Improving Access to CalFresh

SSAB
April 14, 2011

cal fresh
BETTER FOODS FOR BETTER LIVING

CalFresh Participation

218,000

225,000
205,000
185,000
165,000
145,000
125,000
105,000
85,000
65,000
6/06 9/06 12/06 3/07 6/07 9/07 12/07 3/08 6/08 9/08 12/08 3/09 6/09 9/09 12/09 3/10 6/10 9/10 12/10

Source: MR/H0006A

Workgroup Recommendations

60
50
40
30
20
10
0

58   10   1

Accepted   More   Alternate
         Research
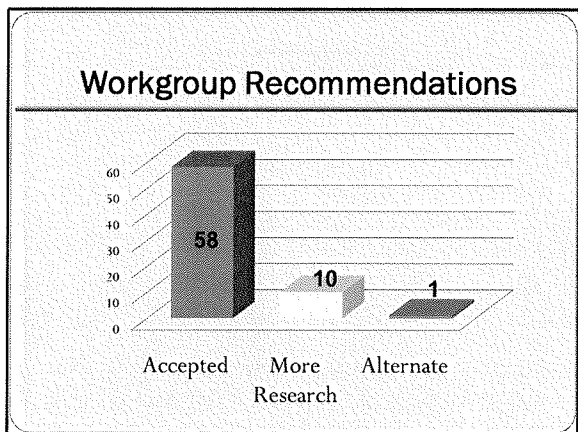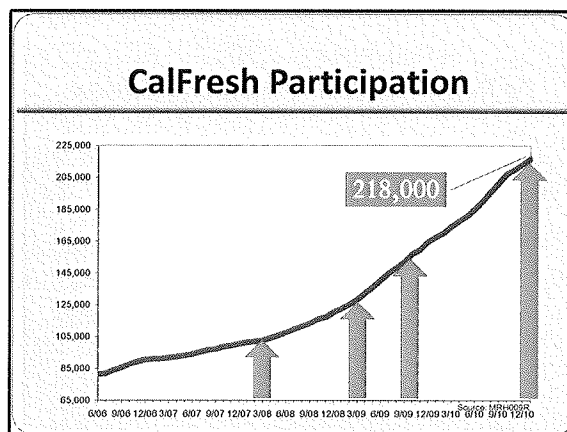
Recommendations at a Glance

Accepted: 58
    In Place = 21
    In Progress = 23
    Feasible or Partially Feasible = 14
Requires Further Study: 10
Alternate Approach: 1

"In Place" Recommendations Review

Items with no specific ongoing associated measures:
    Pending case description (10)
    Operational Guides (24-27)
    Improve language access (39)
    CBOs conduct outreach (43)
    Resolve problems as they arise (47)

"In Place" Recommendations Review

Items with no specific ongoing associated measures - continued:
    Update case files daily (49)
    Consequences to worker/agency for errors (53)
    Trainings on poverty issues (54)
    Opportunity to address SSAB (56)
    Legislative ICT remedy (60)

"In Place" Recommendations Review

Items with no specific ongoing associated
measures - continued:
    Revise ACCESS agent scheduling (62)
    Mobile enrollment services (66)

"In Place" Specifically Measurable

ACCESS Recommendations
    Use data to assess ACCESS (16)
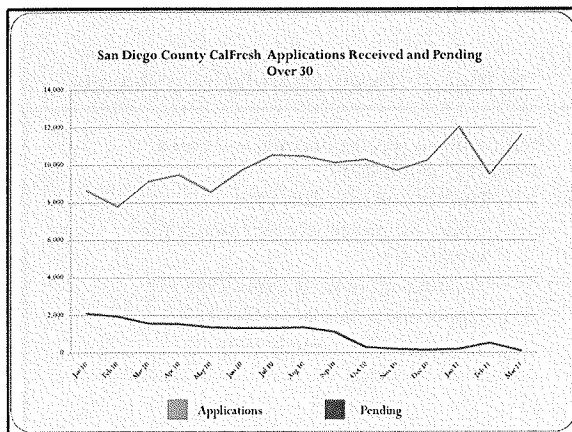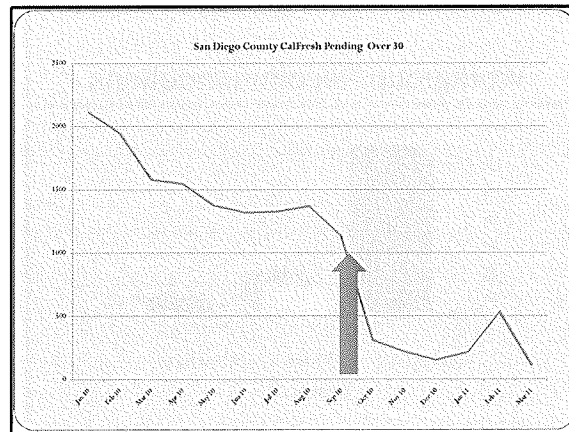   Phone reporting system to capture data (20)

Recommendation: Call Center Consultant to
identify key measurable data or outcomes to
enhance ACCESS/FRC operations and
monitor effectiveness.

"In Place" Specifically Measurable

Application processing:
    Review pending applications at 20 days (22)
    Process case when verifications received (59)
    Resolve applications within 30 days (67)

Increase participation as a goal (51)

San Diego County CalFresh Pending Over 30

San Diego County CalFresh Applications Received and Pending Over 30

Applications   Pending

Next SSAB Update

Provide updates on key ongoing measures
Provide status update on additional recommendations for
the next grouping – In Progress
    Actions completed and/or in progress
    Next steps
    Measures identified

Questions and Discussion