

# Takeaways from the SSAB CalFresh Community Forum: Reducing CalFresh Denials Due to Failure to Provide

**Presentation to: Social Services Advisory Board Meeting**

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# SSAB – CalFresh Community Forum Review

- 72 participants
- 41 CBO Assister Audience
- Hosted by HHSA and SDHC
- Purpose: Further inform implementation #1 Recommendation from SSAB's Ad-Hoc Outreach, Accessibility and Enrollment Taskforce's Final Report
  - #1 Recommendation: Establish County and CBO initiative to reduce denied applications – with an emphasis on denials related to failure to provide verification. The initiative should include the following activities, as well as any other priorities identified by the County and CBOs during planning and implementation.
  - As part of initiative: • Conduct refresher training for staff on alternatives to paper for verification and create desk guides. • When waivers expire, consider expanding focus to include denials due to failure to interview. • Create additional two-way communication channels (text, chat and video conferencing) so customers can easily ask follow-up questions about their case and check the status of their application.
- Format:
  - Presentation by HHSA on submitting verifications
  - Listening session facilitated by the San Diego Hunger Coalition

# SSAB – Recommendation #1

- **#1 Recommendation:** Establish County and CBO initiative to reduce denied applications – with an emphasis on denials related to failure to provide verification. The initiative should include the following activities, as well as any other priorities identified by the County and CBOs during planning and implementation.
- As part of initiative:
  - Conduct refresher training for staff on alternatives to paper for verification and create desk guides.
  - When waivers expire, consider expanding focus to include denials due to failure to interview.
  - Create additional two-way communication channels (text, chat and video conferencing) so customers can easily ask follow-up questions about their case and check the status of their application.

# Top Challenging Areas to Providing Verifications Identified at the Forum

- Verifying Income
  - Places where clients no longer work
  - Proof of layoff
- Clients do not know where to submit verifications
- Providing Sworn Statements or Verbal Attestations
  - Not offered or accepted consistently
- Sponsorship and Immigration forms
  - Confusing procedures with the SAR22 and 09-99 forms
- Language translation services

# Ongoing Survey! We want to hear from you!

- SDHC has sent survey to app assisters for additional feedback
- Survey [here](#).



## Social Services Advisory Board: CalFresh Community Forum with HHSA & SDHC

Thank you for your interest in providing feedback to the SSAB CalFresh Community Forum!

As part of the ongoing feedback process, we are opening this survey for CBO Assisters that were unable to attend the forum or did not get a chance to provide feedback during the Community Forum. We welcome your experiences with challenges related to failure to provide. *This survey is completely anonymous as none of the questions are required.*

Thank you for your participation in advance. Please contact either Anthony Calata at ([Anthony.Calata@sdcounty.ca.gov](mailto:Anthony.Calata@sdcounty.ca.gov)) and/or Shelly Dieu at ([shelly@sdhunger.org](mailto:shelly@sdhunger.org)).

More information on the forum can be found here: [https://www.sandiegocounty.gov/content/sdc/hhsa/programs/ssp/social\\_services\\_advisory\\_board/SSAB\\_Cal\\_Fresh\\_Community\\_Forum.html](https://www.sandiegocounty.gov/content/sdc/hhsa/programs/ssp/social_services_advisory_board/SSAB_Cal_Fresh_Community_Forum.html)

# Review of Examples of Verifications from CW2200 for Listening Session

SDHC presented Types of Verifications/Sources of Proof page from the Request for Verification CW2200 Form

## TYPES OF VERIFICATION/SOURCES OF PROOF

Listed below are examples of types of proof - you do not need to provide every document listed.

If you have other types of proof not listed, please call your worker.

- ① **Birth/Citizenship**
  - Birth certificate (original documents are required for Medi-Cal)
  - U.S. Passport
  - Certificate of naturalization
  - Baptismal certificate (*with date and place of birth*)
  - Statement of witness to birth
- ② **Income**
  - 30 days of paycheck stub(s)
  - Letter from employer with gross pay, hours worked, etc.
  - Copy of child support check or payment stub
  - Benefits award letter (*Social Security/ Veterans/Unemployment/Disability, etc.*)
  - Self-employment tax forms (*IRS Schedule C, etc.*)
  - Receipts for work expenses if you are self-employed
  - School grants/loans/financial aid statements
  - Sponsor statement form
- ③ **Immigration Status (non-citizens)**
  - Immigration papers/forms/cards (*copy of both sides*)
  - Other proof from immigration (*USCIS*), such as: work authorization, letter of decision or court order, etc.
- ④ **Property/Resources**
  - Vehicle registration
  - Proof of loans or debts/liens on property
  - Statement of joint ownership
  - Mortgage bill(s)
  - Property deed
  - Bank statements
  - Life insurance policy, stocks, bonds, IRAs
  - Most recent retirement account statement(s)
  - Sponsor statement form
  - Settlements such as lawsuits and insurance claims
  - Burial plots/crypts
- ⑤ **Other Proof**
  - Child/dependent care receipts
  - Statement from child/dependent care provider
  - Receipts for school expenses
  - Cancelled check/receipt for child/spousal support payments
  - Death certificate, obituary, witness statement of death
  - Court papers (*child support or spousal support order*)
  - School attendance records
- ⑥ **Identity**
  - Drivers license or Identification card
  - Photo ID (*from government agency, school, etc.*)
  - Passport
  - USCIS (INS) documents
- ⑦ **Relationship**
  - Marriage certificate
  - Domestic partner certificate
  - Birth certificate
  - Court papers (*divorce, guardianship, etc.*)
- ⑧ **Housing and Utility Costs**
  - Rental agreement or rent receipts
  - Mortgage bill
  - Utility bill
  - Property tax statement
  - Home or renter's insurance bills
  - Hotel/motel receipt
  - Cancelled checks or copies
  - Statement explaining housing arrangement
- ⑨ **Residence**
  - Postmarked envelope or postcard addressed to you
  - Utility bill
  - Rental agreement
  - Bill or other document(s) with your name and address
  - Driver's license or Identification card
  - Eviction notice/notice to pay rent or quit
- ⑩ **Medical Expenses**
  - Medical bills or receipts
  - Medical transportation bills or receipts
  - Health or dental insurance policies or premiums
  - Medicare card (*for Medi-Cal only*)
- ⑪ **Medical Verification**
  - Proof of pregnancy from doctor or clinic, with expected due date
  - Doctor statement or disability finding by an agency (*SSA/SDI/VA, etc.*)
  - Medical verification form (CW 61)
- ⑫ **Immunization Records (for kids under age 6)**
  - Stamped shot record/immunization card
  - Statement that immunizations are against your beliefs
  - Statement from parent or caretaker relative explaining why you can't get immunizations
  - Statement from doctor that immunizations are not available

# Listening Session Questions

Can you share specific challenges faced by your clients in providing documents on the list of acceptable verifications?

Are your customers given the opportunity to provide sworn statements or verbal attestation as verifications?

Are clients being asked for documents besides than this list?

# Next Steps

## HHSA:

- Asking vendor to include the “No Waiting in Line” flyer with the CW2200 form so clients know where and how to submit documents
- Review of sponsorship program guides for opportunities to clarify policy for eligibility workers and CBO application assisters
- HHSA is preparing for their Civil Rights Audit – Third Party translation services are part of review

## SDHC:

- Review CalFresh 101 Trainings for CBO Assisters to expand information on application process and verification submission on the county side

**NO WAITING IN LINE**

Apply for CalFresh, Medi-Cal and/or CalWORKs

The minimum information required to submit an application is:

- Name
- Address
- Signature

**Online**

- At [MyBenefitsCalWIN.org](http://MyBenefitsCalWIN.org)  
Check the status of your benefits, submit documents, reports and renewals
- To Apply for CalFresh Only: [GetCalFresh.org](http://GetCalFresh.org)

**Mail or Fax**

- Mail to: PO Box 939043  
San Diego, CA 92193
- Submit applications and Documents
- Fax to: 619-236-9167

**On the Phone or In Person**

- Call **2-1-1**  
Request general information
- At your local Family Resource Center

**Need to Turn in Documents?**

Use Your Computer, Mobile Phone or Tablet  
Go to: [SanDiegoCounty.gov](http://SanDiegoCounty.gov)  
Enter **LaterDocs** in the search field  
Then follow the prompts

**Need Questions Answered?**

**EBT Hotline - 1-877-328-9677**  
EBT Account Balance, Report Lost/Stolen Card, Request Replacement Card, Check Transaction History

**Access Customer Service Center**  
Monday thru Friday—7:00 AM—5:00 PM  
Check the Status of Your Application, Benefit, and Request Information  
Toll Free: 1-866-262-9881  
TDD (Hearing Impaired): 7-1-1



# Contact Us

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