 23, 2017

Best practices for Poptart data entry

User discussions have resulted in these five very important suggestions/requests to follow when entering data.

- 1. AVOIDING DUPLICATES:** Before adding an event, check to see if someone has already entered it. If they have, you can Edit it to add your detail. How?
 - If you're in Calendar view (on the All tab), hover over the desired event, then click the pencil icon that appears.
 - If you're in List view, hover over the desired event, and click the word Edit when it appears in the left column.
- 2. EVENT NAME:** When adding an event, use a descriptive title if possible. The title should:
 - make sense to the client (the title appears on any public websites fed by our RSS).
 - Example: *Lompoc Senior Expo, Food Day, Day of the Farm Worker, Cuyama Annual Health Fair.*
 - distinguish between events with the same name but different locations (so you can easily QC your recurring dates).
 - Example: *Healthy School Pantry - Goleta, Healthy School Pantry - Lompoc, Healthy School Pantry - Santa Maria.*
 - if it's a recurring outstation (office hours) for your agency alone, ideally include your agency name.
 - Example: *Foodbank at UCSB, Foodbank at Franklin Center, DSS at Cottage Hospital.*
- 3. EVENT LOCATION** If adding a new location, use its title and complete the address fields if possible (e.g. "Dick DeVees Senior & Community Center" at "1120 W. Ocean Ave., Lompoc CA 93436"). This ensures we can get the geographical information we need from Poptart.
- 4. EVENT TYPE:** When entering an event, be careful to select the correct Event Type



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Event Calendar : CalFresh

Filters Today February 2017 Month Week Day

| Sunday | Monday | Tuesday | Wednesday | Thursday |
|--------|--------|---------|---|---|
| | | | <p>DSS at Franklin School</p> <p>DSS at Probation Dept.</p> <p>DSS at PATH</p> <p>AS Foodbank</p> | <p>AHC-Food Share</p> <p>DSS at Franklin Clinic</p> <p>DSS at Cottage Hospital</p> <p>DSS at Marian Medical</p> <p>Foodbank at WIC - SM Betteravia</p> <p>Santa Catalina Residence Hall, es</p> |
| | | | <p>DSS at Franklin School</p> <p>DSS at Probation Dept.</p> <p>Family Health Fair</p> <p>DSS at PATH</p> | <p>Foodbank Office Hours at St. Pete</p> <p>DSS at Franklin Clinic</p> <p>DSS at Cottage Hospital</p> <p>DSS at Marian Medical</p> <p>Foodbank at WIC - SM Betteravia</p> |
| | | | <p>DSS at Franklin School</p> <p>DSS at Probation Dept.</p> <p>DSS at PATH</p> | <p>DSS at Franklin Clinic</p> <p>DSS at Cottage Hospital</p> <p>DSS at Marian Medical</p> <p>Foodbank at Franklin Community Ce</p> |

Edit Print Delete Close

| | |
|---------------------------|---|
| Event name | Family Health Fair |
| Program | CalFresh, Medi-Cal |
| Outcome recorded? | add now |
| Event type | Community event (off-site) |
| Begins | 02-08-2017 09:00 am |
| | add to your personal calendar |
| Ends | 02-08-2017 05:00 pm |
| Region | South County |
| Location | Harding Elementary School |
| Contact person | Sample, Joe |
| Event website | |
| Activities planned | Staffed table / booth |
| Agencies attending | SBCEO / CHI |
| Audiences targeted | Spanish speakers, Working families |
| Other info | |



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Add an Event

Red asterisk* indicates mandatory field. All other fields are optional.

Program *

- CalFresh
- Medi-Cal
- CalWORKs
- General Relief
- WIC
- School Lunch
- NEOP
- HEAL

Event name *

Senior Fair

Start date *

02-08-2017 [MM-dd-yyyy]

End date *

02-08-2017 [MM-dd-yyyy]

Start time *

09:00 am

End time *

05:00 pm

Event location

Atkinson Community Center

City / area

Santa Maria

Event region *

North County

Event type *

Community event (off-site)

Audiences targeted *

- General public
- Public officials
- Seniors
- Working families
- College students
- Youth
- Spanish speakers
- Mixteco speakers
- Veterans/military
- Homeless
- Healthcare patients
- Service providers
- Other / unknown

Agencies attending *

- Dept. of Social Services
- Foodbank
- SYV People Helping People
- SBCEO / CHI
- Public Health Dept.
- Healthy Lompoc Coalition
- Other (pls specify in Notes)

Activities planned *

- Staffed table / booth
- Unstaffed table / booth
- Presentation / lecture
- Media interview
- Train service providers
- Food distribution
- Nutrition education
- Wellness activity
- Other / Unknown

Event contact (optional)

-Select-

Event website (optional)

Expense (optional)

USD

Hours spent (optional)

8.00

Public notes (optional)

Private notes (optional)

Click to create recurring events

Submit

Reset



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Event Calendar : CalFresh

Filters

Today

February, 2017

Month | Week | Day

| Sunday | Monday | Tuesday | Wednesday | Thursday |
|--------|--|---|---|--|
| 29 | 30 | 31 | 1 | 2 |
| | DSS at Carp Clinic DSS at Marian Medical Foodbank at WIC - SB | DSS at Cottage Hospital DSS at Carp FRC DSS at SB Jail Foodbank Office Hours at SBCC | DSS at Franklin School DSS at Probation Dept. DSS at PATH AS Foodbank | AHC-Food Share DSS at Franklin Clinic DSS at Cottage Hospital DSS at Marian Medical Foodbank at WIC - SM Betteravia Santa Catalina Residence Hall, es |
| 5 | 6 | 7 | 8 | 9 |
| | DSS at Carp Clinic DSS at Marian Medical Foodbank Office Hours at Allan Ha Foodbank at WIC - SB | DSS at Cottage Hospital DSS at Carp FRC DSS at SB Jail Foodbank at WIC - SM Fesler | DSS at Franklin School DSS at Probation Dept. Family Health Fair Senior Fair DSS at PATH | Foodbank Office Hours at St. Pete DSS at Franklin Clinic DSS at Cottage Hospital DSS at Marian Medical Foodbank at WIC - SM Betteravia |
| 12 | 13 | 14 | 15 | 16 |
| | DSS at Carp Clinic DSS at Marian Medical Foodbank at WIC - SB | DSS at Cottage Hospital DSS at Carp FRC DSS at SB Jail Foodbank Office Hours at SBCC | DSS at Franklin School DSS at Probation Dept. DSS at PATH | DSS at Franklin Clinic DSS at Cottage Hospital AHC-Food Share DSS at Marian Medical Foodbank at Franklin Community Ce |



CalFresh Medi-Cal Recurring Events All

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Event List : CalFresh

Delete | Bulk Edit Search 1 Filter Applied 1 - 50 of Many

Agencies : Dept. of Social Services

| <input type="checkbox"/> | HasOutcome? | Event name | Starts | at | Ends | at | Region | Type | Agencies | Sub | Activities | Audiences | Venue | Street Address | City / area | State | Zip | Contact |
|--------------------------|----------------------------|-------------------------|------------|----------|------------|----------|--------------|--|--------------------------|-----|-----------------------|---------------------|---------------------------|-----------------------|---------------|-------|-------|------------|
| <input type="checkbox"/> | NO add now | Senior Fair | 02-08-2017 | 09:00 am | 02-08-2017 | 05:00 pm | North County | Community event (off-site) | Dept. of Social Services | | Staffed table / booth | Seniors | Atkinson Community Center | 1000 N. Railroad Ave. | Santa Maria | CA | 93454 | |
| <input type="checkbox"/> | NO add now | DSS at Cottage Hospital | 12-21-2017 | 08:30 am | 12-21-2017 | 11:00 am | South County | Satellite office hours (recurring out-station) | Dept. of Social Services | | Staffed table / booth | Healthcare patients | Cottage Hospital | 400 W. Pueblo St. | Santa Barbara | CA | 93105 | Rodarte, C |
| <input type="checkbox"/> | NO add now | DSS at Cottage Hospital | 12-19-2017 | 08:30 am | 12-19-2017 | 11:00 am | South County | Satellite office hours (recurring out-station) | Dept. of Social Services | | Staffed table / booth | Healthcare patients | Cottage Hospital | 400 W. Pueblo St. | Santa Barbara | CA | 93105 | Rodarte, C |
| <input type="checkbox"/> | NO add now | DSS at Cottage Hospital | 12-14-2017 | 08:30 am | 12-14-2017 | 11:00 am | South County | Satellite office hours (recurring out-station) | Dept. of Social Services | | Staffed table / booth | Healthcare patients | Cottage Hospital | 400 W. Pueblo St. | Santa Barbara | CA | 93105 | Rodarte, C |
| <input type="checkbox"/> | NO add now | DSS at Cottage Hospital | 12-12-2017 | 08:30 am | 12-12-2017 | 11:00 am | South County | Satellite office hours (recurring out-station) | Dept. of Social Services | | Staffed table / booth | Healthcare patients | Cottage Hospital | 400 W. Pueblo St. | Santa Barbara | CA | 93105 | Rodarte, C |
| <input type="checkbox"/> | NO add now | DSS at Cottage Hospital | 11-30-2017 | 08:30 am | 11-30-2017 | 11:00 am | South County | Satellite office hours (recurring out-station) | Dept. of Social Services | | Staffed table / booth | Healthcare patients | Cottage Hospital | 400 W. Pueblo St. | Santa Barbara | CA | 93105 | Rodarte, C |
| <input type="checkbox"/> | NO add now | DSS at Cottage Hospital | 11-28-2017 | 08:30 am | 11-28-2017 | 11:00 am | South County | Satellite office hours (recurring out-station) | Dept. of Social Services | | Staffed table / booth | Healthcare patients | Cottage Hospital | 400 W. Pueblo St. | Santa Barbara | CA | 93105 | Rodarte, C |
| <input type="checkbox"/> | NO add now | DSS at Cottage Hospital | 11-23-2017 | 08:30 am | 11-23-2017 | 11:00 am | South County | Satellite office hours (recurring out-station) | Dept. of Social Services | | Staffed table / booth | Healthcare patients | Cottage Hospital | 400 W. Pueblo St. | Santa Barbara | CA | 93105 | Rodarte, C |
| <input type="checkbox"/> | NO add now | DSS at Cottage Hospital | 11-21-2017 | 08:30 am | 11-21-2017 | 11:00 am | South | Satellite | Dept. of | | Staffed table / booth | Healthcare | Cottage | 400 W. Pueblo St. | Santa Barbara | CA | 93105 | Rodarte, C |



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|----------|----------|------------------|-----|
| CalFresh | Medi-Cal | Recurring Events | All |
|----------|----------|------------------|-----|

Event List : CalFresh

Delete | Bulk Edit | Search | 1 Filter Applied | 1 - 50 of Many

Agencies : Dept. of Social Services

| <input type="checkbox"/> | HasOutcome? | Event name | Starts at | Ends at | Region |
|--------------------------|----------------------------|-------------------------|---------------------|---------------------|--------------|
| <input type="checkbox"/> | NO add now | Senior Fair | 02-08-2017 09:00 am | 02-08-2017 05:00 pm | North County |
| <input type="checkbox"/> | NO add now | DSS at Cottage Hospital | 12-21-2017 08:30 am | 12-21-2017 11:00 am | South County |
| <input type="checkbox"/> | NO add now | DSS at Cottage Hospital | 12-19-2017 08:30 am | 12-19-2017 11:00 am | South County |
| <input type="checkbox"/> | NO add now | DSS at Cottage Hospital | 12-14-2017 08:30 am | 12-14-2017 11:00 am | South County |
| <input type="checkbox"/> | NO add now | DSS at Cottage Hospital | 12-12-2017 08:30 am | 12-12-2017 11:00 am | South County |
| <input type="checkbox"/> | NO add now | DSS at Cottage Hospital | 11-30-2017 08:30 am | 11-30-2017 11:00 am | South County |
| <input type="checkbox"/> | NO add now | DSS at Cottage Hospital | 11-28-2017 08:30 am | 11-28-2017 11:00 am | South County |
| <input type="checkbox"/> | NO add now | DSS at Cottage Hospital | 11-23-2017 08:30 am | 11-23-2017 11:00 am | South County |
| <input type="checkbox"/> | NO add now | DSS at Cottage Hospital | 11-21-2017 08:30 am | 11-21-2017 11:00 am | South County |

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- COMMUNITY NETWORKS
- DSS NEWS

office hours (recurring out-station)

Department of Social Services

Contact Us

To inquire about benefits:

To check your current benefits status or EBT balance, visit MyBenefitsCalWIN, or call our 24-hour automated information line at 1-866-404-4007.

To apply for benefits, visit MyBenefitsCalWin, or call or visit us at the office nearest you. (Online application is not available for General Relief or In-Home Supportive Services.)

To call or visit us:

Santa Maria 2125 S. Centerpointe Pkwy Santa Maria, CA 93455 (805) 346-7135 Hours: Monday - Friday 7:30am-4:30pm



Services Offered: CalFresh, Medi-Cal, General Relief, Children's Services, Workforce Investment Board, and State Appeals

Santa Maria - South County patients Hospital New Cuyama, CA 93225 M-F 9am-4pm. Hours may vary. Call for an appointment: (661) 766-2369.



Services Offered: The Family Resource Center is in the left side of the Cuyama Library building. If using Google Maps, enter the address as 60 Newsome St.

Upcoming Community Events

- DSS at Marian Medical**
Event : DSS at Marian Medical
When : January 30, 2017 from 9:00 am to 12:00 pm
Where : Marian Regional Medical Center - SM, 1400 E. Church St., Santa Maria, CA, 93454
Who's going : Dept. of Social Services
Ask us about : CalFresh, Medi-Cal
More info : DSS is at Marian every Monday 9-12, and every Thursday 1-4.
- Foodbank at WIC - SB**
Event : Foodbank at WIC - SB
When : January 30, 2017 from 3:00 pm to 5:00 pm
Where : WIC Office - SB, 315 Camino del Remedio, Santa Barbara, CA, 93110
Who's going : Foodbank
Ask us about : CalFresh, Medi-Cal, CalWORKs
More info :
- DSS at Cottage Hospital**
Event : DSS at Cottage Hospital
When : January 31, 2017 from 8:30 am to 11:00 am
Where : Cottage Hospital, 400 W. Pueblo St., Santa Barbara, CA, 93105
Who's going : Dept. of Social Services
Ask us about : CalFresh, Medi-Cal
More info : Every Tuesday and Thursday



- CalFresh
- Medi-Cal
- Recurring Events
- All

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Delete | Bulk Edit | Search 3 Filters Applied 4 of 4

Agencies : Dept. of Social Services Audiences : Veterans/military Region : North County Clear All

| <input type="checkbox"/> | Has Outcome? | Event name | Starts | at | Ends | at | Region | Type | Agencies | Sub | Activities | Audiences | Venue | Street Address | City / area | State | Zip | Contact |
|--------------------------|--------------------------|--------------------------|------------|----------|------------|----------|--------------|----------------------------|---|-----|-----------------------|---|----------------------|----------------------|-------------|-------|-------|----------|
| <input type="checkbox"/> | YES edit | Veterans Stand Down 2016 | 10-15-2016 | 09:00 am | 10-15-2016 | 01:00 pm | North County | Community event (off-site) | Dept. of Social Services, Public Health Dept., Other (pls specify in Notes) | | Staffed table / booth | Homeless, Veterans/military | Santa Maria Fairpark | 937 S. Thornburg St. | Santa Maria | CA | 93458 | Mejia, F |
| <input type="checkbox"/> | YES edit | Sabadito Saludable | 02-20-2016 | 10:00 am | 02-20-2016 | 02:00 pm | North County | Community event (off-site) | Foodbank, Dept. of Social Services | | Staffed table / booth | Seniors, Spanish speakers, Homeless, Youth, Working families, Veterans/military, Mixteco speakers, College students | | | | | | Lopez, F |
| <input type="checkbox"/> | YES edit | Veterans Stand Down 2015 | 10-17-2015 | 09:00 am | 10-17-2015 | 02:30 pm | North County | Community event (off-site) | Dept. of Social Services | | Staffed table / booth | Homeless, Veterans/military | Santa Maria Fairpark | 937 S. Thornburg St. | Santa Maria | CA | 93458 | Aguillon |
| <input type="checkbox"/> | YES edit | Veterans Stand Down 2014 | 10-18-2014 | 09:00 am | 10-18-2014 | 03:00 pm | North County | Community event (off-site) | Dept. of Social Services | | Staffed table / booth | Homeless, Veterans/military | Santa Maria Fairpark | 937 S. Thornburg St. | Santa Maria | CA | 93458 | Mejia, F |



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Event List : CalFresh

Delete | Bulk Edit Search 3 Filter

Agencies : Dept. of Social Servi

Has Outcome? Ever

YES edit

YES edit

YES edit

YES edit

Record an Outcome

Close

Which event are you reporting on? * Veterans Stand Down 2016, 10-15-2016

Reported by Aguillon, Eloise - e.aguillon@sbcsocialserv.org

How many people were reached? 500

How many people's questions were answered? 30

How many brochures were distributed?

How many applications were distributed? 8

How many completed applications were collected? 6

What media coverage was received?

Print (English) Print (Spanish)
 TV (English) TV (Spanish)
 Radio (English) Radio (Spanish)
 Web (English) Web (Spanish)

What went well?

What could be improved, and how?

Any other comments?

Update

Cancel



Outcome List : CalFresh

Search 1 - 63 of 63 << < > >>

| Event | Reporting party | People reached | Brochures distributed | Apps distributed | Apps collected | Questions answered | Media coverage | What went well? | What to improve? |
|--|--|----------------|-----------------------|------------------|----------------|--------------------|----------------|--|---|
| Thrive Event, 11-21-2016 | Tivey, Dennis - d.tivey@sbcsocialserv.org | 300 | | 9 | | 24 | | | No nearby parking lot |
| Thrive Event, 10-20-2016 | Aguillon, Eloise - e.aguillon@sbcsocialserv.org | 500 | | 18 | 0 | 41 | | | |
| Area Agency on Aging, 09-02-2016 | Aguillon, Eloise - e.aguillon@sbcsocialserv.org | 100 | 100 | 6 | 6 | 15 | | It all went well. | A shorter version of the CF app could be used. Recommend: SAWS1, CSF 285 pg 1 and 2 only. |
| Area Agency on Aging, 08-31-2016 | Aguillon, Eloise - e.aguillon@sbcsocialserv.org | 160 | 160 | 6 | 0 | 10 | | Being able to assist the Spanish Speaking people. | |
| Estudiantes Unidos, 09-15-2016 | Aguillon, Eloise - e.aguillon@sbcsocialserv.org | 100 | 100 | 0 | 0 | 0 | | Spanish flyers and brochures were made available. | |
| Estudiantes Unidos, 09-14-2016 | Aguillon, Eloise - e.aguillon@sbcsocialserv.org | 100 | 100 | 0 | 0 | | | Flyers and brochures made available for Spanish speaking population. | |
| Estudiantes Unidos, 09-13-2016 | Aguillon, Eloise - e.aguillon@sbcsocialserv.org | 100 | 100 | 0 | 0 | | | Flyers and brochures were made available in Spanish. | |
| Estudiantes Unidos, 09-12-2016 | Aguillon, Eloise - e.aguillon@sbcsocialserv.org | 100 | 100 | 0 | 0 | | | Plenty of Spanish flyers, brochures, business cards were made available. | |
| SMJUHSD Domingo Familiar, 04-17-2016 | Aguillon, Eloise - e.aguillon@sbcsocialserv.org | 300 | | 0 | 0 | 15 | | | Need supplies: trash bags, masking tape, business card holders, HSP flyers, flyer holders, extension cords. |
| Thrive, 04-21-2016 | Aguillon, Eloise - e.aguillon@sbcsocialserv.org | 400 | | 0 | 0 | 15 | | The kids loved the give aways. | Need additional instructions for EWs who attend and man the table. |
| Thrive Event, 06-16-2016 | Aguillon, Eloise - e.aguillon@sbcsocialserv.org | 500 | | 0 | 0 | 26 | | | More give aways. |
| Thrive Event, 05-19-2016 | Aguillon, Eloise - e.aguillon@sbcsocialserv.org | 500 | | 1 | 0 | 30 | | incentives | Need a sign to state "Tiene Preguntas?" in Spanish. |
| Thrive Event, 09-15-2016 | Aguillon, Eloise - e.aguillon@sbcsocialserv.org | 500 | | 0 | 0 | 38 | | School supplies were a success. | More MC and CF signs in Eng and Span. |

10/20/2016 4:10

- Home
- Welcome
- Events
 - Event Calendar
 - Event List
 - Add an Event
- Outcomes
 - Outcome List**
 - Record an Outcome
- Resources
 - Add a Venue
 - Venue List
 - Add a Contact
 - Contact List
 - Add an Agency
 - Agency List



Home

Welcome

Events

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Record an Outcome

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Venue List

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Contact List

Add an Agency

Agency List

Venue List *

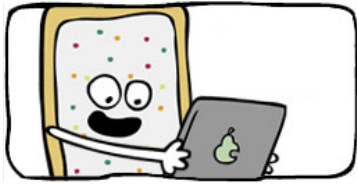
Add Search 1 - 20 of Many

Facility Name Photo Street Address City Zip Region Contact Phone Email Website Map

Contains Contains Contains Contains Contains Contains Contains Contains Contains Contains Contains

Search Cancel

| | | | | | | | | | | | | | |
|--------------------------|--------------------------------|---|------------------------|---------------|----|-------|--------------|---------------------|----------------|--|---|---|--|
| <input type="checkbox"/> | Allan Hancock College | | 800 S. College Dr | | ia | 93454 | North County | | | | | | |
| <input type="checkbox"/> | Atkinson Community Center | | 1000 N. Railroad Ave. | | ia | 93454 | North County | | | | | | |
| <input type="checkbox"/> | Back Door Deli | | 315 Camino del Remedio | Santa Barbara | | 93110 | South County | | | | | | |
| <input type="checkbox"/> | Battles Elementary School | | 605 E. Battles Rd. | Santa Maria | | 93454 | North County | | | | | | |
| <input type="checkbox"/> | Bohnett Park | | 602 W. Anapamu St. | Santa Barbara | | 93101 | South County | | | | | | |
| <input type="checkbox"/> | Carpinteria Health Care Center |  | 931 Walnut Ave. | Carpinteria | | 93013 | South County | Public Health Dept. | (805) 560-1050 | | http://cosb.countyofsb.org/phd/primarycare.aspx?id=22646&pghead=19934&footer=22212 | https://goo.g | |
| <input type="checkbox"/> | Central Coast Water Authority | | 255 Industrial Way | Buellton | | 93427 | Mid County | Jennie Esquer | 681-4456 | | http://www.ccwa.com/ | http://bit.ly/ | |
| <input type="checkbox"/> | Children's Park | | 6682 Picasso Rd. | Isla Vista | | 93117 | South County | | | | http://www.recreationparks.net/CA/santa-barbara/childrens-park-ista-vista | | |
| <input type="checkbox"/> | Children's Project at Main |  | 5241 8th St. | Carpinteria | | 93013 | South County | | | | | | |
| <input type="checkbox"/> | Coast Valley Treatment Center | | 1125 E. Clark Ave. | Santa Maria | | 93455 | North County | | | | | | |
| <input type="checkbox"/> | College Elementary School | | 3525 Pine St. | Santa Ynez | | 93460 | Mid County | | | | | | |
| <input type="checkbox"/> | College Park Apts. | | 648 N G St. | Lompoc | | 93436 | Mid County | | (805) 736-4640 | | | https://goo.g | |
| <input type="checkbox"/> | Cottage Hospital |  | 400 W. Pueblo St. | Santa Barbara | | 93105 | South County | | (805) 682-7111 | | http://www.cottagehealth.org/ | https://goo.g | |



POPTaRT

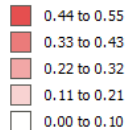
Public Outreach Planning, Tracking and Reporting Tool



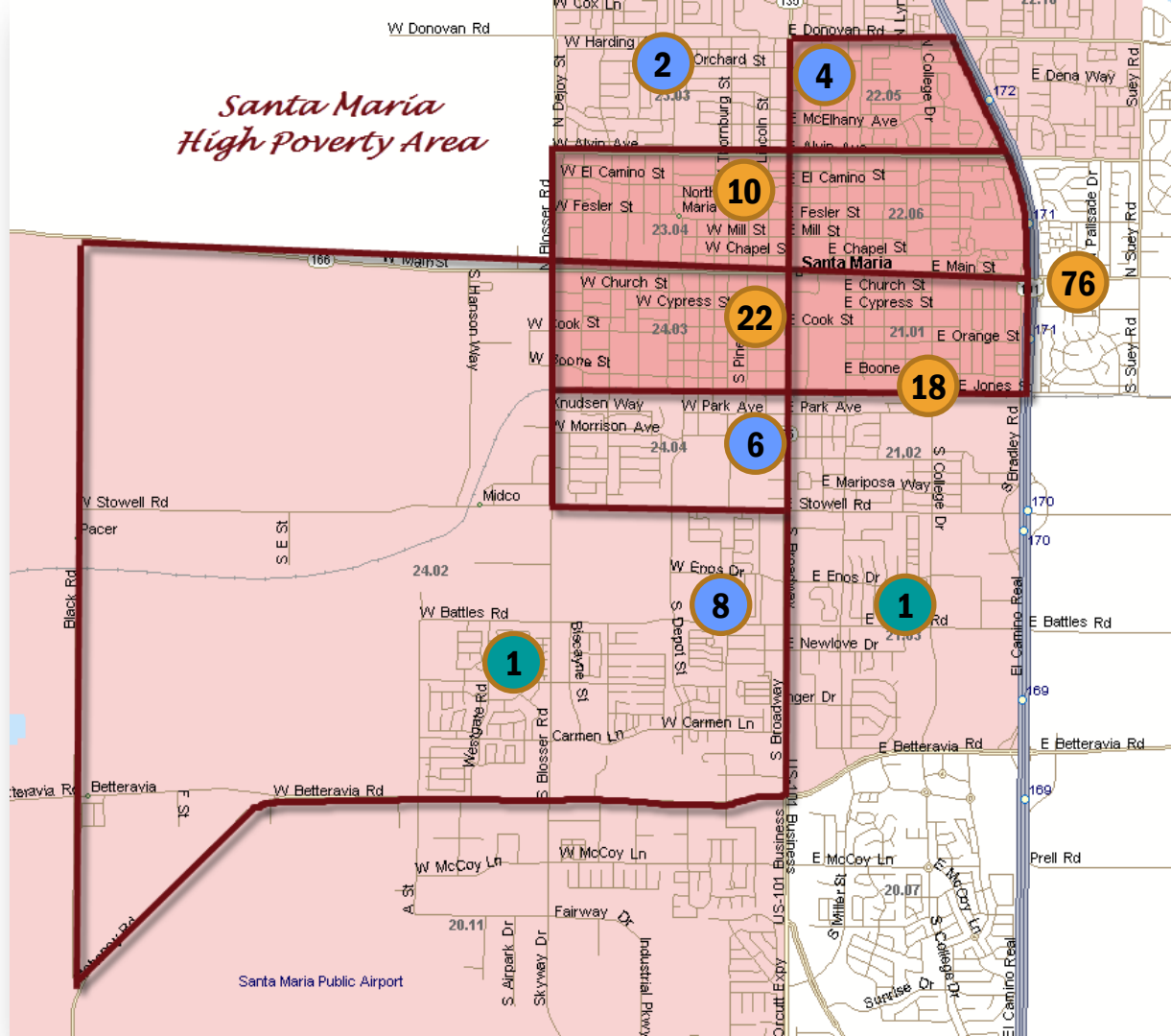
- **Planning**
 - Better collaboration, more information.
- **Tracking**
 - Track events, resources, outcomes.
- **Reporting**
 - Effortless custom reporting.
 - Export data & overlay with poverty & utilization data to target high-need, low-utilization populations.

Santa Maria High Poverty Area

■ % of Population with CalFresh by Census Tract



■ High Poverty Tract



How much food could you buy with an extra \$16 per month?



How much food will an extra \$16 per month buy? That's a great question because \$16 is the minimum CalFresh (SNAP/Food Stamps) benefit that a person can receive. Most people will receive much more, but it's worth it to sign up for CalFresh even if you only qualify for the minimum amount! Here are some grocery lists that cost about \$16 (prices vary depending on where you shop):

- Macaroni, tuna, peas, soup, ground turkey, eggs, American cheese, bananas
- Beans, rice, tortillas, potatoes, chorizo, eggs, tomato sauce, pasta
- Hamburger, beans, tomato sauce, seasoning, salad, bread, eggs
- Peanut butter, jelly, bread, apples, carrots, milk, eggs

CalFresh benefits are easy to use. Each month, benefits are loaded on an Electronic Benefit Transfer (EBT) card that looks and works like a debit card. The money rolls over from month to month, so you can let the benefits build up over time. For example, if you receive \$16 per month, you'll have \$96 to spend every six months if you let the money roll over. You could use that to stock up on pantry items, buy in bulk for better value, or free up money for other uses.

Most people receive more than the minimum amount. The average CalFresh household in Santa Barbara County gets about \$290 per month. The maximum benefit amount varies by household size (from \$194 for a one-person household to \$771 for a 5-person household).

That's not all. If you are receiving CalFresh, it's easier to apply and qualify for other great programs like free school lunch for kids, health coverage from Medi-Cal, a free cell phone, and discounts on your utility bills. Check the box that says you're receiving CalFresh, and you won't have to submit as much paperwork.

To find out if you are eligible for CalFresh,
call 1-866-404-4007 or visit www.calfresh.ca.gov.



Cuánta comida podría comprar usted con \$16 extra al mes?



¿Cuánta comida se puede comprar con \$16 extra al mes? Es una gran pregunta porque \$16 es el mínimo en beneficios de CalFresh (Estampillas para Comida/SNAP) que puede recibir una persona. ¡La mayoría de los solicitantes reciben mucho más, pero vale la pena solicitar aunque solo califique para la cantidad mínima! Estas son algunas listas de comestibles que cuestan aproximadamente \$16 (los precios varían depende de donde haga la compra):

- Macarrones, atún, chicharos, sopa, carne molida de pavo, huevos, queso Americano, plátanos
- Frijoles, arroz, tortillas, papatas (papas), chorizo, huevos, salsa de tomate, pasta
- Hamburguesas, frijoles, salsa de tomate, condimentos, ensalada, pan, huevos
- Crema de cacahuete, mermelada, pan, manzanas, zanahorias, leche, huevos

Los beneficios de CalFresh son fáciles de usar. Los beneficios son depositados cada mes a una tarjeta de Transferencia Electrónica de Beneficios (conocida como EBT) la cual es parecida y funciona como una tarjeta de débito. El dinero que no se gaste se acumula cada mes. Por ejemplo, si recibe \$16 al mes en seis meses tendría \$96 si deja que el dinero se acumule. Podría usar ese dinero para abastecer la alacena, comprar por mayoreo a mejor precio, o liberar el dinero para otro uso.

La mayoría de las personas reciben más de la cantidad mínima. El promedio de beneficios que un hogar recibe en el condado de Santa Barbara es alrededor de \$290 al mes. La cantidad máxima de beneficios varía de acuerdo al tamaño del hogar (de \$194 para un hogar de una persona a \$771 para un hogar de cinco personas).

Eso no es todo. Si recibe beneficios de CalFresh, es más fácil para solicitar y calificar para otros programas tales como el almuerzo escolar gratuito para niños, cobertura de salud de Medi-Cal, un teléfono celular gratis, y descuentos en las facturas de servicios públicos. Marque la casilla que indique que usted está recibiendo CalFresh y es posible que no tenga que presentar documentación adicional.

Para saber si califica para CalFresh,
llame al 1-866-404-4007 o visite el sitio internet www.calfresh.ca.gov.



CalFresh and Seniors

- **CalFresh isn't only for households without children.** You could get CalFresh even if you don't have children or grandchildren in the household.

- **CalFresh isn't only for households without income.** You could get CalFresh even if you receive Social Security Retirement, have savings, and own property like a car or a home. Tell your worker about your medical bills and housing costs that could be deducted from your income when determining eligibility.



- **You may qualify for CalFresh**, provided you are a legal resident or U.S. Citizen, don't make too much money, and don't get SSI/SSP. Even if you aren't eligible, others who live in your household may be eligible, such as children or grandchildren.
- **CalFresh is not welfare**, and accepting it doesn't take it away from someone who needs it more. Everyone who qualifies for CalFresh can receive it.
- **There are no clumsy stamps** to use at the supermarket checkout. Benefits are provided discreetly on an electronic debit card that looks and works just like a bank card.
- **Applying is convenient.** You don't have to travel across town and stand in long lines to apply for CalFresh. You can apply by mail, or online at www.MyBenefitsCalWin.org; and you can ask to do your eligibility interview by phone. For more information, call toll-free: 1-866-404-4007.
- **CalFresh boosts your budget.** The average monthly benefit is \$118 per household member, but it's worth enrolling even if you only qualify for the minimum benefit amount of \$16 per month. Everything helps when you have so many expenses, like food, housing, utilities, doctors, and prescriptions.
- **Use it when you need it.** You don't have to spend the benefits right away—you can let them roll over from month to month (for under a year) to help you meet an unexpected expense, or to buy in bulk for better deals.
- **Rest easy.** If you accidentally receive more benefits than you're entitled to, the overpayment can usually be repaid automatically from your future benefits.
- **Save time and trouble.** If you're receiving CalFresh, you won't have to submit as much paperwork to qualify for other great [programs](#), like a free cell phone or discounts on home utilities.



Department of Social Services
CalFresh Myths & Facts 5 pub
Updated 12/15/16



CalFresh and Immigration

- **You may qualify for CalFresh**, provided you are a legal resident, don't make too much money, and don't receive SSI/SSP. Even if you aren't eligible, others who live in your home may be eligible, such as children or grandchildren born in the U.S.
- **CalFresh will not affect your immigration status.** You can receive CalFresh and still get a green card. CalFresh benefits are non-cash assistance and do not make you dependent on the U.S. government, or what is called a "public charge." CalFresh will not affect your immigration status, and it will not hurt your chances of becoming a U.S. citizen.



- **Your information is confidential.** Applying for CalFresh will never cause you or others in your household to be deported. When you apply for CalFresh benefits, the information you provide about yourself and your household is confidential and is not shared with other government agencies such as Immigration. This is the law, so you don't need to worry about providing personal information when you apply for CalFresh benefits.

There is one exception: information can be shared if you are determined "indigent" and you have a sponsor, because the sponsor is supposed to be financially responsible for you. However, this will not cause any immigration action against you or your household. If don't want that information to be shared, you can opt out of applying for yourself, or any other sponsored household member may opt out for themselves.

- **It is easy to apply** for CalFresh benefits even if you do not speak English. You can get an application in other languages, and you can talk on the phone or meet in person with workers who either speak your language or will arrange for translation.



Department of Social Services
CalFresh Myths & Facts 5 pub
Updated 12/15/16



CalFresh and Students

You may have heard that college and university students aren't eligible for CalFresh, but in fact there are many exceptions. Like anyone else, you must be a legal U.S. resident, not make too much money, and not get SSI/SSP. Beyond that, as a student, you may qualify, but only if you meet one of the following conditions. Don't assume you aren't eligible—if in doubt, apply and find out for sure.



You are not considered a student, and thus you could still get CalFresh, if you are any of the following:

- under age 18 or over age 49
- disabled
- deemed physically/mentally unfit for employment
- enrolled less than half-time
- enrolled in programs or classes that don't require a high school diploma or GED
- enrolled in a school not considered an institution of higher education

Even if you are considered a student, you could get CalFresh if you are any of the following:

- working an average of 20 or more hours a week
- approved for and planning to engage in state or federal work-study
- enrolled in WIOA, EOPS, WTW, or another job training program accepted by CalFresh

If you are a student with one or more children, you could get CalFresh if you are any of the following:

- enrolled part time, with a child under age 6
- enrolled part time with a child age 6-11 without adequate child care
- enrolled full time, with a child under 12
- receiving CalWORKs
- enrolled in WIOA, EOPS, WTW or another job training program accepted by CalFresh



Department of Social Services
CalFresh Myths & Facts 5 pub
Updated 12/15/16



CalFresh and Former Foster Youth

- **Could your food budget use a boost?** Are you a former foster youth age 18-21, living on your own, continuing to receive county funds or services? (That is, a Non-Minor Dependent [NMD] in a Supervised Independent Living Placement [SILP]).



- **You may qualify for CalFresh.** Just because you get Foster Care Payments doesn't necessarily mean you can't get CalFresh too. Eligibility is determined on a case by case basis.

- **There's nothing to lose** by applying. There's no guarantee you will qualify... but if you do, CalFresh will put extra food buying power in your wallet every month!

- **CalFresh boosts your budget.** The average monthly benefit is \$118 per household member, but it's worth enrolling even if you only qualify for the minimum monthly benefit of \$16. Everything helps when you have so many expenses, like food, clothing, housing, utilities, and more.

- **Applying is convenient.** You don't have to travel across town and wait in long lines. You can apply for CalFresh online at www.MyBenefitsCalWin.org (or by mail), and you can ask to do your eligibility interview by phone. For more information, call toll-free: 1-866-404-4007.

- **There are no clumsy stamps** to use at the supermarket checkout. Benefits are provided discreetly on an electronic debit card that looks and works just like a bank card.

- **We consider several factors** to determine eligibility, including the following:

- ◊ *Immigration status:* you must be a legal resident or U.S. citizen.
- ◊ *Income:* earned and unearned, including wages and foster care payments.
- ◊ *SSI/SSP:* you can't get CalFresh if you receive SSI/SSP.
- ◊ *Expenses:* rent and utilities.
- ◊ *Medical deductions:* if you are disabled.
- ◊ *Student status:* eligibility considerations are different if you are attending college.
- ◊ *Household composition:* CalFresh is provided to a "household" rather than an individual, so we look at the income and resources of everyone living in the SILP who purchases and prepares food together.

- **Save time and trouble.** If you're receiving CalFresh, you won't have to submit as much paperwork to qualify for other great [programs](#), like a free cell phone or discounts on internet service and other home utilities.



Department of Social Services
CalFresh Myths & Facts 5 pub
Updated 12/15/16



DSS Outreach Events

| | |
|--------------------------|--|
| Business Function | CalFresh, CalWORKS, General Relief, Medi-Cal (CF/CW/GR/MC) |
| Process | Instructions for Outreach Workers |
| Job Roles | Eligibility Worker, Eligibility Supervisors |

Tasks/Steps

Procedure DSS in collaboration with several Community Based Organizations (CBO) countywide, attend Community events to promote the CF/CW/MC programs. DSS on occasion will promote the GR program.

Some CBOs receive grants/funding to do CF outreach. The CBOs who receive funding are: Santa Barbara County Food Bank (FB), Santa Ynez Valley People Helping People (SYMHP) or Santa Barbara County Education Office-Health Linkages (SBCEO). The funding may be based on the number of CF applications collected. On occasion both CBO and DSS will attend the same event to conduct CF outreach. On these occasions, **DSS may refer individuals interested in applying for CF only to the CBO** so that they may take a count for their funding purposes. DSS will provide CF program information.

DSS participates in various community events throughout the year. The event may be a health fair, senior fair, food pantry, veteran's stand-out, etc. Some of these events are annual events while others are monthly events.

DSS will send out Eligibility Workers from all programs depending on the event, to man a booth/table or conduct a presentation. The following steps are instructions for CF/CW/GR/MC EWs when assigned to an outreach event in the community.

DSS

- Reply to a community agency's request for DSS staff to provide a combination of CF...

DSS OUTREACH EVENTS

| | | |
|-----------------------------|---|-----------|
| EVENT NAME | Thrive -School Food Pantry | |
| EVENT LOCATION | Veteran's Memorial Building 213 W. Juniper Santa Maria, CA | |
| DATE / TIME | Time spent: | |
| 4/23/20 - Thursday | 3:30-6:00 p.m. Set Up | 2.5 hours |
| Contact Person | Eloise Aguilon 805-310-2735 | |
| Special Instructions | Check in at the front entrance way. Two tables and two chairs per table will be provided. CF/MC group should sit side by side with the CW group. Outlets are available. | |
| PROGRAM | EWs ATTENDING | |
| CF | | |
| CW | | |
| MC | | |
| GR | | |

ACTIVITY PLANNED: Booth/table Presentation

| | |
|--|--------------|
| People Reached (estimate) | 200 |
| Applications Distributed | 3 |
| Applications Collected (by program) | CF-2 MC-1 |
| Referrals to other agencies (e.g. Food Bank-use hash marks) | # |
| Q&As/Contacts (hash marks) | ##### |

MEDIA: TV Print Radio None

What went well: Arriving early to set up laptops. It takes at minimal 20 minutes to set up laptops.

What to Improve: Need to assure forms are replenished after each event.

Event sheet to the CF DSS.

EW Staff Once EW is selected to attend an outreach event, EW will:

- Reserve a laptop with the assistance of a lead Supervisor, through the DSS calendar for the respective DO. Allow time to power up the laptop prior to the event.
- Arrive **promptly** at the event allowing time for set up. Leave no earlier from the time the event ends unless then event is wrapping up earlier than expected.
- Whenever CW/WTW and CF/MC/GR program is represented at the community event, place tables side by side to represent a united DSS.
- CW/WTW will use the DSS logo table cloth. CF/MC/GR will use either the DSS logo table cloth or the CF logo table cloth depending if the FB, SYMHP or SBCEO agency is attending the event as well. Refer to the POPFART calendar to confirm the agency attending.
- Dress appropriately depending on the event site. Some events are held outdoors.
- Promote their respective program by:
 - o answering program questions,
 - o utilizing CalWIN to look-up cases,
 - o assist and collect applications if the individual is requesting multiple programs,
 - o explain the various methods an individual may apply for DSS programs,
 - o on occasion, the expectation will be for the EW to conduct the interview at the event site,
 - o any question the EW may not address at the site will be noted on the **DSS Outreach Event sheet** for follow-up at the DO.
- Record outcomes on the **DSS Outreach Event sheet**. Include the number of people reached, applications distributed, applications collected, referrals to other agencies, tally of calls or contacts, list what went well and what needs improvement.
- Submit the **DSS Outreach Event sheet** to their respective Supervisor. (For SM CF/MC programs, the sheet can be returned with the box of materials. The DSS will enter data in the SYSTEMS.)

Cases to check at District Office

| Client Name/Case # | Phone # | Comments | Date: |
|--------------------|---------|---|-------|
| Juana Doe | 805- | Needs a call back from EW to check on status of RRR. | |
| John Doe | 805- | Needs BIC card | |
| Ego/Pia | 805- | Needs more info regarding full scope MC for undocumented child. | |
| Mary | 805- | Reported change of address to 123 W. Main St. SM 93458. | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

- CSF 2 Affidavit
- W73 Employer Letter
- Cutoff Calendar
- Benefit Issuance Schedule

- Office Supplies:**
- Pens/Pencils
 - Calculator
 - Stapler/Staples
 - Return Envelopes (letter/legal specific to DO)
 - Sticky Notes
 - White Out

- Miscellaneous Supplies:**
- Table Cloth with DSS or CF logo
 - Hand Sanitizer

Equipment:
Laptops are quite helpful to have available at the event. The Supervisor, Lead or EW will to reserve a laptop from the Shared Calendar in Outlook for their respective office.

Assure plenty of time is allowed when checking out the laptop as it may need to be powered and EW will need to log in prior to going out to the event. Follow the Check Out process based on your district office.

How to Share Calendar

Open a Shared Calendar

Show My Calendar...

Send a Calendar as E-mail...

Publish My Calendar...

Add New Group

Select Name: Global Address List

Search: Name only More columns Address Book

Yes No

Go: Global Address List

Name: Title

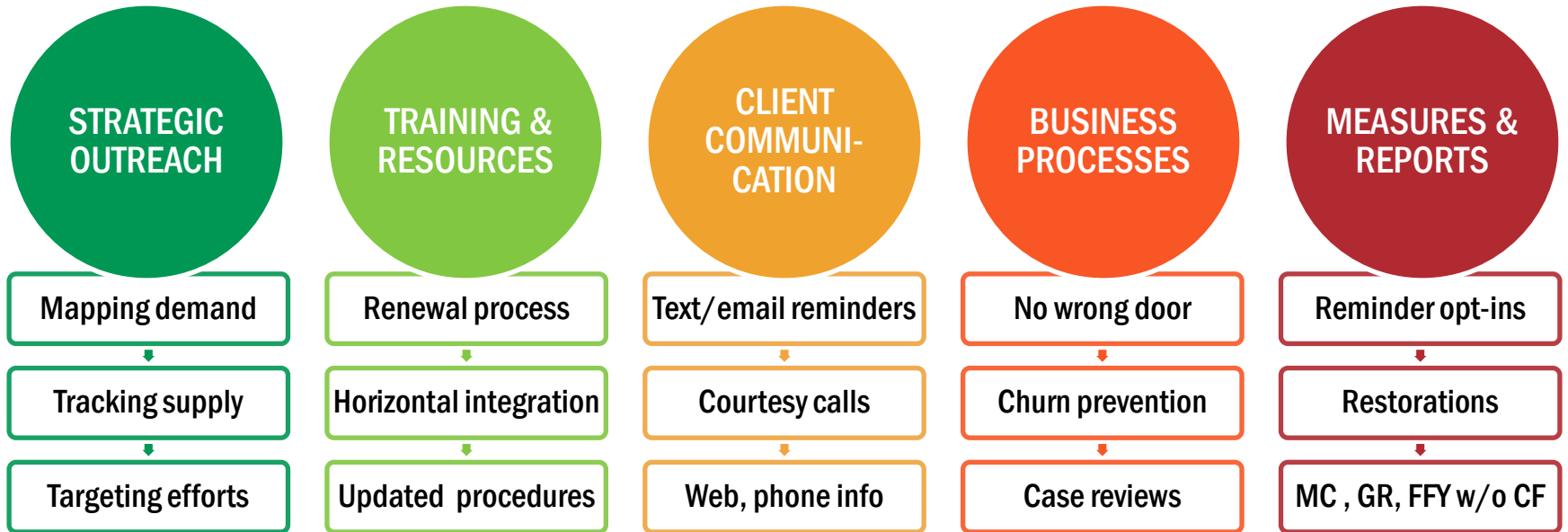
- ✓ DSS Laptop SRC2048
- ✓ DSS Laptop SR42576
- ✓ DSS Laptop SR42576
- ✓ DSS Laptop SR42587
- ✓ DSS Laptop SR42587

Other Considerations

In occasion DSS will make available a small fund (General Fund) to purchase incentives for the DSS or Supervisor will use Petty Cash monies (or reimbursement) to make these merit/fiscal policy for county purchases must be adhered to. The CF DSS will keep track of the items on how to complete the EPF will be provided by the DSS.



Phase 2



Phase 3: Ongoing

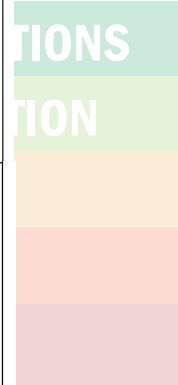
- Tracking
- Evaluation
- Continuous process improvement



Phase 3: Ongoing

CalFresh Utilization Recommendations to PSC: All Tab

| Subcommittee Name | Recommendation # | Subcommittee # | Action Plan | Strategies | PSC Guidance Needed | Status: Implemented, In-Progress, On-hold, Dismissed | Owner | Stakeholders | NEXT STEPS | Target Date or Implementation Date |
|------------------------|------------------|----------------|---|--|---------------------|--|-----------------|--------------|-------------------|------------------------------------|
| Horizontal Integration | R1 | 1 | <p>Implement a "no wrong door" holistic Approach:</p> <ol style="list-style-type: none"> 1. Assess technology improvements that are allowable by law that IT could Implement. (Examples: IVR, Text messaging, email, texting, scanning, via barcodes, etc.) AND 2. Research barriers preventing effective or full integration (e.g. telephonic signatures - San Diego is a best practice county, program rule differences, business processes, etc.) and develop and implement countermeasures. | <p>Telephonic signature needed.</p> <p>Update: 09-23-16. Strategy is part of phase 2 of the BSC IVR project scheduled for completion in FY 16-17</p> | Yes | In Progress | | IT | PSC Approved | Jun-17 |
| Horizontal Integration | R15 | 6 | <ol style="list-style-type: none"> 1. Analyze root causes preventing Horizontal Integration, (technological, policy, lack of data, training/communication, etc.) develop and implement countermeasures and monitor progress. Some ideas include: <ol style="list-style-type: none"> a Are the transmittals of data which may include a request for a referral to CalFresh from CalHEERS through the external referral being addressed by AOP staff? Are the AOPs in each district office tracking their CalFresh referrals in order to document the actual actions taken on the referrals received through the external actions taken on the referrals received through the external interface? What is the process and what | <p>Traffic Log can be used to track CalFresh referrals for monitoring.</p> <p>11/15/16 Update: Leticia is in a new position. Discussed with Margery and is open to testing out functionality with her AOP staff pending further research.</p> | No | In Progress | Leticia Estrada | | Going to AOP Mtg. | |



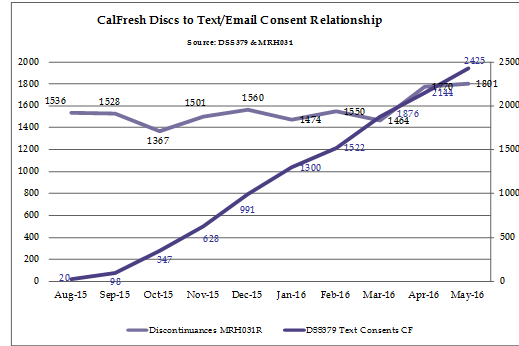
CalFresh Utilization Ad-Hocs | 2016-06

Several Ad-hocs have been developed in an effort to monitor progress of the implemented strategies to increase CalFresh participation in Santa Barbara County. Below is an overview of the various Ad-hocs, as well as, an illustration of the data collected.

| Ad-Hoc # | Ad-Hoc Title | Description | Frequency | Strategy/ Problem to solve |
|----------|--|---|-----------|---|
| D95202 | Active Medi-Cal with no FS YYYY_MM | Lists active Medi-Cal cases under the 133% and between the 133%-200% of the FPL with no correlating CalFresh case. Note: Those in the SSI caseload and LTC caseload at the B5C can be eliminated since they wouldn't qualify for CalFresh. | Monthly | Horizontal Integration Implementation |
| D95330 | HCR Active FS with No Medi-Cal YYYY_MM | Breaks down those active in CalFresh with no Medi-Cal. Lists # of children and # of adults with active CalFresh and No Medi-Cal. Also has a list of cases. | Monthly | Horizontal Integration Implementation |
| D95330A | HCR Active FS with No Medi-Cal YYYY_MM CASES | Provides a list of active CalFresh cases with no correlating Medi-Cal case. | Monthly | Horizontal Integration Implementation |
| D95364 | GR Horizontal Integration YYYY_MM | Hqs7 tabs: GR population, GR Active CF, GR no CF, GR Active MC, GR no MC, GR Both, GR stand alone. | Monthly | Horizontal Integration Implementation |
| D95377 | CalFresh Restorations | Provides a list of active CalFresh cases with a restoration from either the "Rescind" window with a rescission reason of "Restoration of Aid" and/or the "Periodic Reporting" with a "FS Reactivate Date" in the report month. (Includes NA and PA) | Monthly | Restorations to reduce churn |
| D95379 | CalFresh Text & Email Consents | List the number of cases with either a TEXT or EMAIL Consent entered into CalWIN. | Monthly | Reduce negative actions to prevent discontinuance churn |
| D95382 | FFCY and CalFresh | Lists CalWIN cases of clients receiving 4M (Former Foster Care Youth Medi-Cal) with CalFresh. | Monthly | To increase underserved population & Horizontal Integration |

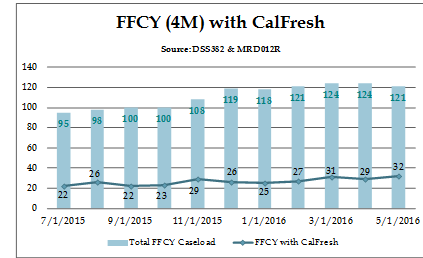
CalFresh Utilization Ad-Hocs | 2016-06

The D95379 tracks the number of consents received for text & email notifications. The expected outcome is that as the number of consents for text & email notifications increases, the number of discontinuances will decrease.



CalFresh Utilization Ad-Hocs | 2016-06

The D95382 tracks the number of FFCY with CalFresh. Current data shows that approximately only 1 in 5 former foster youth receiving Medi-Cal (4M) also have CalFresh. There is a huge opportunity for targeted outreach with this population.



Progress

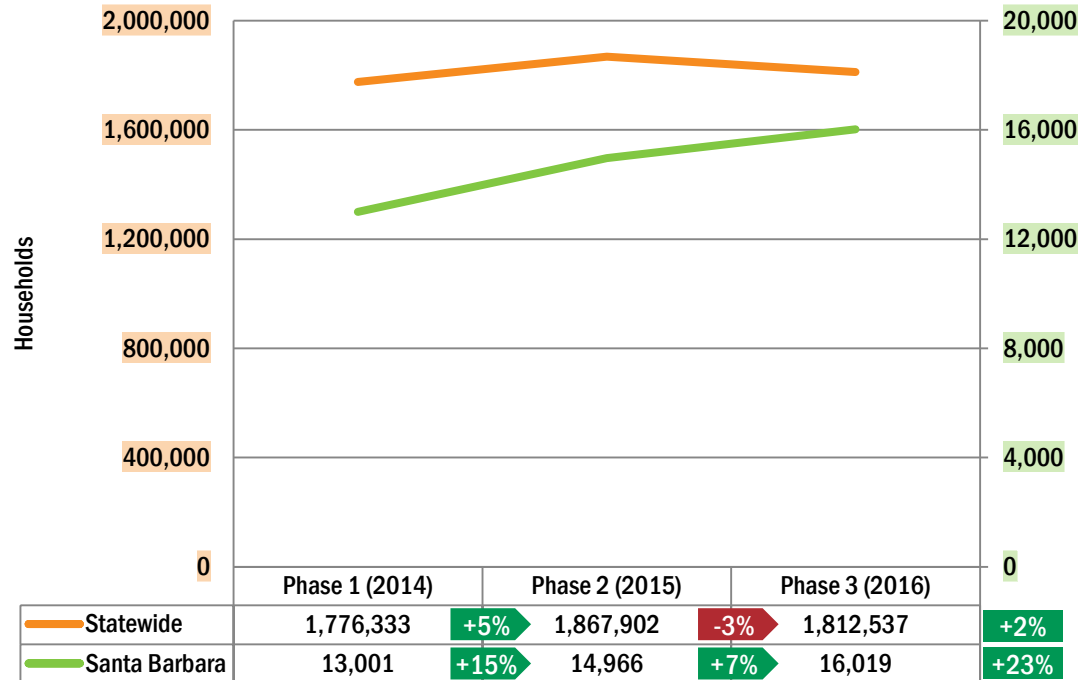
- **How are we doing?**
 - 2-year lag time for PAI
 - Local growth > statewide: implies improved utilization
 - We tracked progress per phase & compared counties

Progress

#1 statewide

- +23.2% growth: strongest of any county in CA
- Statewide average: +2%
- Lowest county: -18.2%

NA CalFresh Enrollment



CalFresh Utilization Project

THANK YOU!



SOCIAL SERVICES

