

CalFresh Overview

San Diego Human Relations Commission

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Eligibility Operations
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CalFresh Impacts and Recent Challenges

- Economic Downturn Since 2007
 - Increased Applications
 - 8,401 additional applications per month from 1/07 to 8/13
 - 175,784 additional recipients from 1/07 to 8/13
 - Clients new to government programs
 - Influx of Refugee Population in San Diego

Actions Taken

- Board of Supervisor Action (January 2009)
 - Nutrition Security Plan (April 2009)
 - Nutrition Security Taskforce (April 2009)
 - Social Services Advisory Board 69 Recommendations (December 2010)
 - 2-1-1 CalFresh Screening and Application Assistance (April 2010)
 - Developed External Partnerships
 - Hunger Coalition
 - Food Banks
 - Schools
 - Increased Staffing (FY12-13)

Actions Taken (continued...)

- State Policy Changes
 - Waiver of Face-To-Face Interview Requirement (August 2008)
 - Elimination of Fingerprinting (January 2012)
 - Elimination of Property Evaluation for Most Applicants (July 2009)
- Technological Enhancements
 - Web Portal and Online Applications
 - Call Center
 - Lobby Ambassadors
 - Telephonic Signatures
 - Video Interviewing

Actions Taken (continued...)

- Strengthened Internal Partnerships
 - Housing & Community Development
 - Behavioral Health Services
 - Aging and Independence Services
 - Child Welfare Services
- Ensuring Excellent Customer Service
 - Removal From Corrective Action Plans
 - Facility Improvements

Demographics (August 2013)

Male:	46.54%
Female:	53.46%
Adults	45.19%
Children	49.52%
Seniors	5.29%
Refugees	4.47%
Ethnicity (By Recipient):	
African American	11.68%
Asian/Pacific Islander	5.63%
Caucasian	22.02%
Hispanic	48.11%
Middle Eastern	5.33%
Other	7.23%
Language (By Recipient):	
Arabic	4.22%
English	66.10%
Spanish	25.71%
Tagalog	.40%
Vietnamese	1.04%
Other	1.62%

INCOME

- Household's monthly gross income <130% Federal Poverty Level. (Does not apply to older adult/disabled households.)

PROPERTY

- Excluded for non-assistance CalFresh households with gross income <130% Federal Poverty Level.

RESIDENCE

- Must be a resident of San Diego County.

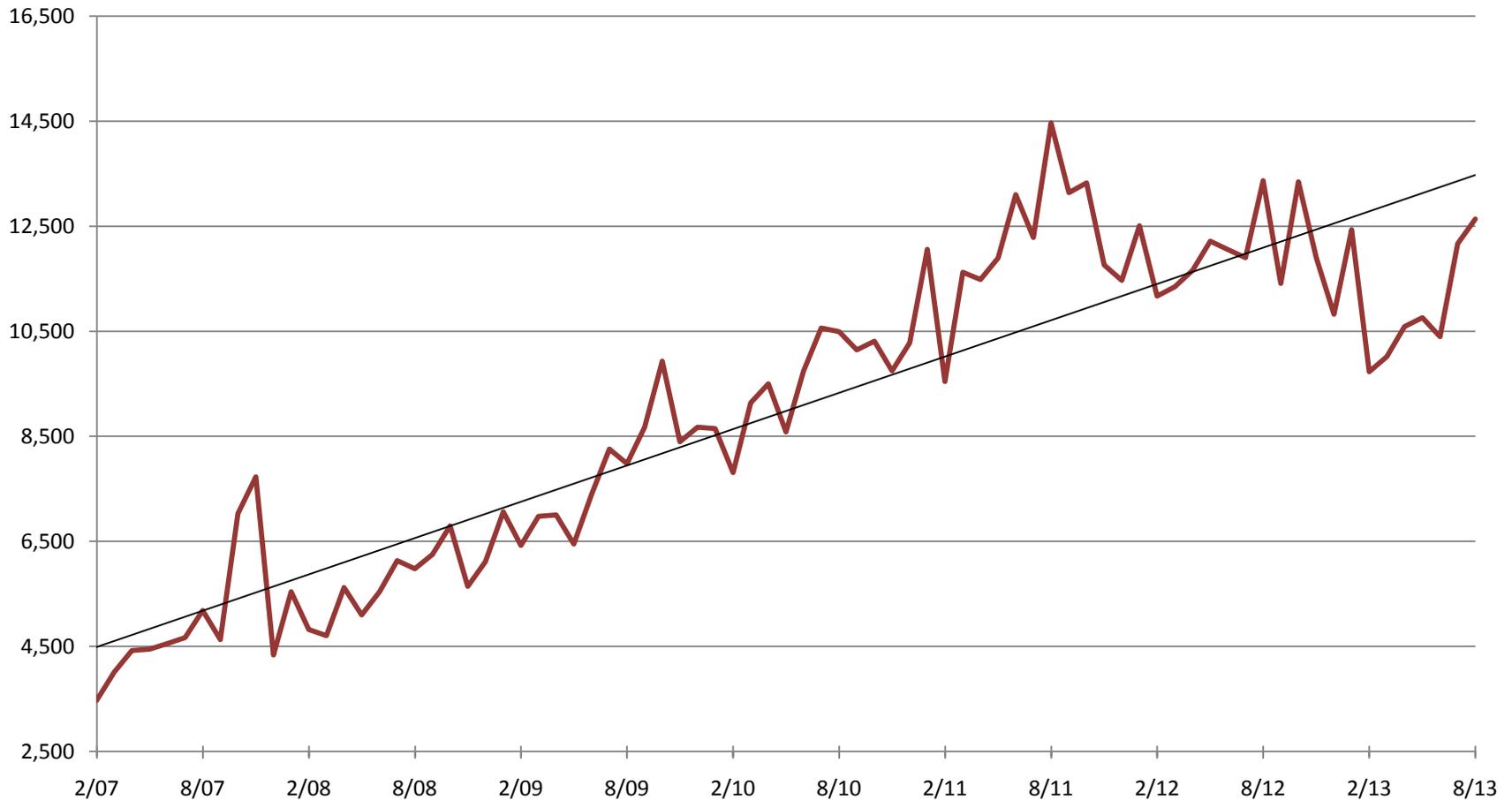
CITIZENSHIP

- US Citizen or eligible legal residents.

Range of Benefits

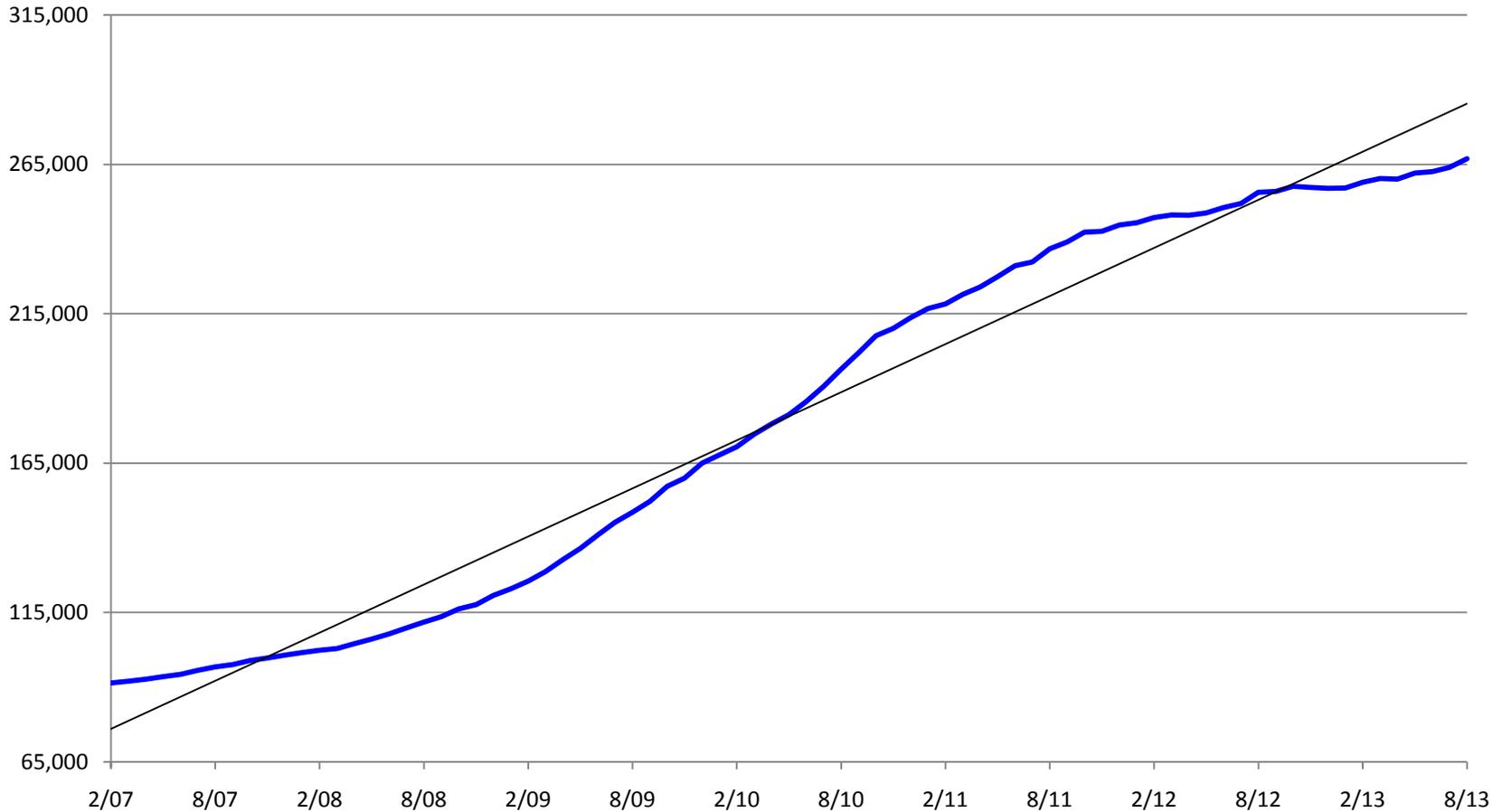
(maximum benefits for household size of):				
1	2	3	4	10
\$200	\$367	\$526	\$668	\$1,052
Average Benefit Paid (per case in SD)				
(August 2013)				
\$311.13				
Total Benefits Paid				
(August 2013)				
38,072,978				
Total Benefits Paid Fiscal FY 2012-2013				
\$457,489,019				

County of San Diego Trend in CalFresh Applications



Note: Increase of additional 8,401 applications per month from 1/07 to 8/13.

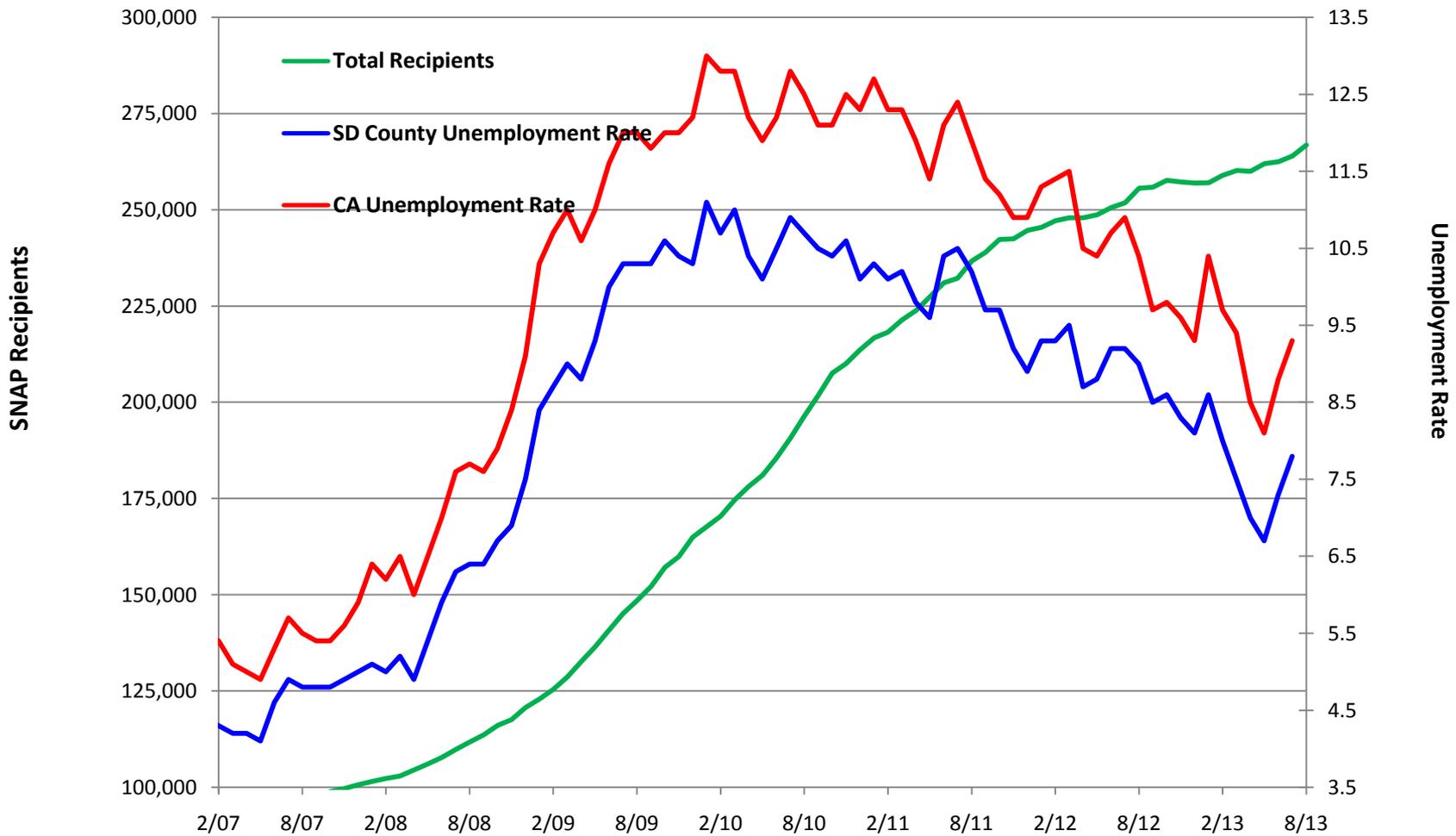
County of San Diego Trend in CalFresh Recipients



Note: Increase of additional 175,784 recipients from 01/07 to 08/13.

*** 266,845 CalFresh recipients as of August 2013.**

County of San Diego Trend in CalFresh Recipients and Unemployment Rates



Ongoing Strategies

- Technology Improvements
 - Continuous Improvement Model
 - New Imaging System
 - Q-Matic Lobby Management System
- Implementing New State Policy Changes
- Nutrition Education
 - Infusing CalFresh Outreach with SNAP-Ed Nutrition Education Classes

Ongoing Strategies (continued...)

- Outstation CalFresh Workers
- Horizontal Integration For Affordable Care Act
- High Risk Targeted Populations
 - Former Foster Youth
 - Homeless Youth
 - Elderly/Disabled
 - Veterans
 - Children 0-5

Questions?

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