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. These were brought to the Economic Assistance Branch by Paul Clementi, Project lead in November for further prioritization by Branch. The Branch identified nine strategies as priority.

- Reinforce Horizontal Integration
- Examine Denials and Discontinuances
- Examine Case Review Process
- No Wrong Door for Client Service
- Examine Restoration Process
- Conduct CalFresh Outstationing
- Formalize Procedures for Offsite Events
- Identify Underserved Populations
- Implement Longer Certification Processes (already in progress)

A workgroup meeting was scheduled for December 2nd, but was rescheduled to January in order to determine the ongoing role of the workgroup and to work with the Branch further on transitioning the project into an implementation phase that includes a governance structure and strategy action plans.

Would like to propose that the above recommendations be a Phase I to this project lasting 0-9 months based on the agreed upon timelines. We may want to revisit the workgroups recommendations as a Phase II in July 2015.

Proposal for Project Implementation Structure
Convene a stakeholder committee comprised of 5 sub-committee management leads (Branch Managers) and/or chairs, the CalFRESH TEAM manager and/or DBS Chair. Veronica Alvarez will act as committee chair with Heather as Management Lead and Maria as the Executive Sponsor.

The Branch prioritized strategies have been combined into five Sub-Committees (see detailed action plans):
1. Horizontal Integration and No Wrong Door
2. Evaluate Negative Actions (Denials/Discontinuance) & Restoration/Restoration Waiver Procedures/Practices
3. Evaluate Case Review Process
4. Offsite Efforts (Outstationing and Outreach Events)
5. Data and Target Populations

Proposal for Role of Workgroup
Operations Support will take the agreed upon implementation plan back to the workgroup in January and ask members to volunteer to serve on the sub-committees of interest/expertise and play an advisory role to the Sub-Committee on the workgroup discussions, analysis and research done on each strategy.

CalFresh Utilization Rate Improvement Project
Subcommittee Structure

Horizontal Integration and No Wrong Door

Lead: Pam Powers

Chair: Jose Clemente

Data & Target Populations

Lead: Heather Gardner

Chair: Veronica Alvarez

Negative Actions & Restorations

Lead: Lina Bickel

Chair: Marian Acosta

Steering Committee
Executive Sponsor: Maria Gardner
Chair: Veronica Alvarez
Members: Subcommittee Leads and Chairs

Offsite Efforts

Lead: Mario Velasco

Chair: Eloise Aguillon/Dennis Tivey

Case Review Process

Lead: Christina Groppetti

Chair: Margery Gallegos

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