California Community College Basic Needs Summit
CalFresh Outreach for Students, *Part 2*
Presented by CSU Chico, Center for Healthy Communities
In partnership with CDSS, CFO Branch

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CalFresh
Better Food for Better Living
Presentation Overview

1) Application
   a) Packet
   b) Online
   c) Paper

2) 30 Day Process & Follow-ups

3) First Steps
Part 1 - Application Packet

“Before the App” Packet

- Contact Sheet
- Release of Information (ROI) - optional
The CalFresh Application

Toolkit YouTube link
Application Portals

California Portal Map

BenefitsCal.org (takes you to each portal)
Application Portals

Portal: CalWIN (Used in multiple countries)
CBO Account: submit request to county
Training Slides: [Click here]
Short Video: [Click here]
Long Video: [Click here]
Application Portals

Portal: C4Yourself (Used in multiple counties)
CBO Account: create own
Training Slides: Click here
User Guide: Click here
Long Video: Click here
Application Portals

Portal: YourBenefitsNow (LA County)
CBO Account: submit request to county
Training Slides: [Click here]
Short Video: [Click here]
Long Video: [Click here]
Application Tips for Students

• Many students are eligible for expedited services, income questions are important

• Students will need to list roommates even if they do not buy and prepare food together

• There is not a place for certain student exemptions – need to let student know to tell county staff during interview
More Tips

• Make sure students have a **reliable phone number** to use

• Make sure they have valid identification (**Photo ID/Birth Certificate**)

• Students who are displaced or homeless can **receive mail at the post office using general delivery** - they must present an ID to pick up mail

• OR consider setting up some sort of mailing address option on your campus
3 Steps to Learning

- Check out the portal websites
- Watch videos and go through slides
- Practice an actual application/don’t submit
Application Packet

“After the App” packet

• Congrats sheet

• Rights and Responsibilities

• Student Exemption

Checklist
After Online Application

- “Before the App” Packet (Contact Sheet and ROI) - stay in office
  – Contact sheet is entered into Master Log
  – ROI if completed is filed for future use
- “After the App” Packet - goes with student
  – Congrats sheet guides student during their 30 day process and beyond
  – Rights & Responsibilities is required to be given to applicant after every application by CDSS
  – Student Exemption Checklist is filled out by staff and used by student when completing verifications
3 Paper Applications

**SAWS 2 PLUS** long one for multiple programs

**SAWS 1** short one for multiple programs, partner w/ county

**CF 285** just for CalFresh
GetCalFresh.org

- A website that allows residents to apply for CalFresh from any mobile phone or computer with an internet connection.

- Available in these counties: Alameda, Butte, Colusa, Contra Costa, Del Norte, EL Dorado, Fresno, Glenn, Humboldt, Lassen, Marin, Modoc, Monterey, Nevada, Orange, Placer, Plumas, Sacramento, San Diego, San Francisco, San Luis Obispo, San Mateo, Santa Barbara, Santa Clara, Santa Cruz, Sierra, Solano, Sonoma, Tehama, Trinity, Ventura and Yolo
Part 2 - 30 Day Application Process and Beyond

[Diagram showing the steps of the application process]

Click here for specific county office phone numbers
Application Interview

- Interviews are scheduled for up to 2 hours, but typically take 30 minutes
- Main focus of interview is to verify application information and to fill in any additional gaps
- Rescheduling interview is an option - make sure students know that they can reschedule
- Expect a verification packet after the interview is completed
- All applicants must complete an interview
Verifications

• **Verification Request Full List**

• Typical Student Verifications
  – Proof of Identification
  – Earned/ Unearned income
  – Proof of residency (mail with current address)
  – Financial Aid/Work Study Award
  – Proof of units
  – Meal plan contract (if applicable)
  – Housing and Utility costs

• **CDSS CFO Verifications YouTube Link**
Outreach 30-Day Application Period

- Within 2 weeks, we follow up with client to check on status of application
- Confirm interview has been completed
- Confirm that verifications were turned in - if not, how can we help?
- REMINDER, if eligible for expedited CalFresh still need to complete interview and submit verifications
Follow-Ups

• Provided by texting, emailing, calling

• Mostly 1) how to reschedule; 2) how to collect verifications; & 3) faxing verifications

• Tracked through Master Log
Master Log Example

<table>
<thead>
<tr>
<th>Outreach Information</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date/Time</td>
<td>How did they hear about CalFresh Outreach?</td>
</tr>
<tr>
<td>STC Team/Staff Name</td>
<td>Name or Location of Interview</td>
</tr>
<tr>
<td>First/Last Name</td>
<td>Name (Last, First)</td>
</tr>
<tr>
<td>Birth Date (MM/DD/YYYY)</td>
<td>Address (Tent., Apt., City, Zip)</td>
</tr>
<tr>
<td>County</td>
<td>Email Address</td>
</tr>
<tr>
<td>Phone # Text/Cell #</td>
<td>Phone number (was second)</td>
</tr>
<tr>
<td>Can we contact CFO/CFY/FN</td>
<td>Can we send emails regarding food access related concerns?</td>
</tr>
<tr>
<td>Can we follow-up or Paper Application</td>
<td></td>
</tr>
</tbody>
</table>
Resources

• **Google Calendar**

• **Google Voice**

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I turned in the paperwork they requested yesterday but haven't gotten anything in the mail or any notification about it since the

*Jun 27, 5:18 PM*

That’s great. Once the county reviews the paperwork, you should hear back from them. I will follow up in a couple of weeks to see how it’s going and if your CalFresh application was approved.

*Jun 28, 10:00 AM*

Hello. This is MaLai from CalFresh Outreach. I just wanted to follow up and see if your CalFresh was granted. Have you heard back from the county?

*Jul 14, 1:47 PM*

Yes! My calfresh has been granted and i have been able to use it!

*Jul 14, 1:49 PM*

That’s great news! I’m very happy to hear that. Just wanted to let you know that all of the farmers’ markets in Chico accept CalFresh EBT, so you can buy local fresh fruits and vegetables there as well.

*Jul 14, 2:02 PM*
County Connection

- Point person on campus/county office
- Communication about big events
- Cross-training
- Other questions or ideas?
Part 3 - First Steps to Starting a CalFresh Outreach Program

• Drop-in Assist
  – Where
  – When
  – Time
  – Phone #
  – E-mail

• Staffing
  – Interns
  – Peer Health Educators/Mentors
  – Student Ambassadors
  – Special Projects Department
  – Food pantry staff
  – Equity student staff
Interested in Advocacy?

• Subscribe to these newsletters
  – CFPA - California Food Policy Advocates
  – FRAC - Food Research & Action Center
• Attend ENACT Day in Sacramento
• Host or take part in a Food Day event
• Form or join a Basic Needs Committee on your campus

Remember - Data creates the bill, but stories get the vote!
What can you do?

• Share what you’ve heard today with other students, parents, staff, faculty, and community members

• Spread the messaging of financial aid AND food aid

• Be sure to have other student food assistance resources available for students who do not meet eligibility

• Connect and follow us on social media
  – Twitter, Instagram and Snapchat @CFOChicoState
  – Use hashtags #CFOHungerFree & #HungerFreeCampus
Questions?

Interested in becoming a subcontractor or hiring us to train your team?

Contact us at:

ChicoStateCFOSubs@gmail.com

530-898-5442

Jenny Breed, Program Director
CSU, Chico - Center for Healthy Communities (CHC)

http://www.csuchico.edu/chc/