



# CalFresh Updates

Presentation for Social  
Services Advisory Board (SSAB)

November 14, 2013

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Eligibility Operations

# Semi-Annual Reporting

- Conversion completed October 2013
- Noticeable reduction in lobby traffic at beginning of the month
- Favorable results for CalFresh retention
  - 2.2% increase (267,762 to 273,677) between September and October 2013
  - Largest single month increase since October 2010
  - Additional 5,915 recipients added/retained

# CalFresh COLA

- COLA 2013-2014
  - The Gross and Net income limits and some deductions for CalFresh increased slightly.
  - CalFresh recipients were notified by a mass informing notice in September, 2013.

# End of ARRA

- What was the ARRA Boost?
  - CalFresh maximum allotments increased in 2009; 13.6% of the June 2008 level due to the American Recovery and Reinvestment Act
- This provision ended effective November 1, 2013.
- Maximum allotments decreased by approximately 5.4% returning them to the level they would be at had a normal COLA occurred each year since the ARRA boost.

# Maximum Allotment Changes

Household (HH) SIZE	MAX ALLOTMENT Through 10/31/13	MAX ALLOTMENT Effective 11/1/13	CHANGE
1	\$200	\$189	\$11
2	367	347	20
3	526	497	29
4	668	632	36
5	793	750	43
6	952	900	52
7	1,052	995	57
8	1,202	1,137	65
Addl Members	Add \$150	Add \$142	

# Transitional CalFresh

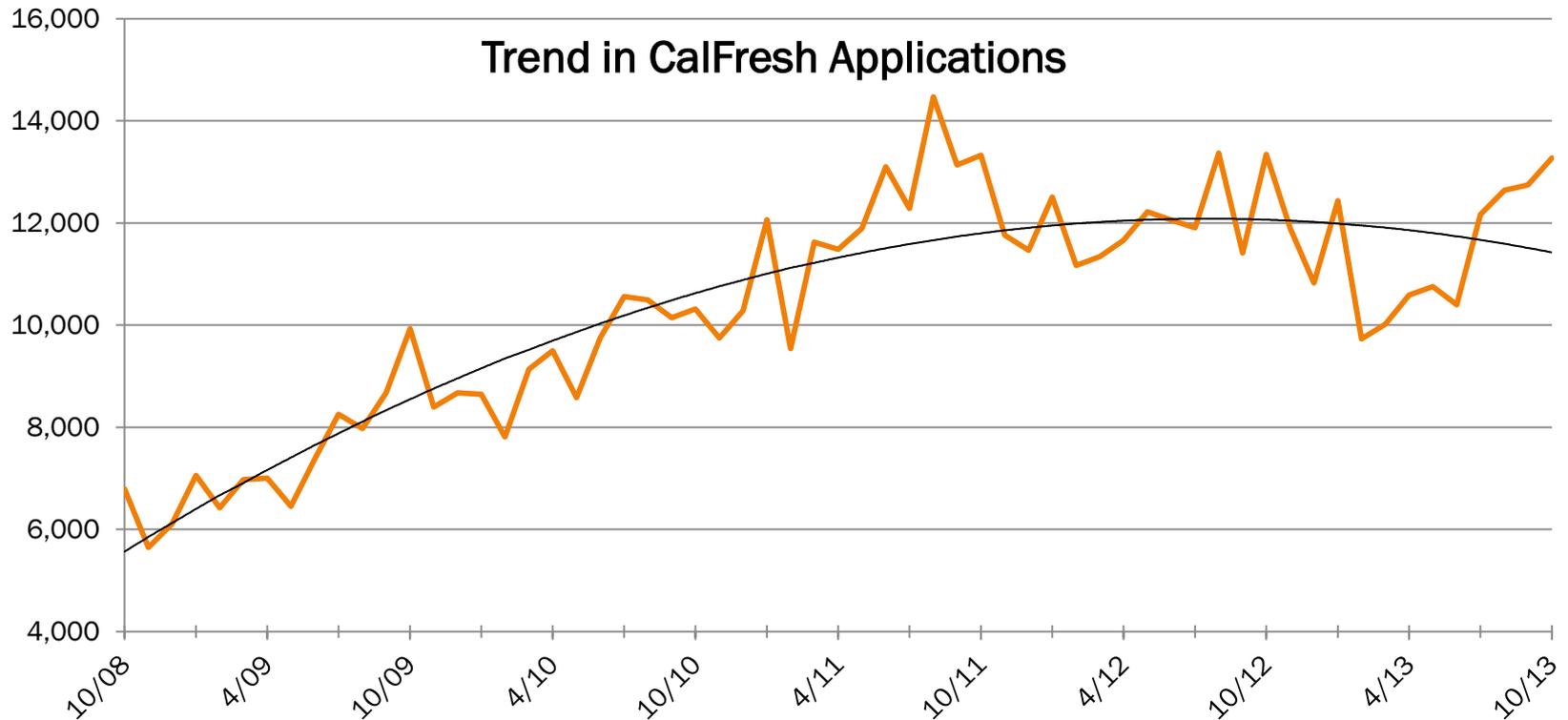
- Changes due to clarification in FNS policy
- ACL 13-88 issued on October 23, 2013
  - Affects CalWORKs associated CalFresh recipients whose case closes for failure to provide:
    - Complete SAR 7
    - Complete the Annual Recertification process
  - Existing TCF cases that are no longer eligible will be discontinued once proper notification is available in CalWIN

# Interview Waiver for Elderly/Disabled

- ACL 13-58 issued July 8, 2013
- Extensive data requirements for implementation
- CalWIN automation to be in place by August 2014
- In October, CalWIN developed interim support for tracking and partial data collection
- Pending: Interim instructions to be issued to staff in November 2013 that recertifications for Elderly/Disabled may be completed without the phone or face to face interview

# Quality Control

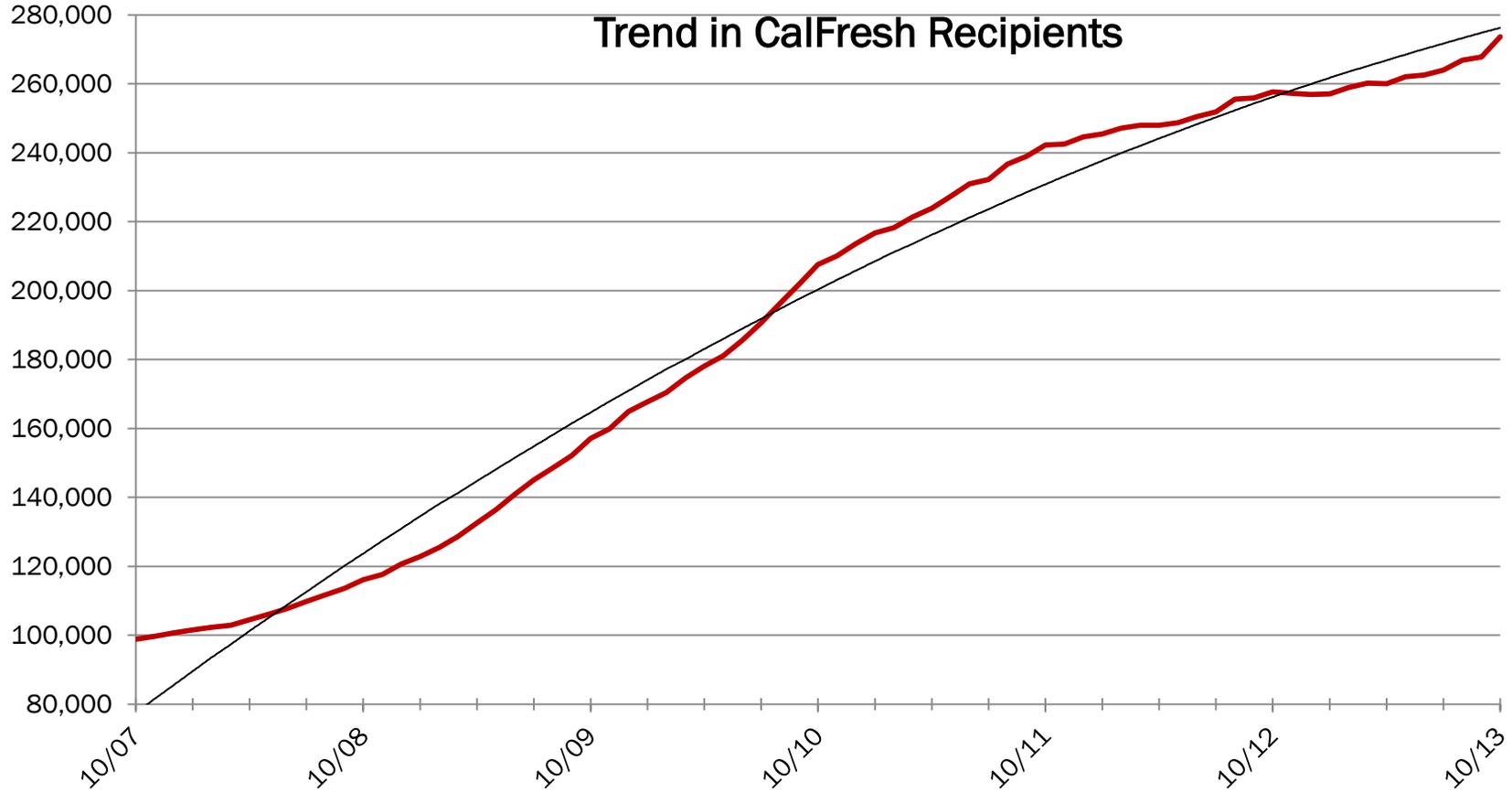
- Accuracy Rate – 97.26% (Our best performance since 2006; standard is 95%)
- Negative Error Rate – 37.5% (We outperformed 9 of the 20 largest counties)
- Timely Processing – 90% (Standard is 90%)
- Expedited Services – 91% (Standard is 90%)



**Note: Avg. applications increased 135% (5,407 to 12,704) from FY07-08 to FY13-14; 13,269 applications received in October 2013**

**\* Represents additional 7,297 average applications per month**

### Trend in CalFresh Recipients



**Note: Current recipients 273,677**

# CONTINUED OUTREACH

- Outstationed HHSA staff at food bank locations
- Using technology and innovation
  - Dedicated Fax Line at the Document Processing Center
  - Drop Box for CBOs to submit applications
- Golden Advantage Nutrition Program

# Questions?

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