

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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CALIFORNIA STATE UNIVERSITY, CHICO



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

Application Date: _____ Staff initials: _____	Method of Assistance: Appointment; Call-in; Outreach; Walk-in; Other: _____ How did they hear about CalFresh Outreach? Brochure; Flyer; Presentation; Referral; Other _____ Name or location of referral: _____
Name: _____ Birthdate: _____ County: _____	
Address: _____ Apt: _____ City: _____ Zip: _____	
Email: _____ Phone: _____	
Can we text, email or call you regarding your CalFresh case, and can we identify ourselves as CalFresh Outreach? Y / N	
Would you like to receive emails regarding food access related events? Y / N	
 	
ONLINE or PAPER Online application confirmation # _____ Displaced? Y / N Applied with us before? Y / N	
Choose ONE OR MORE that apply: Working Low-Income; Seniors (60+); Household with children under 18; None of these apply; Unknown	
Are they a student? Y / N If so, which campus do they attend? _____ Did they use the pantry? Y / N	
If a student, which student bullet point(s) do they meet? _____	
Comments: _____	

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

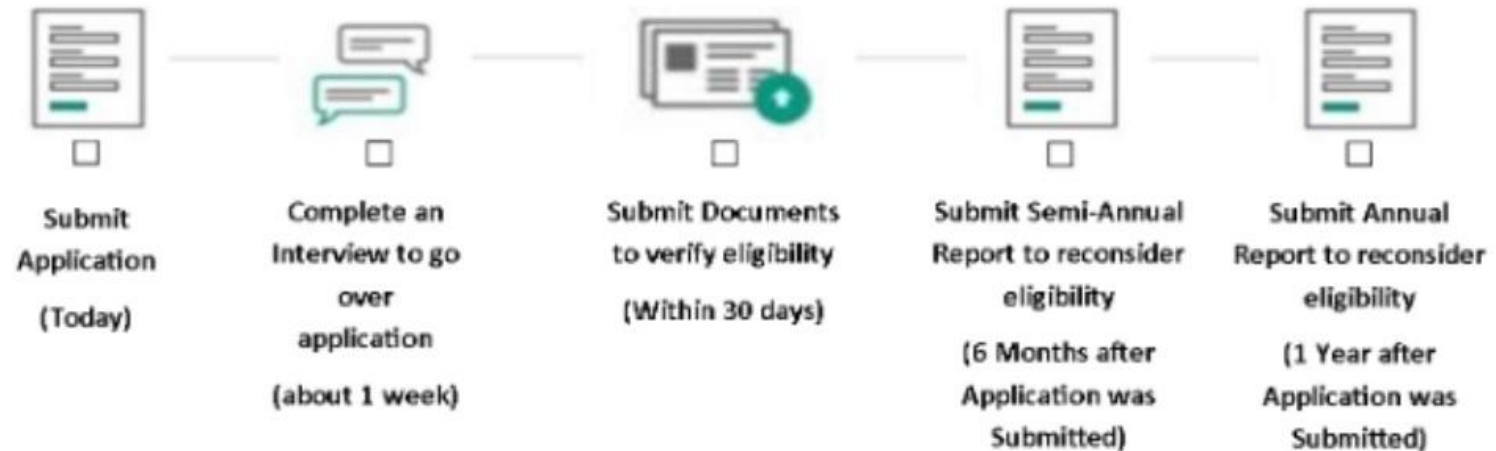
SAWS 1 short one for multiple programs,
partner w/ county

CF 285 just for CalFresh

GetCalFresh.org

- **A website that allows resident 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



[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**



Resources

- [Google Calendar](#)

- [Google Voice](#)



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:

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530-898-5442

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CSU, Chico - Center for Healthy Communities (CHC)

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



**Center for
Healthy Communities**

CALIFORNIA STATE UNIVERSITY, CHICO

