



CalFresh for Senior Centers and Delivered Meals

03/24/11

BACKGROUND

CalFresh recipients may pay for meals at communal dining facilities (senior centers) or from a non-profit meal delivery service with their CalFresh benefits (formerly known as Food Stamps) using their Electronic Benefits Transfer (EBT) card, similar to an ATM card, if they are:

- Sixty (60) years or older, housebound, physically handicapped, or disabled and cannot prepare their meals,
- Living alone or only with a spouse, and
- Not living in a boarding house or institution.

Additional information:

- If one spouse is eligible to buy delivered meals with CalFresh, the other spouse is also eligible regardless of age or disability status.
- SSI/SSP recipients are not eligible to CalFresh as California is a “cash out” state, where SSI/SSP payments already include money to supplement the food budget.

SENIOR CENTERS AND DELIVERED MEALS

- Senior centers that have communal dining can apply to the Food and Nutrition Service (FNS) to be an authorized retailer.
- Meals may be purchased from a non-profit meal delivery service authorized by (FNS) to accept CalFresh benefits.
- When a senior center or meal delivery service (also known as retailer) has multiple addresses, it is recommended that each location be certified individually with their own FNS ID # and EBT vendor status.
 - The retailer must apply directly with FNS by telephone at 1-866-328-4212 or on-line at: <http://www.fns.usda.gov/snap/retailers/application-process.htm>.
 - The retailer must complete form FNS-252-2: <http://www.fns.usda.gov/snap/retailers/pdfs/FNS-252-2.pdf>.
 - Retailers may direct questions to the local FNS field office in Sacramento:
Food and Nutrition Service, USD
801 "I" Street, Room 179
Sacramento, CA 95814
Phone: 916-498-5790
Fax: 916-498-6487

EQUIPMENT

- Once enrolled with FNS, the retailer must call the EBT Vendor, ACS, at 1-866-328-4212 for Point-of-Sale (POS) equipment and training
- The Retailer Training Guide provides retailer guidelines and EBT criteria (available at http://www.fns.usda.gov/snap/retailers/pdfs/Retailer_Training_Guide.pdf)
- FNS requires customers to be present and enter their PIN into the POS device to complete the EBT transaction.
- Wireless, portable POS devices are available for retailers to use for meal delivery services

VOUCHER PROCESS

Retailers for meal delivery services may choose to utilize vouchers in lieu of portable POS devices.

Steps include:

- The retailer calls the EBT Retailer Help Line at 1-866-328-4212 (Menu Option #1 + #1) to ensure that the EBT funds are available in the recipient's EBT account.
- The EBT Retailer Help Line provides an authorization number for the transaction. This places a hold on the funds until the retailer clears the voucher on the POS device with the authorization number.
- The EBT card holder signs the manual voucher to complete the transaction.
- The retailer then returns to the headquarters where the POS device is located and processes the transaction in the EBT system by pressing the appropriate keys for clearing a manual voucher with the EBT card number and the authorization number.
- The retailer must file the manual vouchers within a specific timeframe for auditing purposes.

Note: Vouchers are available by calling 1-866-328-4212 (follow correct Menu Options). ACS can provide training for utilizing this process.

CalFRESH APPLICATION PROCESS

Applying for CalFresh is easy.

- Families or individuals may submit applications:
 - In person at the local Family Resource Center (FRC). A list of FRCs is located at http://www.sdcounty.ca.gov/hhsa/programs/ssp/food_stamps/family_resource_centers.html
 - By calling 2-1-1. 2-1-1 has staff that helps complete the application and submits it electronically to the County.
 - Online at www.BenefitsCalwin.org. Benefits CalWIN allows residents to submit web-based, electronic applications to the County from any computer with Internet access.
 - Ask for a mail-in application by:
 - E-mail:** pubassist.HHSA@sdcounty.ca.gov
 - Fax:** (858) 467-9088
 - Toll-Free:** 1-(866) 262-9881 (select General Information)
 - TDD (hearing impaired):** (858) 514-6889
- Eligibility workers may conduct the application interview over the phone.
- Fingerprints for phone interviews will be waived until the next office visit, but no later than the next annual review. Severely disabled individuals with a qualifying, medically verified physical condition may be exempted from fingerprinting.