EXPANDING CALFRESH
TO SSI RECIPIENTS
Toolkit for Community Organizations Serving Older People and Adults with Disabilities

May 2019

San Francisco Human Services Agency
Dear CalFresh partner,

We now have the opportunity to nearly double the number of San Francisco residents who receive CalFresh benefits, California’s first line of defense against hunger. Starting in June, Supplemental Security Income (SSI) and State Supplementary Payment (SSP) recipients will be able to receive CalFresh benefits. The expansion makes CalFresh benefits available to tens of thousands of low-income older adults and persons with disabilities in San Francisco, boosting healthy food options for our most vulnerable neighbors. This is a huge step towards eliminating hunger in our communities. Recent studies have shown that nearly one-third of low-income older adults in San Francisco are unable to afford enough nutritious food.

We are experiencing a historic moment: this expansion has the potential to dramatically reduce food insecurity among SSI/SSP recipients. However, we can't do this without your support. We need your help enrolling current SSI/SSP recipients in CalFresh.

There are several ways you can help. First, spread the word among your clients. Let them know about the change and that they can begin applying for CalFresh benefits immediately. Second, help your clients apply for CalFresh benefits by using the resources in this toolkit. Third, encourage your colleagues to spread the word among their clients and caregivers.

This toolkit includes outreach material that your organization can use. We have included:
• A fact sheet featuring everything you need to know about the change
• Talking points to support your conversations with clients
• A flyer that can be displayed throughout your organization
• A handout that clients can take home with them to learn more
• A document detailing what's needed to apply for CalFresh

Throughout the summer, the San Francisco Human Services Agency (HSA) will host enrollment events in collaboration with community partners and continue to expand its network of outstation sites to better serve residents. To learn more about our upcoming events and obtain resources about the expansion of CalFresh, please visit sfhsa.org/calfresh-partners-ssi.

Thank you in advance for your partnership and support. We recognize this change is substantial and we all have a lot of work to do. Together we can make this process a success for our community!

Best regards,

Noelle Simmons,  
Deputy Director, Economic Support and Self-Sufficiency  
San Francisco Human Services Agency
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Contact Information

San Francisco Human Services Agency staff are standing by to answer questions and provide support to community organizations and service providers. For more information regarding this toolkit or application assistance for SSI recipients, please contact Ana Marie Lara, CalFresh Program Analyst, at ana.marie.lara@sfgov.org.

Digital Partner Toolkit

The materials from this toolkit are available online. Please visit sfhsa.org/calfresh-partners-ssi to access the toolkit, translations, and additional resources.
What Does the CalFresh Expansion Entail?

- In a historic move, California expanded CalFresh eligibility in 2019 to include Supplemental Security Income (SSI) and State Supplementary Payment (SSP) recipients.
- CalFresh provides monthly food benefits for low-income individuals and families. CalFresh is California’s Supplemental Nutrition Assistance Program (SNAP).
- There are more than 40,000 SSI recipients in San Francisco. Of these recipients, 70% participate in the In-Home Support Services (IHSS) program.
- The expansion nearly doubles the number of individuals who are eligible for CalFresh in San Francisco and can help eliminate food insecurity among SSI/SSP recipients in our communities.
- This change will not affect a recipient’s current SSI/SSP benefit amount.

What Do SSI/SSP Recipients Need to Know?

- SSI/SSP recipients could receive anywhere from $15–$192 each month through CalFresh. The total benefit amount is based on several factors, including household size – larger households many qualify for more benefits.
- CalFresh recipients can use their benefits to purchase food at grocery stores and neighborhood markets and hot meals from participating restaurants throughout San Francisco. Recipients can also double their money at farmers markets through the Market Match program.
- CalFresh recipients also have access to other perks such as discounts on monthly PG&E, phone and internet bills, and monthly MUNI passes.
- If a current SSI/SSP recipient lives in a household with CalFresh recipients, they do not need to take action at this time. SSI/SSP recipients will be added to this household’s case during the next required report.

What Do Current CalFresh Households Need to Know?

- For current CalFresh households without SSI/SSP recipients, no action is needed at this time.
- For current CalFresh households with SSI/SSP recipients:
  - Current CalFresh recipients do not need to take action at this time. SSI/SSP recipients will be added to this household’s case during the next required report.
  - If current recipients have any questions or concerns about this change, they can contact San Francisco Human Services Agency (HSA). Staff are standing by to answer questions and provide support.
  - There is a very small chance that benefits may decrease. If this happens, individuals might be eligible for additional nutrition assistance.
What Do Helpers and Community-Based Organizations Need to Know?

- Helpers and assisters can apply on behalf of someone else. The easiest way to do this is through GetCalFresh.org.
- Anyone can assist an individual in completing an application as long as the individual is present.
- An Authorized Representative may apply on someone’s behalf at any time.
- HSA will offer enrollment events during the summer of 2019 at community organizations, housing, and healthcare providers.
- If you work at a community-based organization and are helping enroll individuals in CalFresh, visit GetCalFresh.org/en/for-cbos. This site can help you enroll multiple individuals quickly and securely.

Who is Eligible to Apply for CalFresh?

- Any household or individual (including homeless individuals) based in San Francisco with low or no income.
- SSI/SSP recipients starting in June 2019.
- Legal permanent residents and qualified immigrants.
- All eligibility and income requirements can be found at sfhsa.org/calfresh.

What Information/Documentation is Required to Apply?

- To apply for CalFresh, individuals will need to gather information like a photo ID, rent and utility bills, and receipts for other expenses. More information on required documentation is available at sfhsa.org/calfresh and in the “Ready to Apply” document featured in this toolkit.
- SSI/SSP recipients can claim expenses like medical expenses on their CalFresh applications.
How to Apply
The San Francisco Human Services Agency (HSA) is available to help individuals apply for CalFresh or answer any questions they might have about their benefits. There are three ways to apply or find more information:

**VISIT** GetCalFresh.org

**CALL** (415) 558-4700

**COME IN**
Visit one of three HSA centers in San Francisco, open Monday through Friday, 8am–5pm:
- 1235 Mission Street
- 1440 Harrison Street
- 2 Gough Street

Individuals can also visit an HSA outstation in San Francisco at:

**Chinese Newcomers,**
777 Stockton Street, #104
Open Monday, Tuesday, Thursday, and Friday from 9am–4pm

**Wu Yee Children’s Services,**
888 Clay Street
Open every Friday and the 3rd and 4th Wednesday of every month from 9am–4pm
Exciting Changes to CalFresh

- There is a big change rolling out to Supplemental Security Income (SSI) and State Supplementary Payment (SSP) recipients this summer. Starting in June, SSI/SSP recipients will now be eligible to receive CalFresh benefits.
- Now more than one million additional Californians are eligible for CalFresh. If you’re newly eligible, don’t miss out on this benefit that will help you get the food you need! There are enough benefits for every eligible resident.

What to Tell SSI Recipients

- Living in San Francisco can be expensive. CalFresh is a program that can boost your budget and make it easier to buy healthy food.
- You can now apply for CalFresh benefits, which are benefits you can spend at your local grocery store, neighborhood market, or farmers markets throughout San Francisco.
- You can also use your CalFresh benefits to purchase hot meals from restaurants throughout San Francisco and double your money to buy food at farmers markets.
- It’s hard to say how much you might actually receive each month, but SSI/SSP recipients could receive anywhere from $15–$192 each month. The amount you receive is based on several factors, including your household size and current income.
- Your benefits roll over month-to-month and can be saved up for large purchases or special occasions, like a holiday!
- Your SSI/SSP benefits will not be affected by your CalFresh benefits. In fact, you can include any current medical or other expenses, like rent and utilities, in your application. This might result in additional CalFresh benefits for you.
- Most SSI/SSP recipients will only need to reapply for CalFresh once every three years, which makes maintaining your CalFresh benefits easy.
- If you’re a current SSI/SSP recipient and you live with someone who receives CalFresh, you don’t need to take any action at this time. You will be added to their CalFresh household on the next required report.

What to Tell Current CalFresh Recipients

- If you don’t live with any SSI/SSP recipients, your benefits will not change. You don’t need to take any action at this time. Just keep using your CalFresh benefits to find healthy food!
- If you’ve already told us about the SSI/SSP recipient in your household, you don’t need to take any action at this time. When it is time to reapply, the San Francisco Human Services Agency (HSA) will update your application to include the SSI/SSP recipient in your CalFresh household.
• It is likely that your CalFresh benefit amount will not change. Only a small number of families will see a decrease in their monthly CalFresh benefit amount. If that happens, you may be eligible for additional state-funded nutrition assistance programs.

• If you have any questions or concerns about this change to CalFresh, you can contact HSA.

What to Tell Helpers and Caregivers
• If you’re helping someone apply for CalFresh, the easiest way to do this is through GetCalFresh.org.
• When applying on behalf of someone else, you’ll want to work closely with them to make sure you’re providing the requested information as accurately as possible.

How to Get Help and Apply
We know this is a big change. HSA staff are available to help individuals apply for CalFresh or answer any questions you might have about the change. There are three ways to apply or find more information:

VISIT GetCalFresh.org

CALL (415) 558-4700

COME IN
Visit one of three HSA centers in San Francisco, open Monday through Friday, 8am–5pm:
• 1235 Mission Street
• 1440 Harrison Street
• 2 Gough Street
Social Media Posts
SAMPLE MESSAGES TO PROMOTE CALFRESH TO SSI/SSP RECIPIENTS

Please feel free to modify and use the following social media content on your channels. These materials are available for download at sfhsa.org/calfresh-partners-ssi.

Please tag the San Francisco Human Services Agency so we can engage with and amplify your content. You can find us at:

@SFHumanServices facebook.com/SFHumanServices
@SFHumanServices twitter.com/sfhumanservices
@SFHumanServices instagram.com/sfhumanservices

MESSAGE 1

Older adults and people with disabilities who currently receive Supplemental Security Income (SSI) are now eligible for CalFresh. You could qualify for $15-$192 each month! Apply for CalFresh online today at www.GetCalFresh.org #CalFreshFeedsSF

MESSAGE 2

Great news from @SFHumanServices! CalFresh is expanding. If you receive SSI, you can now get extra money to buy healthy food. Over a million people in CA are newly eligible. Find out if you or a loved one qualify today: www.GetCalFresh.org #CalFreshFeedsSF
MESSAGE 3

My SSI benefits only get me so far. Now that SSI recipients can apply for CalFresh, I don't have to choose between paying my rent or eating healthy – I can have both!

Find out how CalFresh can boost your budget at www.sfhsa.org/calfresh-ssi! #CalFreshFeedsSF

MESSAGE 4

Extended Copy for Facebook or LinkedIn
Helping my son live a healthy life is my priority. Now that SSI recipients can get CalFresh, it’s easier than ever to make sure he has all the healthy food he needs.

Does someone you love need support? With CalFresh, they may qualify for $15-$192 each month to buy healthy food. Get started online, by phone, or in person. www.sfhsa.org/calfresh-ssi #CalFreshFeedsSF
Buying healthy food just got a whole lot easier!

Do you get SSI/SSP?
Good news: you can now apply for CalFresh!

“You can now apply for CalFresh! CalFresh lets me choose what I want to eat. Sometimes I get a taste for something and I can go to the closest store and buy it.”

- San Francisco resident

You could receive $15–$192 each month to buy healthy food at:

- Grocery stores
- Neighborhood markets
- Farmers markets
- Participating restaurants

Participation in CalFresh will not change your SSI/SSP benefits!

Click, call, or come in to get started!

VISIT GetCalFresh.org
CALL (415) 558-4700
COME IN San Francisco Human Services Agency: 1235 Mission Street, 1440 Harrison Street, or 2 Gough Street
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ATTENTION
SSI/SSP RECIPIENTS:

You can now apply for CalFresh!

Participation in CalFresh will not change your SSI/SSP benefits!

With CalFresh, you can receive $15–$192 each month to buy your favorite healthy foods!

CalFresh is a nutrition assistance program that makes eating healthy more affordable.

Benefits can be used at grocery stores, neighborhood markets, and even farmers markets throughout San Francisco. You can also visit select restaurants to buy hot food.

Click, call, or come in to get started!

VISIT GetCalFresh.org

CALL (415) 558-4700

COME IN Visit the San Francisco Human Services Agency
What is CalFresh?
Living in San Francisco is expensive and buying healthy food isn't always easy. CalFresh is a free nutrition assistance program that helps you save money on food. CalFresh is a tool you can use to boost your budget and buy your favorite foods.

How does it work?
Recipients will receive an Electronic Benefits Transfer card (EBT card). This EBT card works like a debit card and will be loaded with money every month for you to use at grocery stores, neighborhood markets, and even farmers markets throughout San Francisco!

How much will I get?
The amount of money you receive will depend on your household size, income, and monthly expenses. You can receive between $15–$192 each month. The best part: there is more than enough to go around. Anyone who qualifies will receive benefits, which means you will never take benefits away from other people.

Why should I apply?
Starting this summer, more than one million new Californians are now eligible for CalFresh. This is a big change to the state's program, and you don’t want to miss out on receiving $15–$192 each month to boost your budget.

Will my SSI/SSP benefits change?
No! Your current SSI/SSP benefits will not change if you qualify for CalFresh.

How do I apply?
The San Francisco Human Service Agency (HSA) is here to help! Visit sfhsa.org/calfresh or call (415) 558-4700 to get started, learn more information, and apply today!
When applying for CalFresh, there are documents you may need to provide to finalize your application. We also recommend collecting as many receipts as possible: the more expenses you share with us, the higher your CalFresh benefit could be.

The information below includes the term “household.” Your household is anyone who lives at the same address and purchases and prepares meals together.

**CalFresh Eligibility Criteria**
- Any household or individual (including homeless) based in San Francisco with low or no income
- Social Security Income (SSI) recipients starting in June 2019
- U.S. citizens and legal permanent residents
- Applicants must meet CalFresh income limits (available at sfhsa.org/calfresh).

**Examples of Verification Documents You May Need**

**Proof of Income:**
- Paystubs
- Social Security
- Veterans benefits
- Child or spousal support
- Unemployment
- Disability
- Any other source(s) of money

**Proof of Expenses:**
- Rent
- Mortgage statement
- Property tax
- Home insurance
- Utilities
- Medical
- Child care
- Dependent care
- Court-ordered child support

**Other Verification Documents:**
- Some form of verifiable identification, such as a California driver’s license, birth certificate, etc.
- College class schedule and financial aid
- Employer termination letter with final pay stub
- Legal permanent resident card

If you need more information or are having trouble collecting proof, the San Francisco Human Services Agency (HSA) may be able to help. Call (415) 558-4700.