

CalFresh Expansion Implementation Update



**Report to the County Family and Human Services Committee
July 29, 2019**

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EXECUTIVE SUMMARY

- EHSD is committed to serving our community and has been serving the SSI population with a deep understanding of the vulnerabilities faced by recipients who are elderly and/or disabled. While we actively advocated for CalFresh Expansion, the implementation of this vital change has presented numerous challenges.
- Initial estimates we received from the state vastly underestimated the demand we are seeing from the expansion program. State-level issues with the rollout, including technical issues, caused unanticipated delays in the early phases of the expansion. To resolve these delays, we have developed new internal reports, authorized significant overtime to accommodate evening and weekend appointments, brought temporary workers onboard to assist, and developed new video conferencing tools.
- Approximately 2,500 families in Contra Costa County will see reduced or eliminated CalFresh benefits now that their SSI family member will be added to their case. We had initially believed that few of these families would be negatively impacted, but our case review discovered that nearly all of these clients are now at risk of benefit reductions and will require additional attention.
- Preliminary reports indicate the average grant amount for SSI recipients will not replace the need for a robust partnership with community programs to ensure continued food security for this population.
- EHSD maintains substantial compliance within the State's 30-day time limit standards. Additionally, our error rate is one of the lowest in the state and we have received awards for this effort.
- State funding for the expansion will be inadequate. The FY 19/20 State budget for CalFresh administration was augmented by \$30 million specifically for the expansion, but reduced by \$30 million, resulting in no net increase despite underestimated demand and a need for additional staff.
- Our planning process included redesigning existing systems and crafting ways to use all of our available resources. We are pursuing continued improvements including creating a new division within Aging and Adult services dedicated to this population which will become operational in the Fall. Dedicated staff in this division will provide a supportive case management environment, handling the unique needs of SSI recipients, including monitoring for potential scams and card loss, as well as navigating difficulties with the CalFresh application process.
- Moving forward, we are committed to regular reporting to this committee on the status of the SSI expansion, pursuing continued improvements serving our clients, advocating for funding augmentation, and partnering with community agencies as we continue to implement CalFresh Expansion.

OUR COMMITMENT

Contra Costa County Employment and Human Services Department (EHSD) strives to deliver quality services that support, protect, and empower our community. We are committed to ensuring prompt attention and providing all available resources to our most vulnerable residents.

We welcome the opportunity to implement the new state mandate that opens CalFresh to eligible SSI recipients for the first time in more than 40 years. EHSD supported the SSI CalFresh Expansion during the legislative process and released briefs praising the positive impact the expansion would have for Contra Costa residents.

The Department already has a relationship with many members of this population, including a dedicated SSI Advocacy team who works to help people obtain SSI in the first place, by assisting individuals with applications and appeals. We are constantly working to expand related services to our county's SSI recipients. Recently, we increased coordination with the county's Health, Housing, and Homelessness Bureau (H3), participated in housing pilot programs for SSI clients, and are currently working with the Health Department to strengthen SSI advocacy across the county.

At EHSD, we understand the vulnerabilities and financial hardships our SSI clients face. We have taken steps to ensure responsive service for this population and have shifted our internal processes to streamline the application and case management process for SSI CalFresh clients. These changes include a new dedicated division within Aging and Adult Services, Saturday appointments, and video appointments between EHSD district offices. With our community partners, we remain open to new ideas and processes to best serve these clients.

As a sign of our commitment to all CalFresh customers, we have consistently maintained 30-day compliance rates for determining applications well within the state accepted limits. Our error rate is one of the lowest in the state and we were recently awarded for these efforts. Additionally, our compliance with CalFresh expedited services screening is 99% and has earned praise from state auditors.

CALFRESH EXPANSION AND APPLICATION PROCESS

Individuals who are blind, disabled, or over age 65 with limited income are eligible for Supplemental Security Income and Payments (SSI/SSP). On June 1, 2019, individuals receiving SSI/SSP became eligible to receive CalFresh. California was the last state in the nation to offer food benefits to SSI recipients. Despite this positive development, preliminary reports indicate the average grant amount for SSI recipients will not replace the need for a robust partnership with community programs to ensure food security for this population. Additionally, many current CalFresh recipients who will now have to add an SSI recipient family member to their cases will see a reduction or possible total loss of their CalFresh benefits after the ramp-down period.

Commitment to the Most Vulnerable

- *EHSD has been **servicing** the SSI population for many years by helping individuals obtain and maintain benefits. We understand their unique needs.*
- *We actively **advocated** for the CalFresh Expansion and welcome the opportunity to implement it.*

CalFresh Expansion Implementation Update

In the lead up to the CalFresh expansion, the California Department of Social Services (CDSS) released outreach materials to the public and preliminary guidance to county departments. Clients and community partners were told they could begin submitting applications on May 1, 2019. However, EHSD is required by law to process all applications electronically through CalWIN, a state managed system. CalWIN was not set up to allow CalFresh applications from SSI recipients until May 20, 2019. This prevented Eligibility Workers from being able to begin determining applications in a timely manner. We received approximately 453 SSI CalFresh applications during the time that we could not use CalWIN.

By law, all CalFresh applications must be screened to see if the applicant(s) may qualify for CalFresh expedited services (ES). Under ES, clients receive CalFresh benefits within three days, as opposed to 30 days under the normal processing requirements. To be eligible for ES, the applicant must have income less than \$150, be a migrant farm worker, or have housing and utility costs greater than their monthly income. While we have seen some clients who fall into the last qualifying category of ES (housing costs), the vast majority of the applicants we have served thus far do not qualify. EHSD has consistently maintained a 99% compliance rate for this requirement and has been commended by the state for our efforts.

Pursuing Continued Improvements

- *To date, most SSI applicants **do not** qualify for Expedited Services*
- *Efforts are being made to **streamline** the application process through new technologies, processes, and staffing*
- *We are creating a **SSI Division** dedicated to this population which will become operational in October 2019.*

Under federal and state civil rights law, we must process CalFresh applications in the order in which they were received. ES is the only legal mechanism to move applicants to the “front of the line.” While we recognize the unique vulnerabilities of SSI recipients, we cannot choose to process their applications before the general public. However, we are implementing new technologies to serve all customers in more streamlined manner and are establishing a new SSI Division within Aging and Adult Services, which will have workers dedicated to SSI recipients, providing a supportive case management environment that is designed to accommodate the physical and mental challenges many SSI recipients experience.

STATUS OF SSI CALFRESH APPLICATIONS

The state provided estimates of the number of SSI CalFresh applications we should expect to receive, which informed our planning process. A summary of the data provided is below. The original guidance we received from the state was to assess eligibility for current IHSS recipients and SSI recipients who would be added to an existing case at the time of their annual reassessment. Per this guidance, we expected to add approximately 1,000 CalFresh cases from the expansion that were not currently involved with an EHSD program, knowing that some additional applications from SSI recipients who were not eligible may be submitted.

CalFresh Expansion Implementation Update

| <i>Initial State Estimates</i> | <i>Number</i> |
|--|---------------|
| Total SSI Recipients in County | 24,841 |
| SSI Recipients who are CalFresh Eligible | 10,045 |
| Current SSI Recipients on IHSS | 6,527 |
| SSI Recipients to be Added to Existing CalFresh Case | 2,512 |
| New SSI CalFresh Cases | 1,006 |

The reality of the expansion has exceeded the expectations of these state estimates. As of July 22, 2019, we received 4,090 SSI CalFresh applications. Of these, 1,290 (32%) are from current IHSS recipients. We believe that the outreach initiated by the State encouraged clients to apply ahead of their reassessment, which we were not initially anticipating at the current volume.

Additionally, the expansion allows for new customers to apply for CalFresh via a referral from the Social Security Administration offices. When the state instituted this process, we were told that the volume would be approximately 30-45 applications per month. However, in June, we received 190 of these direct referrals.

The overwhelming majority of applications we have processed for the expansion are eligible and the denial rate thus far has been lower than our typical CalFresh population. While we typically see about a 40% denial rate for CalFresh applications, the denial rate thus far for the expansion population has been approximately 8% and the withdraw rate (includes withdrawn, cancelled, and denied applications) is only 3%. This means that far more customers are turning in verifications and scheduling interviews, requiring additional staff time.

More Workload Than Expected

- *Applications received for the CalFresh expansion has already **exceeded State estimates***
- *We received **significantly more referrals** from the Social Security Administration offices than initially estimated*
- *The denial rate for the CalFresh expansion is very low, meaning that far more of these customers are turning in verifications and scheduling interviews, **requiring more staff time***

SSI recipients face distinct challenges including limited mobility and cognitive impairments. Our district office managers have indicated that the verification and interview process for SSI expansion customers has taken longer and has been more challenging than the typical CalFresh application process. Because these new customers are elderly and/or disabled, they often need extra time and support to respond to questions accurately and to locate their verification documents.

The higher-than-anticipated volume of applications has led to delays in county offices statewide and in community agencies that are accepting CalFresh applications. While it has been noted that our interviews are currently being scheduled into October, this does not necessarily mean that people will not receive benefits before that date. By law, an interview must be scheduled at the time of application, and the assigned interview date is guaranteed as a “no later than” point in time. However, EHSD Eligibility Workers may begin reviewing applications before that date, and in fact, we are making concerted efforts to conduct interviews before the guaranteed appointment dates.

CalFresh Expansion Implementation Update

| <i>SSI Expansion Application Status¹</i> | <i>Number of Applications</i> |
|---|-------------------------------|
| Approved | 2,357 |
| Denied | 321 |
| Pending | 1,290 |
| Withdrawn, Cancelled, Discontinued | 122 |

Towards this goal, we have taken a multi-prong approach to processing applications as quickly as possible and avoiding delayed interviews. We have offered significant overtime to current employees, and many are working on evenings and weekends. Additionally, we have started scheduling Saturday interviews in four district offices, as permitted by staff capacity. We have also updated our phone system to conduct building-to-building video conferencing. While all of our district offices have seen increased volume since May, our East County centers have been especially hard hit by the expansion. A new phone system will allow East County customers to be connected with Eligibility Workers in other buildings to complete their interviews. For quite awhile, most CalFresh interviews have been completed over the phone, and face-to-face interviews are uncommon, so EHSD workers are very familiar with the telephonic process.

We have also encouraged the use of online applications, which minimize the time EHSD employees need to spend on data entry. Currently, approximately 64% of the SSI expansion applications we have received were through an online portal. The main online portal is GetCalFresh. However, as we have noted in the past, this portal still leaves a great deal of data entry for workers. The most streamlined online system is MyBenefitsCalWin (MyBCW). In May, EHSD published and distributed a MyBCW guide for community partners and the public in order to encourage use of this portal. This effort was successful, with approximately 16% of all SSI CalFresh applications arriving through MyBCW, an increase over our typical use of this system. We strongly encourage our community partners to continue to use MyBCW to assist clients, as it results in fewer application delays.

Significantly, SSI grant amounts are not sufficient to cover most people’s living expenses, and many live in poverty. It is important to temper expectations of the CalFresh benefits the SSI population are likely to receive. In its outreach materials, the state communicated that “food benefits for one person range from \$15 – 192 per month, with an average for older adults and people with disabilities around \$105 – 110 per month.” In the early days of taking applications, EHSD district offices reported that many applicants were expressing disappointment to learn their monthly benefits were falling into the range of \$15-35 per month. Data now available shows that about 28% of approved applications fall into that lower benefit range. However, the

Managing Expectations

- *It is important to **temper expectations** of the CalFresh benefits the SSI population are likely to receive*
- *For about 60% of the SSI CalFresh clients who have received benefits to date, the authorized amount is below \$100. Their new CalFresh benefits will not replace the **important role** food banks, meal programs, and other community programs play in supporting their overall well-being.*

¹ See Attachment A, Detail of Denial Reasons

CalFresh Expansion Implementation Update



average monthly benefit of *all* applications approved thus far is approximately \$87 per month, so it appears we were mostly receiving feedback early in the implementation from those who were disappointed. Still, the actual average benefit in Contra Costa County thus far is below what the state has indicated. As a result, we recommend exercising caution in our communications. For those living in poverty, any amount of assistance will have a positive impact in their lives. However, for about 60% of the individual SSI CalFresh clients who have received benefits to date, the authorized amount is below \$100, and their new CalFresh benefits will not completely replace the important role food banks, meal programs, and other community programs play in supporting their overall well-being.

| <i>Benefit Amount for Single SSI Recipients (data current as of 7/15/19)</i> | <i>Percent of Recipients (N = 1,593 Recipients)</i> |
|--|---|
| \$5-49 | 42% |
| \$50-74 | 9% |
| \$75-99 | 10% |
| \$100-149 | 16% |
| \$150-192 (maximum) | 23% |

PENDING APPLICATIONS AND 30-DAY COMPLIANCE

While the federal guidelines call for complete (100%) compliance with a 30-day processing time for food assistance applications, the state of California defines compliance as 90% of applications being processed within the 30-day limit. If an application is pending after 30 days due to county caused delays, the applicant must be notified. If the overdue application is approved, the customer will be awarded retroactive benefits to cover the period of the delay. Workers are making every effort to assist applicants to meet the requirements.

Contra Costa County maintains substantial compliance within the State’s 30-day time limit standards. EHSD has consistently approved between 97% to 99% of all CalFresh monthly applications. A chart provided by advocates to the Board of Supervisors at their meeting on July 9 incorrectly portrayed EHSD’s compliance rates for the period of April 2018 through April 2019. The accurate data with source citations is attached to this report².

For current IHSS and Medi-Cal recipients (already served by EHSD) applying to the CalFresh expansion, we have been pulling verifications that are still valid from other systems and programs. While this is meant to reduce the burden on clients, it has also resulted in an additional time investment for our eligibility staff.

EHSD has developed a daily reporting system that allows us to identify immediately when the number of days an SSI application is overdue, as well as the client information. This will allow us to be immediately attentive to pending applications and make Eligibility Worker assignment changes, if necessary. The following vignette illustrates how we will use this new report:

After reviewing the pending report, a supervisor discovered that Mr. O’Malley’s CalFresh application was still pending after 30 days. The supervisor spoke with Tonya, Mr. O’Malley’s Eligibility Worker. Tonya explained that Mr. O’Malley was unable to locate his

² See Attachment B, Contra Costa County CalFresh Application Processing Chart

CalFresh Expansion Implementation Update



paperwork to complete his application. The supervisor was able to redirect some of Tonya's interviews scheduled that day to a different building using the new telephone system so Tonya had additional time to work with Mr. O'Malley and provide assistance on requesting the needed paperwork, which allowed him to complete his application.

Another compliance measure the state measures is our error rate. Our cumulative error rate between October 2018 and March 2019 is 3.25%, compared to the California Federal cumulative error rate of 7.01% for the same period³. We will be closely monitoring the error rate in the months to come and can provide periodic reports to this committee, as we do know there is risk of increased error when we implement new programs.

FINANCING THE CALFRESH EXPANSION

The expansion of the CalFresh is a new State mandate under AB1811, Sections 38-41. Those sections include certain program requirements that were premises in the estimation of the State appropriation for CalFresh. The FY 2019/20 State budget for CalFresh administration was augmented by \$30 million specifically for the SSI expansion, however, we are projected to experience a \$30 million decrease in administrative funding resulting from caseload reductions in prior years. Therefore, there has been no net increase in the State appropriation. EHSD, like most counties, relies on the State law and guidance for planning purposes. However, the substantial influx of applications beginning on May 1, 2019 combined with the resulting front-loading of a major portion of the IHSS workload has meant that the State funding will be significantly inadequate.

For FY 2018/19, the State allocation was \$486,640 with a \$486,640 Federal match for a total of \$973,280 and no County share required. Expenses above the \$973,280, estimated at \$758,173, are funded with 50% Federal/50% County. The total County share of \$379,088 is funded by an additional \$300,000 in County General Fund provided by the CAO and EHSD will absorb the remaining \$79,088 within the existing budget as part of the closeout process.

For FY 2019/20, the State allocation is estimated to be \$711,537 subject to allocations being received in August 2019. The funding ratios are Federal 50%, State 35% and County 15%. The State allocation of \$711,537 will generate Federal funds in the amount of \$1,016,482 and will require a County match of \$304,945 for a total of \$2,032,964. However, EHSD's expenditures for FY 2019/20 are projected to be \$3,414,562 and the difference of \$1,381,598 will be funded with 50% Federal/50% County funds with the County portion being \$690,799.

The FY 2018/19 and FY 2019/20 expenditure and funding estimates are given below:

³ RADEP-1 State Report

CalFresh Expansion Implementation Update



| FY 2018/19 CalFresh SSI Eligibility Expansion | | | | | |
|--|-------|---------------------|-------------------|-------------------|----------------------|
| | FTEs | Total | Federal Match | State Allocation | County General Funds |
| 3rd Qtr County Expense Claim | 4.54 | \$ 313,554 | \$ 156,776 | \$ 156,778 | |
| 4th Qtr County Expense Claim Estimate | 20.53 | \$ 1,417,899 | \$ 708,949 | \$ 329,862 | \$ 379,088 |
| Total Estimated Expenditures | | \$ 1,731,453 | \$ 865,725 | \$ 486,640 | \$ 379,088 |
| Funding Breakdown | | | | | |
| CalFresh SSI State Allocation & Federal Matching Funds | | \$ 973,280 | \$ 486,640 | \$ 486,640 | |
| Federal Match and CAO County General Funds | | \$ 600,000 | \$ 300,000 | | \$ 300,000 |
| Federal Match and additional EHSD County General Funds | | \$ 158,173 | \$ 79,085 | | \$ 79,088 |
| Total Funding | | \$ 1,731,453 | \$ 865,725 | \$ 486,640 | \$ 379,088 |

| FY 2019/20 CalFresh SSI Eligibility Expansion | | | | | |
|---|-----------|---------------------|----------------------|-------------------------|-----------------------------|
| | FTEs | Total | | | |
| 1st Qtr County Expense Claim Estimate | 27 | \$ 1,920,691 | | | |
| 2nd Qtr County Expense Claim Estimate | 9 | \$ 640,230 | | | |
| 3rd Qtr County Expense Claim Estimate | 5 | \$ 355,684 | | | |
| 4th Qtr County Expense Claim Estimate | 7 | \$ 497,957 | | | |
| Total Estimated Expenditures/Average FTEs | 12 | \$ 3,414,562 | | | |
| Funding Breakdown | | | | | |
| | | | Federal Match | State Allocation | County General Funds |
| CalFresh SSI State Allocation & Federal & County Matching Funds | | \$ 2,032,964 | \$ 1,016,482 | \$ 711,537 | \$ 304,945 |
| Federal Match and Additional County General Funds | | \$ 1,381,598 | \$ 690,799 | | \$ 690,799 |
| Total Funding | | \$ 3,414,562 | \$ 1,707,281 | \$ 711,537 | \$ 995,744 |

The insufficient State funding of a new mandate is not a new or unusual occurrence. However, in this case, vulnerable elderly and disabled members of our community are directly impacted. Our efforts during this fiscal year will be focused on documenting the actual costs of the SSI Expansion and advocating vigorously for a funding augmentation from the State inasmuch as the County is funding the program by \$379,088 in FY 2018/19 and \$690,799 in FY 2019/20 over and above the required County match.

HIRING FOR THE CALFRESH EXPANSION

In October 2018, shortly after CalFresh expansion was signed into law, we initiated the hiring process for temporary Eligibility Workers. EHSD received an eligible list of candidates in April 2019. All county employees are required to complete a Live Scan background check, some of which were delayed by DOJ processing. Finally, 16 temporary Eligibility Workers and 4 temporary clerical staff were hired in May 2019. Due to the many legal requirements and nuances of administering CalFresh, the standard training program extends over a six month period. However, a streamlined training program was developed to enable these employees to begin processing applications as soon as possible. Staff normally assigned to other programs such as CalWORKs and CalFresh administration were re-assigned to CalFresh SSI implementation to mitigate the workload and address the backlog of applications. An additional 4 clerical temps are currently being hired.

In order to manage the increased caseload in the IHSS program created by the addition of several thousand CalFresh cases, we are anticipating needing to hire 5 to 7 permanent Eligibility Workers.

MOBILIZING OUR EXISTING WORKFORCE

Our planning process included redesigning existing systems to best meet the needs of CalFresh expansion customers and crafting ways to use all of our available resources. In addition to hiring temps, we also reassigned 18 existing employees with CalFresh experience to work on the expansion. This included two Navigators from the For Our Families pilot, three Eligibility Workers within Aging and Adult Services, three Aging and Adult Services Program Assistants, and 10 Eligibility Workers from CalWORKs.

With additional financial support provided by the CAO, we have also offered “all hands on deck” overtime to interested employees. This is available to all bureaus and specific classifications that are overtime eligible. Currently, 58 staff have volunteered for overtime, including evening and weekend appointment hours. Overtime hours started on June 29, 2019, when we received the funding and approval necessary to pay employees for their efforts.

Our primary method of tracking program work efforts is through time study, a system that logs working hours to submit to our reimbursement claims. From March through May 2019, we time studied an average of 3,018 hours each month to the CalFresh expansion. This translates into 56 FTEs over three months. This is reflective of our efforts in the planning and early implementation of this program.

EXISTING CALFRESH CASES: A FOCUS OF OUR PLANNING EFFORTS

In the lead up to the CalFresh expansion, we dedicated significant staff time and planning to reviewing the 25% of SSI CalFresh customers whose new benefits could impact an existing CalFresh case. After the passage of the CalFresh expansion, we immediately assigned existing staff to review these cases. We believed these cases could be considered “safe in the reassessment pipeline” since the state initially advertised they would be “held harmless” when the CalFresh expansion was implemented, meaning that benefits to the household would not be negatively impacted. However, in the final budgeting of this program, the State modified the “hold harmless” agreement to include a lower, temporary transitional benefit for these families. Our concern became learning how many families may have their benefits lowered and making sure these customers were aware of the risks of applying ahead of their reassessment date.

The reduced “hold harmless” clause, now known as Supplemental Nutrition Program/Transitional Benefit Program (SNB/TNB), is a CalFresh ramp-down for these existing customers. Under the original plan, the state estimated that few families would be negatively impacted, but our case review discovered that nearly all of these clients will fall into SNB/TNB benefits. This means that after their reassessment, these families will see reduced or eliminated CalFresh benefits. Recent data suggests the average benefit loss to households under SNB could be \$136 per month in Contra Costa County. If the family applies with their SSI family member ahead of their reassessment date, the decrease will take place earlier than needed. The following vignette illustrates TNB benefits:

Maya is a server at a local restaurant and a live-in caretaker for her mother, who is on SSI. Maya has been receiving CalFresh with her mother excluded from her case, and her reassessment is not until December 2019. Learning of the expansion, Maya decided to request add her mother to her case, thinking that she will be “held harmless”. The added SSI income combined with Maya’s wages makes the family ineligible for CalFresh. They will receive limited-term TNB benefits. If Maya would have waited until her reassessment,

CalFresh Expansion Implementation Update



she could have received her full CalFresh amount until December, plus allowed time of TNB benefits.

As costs of living rise throughout the county, even those working are not able to meet their basic needs. EHSD recognizes the importance of food assistance in helping families make ends meet and ensuring health and well-being. While we have directed significant efforts to planning for our newly eligible SSI CalFresh customers, we also consider it of the utmost importance to focus on our existing customers, attempting to help them minimize their risk and maximize their food budget under the CalFresh expansion.

RECOGNIZING STAFF EFFORTS

We recognize that staff have gone above and beyond to implement the CalFresh expansion. This includes significant voluntary overtime, additional casework, and willingness to be reassigned to a different unit. Many of the processes and tools needed to implement the new program arrived late, which created significant challenges for our staff. Their performance has continued to consistently meet and exceed our expectations.

We highly value the contributions of our staff and make an effort to show our appreciation for their efforts. For example, Managers and Directors have been bringing employees snacks and meals during extended hours. We also have numerous staff recognition programs to award exemplary customer service, and these will be conscientiously applied throughout the implementation period (and beyond).

MOVING FORWARD

EHSD is committed to the following moving forward:

- EHSD staff has investigated the possibility of obtaining the names of SSI recipients who may be eligible for CalFresh but who are not currently known to us. The goal would be to identify – and serve – more individuals who may have become eligible under the expansion. To date, we have been informed by the State that this information is not available for distribution. If there are any changes to this policy, we will provide an update.
- Our new pending case report will simplify case assignment, allowing supervisors to ensure complex cases are assigned to more experienced workers and new employees are receiving the support they need. We are committed to continued reporting of our pending SSI CalFresh applications to this committee.
- A new, integrated division within Aging and Adult Services to oversee the ongoing case management of CalFresh expansion customers will become operational in October 2019. The goals of the new division is to simplify reassessments for customers, as they will only need to interact with one eligibility division, as well as organizational efficiency. We estimate approximately 65% of our total CalFresh expansion caseload will be IHSS clients, and this division will oversee those cases. From a client perspective, this will streamline interactions with the bureau. We are committed to ongoing status updates about this new division and its operations to this committee.
- We recognize the vital role our community partners play in ensuring food security and well-being for our most vulnerable residents. We are committed to a strong partnership with community organizations as we continue implementing CalFresh Expansion

CalFresh Expansion Implementation Update

ATTACHMENT A:

Detail of Denial Reasons

| <i>Reasons for Denial--CalFresh Expansion</i> | <i>Number of Cases (current as of 7/22/2019)</i> |
|--|--|
| Failure to keep scheduled intake appointment | 206 |
| Household does not qualify for Separate Household | 18 |
| Failure to provide requested verifications | 61 |
| Over income | 23 |
| Benefit amount is zero | 12 |
| Failed to complete paperwork (this reason happens when the client shows for the appointment but ends the interview before it has been completed) | 4 |
| The applicant died before completing the determination | 2 |
| Receiving aid in another case | 1 |

Note: More than one reason can be given for a denial. For example, someone may both miss an interview and fail to provide verifications. Therefore, the total number of denial reasons may be greater than the total number of denials.

CalFresh Expansion Implementation Update



ATTACHMENT B:

Contra Costa County CalFresh Application Processing Chart

| | Applications Carried Over From Prior month | Applications Received | Total Applications | Applications Approved w/in 30 days | Percentage Applications Approved w/in 30 days | Applications Approved Late | Percentage Applications Approved Late | Applications Denied w/in 30 days | Percentage Applications Denied w/in 30 days | Applications Denied Late | Percentage Applications Denied Late |
|---------------|--|-----------------------|--------------------|------------------------------------|---|----------------------------|---------------------------------------|----------------------------------|---|--------------------------|-------------------------------------|
| Apr-18 | 393 | 2,334 | 2,727 | 954 | 34.98% | 37 | 1.36% | 869 | 31.87% | 69 | 2.53% |
| May-18 | 300 | 2,482 | 2,782 | 1,031 | 37.06% | 37 | 1.33% | 856 | 30.77% | 87 | 3.13% |
| Jun-18 | 350 | 2,476 | 2,826 | 956 | 33.83% | 42 | 1.49% | 853 | 30.18% | 68 | 2.41% |
| Jul-18 | 457 | 2,829 | 3,286 | 982 | 29.88% | 67 | 2.04% | 884 | 26.90% | 110 | 3.35% |
| Aug-18 | 677 | 2,969 | 3,646 | 1,090 | 29.90% | 94 | 2.58% | 1,133 | 31.08% | 138 | 3.78% |
| Sep-18 | 367 | 2,409 | 2,776 | 890 | 32.06% | 71 | 2.56% | 980 | 35.30% | 122 | 4.39% |
| Oct-18 | 238 | 2,710 | 2,948 | 1,085 | 36.80% | 84 | 2.85% | 1,103 | 37.42% | 195 | 6.61% |
| Nov-18 | 144 | 2,163 | 2,307 | 808 | 35.02% | 43 | 1.86% | 972 | 42.13% | 93 | 4.03% |
| Dec-18 | 171 | 2,006 | 2,177 | 852 | 39.14% | 42 | 1.93% | 836 | 38.40% | 63 | 2.89% |
| Jan-19 | 140 | 2,573 | 2,713 | 895 | 32.99% | 74 | 2.73% | 807 | 29.75% | 97 | 3.58% |
| Feb-19 | 608 | 1,834 | 2,442 | 759 | 31.08% | 64 | 2.62% | 950 | 38.90% | 99 | 4.05% |
| Mar-19 | -124 | 2,036 | 1,912 | 852 | 44.56% | 46 | 2.41% | 703 | 36.77% | 59 | 3.09% |
| Apr-19 | 284 | 2,277 | 2,561 | 927 | 36.20% | 38 | 1.48% | 782 | 30.53% | 51 | 1.99% |

Notes:

| | |
|---|---|
| Applications Approved w/in 30 days | Form CF296 Line 2a less Line 2a1 |
| Percentage Applications Approved w/in 30 days | Applications Approved w/in 30 days/Total Applications |
| Applications Approved Late | Form CF296 Line 2a1 |
| Percentage Applications Approved Late | Applications Approved Late/Total Applications |
| Applications Denied w/in 30 days | Form CF296 Line 2b Less Line 2b3 |
| Percentage Applications Denied w/in 30 days | Applications Denied w/in 30 days/Total Applications |
| Applications Denied Late | Form CF296 Line 2b3 |
| Percentage Applications Denied Late | Applications Denied late/Total Applications |