

All In, All Together: Ensuring a Successful SSI Eligibility Expansion Through Planning and Partnerships

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California Department of Social Services

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Food Bank of Contra Costa & Solano & CA4SSI Coalition

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California Department of Social Services

Carly Finkle & Mr. Edward Williams
Food Bank of Contra Costa & Solano &
CA4SSI Coalition

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Welcome to the
California State
Senate Chamber
Edward Williams



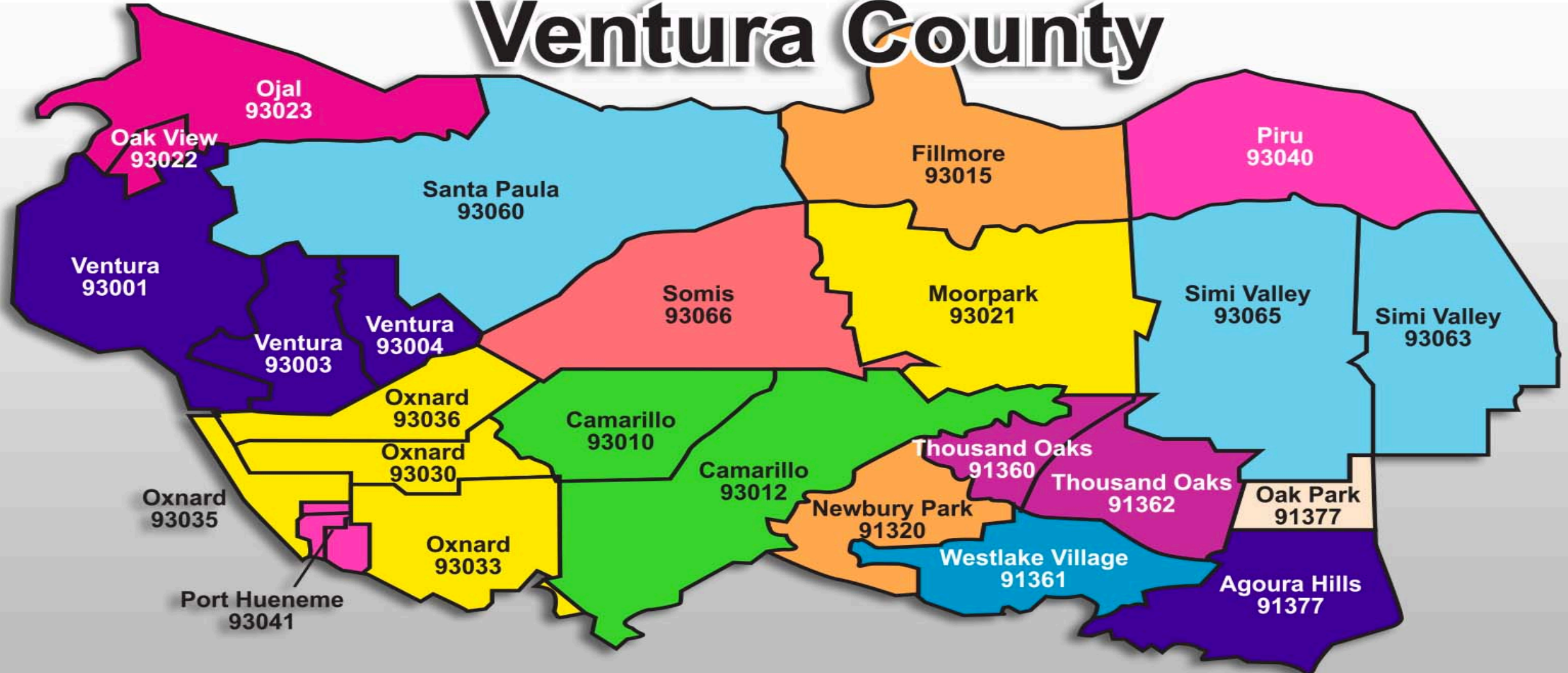
ZACH TWILL

Reading Clerk





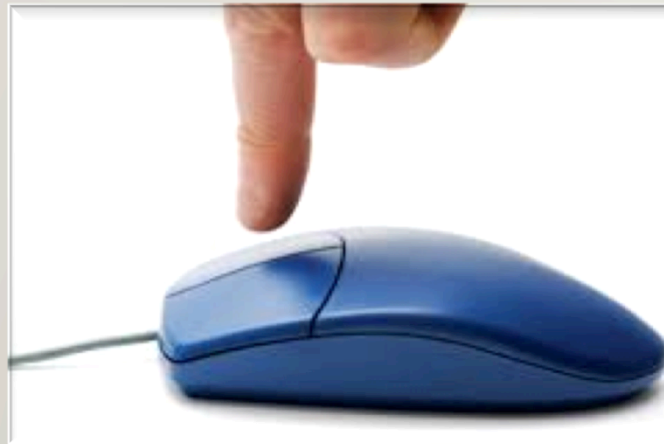
Ventura County



**CALFRESH EXPANSION FOR
SSI RECIPIENTS**

CALFRESH EXPANSION FOR SSI RECIPIENTS

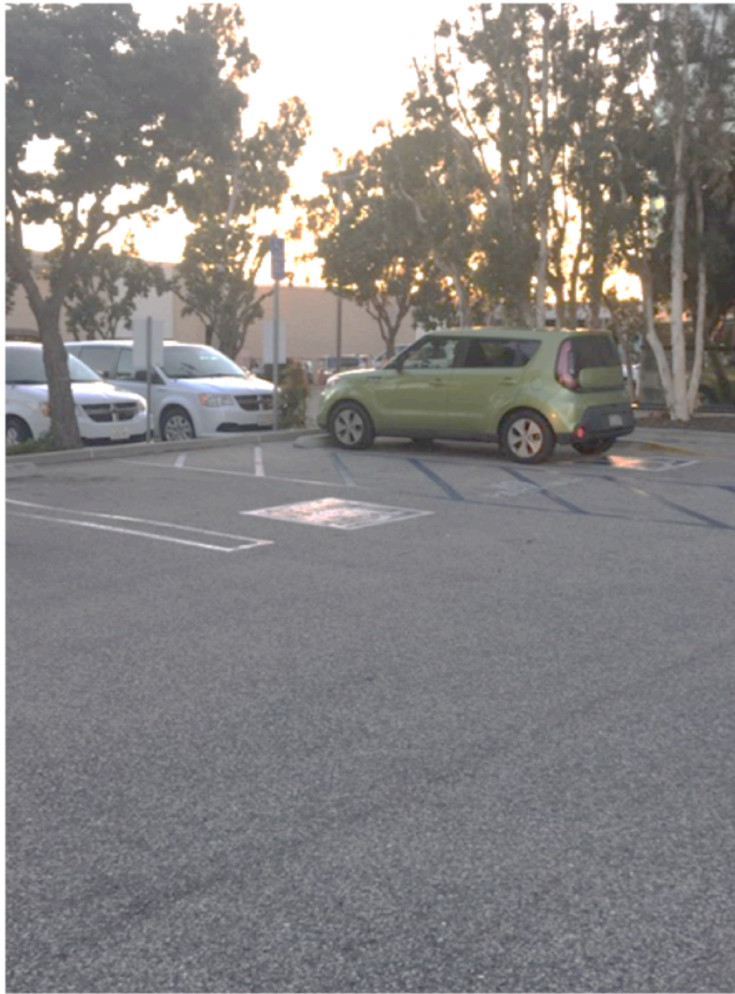
Ventura County's implementation plan includes all aspects of the "Framework of Solutions" for a successful implementation.



**COME IN
SOLUTION**



ACCESSIBILITY



ACCESSIBLE APPLICATIONS



WAYS TO APPLY

CalFresh & Medi-Cal — Ways to Apply —

Online — You can apply at our websites - www.vchsa.org or www.mybenefitscalwin.org

By Fax — You may submit an application by fax at (805) 658-4530.

By Mail — You may pick up an application at any of our offices or call us at **1-888-472-4463** to ask that an application is mailed to you. You may then drop it off or mail it in the postage paid envelope included with the application.

By Phone — You may apply by phone, call 1-888-472-4463.

In Person — You may apply at an office Mon. – Fri. from 8 a.m. to 5 p.m.

Oxnard Community Service Center
1400 Vanguard Drive, Oxnard

Ventura Community Service Center
4651 Telephone Road, Suite 100, Ventura

Santa Clara Valley Community Service Center
725 E. Main Street, Santa Paula

Fillmore Community Service Center
828 Ventura Street, Suite 200, Fillmore

East County Community Service Center
2900 N. Madera Road, Suite 100, Simi Valley

Moorpark Community Service Center
(Ruben Castro Human Services Center)
612B Spring Road, Suite 301, Moorpark

Thousand Oaks Community Service Center
80 E. Hillcrest Drive, Suite 200, Thousand Oaks

All CalFresh applicants are screened for "expedited services." If eligible, you will receive CalFresh benefits within 3 days.

If you do not have all the information to complete the application, just complete what you can. You may submit an application with just your name, address, and signature.



CalFresh y Medi-Cal — Maneras de Solicitar —

En Línea — Usted puede solicitar en nuestros sitios de web - www.vchsa.org o en www.mybenefitscalwin.org

Por Fax — Usted puede enviar su solicitud por fax al (805) 658-4530.

Por Correro — Usted puede recoger una solicitud en cualquiera de nuestras oficinas o llamar al 1-888-472-4463 para enviarle una solicitud por correo. Usted podrá llevarla a la oficina más cercana o enviarla por correo en el sobre prepagado incluido con la solicitud.

Por Teléfono — Usted puede solicitar por teléfono, llame 1-888-472-4463.

En Persona — Usted puede solicitar en cualquiera de nuestras oficinas Lunes a Viernes de 8 a.m. a 5 p.m.

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Todas las solicitudes de CalFresh son consideradas para servicios de urgencia. Si usted es eligible, puede recibir beneficios dentro de tres días.

Si no tiene toda la información para completar la aplicación, complete lo que puede. Puede entregar una solicitud con sólo su nombre, dirección y firma.

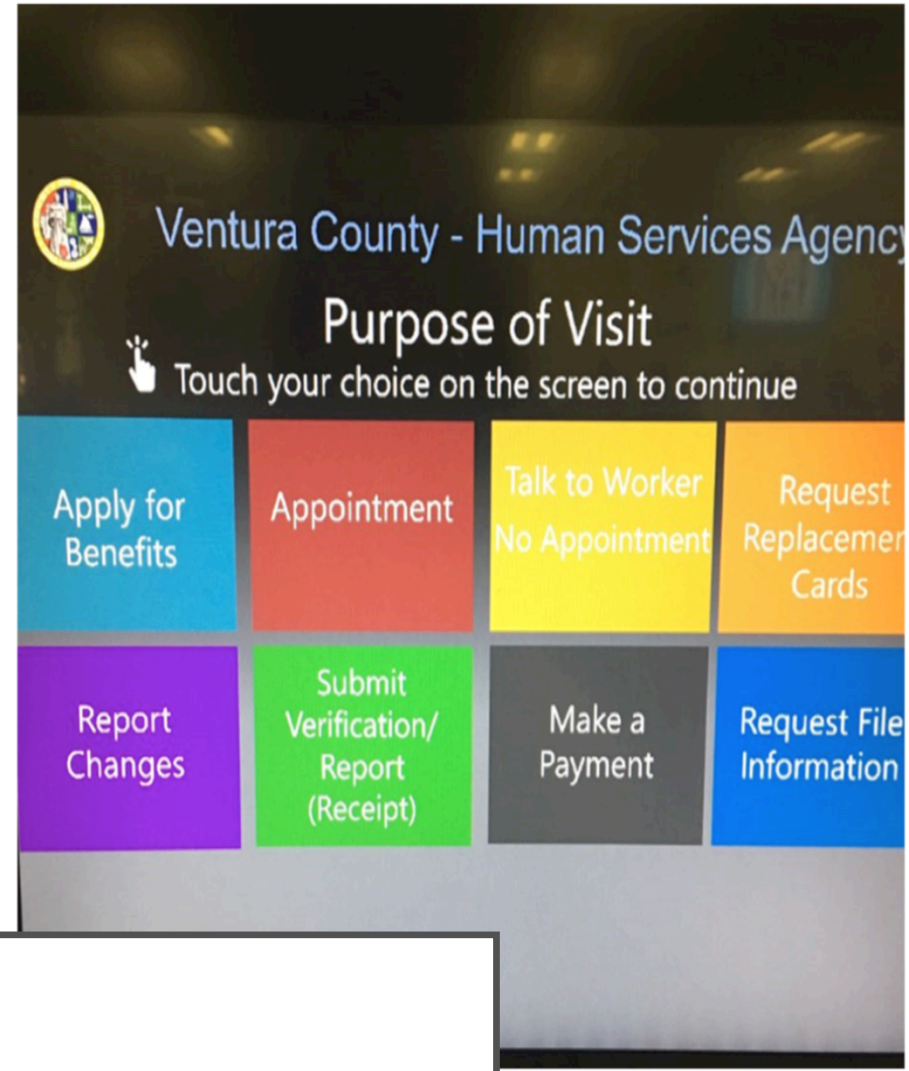
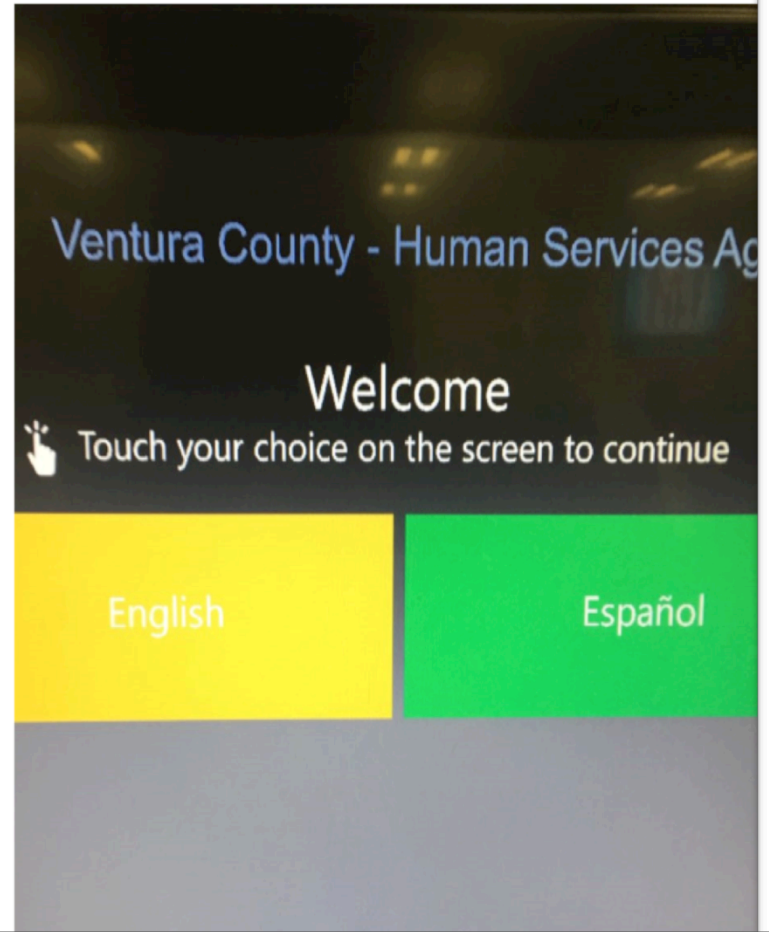
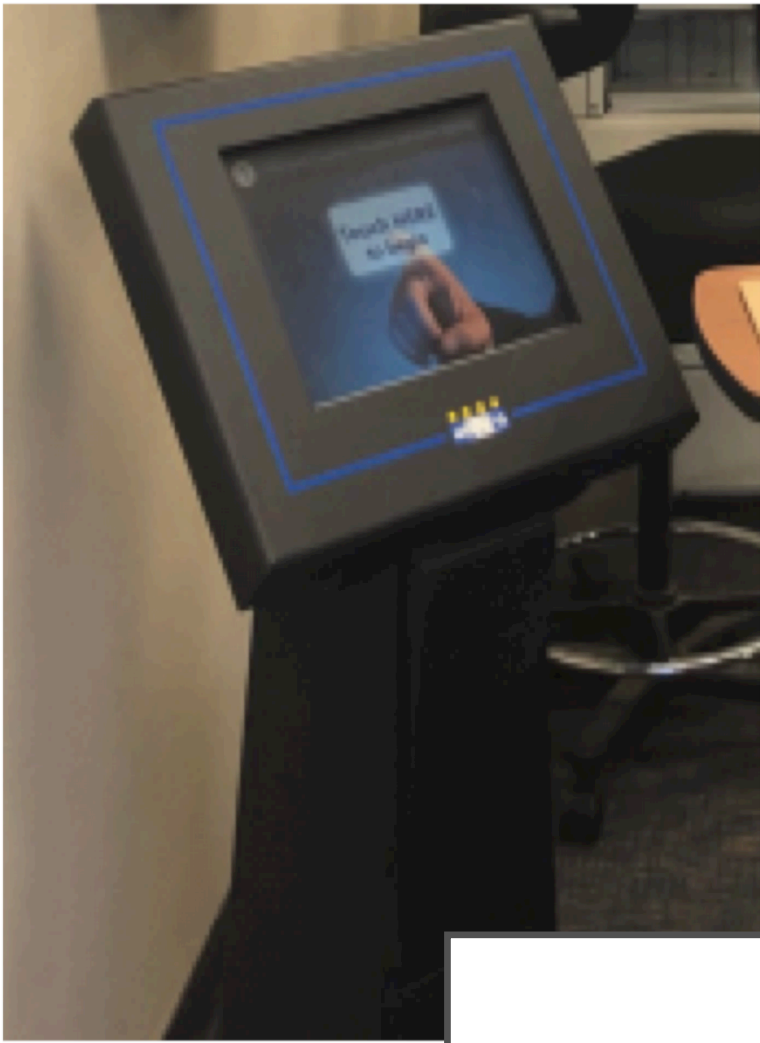


DROP OFF BOXES



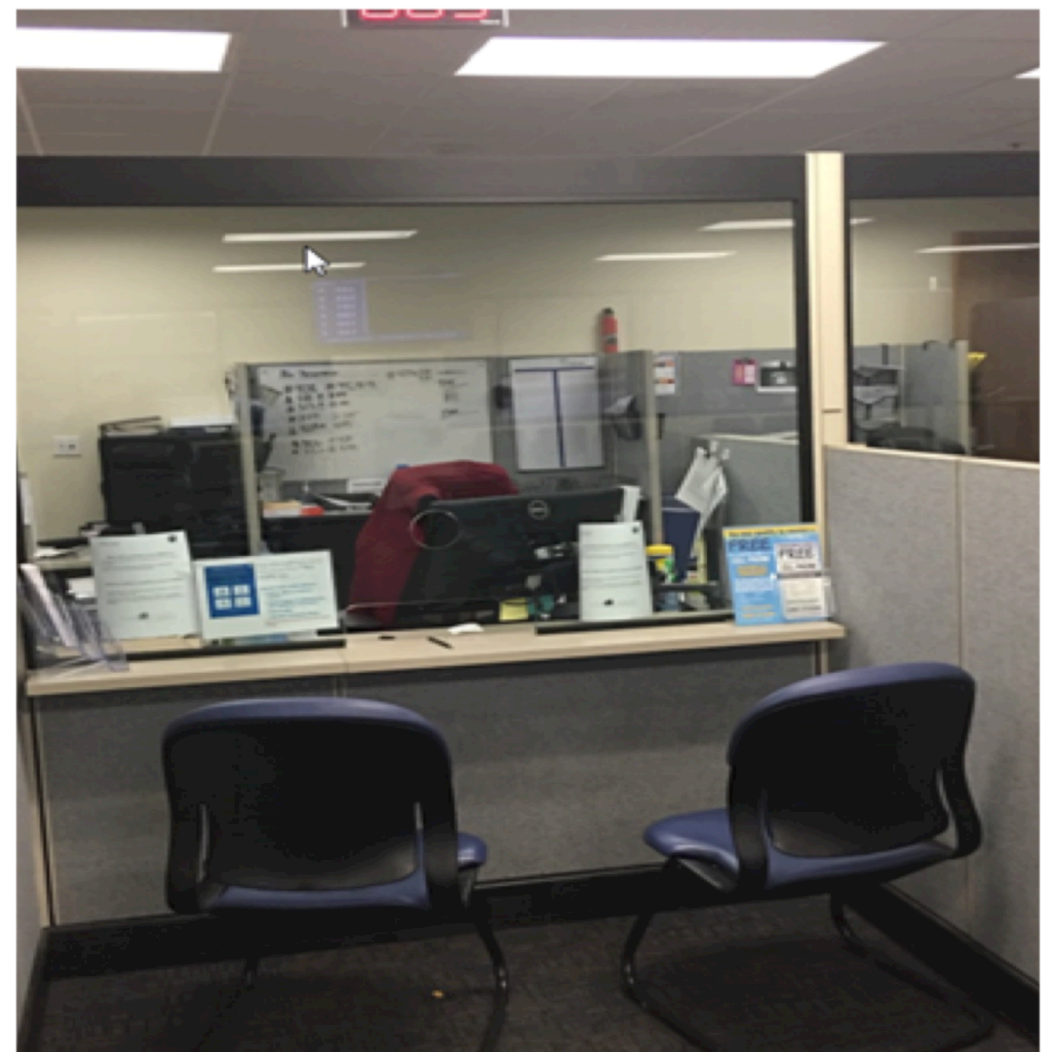
LOBBY GREETER



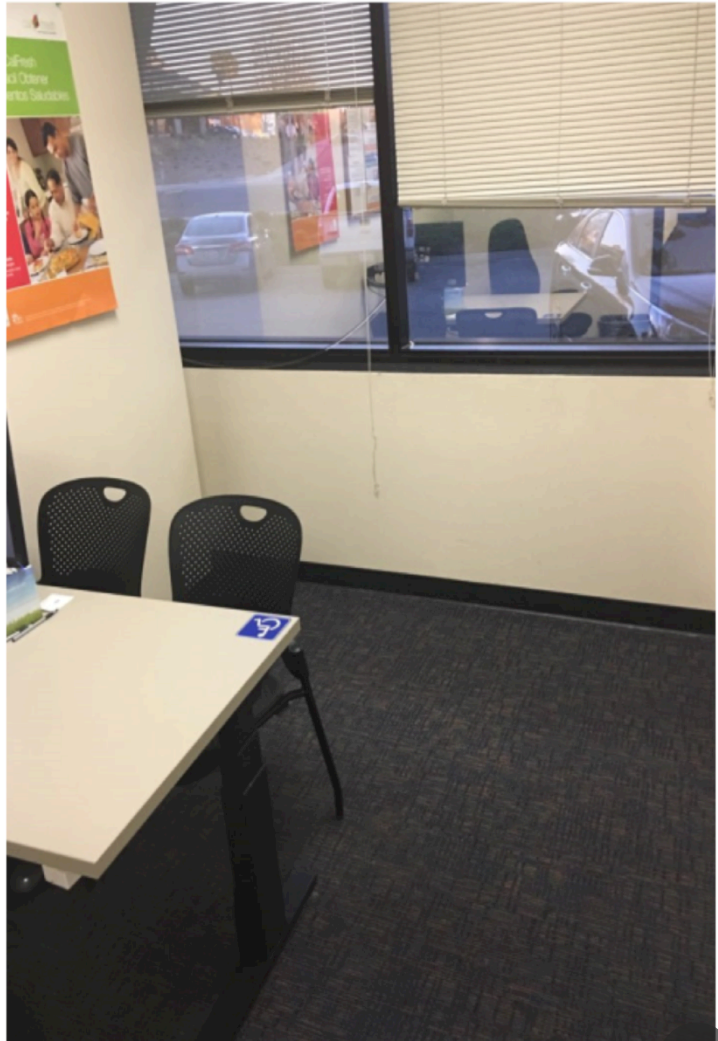
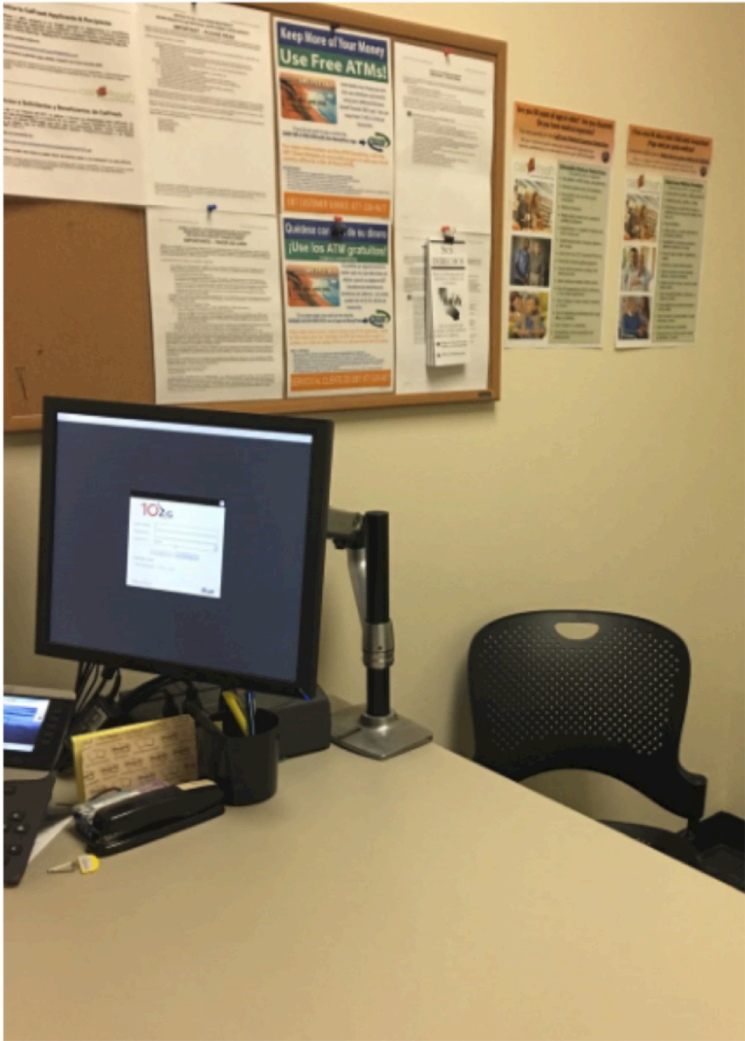


NEMO Q

RECEPTION AREA



INTERVIEW ROOMS



**Are you 60 years of age or older? Are you disabled?
Do you have medical expenses?**

You may qualify for the CalFresh Medical Expense Deduction.

Tell your CalFresh worker about your medical bills, dependent care expenses, and housing cost as this may increase your CalFresh benefits.



Allowable Medical Deductions

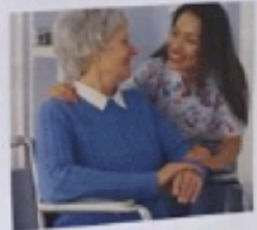
For elderly (60+) or disabled

- Eye glasses, contact lenses, and optometry
- Dentures, hearing aids, and prosthetics
- Prescriptions and over-the-counter medications
- Medicare Premiums
- Medical and/or dental care provided by certified practitioners
- Hospitalization or outpatient treatment and home nursing care
- Health/hospitalization insurance premiums and co-pays
- Long Term Care (LTC) Insurance Premiums
- Prescribed medical supplies/equipment
- Service animal expenses including food/veterinarian bills
- Home healthcare/medical Lifeline service
- Cost of transportation to doctor, pharmacy, or any medical appointment
- Cost of lodging to obtain medical treatment or services
- Cost of maintaining an attendant due to age, illness, or infirmity
- Cost of meals for an attendant
- Transportation to/from dependent care facility/provider

**¿Tiene usted 60 años o más? ¿Está usted incapacitado?
¿Paga usted por gastos médicos?**

Usted puede calificar para la Deducción de gastos médicos de CalFresh

Informe a su trabajador de CalFresh sobre sus facturas médicas, gastos de cuidado de dependientes y costo de la vivienda, ya que esto puede aumentar sus beneficios de CalFresh.



Deducciones Médicas Permitidas

Para ancianos (60+) o incapacitados

- Lentes, lentes de contacto, y visitas de optometría
- Dentaduras postizas, audífonos, y prótesis
- Prescripciones y medicamentos de venta en el mostrador Primas de Seguro de Cuidado a Largo Plazo (LTC)
- Primas de Medicare
- Cuidado médico y/o dental proporcionado por profesionales certificados
- Hospitalización o tratamiento ambulatorio y atención de enfermería en el hogar
- Primas de Seguro de salud y hospitalización, y copagos
- Suministros y equipos médicos prescritos
- Gastos de animales de servicio, incluyendo alimentos, y facturas de veterinario
- Cuidado de salud en el hogar y servicio de rescate médico (Lifeline)
- Costo de transporte al médico, a la farmacia, o a cualquier cita médica
- Costo de alojamiento para obtener tratamiento o servicios médicos
- Costo de mantener un asistente debido a la edad, enfermedad, o dolencia
- Costo de comidas para un acompañante
- Transportación hacia y desde el centro de cuidado de dependientes o proveedor

**CALFRESH
MEDICAL
EXPENSE
DEDUCTION
POSTERS**

CALFRESH MEDICAL EXPENSE DEDUCTION FLYER

**Are you 60 years of age or older? Are you disabled?
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- Cost of meals for an attendant
- Transportation to/from dependent care facility/provider

**¿Es usted mayor de 60 años? ¿Está usted incapacitado?
¿Tiene gastos médicos?**

Podría calificar para el **Deducción de gastos médicos de CalFresh.**

Dígame a su trabajador de CalFresh sobre sus facturas médicas, gastos de cuidado de enfermería y costos de vivienda, ya que esto puede aumentar sus beneficios de CalFresh.



Deducciones Médicas Permitidas

Para ancianos (60+) o incapacitados

- Gafas, lentes de contacto, y visitas de optometría
- Prótesis dentales, audífonos, y prótesis
- Recetas y medicamentos de venta en el mostrador
- Seguros de Seguro de Cuidado a Largo Plazo (LTC)
- Seguros de Medicare
- Cuidado médico y/o dental proporcionado por profesionales certificados
- Hospitalización o tratamiento ambulatorio y atención de enfermería en el hogar
- Seguros de Seguro de salud y hospitalización, y copagos
- Medicamentos y equipos médicos prescritos
- Costos de animales de servicio, incluyendo alimentos, y facturas de veterinario
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OVER FLOW PROCESS

Staff from other centers that are not experiencing an influx of applications, will be available to assist in the event a center becomes overwhelmed with applications.





OVER FLOW AREA

RESOURCE CENTER



SURVEY

Feedback
Welcome!



CALL IN SOLUTION

- Application,
- Recertification,
- Eligibility Status Report (SAR 7), or
- Reporting a household composition change, such as adding a SSI recipient.



ONLINE APPLICATIONS

Clients may submit applications online through MyBenefits CalWIN or Get CalFresh.

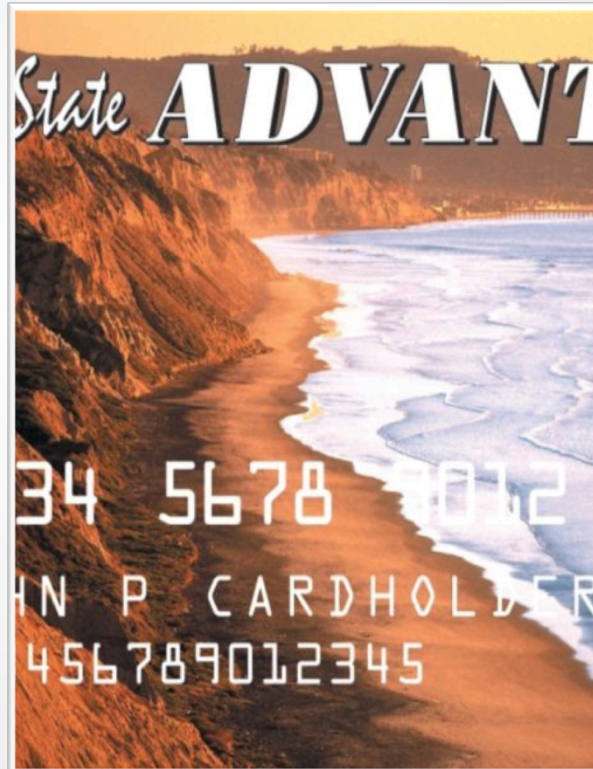


The worker will authorize benefits on the same day if the household meets the eligibility criteria, whether the household is applying in an office, phone through the IVR, or online.

Eligibility workers will:

- Use electronic verifications for identity, residence, and SSI income.
- Issue an EBT on the same day.

SAME DAY AUTHORIZATION



OUTREACH EFFORTS

Ventura County will be providing presentations to partner agencies about the CalFresh Expansion for SSI Recipients.





OUTREACH EFFORTS

The Social Security Administration is included in Ventura County's outreach efforts.





QUESTIONS?

Carrie England & April Wick

California Department of Rehabilitation



Employment, Independence & Equality

- Who is DOR?
- High Level Overview of CalFresh Project
 - DOR will subcontract with ILCs to provide application, education, and outreach to up to 20,000 potentially eligible CalFresh consumers
 - ILCs will provide high touch application assistance to individuals receiving SSI at IL Centers, satellite offices, and locations determined by consumers, as well as at ILC community events



What is an ILC?

- 28 Private, not-for-profit community based organizations
- 65 offices
- Serve people with all types of disabilities across all age groups

Resources For Independent Living

- Founded in 1976
- RIL serves Sacramento and Yolo Counties
- We are a 501c3 nonprofit with an 8 member BODs
- In addition to the 8 core services already mentioned, RIL provides:
 - A 200 plus item assistive device loan closet
 - Short and long term loans of speech augmentation software
 - A mentoring program for transition aged youth
 - A thriving consumer advocacy team, DOGFITE

Advocacy Background of Cash Out End

- Beginning in late 2014, a group of policy advocates from a handful of food policy and Independent Living Centers convened to address the growing economic inequity for individuals receiving SSI/SSP.
- This group of advocates later came to be known as Californians for SSI
- The two primary goals of this group were:
 - Increase the SSP to bring the combined SSI/SSP grant for individuals to Federal Poverty Level (current grant is approximately 90% FPL)
 - Explore a path toward ending the "Cash Out" agreement between the State and Federal government, enabling consumers receiving SSI/SSP to receive CalFresh (SNAP) food benefits
- RIL staff and advocates are key partners in these efforts to ensure access to healthy and nutritious meals for people with disabilities

Why ILCs are Uniquely Positioned For This Work

- ILCs embrace the concepts of consumer control and autonomy
- Consumers direct their service plan and select which services they want and do not want to receive
- ILCs are longstanding members of our communities
- ILCs understand the dynamics of the communities we serve
- ILC staff view themselves as peers, not experts in someone else's life
- ILC staff are highly trained on the interaction between local, state and federal benefits programs
- ILCs are already serving and outreaching to this target population

Caitlin Docker & Julie Sutherland

Code for America, GetCalFresh.org

CODE *for*
AMERICA



GetCalFresh.org

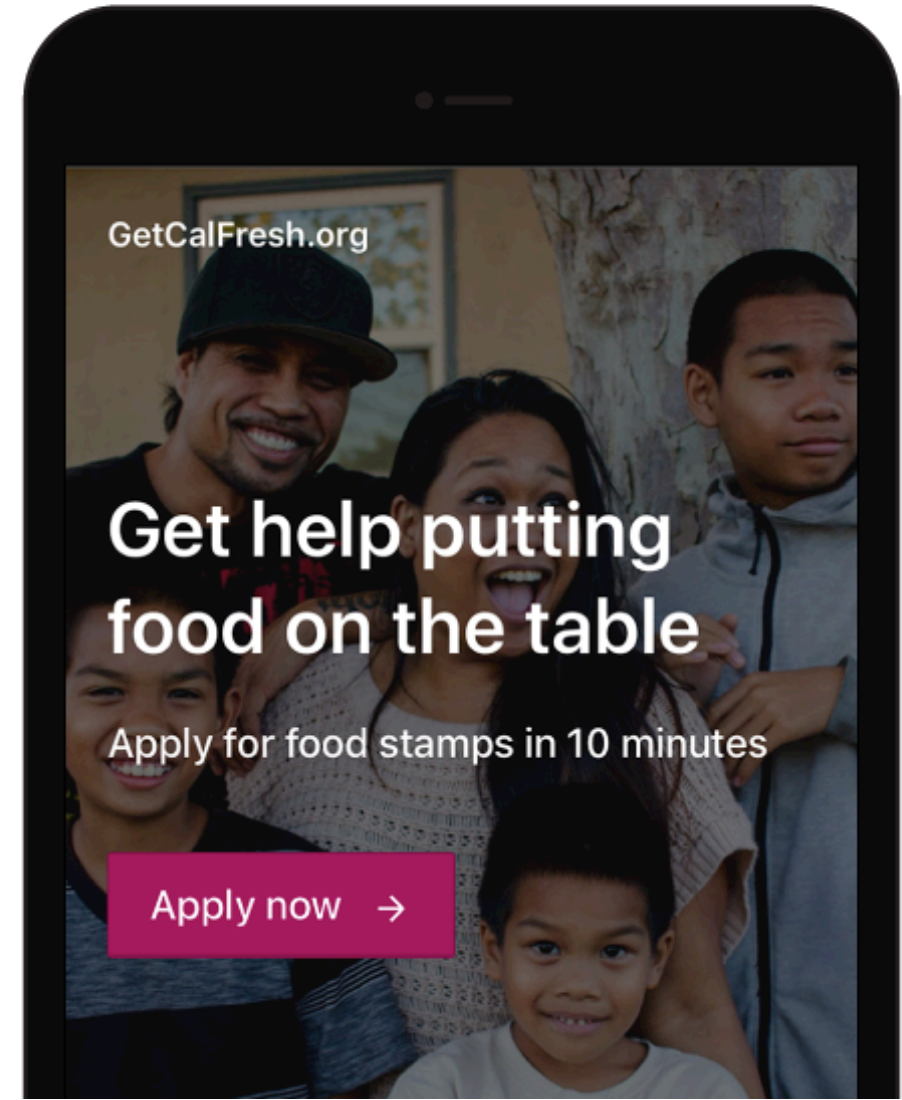
A black and white photograph of a man wearing a cap and a t-shirt, working in a grocery store aisle. He is looking down at a shelf of produce, possibly oranges, and appears to be organizing or checking items. The background shows more shelves stocked with various goods.

Code for America is a state outreach contractor

that focuses on digital community outreach

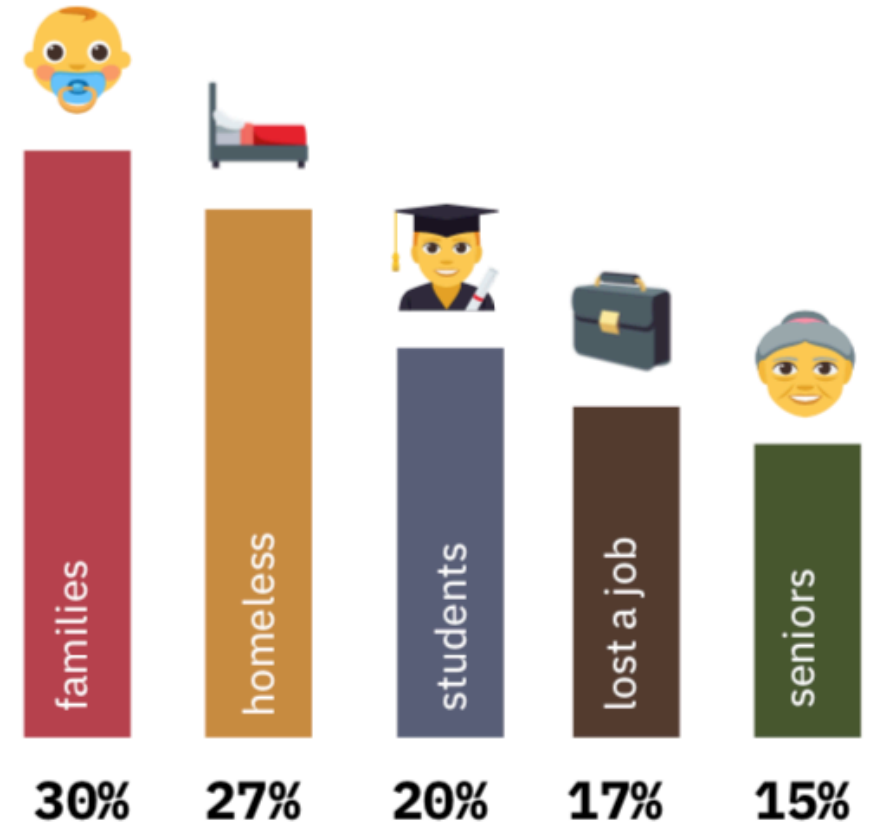
About GetCalFresh

- A service provided by Code for America that acts as a **digital assister**, available at: www.getcalfresh.org ([demo here](#))
- It allows anyone to apply for CalFresh **using a mobile phone**, and guides them through the eligibility process using **email, text, and live chat support**
- **No business process changes needed:** apps are processed just like any other online applications



GetCalFresh by the numbers

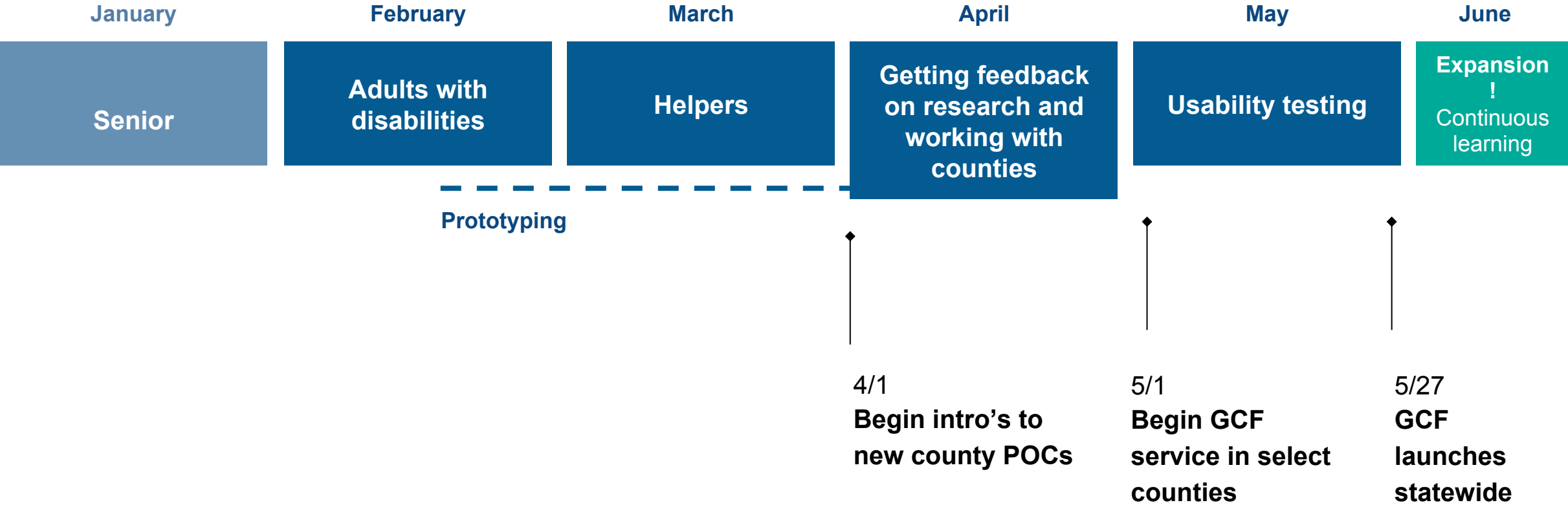
- **25,000 applications submitted monthly** across 36 counties
- Nearly 45% are first time applicants
- Less than 0.44% of applicants submit a minimal application
- Approval rates vary by county; overall average is 55%



who we help apply


SSI research and county outreach timeline

We are here!
CalFresh Forum



Improvements to GetCalFresh

GetCalFresh.org



How many people on the application get **SSI/SSP**?

0 people ▼

Continue



GetCalFresh.org

People who are on SSI/SSP are not eligible for CalFresh until summer 2019.

Exception: If someone with SSI just moved to California from another state and has not started receiving SSP yet, that person can receive CalFresh until their SSP starts.

If you are in need of additional food resources, we recommend [contacting your local food bank.](#)

Notify me when I'm eligible

Apply anyway



GetCalFresh.org

We will let you know when SSI/SSP recipients become eligible for CalFresh.

This change in eligibility will happen in the summer of 2019.

How would you like to be notified?

Text me

Email me

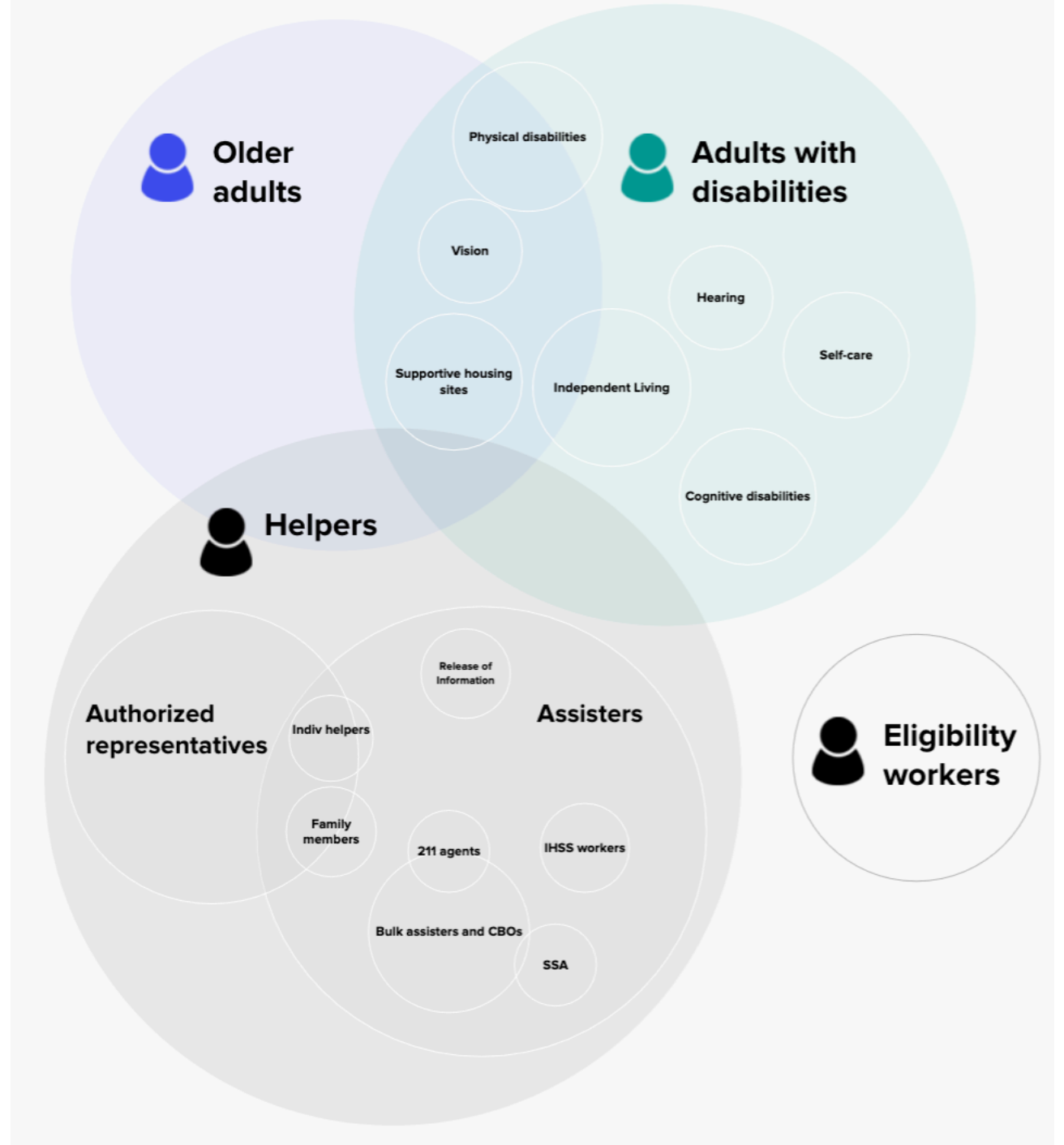
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User research

Early findings

User Research Focus

Understand the experience of people who receive SSI and the people who help them, including **how they apply for benefits, make ends meet, and use technology.**



Who we've talked to

33 people

12 Seniors

17 Adults with disabilities

4 Helpers

Types of disabilities represented

7 Mental or Cognitive

12 Physical (3 vision impairment)

2 Mental *and* physical

Gender

18 Female, 12 Male

Methods

5 Intercepts at community sites

18 Interviews

1 Focus group

Locations

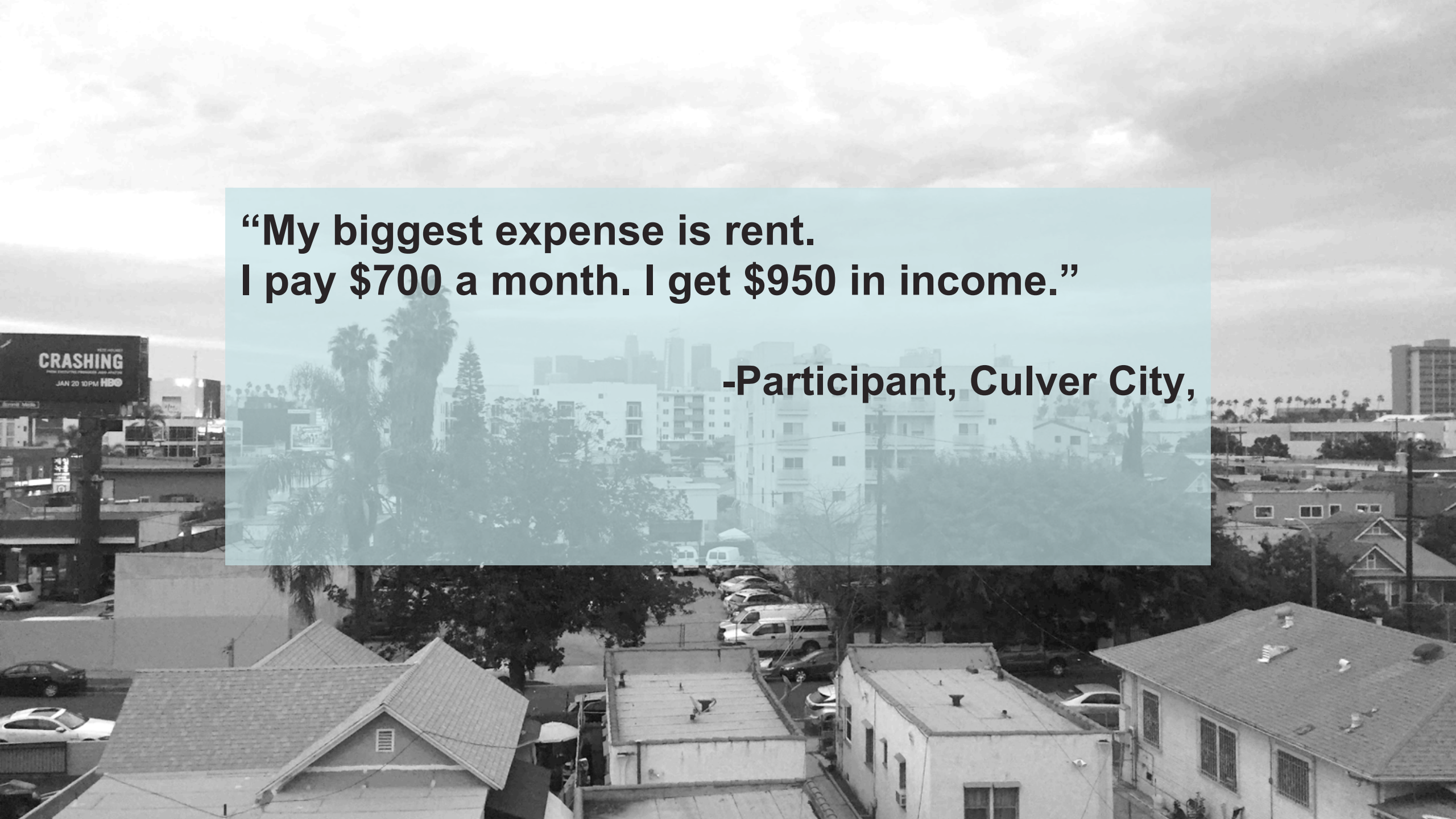
Los Angeles County

Sacramento

Riverside

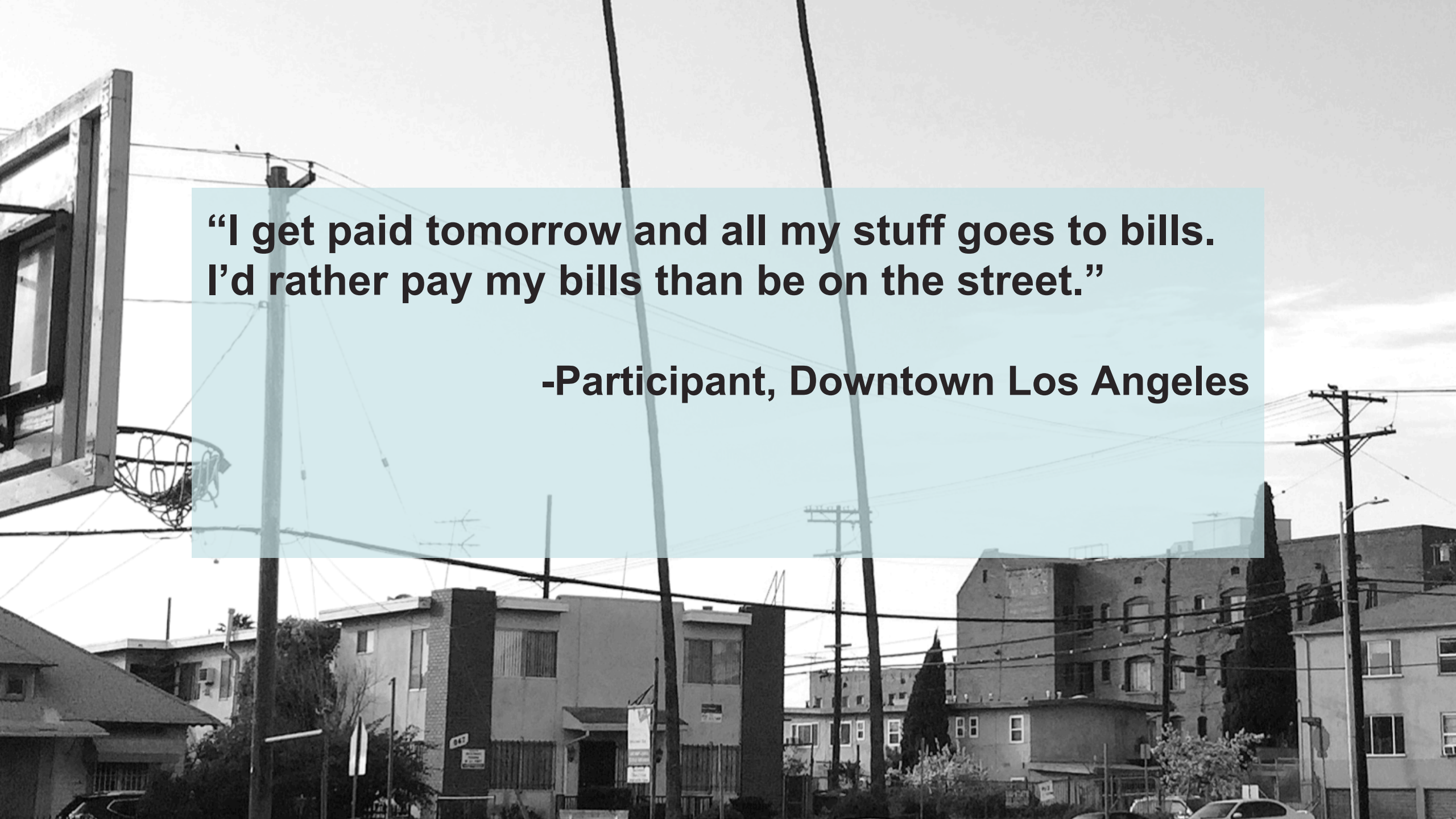
San Francisco Bay Area

Learnings from people who receive SSI

An aerial photograph of a city neighborhood, likely Culver City, showing a mix of residential buildings, including single-story houses and multi-story apartment complexes. The sky is overcast with grey clouds. A semi-transparent light blue rectangular box is overlaid on the center of the image, containing text. In the background, a city skyline is visible under a hazy sky. On the left side, a billboard for the TV show 'CRASHING' is visible, with the text 'CRASHING FROM LOS ANGELES TO LOS ANGELES JAN 20 10PM HBO'.

**“My biggest expense is rent.
I pay \$700 a month. I get \$950 in income.”**

-Participant, Culver City,



**“I get paid tomorrow and all my stuff goes to bills.
I’d rather pay my bills than be on the street.”**

-Participant, Downtown Los Angeles



“Sometimes I’m hungry at night, but I’m just grateful I have a place to live.”

-Participant in Monterey Park, CA

Rent is often the biggest expense for people who receive SSI

- Almost every participant we talked to claimed that rent was their biggest expense, followed by their cell phone, gas, or utilities.
- The majority of participants' medical expenses are covered by MediCal

SSI/SSDI Application Process

8 years.

“Are you serious? And you can still keep your income? They won't change your income?”

-Participant on learning about CalFresh expansion, Los Angeles

Bus stop questions

Work Disability and SSI
“Angel in disguise”
“go on internet Ssi.gov or go in person”

“it's a long process”
“people always get denied”

Brothers explained questions

brother signs paper

Brother took her into SSA (went twice)

had to go to judge in San Bernardino ultimately

Brother got medical records had to get docs

whole family 3 processes

“Don't give up”

waiting list + multiple years

“don't give up”

“reconsideration”

kept denying

judge had medical questions she asked him like \$

mom payed rent

working 2 jobs to support

Approved

\$13,000 back pay
de, at some gave it to mom
Spent a couple hundred on myself

People on SSI need to know their current benefits won't change.

- SSI recipients are concerned that any new funds will decrease their existing benefits.
- Participants commonly asked for estimates about the amount of CalFresh benefits they would receive.
- Most wanted to be reassured food benefits wouldn't come out of their SSI check.



**“I can show you my paperwork... it’s here
somewhere...”**

-Participant, Berkeley

SSI recipients keep minimal amounts of paperwork because their income and expenses are usually fixed.

- Most participants knew that they receive regular statements from SSA, but they were not able to confirm how often they come.
- When asked how they could obtain a statement of income, participants reported they would request to have one mailed, or coordinate a trip to an SSA office, both taking considerable time or effort.
- All participants either had their SSI payments direct deposited into their bank, or loaded on a “Direct Express Card”, with no paper trail.
- Participant’s biggest expenses do not normally generate receipts (like rent).

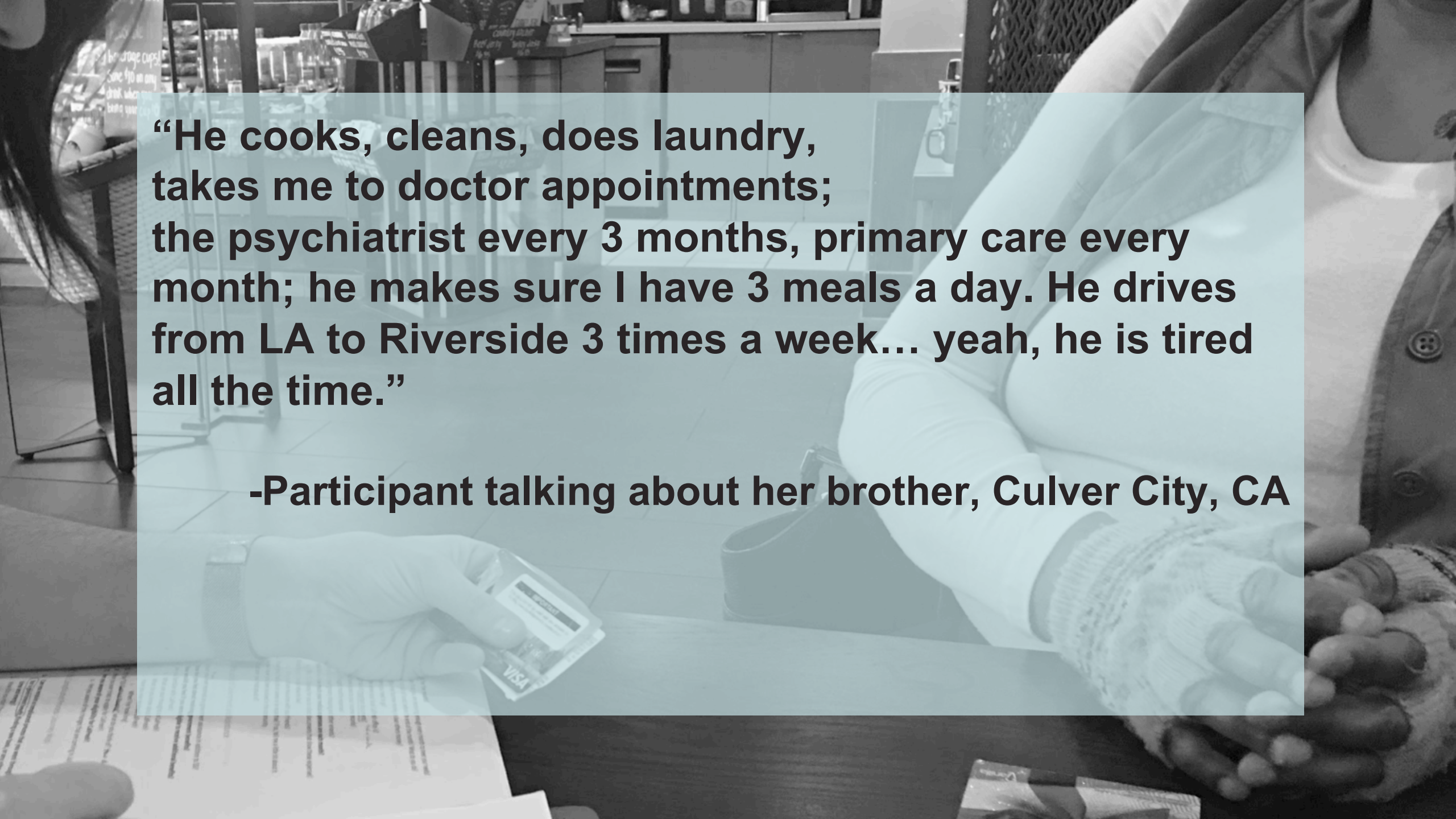


**“The services don’t
come to you, you gotta
go to them.”**

-Participant, Sacramento

People who receive SSI run out of money and must seek out services.

- When money for the month runs out some seniors rely on other services like food banks and Meals and Wheels
- Often people who receive SSI must prioritize other bills and run out of food like fresh fruits, healthy yogurts, vegetables, and meat.
- People with mental disabilities have had even more difficulty, recipients described how their illness makes them unmotivated, fatigued, overcome with anxiety, and isolated from other people.

A person wearing a white lab coat is holding a Visa credit card. The background is a blurred indoor setting, possibly a clinic or office, with shelves and equipment visible. The text is overlaid on a semi-transparent light blue rectangle.

“He cooks, cleans, does laundry, takes me to doctor appointments; the psychiatrist every 3 months, primary care every month; he makes sure I have 3 meals a day. He drives from LA to Riverside 3 times a week... yeah, he is tired all the time.”

-Participant talking about her brother, Culver City, CA

Family members provide significant support for people who receive SSI, through care work, time, transportation, and finances.

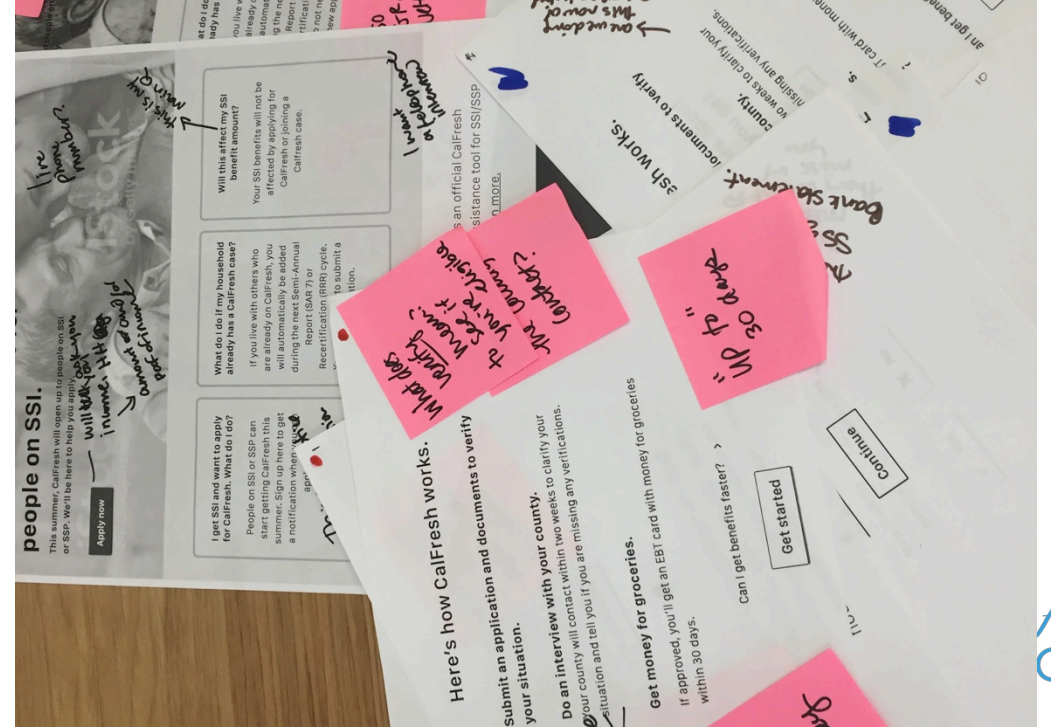
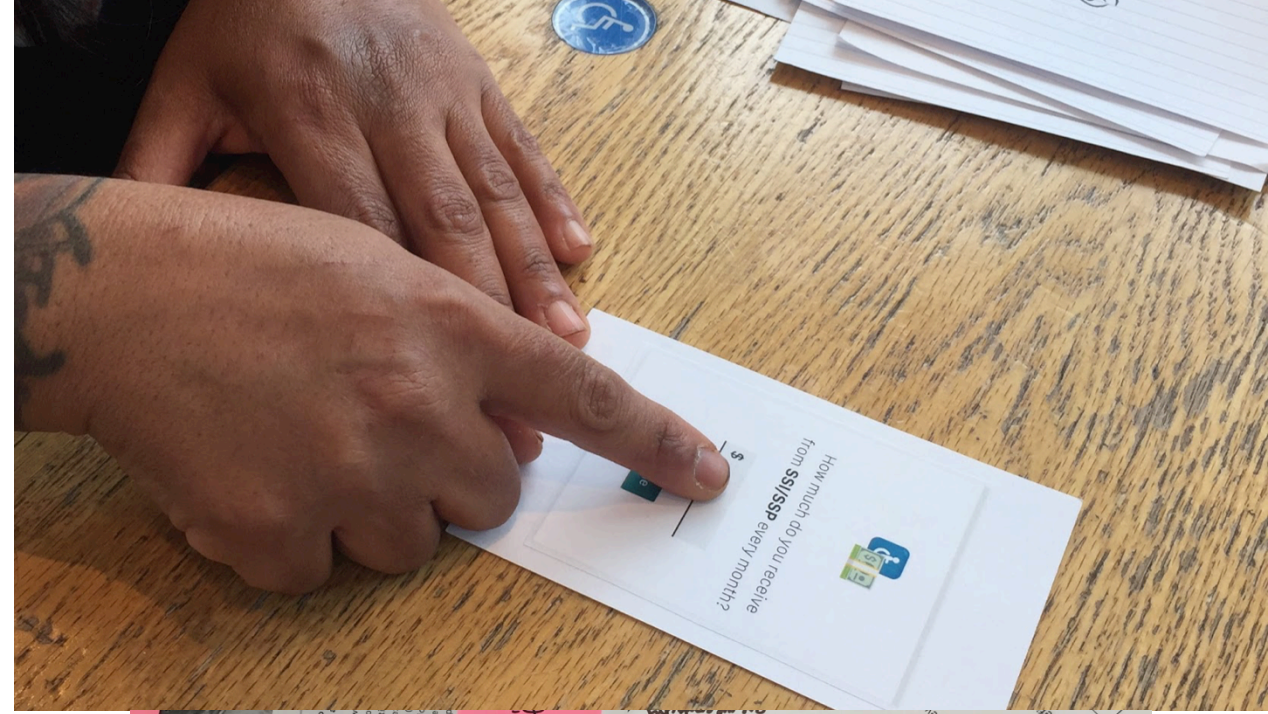
- Not all family helpers are a part of the IHSS program, and spend their own time, energy, and money to help someone on SSI.
- Participants with cognitive impairments often needed help accessing, applying for, and managing benefits processes. Often, though not always, this was a family member.
- Participants described how family or friends contributed their own resources to food, clothing, transportation, and rent money over the years.

Next

Design Feedback

We want to test our designs with a diversity of people who receive SSI and their helpers.

research@getcalfresh.org



Questions? Email us.

caitlin@codeforamerica.org or
research@getcalfresh.org

All In, All Together: Ensuring a Successful SSI Eligibility Expansion Through Planning and Partnerships

Audience Q & A