



Recertification Roll Out Recommendations for County Advocates

September 2015

www.transformcalfresh.org

Vision to Reduce Hunger in CA

Goal: By 2016, California becomes a top 10 state for CalFresh access, with at least 75% of eligible people participating, per USDA.

How? Advance 3 data-driven strategies for customer service that improve access *for all of California's diverse communities*, in partnership with the counties and the State:

1. Quick: "Same Day Service" when Apply
2. Consistent: Zero "Churn" at Reporting/Recertification
3. Connected: One Stop for CalFresh & Medi-Cal (& more)



Today's Webinar

- Goal: Understanding new recertification form and planning for implementation
- Agenda:
 - Jaime Aguirre, Staff Services Manager I, CalFresh Policy Bureau, California Department of Social Services
 - Marcia Garcia, CalFresh Outreach Coordinator, San Diego Hunger Coalition
 - Recommendations
 - Q&A



Advocate Poll

Is your county using the new form, planning to start using it on Oct 1, or will they be using it soon?

1. Yes – currently implementing or planning to implement by Oct 1
2. Not yet – planning to implement after Oct 1
3. Not sure/No



ATC Recommendation #1 *Engage with your County*

- If you **don't** have a strong relationship ...
 - get connected!
- If you **do** have a strong relationship ...
 - jump right in!
- Circle back
 - Stephanie stephanie@cafoodbanks.org
 - Sarah sarah@cafoodbanks.org
 - Use the online survey tool (coming soon)



ATC Recommendation #2 *Dig in on how the roll out is going*

Are the new forms going out?

- Are clients being notified of the new forms and receiving them?
- Are the forms received in the clients' preferred language?

Are verification practices reasonable?

- What verifications are being requested?

Are workers being trained on the new form?

- Direct to worker, or supervisor to worker training?



ATC Recommendation #3 *Support your county's rollout of CF-37*

- Educate clients
 - Explain the new form
- Track barriers and successes
 - Language
 - Verifications
 - Worker training
- Share your perspective
 - Contact Stephanie or Sarah
 - Fill out the survey form (coming soon!)



To Conclude

- Q & A
- Materials will be emailed and this webinar will be posted this week at:
www.transformcalfresh.org
- Thank you!

