



# CALFRESH APPLICATION ASSISTERS TOOLKIT









Dear Volunteers,

I am pleased to announce that the Department of Public Social Services (DPSS) is enhancing its CalFresh Application Assisters Program. In an effort to reduce food insecurity and increase CalFresh Program participation in Los Angeles County, DPSS is actively looking for non-profit organizations/agencies to volunteer to participate in the CalFresh Application Assisters Program. The goal of the CalFresh Assisters Program is to ensure that hard-to-reach populations, such as students, seniors, immigrants, veterans, and homeless are aware of the CalFresh Program and have access to file an online application. We need to raise awareness of the CalFresh Program and dispel misinformation and myths about the program.

The CalFresh Program (formerly known as Food Stamps) helps individuals and families increase their food purchasing power and puts healthy and nutritious food on their tables. CalFresh also helps to improve the economy of Los Angeles County, and the entire State of California. CalFresh, federally known as the Supplemental Nutrition Assistance Program (SNAP), is the cornerstone of the nation's nutrition safety net. Every \$5 in CalFresh benefits generates \$9 in local economic activity and can lead to an increase in the number of jobs. Benefits are spent in local grocery stores and Farmers Markets, which helps support local retailers throughout Los Angeles County.

Based on data provided by the California Department of Social Services (CDSS), there are many communities in Los Angeles County that have a very low participation rate in the CalFresh Program. We are looking for trusted members of the community, such as yourselves and your agencies to assist us with our outreach efforts throughout Los Angeles County.

As a CalFresh Application Assister, you can help to educate Los Angeles County residents about CalFresh and help those who are potentially eligible to apply for CalFresh benefits. That is why we have created this toolkit for you. Inside you will find information and practical tools to help you conduct the best and most effective outreach possible.

Respectfully,

LaShonda Diggs

Division Chief







# **Table of Contents**

CalFresh Application Assister Informational Sheet	4
Becoming a CalFresh Application Assister	7
CalFresh Program Factsheet	8
Geocoding	9
CalFresh District Liaisons	10
<u>Brochure</u>	13
<u>Posters</u>	14
Social Media Graphics	17
Web Sliders	18
Lobby TV Monitor Graphics	19







## **CalFresh Application Assisters**

#### What are CalFresh Application Assisters?

CalFresh Application Assisters are volunteers who play a very important role in connecting eligible residents to CalFresh benefits by conducting outreach and providing CalFresh application assistance to those residents who need help. In Los Angeles County, CalFresh Application Assisters help low-income individuals and families in their communities apply for CalFresh and submit required documents to the Department of Public Social Services (DPSS) preferably online.

CalFresh Application Assisters often serve as a bridge between the community they serve and DPSS, by helping their communities better understand the benefits of participating in the CalFresh Program and how CalFresh can help them purchase food for themselves and their families.

#### **CalFresh Application Assister Criteria**

To become a CalFresh Application Assister, your agency must:

- Be a not for profit organization that has experience with or provides services to underrepresented communities and hard-to-reach populations. Typical CalFresh Application Assisters are community-based organizations, faith-based organizations, school districts, colleges, health care agencies, resource centers, public agencies or nonprofit organizations that provide services to the community.
- Be willing to voluntarily participate in the program and provide no-cost application assistance to the public.
- Have experience assisting low-income individuals and families, and knowledge of the different services available through DPSS.
- Have the capacity and resources to assist with CalFresh application submissions and document uploads. The average CalFresh application submission, verification collection, and uploads takes between 20-40 minutes per application. For the agencies that lack the resources for full time assisters, they may assist the participant by referring them to Your Benefits Now (YBN) to create their own accounts, or may refer them to Code for America's website: Get-CalFresh.org. to file a CalFresh application.
- Have a secure area at their location so that customers can share their personally identifiable information; and preserve the confidentiality of the information gathered.
- Have processes in place to screen your staff to make sure that they protect customer information.
- Not discriminate in their delivery of programs and services based on race, color, religion, gender, national origin, ancestry, age, medical condition, disability, veteran status, marital status, sexual orientation.







## **CalFresh Application Assisters**

#### Commitment

The organizations/agencies that become CalFresh Application Assisters are expected to abide by all confidentiality rules and regulations regarding the protection of Personally Identifiable Information. Furthermore, all organizations/agencies that volunteer to become CalFresh Application Assisters must ensure that:

- Their staff and volunteers will inform all potentially eligible CalFresh applicants of the CalFresh Program.
- Offer to help all potentially eligible customers submit an application and required verification for CalFresh eligibility determination.
- Staff/volunteers inform CalFresh applicants that they must participate in an interview with DPSS as part of the application approval process.
- Participate in bi-monthly CalFresh Application Assisters meetings.
- Indicate their estimated CalFresh Application submission goals based on their available resources.

#### To Become a CalFresh Application Assister Your Organization/Agency must:

- Complete and submit a registration application electronically. The application will request
  the organizations'/agencies' name and contact information, the nature of the organizations'/
  agencies' business;
- Attend the CalFresh Application Assisters Program Training offered by DPSS;
- Complete and return the YBN User and Confidentiality Agreement; and
- Attend CalFresh Policy and CalFresh Application Assisters refresher trainings offered by DPSS.

#### **Desired Performance Goals**

The goal of this program is to increase the number of eligible individuals and families who receive CalFresh benefits. To assist the Department achieve its goal of reducing food insecurity in Los Angeles County, the ideal CalFresh Application Assister will strive to reach the following performance targets:

- Promote the CalFresh Program with 100% of customers that seek assistance from their organization/agency;
- Submit a minimum of five to 15 CalFresh applications per month per assister based on the organizations'/agencies' capacity and resources; and
- Achieve a 68% CalFresh application approval rate.







# **CalFresh Application Assisters**

#### **Measurable Outcomes**

CalFresh Applications Assisters must provide services that address, but are not limited to, the following measurable indicators:

- Number of CalFresh Applications submitted;
- Number of CalFresh Applications approved; and
- Number of CalFresh Applications denied.

#### **Department of Public Social Services Commitment**

The Department of Public Social Services commits to assist and support all of the CalFresh Application Assisters in the following areas:

- All CalFresh Application Assisters will be granted access to the YBN Dashboard upon completion of the training curriculum and signing the YBN User and Confidentiality Agreement;
- Agencies/organizations will have access to monthly analytical YBN reports;
- The Department will provide technical support to all CalFresh Application Assisters by establishing a dedicated email address for all technical issues;
- The Department will provide application support to all the CalFresh Application Assisters;
- The Department will provide some CalFresh promotional items to interested agencies;
- Availabilty of a CalFresh Application Assisters Outreach Toolkit, which will facilitate CalFresh outreach materials to all the agencies and organizations; and
- The Department will provide a listing of <u>CalFresh District Liaisons</u> to assist with application inquiries.





# Becoming a CalFresh Application Assister is as Easy as 1,2,3

With excellent customer service in mind, it is crucial to have individuals like you trained to enroll customers who are potentially eligible to the CalFresh Program. Becoming a CalFresh Application Assister (CAA) is easy. It only takes three simple steps before you are able to make a difference in your community and start submitting CalFresh applications. All you need to do is:

- 1. Fill out the CAA interest form which can be downloaded <a href="https://example.com/here.c
- 2. Attend the CAA Training. The training lasts approximately 2 1/2 hours and it encompasses a quick overview of the CalFresh Program and its eligibility requirements, as well as an overview of the Your Benefits Now (YBN) website. A copy of the training material will be provided to all attendees at the training site. You can download the YBN Fact Sheet <a href="here">here</a>.
- 3. Submit a complete YBN User and Security Agreement which can also be downloaded <a href="here">here</a> to the following address: <a href="mailto:CalFreshOutreach@dpss.lacounty.gov">CalFreshOutreach@dpss.lacounty.gov</a>.

To get started on becoming a CAA please follow the three steps above. For more information please feel free to contact us via email at <a href="mailto:CalFreshOutreach@dpss.lacounty.gov">CalFreshOutreach@dpss.lacounty.gov</a> or you can call the CalFresh Program Section at 562-908-6345.

### CalFresh Fact Sheet

This one page Fact Sheet provides an overview of the CalFresh Program, which includes information about application processing time, income threshold, and resources. Additionally, it informs the customer about the different ways they can apply for benefits, as well as DPSS contact information if they wish to receive more information.



#### CALFRESH PROGRAM FACT SHEET



#### WHAT IS THE CALERESH PROGRAM?

The name for California's Food Stamp Program is "CalFresh." This name change is a result of a recent State law. The purpose of this program is to promote and safeguard the health and well-being of low-income households by increasing their food purchasing power and raising their levels of nutrition.

In California, the monthly CalFresh benefit is transferred to the household's Electronic Benefits Transfer (EBT) card, known as Golden State Advantage Card, and is issued when the household's CalFresh case is approved.

#### WHO CAN GET CALFRESH?

Individuals or households whose income is low enough and meet other eligibility factors, can get CalFresh benefits. U.S. citizens, legal residents, and some qualified immigrants may receive CalFresh benefits. In California, beneficiaries of the Supplemental Security Income / State Supplementary Payment (SSI / SSP) will be potentially eligible to receive CalFresh benefits as of June 1, 2019.

#### APPLICATION PROCESSING AND EXPEDITED SERVICE

CalFresh applications are processed within 30 days. In emergency situations, a household may receive CalFresh benefits within three days from the date of their CalFresh application. It is DPSS policy to issue expedited CalFresh benefits on the day of application, whenever possible. The household must meet specified conditions which would render the household's situation emergent (e.g., monthly gross income is less than \$150 and with less than \$100 on hand).

#### HOW MUCH CALFRESH BENEFITS CAN A HOUSEHOLD RECEIVE?

The amount of CalFresh benefits depends on the household size and income. The less income a household receives, the more CalFresh benefits a household can receive.

If a household has <u>this</u> many members	1	2	3	4	5	6	7	8
And makes less than this each month	\$2,082	\$2,820	\$3,556	\$4,292	\$5,030	\$5,766	\$6,502	\$7,240
The household could receive up to this much in benefits:*	\$194	\$355	\$509	\$646	\$768	\$921	\$1,018	\$1,164

<sup>\*</sup> Actual amount depends on household's specific case situation

(Amounts Effective October 1, 2019 through September 30, 2020)

#### ELDERLY AND DISABLED HOUSEHOLDS

The gross income limit is not used to determine eligibility for households that contain an elderly and/or disabled member. Instead, the net monthly income limit (gross income minus applicable deductions) is used to determine eligibility.

#### RESOURCES

Effective February 1, 2011, resources such as money and property are no longer counted when determining CalFresh eligibility. If a household is applying for cash aid (CalWORKs, General Relief or Cash Assistance Program for Immigrants [CAPI] or Non-MAGI Medi-Cal) resources will be counted for those programs.

#### HOW MANY PERSONS ARE RECEIVING CALFRESH IN LOS ANGELES COUNTY?

Currently, the Department of Public Social Services provides CalFresh benefits to over 1.1 million individuals in Los Angeles County.

#### HOW TO APPLY

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By calling the Customer Service Center 866-613-3777;

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Online at www.dpss.lacounty.gov or www.getcalfresh.org;

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In person at any DPSS Office; or

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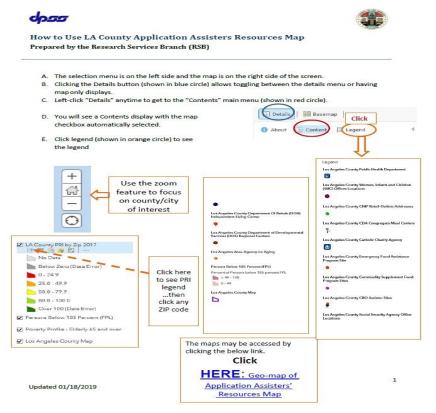
By mail. Call the Customer Service Center at 866-613-3777 and ask for a CalFresh application to be mailed to you. Once you have filled out your CalFresh application, mail it to your local DPSS Office.

9/1/19



## Los Angeles County CalFresh Application Assisters Resources

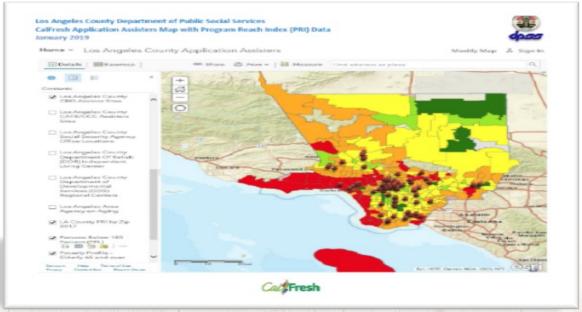
Geocoding technology can help you identify areas local to you that have low participation rates. With this information, you are able to concentrate on the areas where outreach efforts can be most beneficial to your community. Below you will find downloadable instructions on how to use the Los Angeles County CalFresh Application Assisters Resources Map.



#### **DOWNLOAD**

The CalFresh Program Reach Index (PRI)\* Map allows users to view CalFresh participation rate in their area by a search via exact address, city, or zip-code.

\*The CalFresh PRI data is provided by the California Department of Social Services (CDSS) and based on 2017 data, which is the latest information available. PRI data is an estimate, and not a precise indicator of participation rate.





#### **CALFRESH DISTRICT LIAISONS**

CalFresh District Liaisons will be responsible for expeditiously handling and responding to the CalFresh Application Assisters inquiries regarding submitted CalFresh applications. The following listing provides the contact information for DPSS' CalFresh District Liaisons at each office throughout Los Angeles County. These liaisons will assist with inquiries related to CalFresh applications submitted to the corresponding district office. Assisters may contact the District Liaisons via email or by calling between 8:00 AM and 5:00 PM Monday through Friday.

DISTRICT	PRIMARY LIAISO	N	BACK-UP LIAISON			
Glendale 02	Guillermo Arce	818-546-6462	Juliet Hovanesian	818-546-6348		
	GuillermoArce@dps	s.lacounty.gov	JulietHovanesian@dpss.lacounty.gov			
Pasadena 03	Monica Flores	626-296-4648	Christina Casas	626-296-4249		
	MonicaFlores2@dps	ss.lacounty.gov	Christinacasas@dpss.lacounty.gov			
San Fernando Branch 32	Rocio Fragoso	818-394-3803	Angelica Bugarin	818-394-3843		
	rociofragoso@dpss.	lacounty.gov	AngelicaBugarin@dpss.lacounty.gov			
East Valley 11	Eduard Taranian	818-904-4560	Griselda Lozano	818-904-4519		
	EduardTaranian@dp	oss.lacounty.gov	GriseldaLozano@dpss.lacounty.gov			
Santa Clarita Branch 51	Jose Arias	661-250-2949	Miguel Becerra	661-250-2927		
	Josearias@dpss.lacc	ounty.gov	MiguelBecerra@dpss.lacounty.gov			
Lancaster 34	Blanca Baires	661-723-4003	Miriam Kemp	661-723-4006		
	Blancabaires@dpss.	Blancabaires@dpss.lacounty.gov		MiriamKemp@dpss.lacounty.gov		
Lancaster GR 67	Ricky Espana	661-974-8989	Blanca Baires	661-723-4003		
	rickyespana@dpss.l	acounty.gov	Blancabaires@dpss.lacounty.gov			
West Valley 82	Olga Gomez	818-718-5205	Angela Kurdzhukyan	818-718-5061		
	OlgaGomez@dpss.la	OlgaGomez@dpss.lacounty.gov		AngelaKurdzhukyan@dpss.lacounty.gov		
Wilshire Special 10	Juliet Zargarian	213-336-2024	Richard Diaz	213-336-2161		
	JulietZargarian@dps	ss.lacounty.gov	RichardDiaz@dpss.lacounty.gov			
Exposition Park 12	Ignacio Mendez	323-730-6106	Patricia Molina	323-730-6005		
	IgancioMendez@dp	ss.lacounty.gov	Patriciamolina@dpss.lacounty.gov			
Civic Center 14	Alexander Mont	213-896-8887	Narine TerVartanyan	213-896-8820		
	Alexandermont@dp	Alexandermont@dpss.lacounty.gov		NarineTervartanyan@dpss.lacounty.gov		
Medi-Cal Outreach 16	Maria T. Zavala	626-569-2905	Anahit Ambaryan	323-312-6015		
	Mariatzavala@dpss.	lacounty.gov	AnahitAmbaryan@dpss.lacounty.gov			
Pomona 36	Conrad Trinidad	909-397-7904	Arline Urrutia	909-865-5331		
	Conradtrinidad@dp	ss.lacounty.gov	Arlineurrutia@dpss.lacounty.gov			

## **CALFRESH DISTRICT LIAISONS**

DISTRICT	PRIMARY LIAISON		BACK-UP LIAISON			
Metro North 38	Jirair Issaghoolian	213-639-5407	Elida Rubalcava	213-639-5058		
	Jirairissaghoolian@dp	ss.lacounty.gov	ElidaRubalcava@dpss.lacounty.gov			
El Monte 04	Rene Lima	Rene Lima 626-569-3692		626-569-3544		
	renelima@dpss.lacou	nty.gov	KenCho@dpss.lacounty.gov			
Belvedere 05	Oscar Okeke	323-727-4322	Blanca Fierro-Duarte	323-727-4310		
	OscarOkeke@dpss.lac	OscarOkeke@dpss.lacounty.gov		BlancaFierro-Duarte@dpss.lacounty.gov		
Cudahy 06	Carmen Lopez	323-560-5201	Ofelia Ortiz	323-560-5168		
	Carmenlopez@dpss.la	county.gov	OfeliaOrtiz@dpss.lacounty.gov			
Metro Family 13	Eduardo Macedo	323-763-8583	Maria Tongsuthi	323-763-8879		
	Eduardomacedo@dps	s.lacounty.gov	MariaTongsuthi@dpss.lacounty.gov			
Metro East 15	Maria Rivas	323-948-5209	Rosemary Cardenas-Lopez	323-948-5308		
	Mariarivas@dpss.laco	Mariarivas@dpss.lacounty.gov		RosemaryCardenas-Lopez@dpss.lacounty.gov		
Florence 17	Chloe Akmal	323-923-6301	Jean Galindo	323-923-6312		
	Chloeakmal@dpss.lac	Chloeakmal@dpss.lacounty.gov		JeanGalindo@dpss.lacounty.gov		
San Gabriel Valley 20	Blanca Miera	626-569-3605	Maria Valles	626-569-3622		
	Blancamiera@dpss.lac	Blancamiera@dpss.lacounty.gov		Maria Valles@dpss.lacounty.gov		
Norwalk 40	Sanaa Halim	562-807-7814	Angie Rodriguez	562-807-7822		
	Sanaahalim@dpss.lac	ounty.gov	AngieRodriguez@dpss.lacou	nty.gov		
Lincoln Heights 66	66 Karmen Babayan 323-342-8142		Christopher A. Reyes	323-342-8347		
	KarmenBabayan@dps	s.lacounty.gov	ChristopherAreyes@dpss.lac	county.gov		
Metro Special 70	Christina Vartanian	213-765-5377	Claudia Serrano	213-765-5379		
	ChristinaVartanian@d	pss.lacounty.gov	Claudiaserrano@dpss.lacour	nty.gov		
South Special 07	Juan Lozano	323-761-2031	Irasema Caldera	323-761-2510		
	JuanLozano@dpss.lac	JuanLozano@dpss.lacounty.gov		Irasemacaldera@dpss.lacounty.gov		
Southwest Special 08	Norma A. Jasso	323-420-2916	Marielena Fernandez	323-420-2929		
	NormaAJasso@dpss.la	NormaAJasso@dpss.lacounty.gov		Marielenafernandez@dpss.lacounty.gov		
Compton 26	Patricia Aguilar	562-398-5522	Andrew Hoang	562-398-5366		
	Patriciaaguilar@dpss.l	acounty.gov	AndrewHoang@dpss.lacounty.gov			

## **CALFRESH DISTRICT LIAISONS**

DISTRICT	PRIMARY LIAISON		BACK-UP LIAISON		
South Central 27	Yvette Cawthorne	323-357-3549	Socorro Flores	323-357-7442	
	Yvettecawthorne@dpss	.lacounty.gov	SocorroFlores@dpss.lacounty.gov		
South Family 31	Victor Lozano	323-761-2002	Edith Garcia	323-761-2690	
	Victorlozano@dpss.lacc	ounty.gov	EdithGarcia@dpss.lacounty.gov		
Rancho Park 60	Jeanette Connors	310-481-3000	Graciela Pena	310-481-4545	
	JeanetteConnors@dpss.lacounty.gov		Graciela Pena@dpss.lacounty.gov		
Paramount 62	Egberto De Leon	310-603-5008	Maria G. Torres	310-603-5004	
	EgbertoDeLeon@dpss.lacounty.gov		MariaGTorres@dpss.lacounty.gov		
Southwest Family 83	Mario Alvarez	323-549-4565	Maria Aceves 3	323-549-5672	
	MarioAlvarez@dpss.lac	ounty.gov	Mariaaceves@dpss.lacounty.gov		

## **Brochure**

This informative brochure provides a brief overview of the CalFresh Application Assisters Program. The brochure can be accessed by clicking the download link below or ordered by completing the Publication Order form available here.

#### Click here to order





### **Posters**

Available in 11x17", these printed posters can be displayed throughout your organization where customers are primarily serviced; to inform them about the CalFresh Program in Los Angeles County, and the various social media accounts they can access to obtain more information from DPSS. Poster designs can be selected based on the targeted outreach population, and can be accessed by clicking their respective download links below or ordered by completing the Publication Order Form available <a href="https://example.com/html/>h



Poster A (General Population) - Let's Eat LA!

<u>Download</u>



Poster C (Student) - I Chose CalFresh.



Poster B (General Population) - Let's Eat LA!

<u>Download</u>



Poster D (Family) - We Chose CalFresh.

Download



## Posters (cont.)



Poster E (Family) - I Chose CalFresh.

<u>Download</u>



Poster G (Elderly) - We Chose CalFresh.

<u>Download</u>



Poster F (Homeless) - I Chose CalFresh.

<u>Download</u>



Poster H (Veteran) - We Chose CalFresh.

<u>Download</u>



# Posters (cont.)



Poster J (Millennials) - I Chose CalFresh.

## Social Media Graphics

These web graphics can be used to enhance your social media posts and capture the attention of your audiences to inform them about the CalFresh Program in Los Angeles County. For additional information about how to effectively market CalFresh on your social media account(s), please click <a href="here">here</a> to access the Social Media Guide.



Graphic A (General Population) - Let's Eat LA! <u>Download</u>



Graphic B (General Population) - Let's Eat LA!

<u>Download</u>



Graphic C (Student) - I Chose CalFresh.

<u>Download</u>



Graphic D (Family) - We Chose CalFresh.

<u>Download</u>



## Web Sliders

These CalFresh campaign web sliders can be added to your organization's home page to inform visitors about the CalFresh Program in Los Angeles County, and link them directly to the DPSS homepage where they can learn more about the program, and obtain the latest news and information. Web sliders are available for download in the sample sizes below, however your organization may request a custom-sized slider by emailing your preferred dimensions to: <a href="mailto:LianaAkopyan@dpss.lacounty.gov">LianaAkopyan@dpss.lacounty.gov</a>



Web Slider A (General Population) - Let's Eat LA!

**Download** 



Web Slider B (Family) - We Chose CalFresh.

**Download** 



## **Lobby TV Monitor Graphics**

These CalFresh Lobby TV Monitor Graphics can be downloaded and displayed on any TV, especially those found in lobbies or areas where your customers are waiting to be serviced. These graphics inform viewers about CalFresh Program in Los Angeles County, and the various social media site they can access to learn more the program, and obtain the latest news and information.



Web Slider A (General Population) - Let's Eat LA!

<u>Download</u>



Web Slider B (Student) - I Chose CalFresh.

#### **Download**



Web Slider C (Family) - We Chose CalFresh.



# Additional CalFresh Marketing Items



# CalFresh Hand Fan (Front) Click here to order



CalFresh Hand Fan (Back)

