CalFresh Overview
San Diego Human Relations Commission

Rick Wanne, Deputy Director
Eligibility Operations
September 18, 2013
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
Household's monthly gross income <130% Federal Poverty Level. (Does not apply to older adult/disabled households.)

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

Must be a resident of San Diego County.

US Citizen or eligible legal residents.

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%

Range of Benefits
(maximum benefits for household size of):

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

SNAP Recipients

SD County Unemployment Rate

CA Unemployment Rate

Total Recipients
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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