

INCREASING CALFRESH ENROLLMENT AND IMPROVING EQUITY AMONG SSI RECIPIENTS

Administrative Recommendations

- 1. Standardize Administrative Access:** Grant CBO Read-Only CalSAWS Access and Standardize the use of CBO-county access lines for contact centers to support CBOs who are assisting SSI recipients with CalFresh enrollment.
- 2. Incorporate Data Matching to Target Enrollment “In-reach” Efforts:** County welfare offices, in collaboration with SSA, should regularly pull lists of SSI recipients who are not currently enrolled in CalFresh programs and use these lists for targeted outreach by the county.
- 3. Invest in Relationships Between CBOs and Counties:** Counties should take steps to formalize relationships between key CBOs to ensure effective communication and collaboration on enrollment efforts.

Customer Service Recommendations

- 4. Improve customer service and access in state agencies:** Standardize customer service and cultural sensitivity trainings and establish transparent and accessible feedback mechanisms for CalFresh applicants and recipients.

Outreach Recommendations

- 5. Reimagine Outreach Partnerships:** State and county agencies and outreach assisters should explore innovative outreach opportunities and partner with trusted locations like clinics and community centers.
- 6. Commit to Re-shaping Community Ties:** It is essential that state and county agencies and outreach assisters consistently engage with the community they are serving and provide end-to-end application care.

State and Federal Legislative Recommendations

- 7. Increase the CalFresh Minimum Benefit:** Permanently expand and authorize California’s CalFresh Minimum Nutrition Benefit Pilot Program so that all CalFresh recipients receive a minimum CalFresh benefit of \$50. Improve benefit adequacy federally through the Closing the Meal Gap Act: ([H.R. 3037 \(Adams\)](#)) / ([S. 1336 \(Gillibrand\)](#)).
- 8. Extend the Elderly Simplified Application Project and Telephonic Interview Waiver:** Minimize the burden of applying for CalFresh by allowing states to continue to opt-in for the ESAP and Telephonic Interview waivers.
- 9. Implement a Combined Application Project:** Streamline the CalFresh application process for SSI recipients federally by allowing and encouraging states to participate in the Combined Application Project.

