

# PUBLIC ASSISTANCE PROGRAMS OVERVIEW



SANTA CLARA COUNTY  
SOCIAL SERVICES AGENCY



*April 2018*

# COUNTY OF SANTA CLARA SOCIAL SERVICES AGENCY PROGRAMS

1. CalWORKs
2. General Assistance (GA)
3. Cash Aid Program for Immigrants (CAPI)
4. CalFresh
5. Medi-Cal
6. Application Process





# CALWORKS

*Overview*

*April 2018*



# CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO KIDS



- CalWORKs is California's Temporary Assistance to Needy Families (TANF) Program, a program that helps:
  - Eligible families become self-supporting through *temporary* cash aid, and
  - Assistance in finding and keeping a job
  - Receive monthly cash assistance to help pay for housing, food and other necessary expenses

**Note:** This program serves all 58 counties in CA and is operated locally by the county

# CALWORKS CASH GRANT



**Lifetime limit  
for adults**

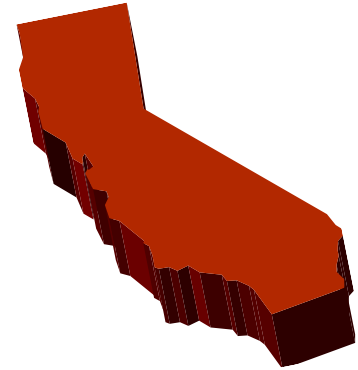
# WHO IS POTENTIALLY ELIGIBLE

- CalWORKs follows the **eligibility of children**, therefore only:
  - Adults
    - who have care and control of a child who lives with them, may be eligible ( i.e. parent, grandparent, aunt, etc.)
  - Children
    - who are without parental support because one or both parents are either absent from the home, disabled, deceased, or unemployed



# CALWORKS BASIC ELIGIBILITY

- **Residency**
  - Living in Santa Clara County
- **Citizenship**
  - U.S. Citizen, Naturalized Citizen OR Qualified non-citizen (i.e. LPR)
- **Deprivation** is a specific eligibility factor
  - Types of deprivation:
    - Absent parent
    - Incapacitated parent
    - Deceased parent
    - Unemployed parent



# CALWORKS BASIC ELIGIBILITY

## Age (children)

- Children meet the CalWORKs age requirement until their 18th birthday

## INCOME

- The family's gross income eligibility is based on the number of persons in the family and the amount of their combined income

## PROPERTY (Personal & Real)

- CalWORKs family is allowed up to:
  - \$ 2,250 per family
  - \$ 3,250 per family with a 60 year old member





# CALWORKS INCOME LIMITS (EFF. 7/1/2017)

<b>Number in Assistance Unit</b>	<b>*Minimum Basic Standard for Adequate Care (MBSAC) 7/1/17</b>	<b>Maximum Aid Payment (MAP) 10/1/16</b>
1	\$660	\$355
2	\$1,082	\$577
3	\$1,342	\$714
4	\$1,592	\$852
5	\$1,817	\$968
6	\$2,044	\$1,087

# SAFETY NET



- **Safety Net Cases** :CalWORKs benefits paid only for CalWORKs eligible children due to the responsible adult(s):
  - Not meeting the U.S citizenship or qualified alien requirement.
    - i.e. Undocumented parent can receive aid for U.S citizen children.

**OR**

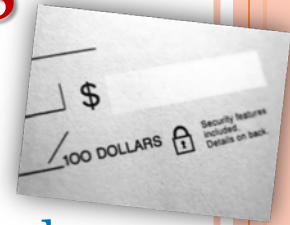
- Has exhausted the CalWORKs grant Time Limit.
  - i.e. U.S citizen parent has used all their 48 months of CalWORKs.

**OR**

- Does not want CalWORKs for themselves.
  - i.e. Grandparents only want aid for the grandchild (exclusions apply).

*Note: Not an all inclusive list.*

# CALWORKS SPECIAL PROGRAMS



## Diversion

- A lump sum payment issued to applicant in lieu of monthly cash assistance to help the family meet its needs to survive a short-term crisis

## Homeless Assistance

- Available once every 12 months to meet the reasonable costs of securing permanent housing, to prevent eviction, and to meet the costs of temporary shelter while the family is seeking permanent housing

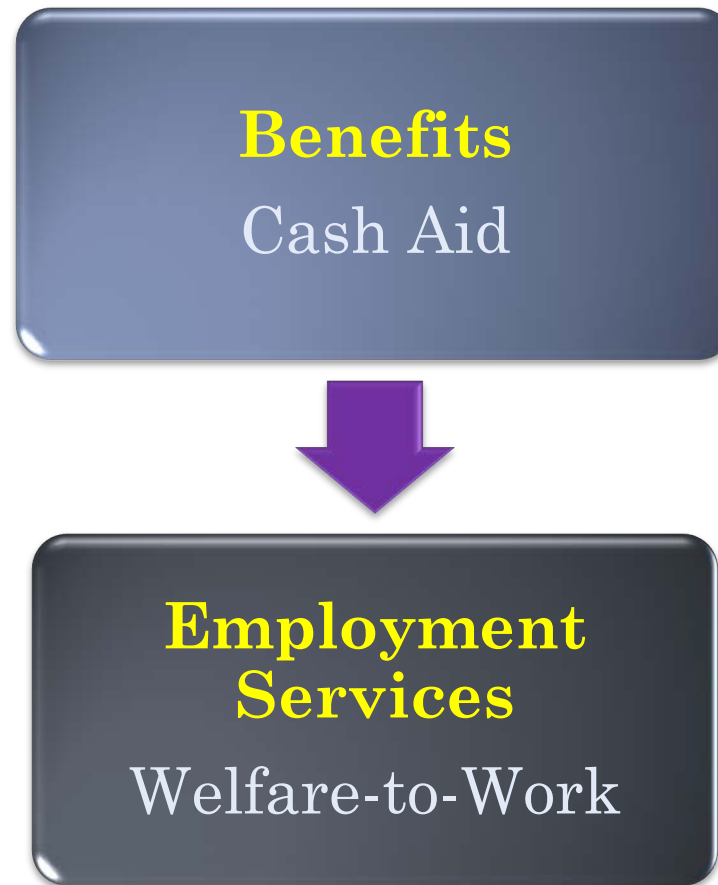
## Pregnancy Special Need

- In addition to the basic CalWORKs grant, a Pregnancy Special Need (PSN) payment is paid to eligible pregnant women who provide medical verification

# CALWORKS EMPLOYMENT SERVICES (CWES)

## WELFARE-TO-WORK (WTW)

**CWES** is an employment program design to help CalWORKs clients become self-sufficient by providing case management and supportive services



# CALWORKS EMPLOYMENT SERVICES (CWES)

- Adults must participate in Welfare-to-Work activities for the required number of hours unless **they are exempt**.
- **CWES** helps participants prepare for and find a job to achieve self-sufficiency through WTW Activities.
- Employment Counselors (EC's) arrange and pay for: child care, transportation, work or training related expenses to enable participants to attend WTW activities.

# Welfare-To-Work Supportive Services

Social Worker  
(Referrals/Services)

Child Care (0-12  
years old)

Transportation

Health Alliance  
(Mental Health  
Services)

Training & Work  
Related Expenses

Family  
Stabilization  
Program

# FAMILY STABILIZATION PROGRAM

- One-time only payment for housing costs (associated with first month's rent, last, and/or deposit) for *eligible CWES clients only*
- Housing assistance can be up to \$2,500 per month, and is limited to maximum of two months of assistance (not to exceed a total of \$5,000)





# GENERAL ASSISTANCE

*Overview*

*April 2018*





# GENERAL ASSISTANCE POLICY

The goal of the General Assistance (GA) program is to relieve and support indigent residents of Santa Clara County when they are not supported by their own means, their relatives, or other public or private **resources**. (Division 9 of the Welfare and Institutions Code)

- SSA is responsible for administering GA
- The GA program provides monthly grants to eligible persons legally residing in the County who have no other means of support
- The Agency shall make a determination of eligibility within **45 days** of receipt of proper application. A face to face appointment is required at application

# ELIGIBILITY REQUIREMENTS

- **Social Security Number**
- **Identification**
  - Applicants/Recipients must have proof of identity (California Driver's License, DMV Identification Card, U.S. Passport)
- **Residence**
  - Applicants/Recipients must be residents of Santa Clara County
- **Age**
  - Applicants/Recipients age must be verified (birth certificate, driver's license, baptismal certificate)
  - Clients must be **18 to 64** years of age
  - If 65 or older, the applicant must be pending SSI or ineligible for SSI
  - If 62 or older, the applicant must apply for RSDI and be ineligible for these benefits
- **Financial responsibility** of GA applicants/recipients shall be limited solely to married couples
  - spouse-for-spouse responsibility

# GA MAXIMUM GRANT AMOUNTS

## Income

If income exceeds the amount of maximum aid, the person or persons shall be ineligible for aid

Number of Persons in Budget Unit	Maximum Grant
One Person (in medical institution)	\$ 11
One Person (in state-licensed RCH)	929
One Person (in room and board)	343
1 Person (other than above)	343
2 Persons	460
3 Persons	576

Note: If income is less than the amount of maximum aid, the person or persons shall be eligible for an amount of aid that is the difference between the needs standard, and the nonexempt income.

# ELIGIBILITY REQUIREMENTS

## Property

- Applicant/Recipient who has non-exempt personal property over \$500 is not eligible for GA
- **Exempt** Personal Property (wedding/engagement rings, heirlooms, clothing, vehicle - value not exceeding \$4,650)



# VOCATIONAL SERVICES (VS)

- As a condition of continued GA eligibility, a recipient classified as “employable” (able to work) shall make a good faith effort to obtain and maintain employment
- VS participants are provided with an individual assessment to determine job-readiness, and any additional assistance with job searching, coaching, mentoring, and employment readiness workshops
- Recipients are expected to participate in assigned activities geared towards gainful employment, such as the Public Works Program



# REPORTING RESPONSIBILITIES

Applicants/Recipients must report all changes in circumstances within 10 days of occurrence

## **Semi-Annual Reporting**

- Recipients must submit a Semi-Annual Eligibility/Status Report (SAR 7) once semi-annually to determine eligibility

## **Reinvestigations (RRR)**

- RRR must be made at least once every 12 months to determine eligibility

# CALFRESH

*Overview*

*April 2018*



# WHAT IS CALFRESH?



- Federally known as **SNAP** benefits (Supplemental Nutrition Assistance Program), and formally known as the **Food Stamps** program



- **CalFresh** is the state of California's food assistance program intended to supplement a household's budget to purchase healthy and nutritious foods
- CalFresh helps single people and families with little or no income to purchase food, if they meet eligibility requirements
- CalFresh benefits are deposited on to an Electronics Benefits Transfer (EBT) card each month and can be used at grocery stores, participating farmer's markets, participating CalFresh Restaurant Meals Program\* restaurants, or other authorized retailers



# BENEFITS OF CALFRESH

- Better access to nutritious food
- Helps prevent hunger
- Increases the ability to afford basic necessities
- Stimulates state and local economy
- Households do not need to pay back CalFresh benefits if they are eligible for them
- Allows working individuals and/or families to remain potentially eligible for food assistance



# CALFRESH

- **Who administers the program?**

- **Federally** mandated by the United States Department of Agriculture (USDA) Food and Nutrition Service (FNS)



- **State** supervised by the California Department of Social Services (CDSS)



- **Locally** administered and operated by the County of Santa Clara Social Services Agency (SSA)



# CALFRESH ELIGIBILITY REQUIREMENTS

- Identification (ID)
- Social Security Number (SSN)
- CA Residency (Santa Clara County)
- Immigration/Citizenship status
- Income Limits
- Liquid Resources (for Expedited Services only)
- Students
- Household Composition
- Work Registration / Exemptions (09/2018)



*Note: Fleeing felons, probation/parole violators, and SSI/SSP recipients are ineligible for CalFresh benefits*

# CALFRESH HOUSEHOLD

- A CalFresh household is an individual or a group of individuals who live together AND

- Customarily purchase and prepare meals together,

OR

- Are related by blood or marriage



# INCOME



- Most types of income are counted towards the CalFresh program
  - For example: income from employment, child support, disability, unemployment benefits, retirement benefits, worker's comp., etc.
- CalFresh uses **gross** income amounts when determining eligibility and benefit allotments
  - **Gross** income means income before any deductions and taxes (i.e., *income before taxes*)
  - **Net** income means gross income minus allowable deductions (i.e., *take home pay*)

# CALFRESH INCOME LIMITS



(Effective 10/01/2017 - 09/30/2018)

Household Size	Gross Monthly Income (130% of Federal Poverty Level)	Gross Monthly Income (200% FPL - MCE Households)	Thrifty Food Plan (CalFresh <u>maximum</u> monthly allotment)*
1	\$1307	\$2010	\$192
2	\$1760	\$2708	\$352
3	\$2213	\$3404	\$504
4	\$2665	\$4100	\$640
5	\$3118	\$4798	\$760
6	\$3571	\$5494	\$913

\* The amount of benefits a client can receive is dependent on: family size, countable income, and monthly expenses (housing, utilities, childcare, etc.)

# CALFRESH INCOME DEDUCTIONS

- The CalFresh program allows for clients to claim and deduct certain monthly expenses to help **increase** the amount of their CalFresh benefits!
- Allowable deductions include expenses such as:
  - Standard earned income deduction
  - Childcare costs
  - Rent/mortgage expenses
  - Utility deductions
  - Excess medical expenses



# APPLICATION PROCESSING STANDARDS

- The County has **30 days** to process a CalFresh application, unless :
  - The applicant is determined eligible for Expedited Services (ES), where benefits must be granted and available to them within 3 days
  - All applications are screened for ES






# ONGOING CASES – REPORTING REQUIREMENTS



- **Semi-Annual Reporting (SAR) Households:**
  - Most households are required to submit a SAR 7 Report in *6-months or 12-months\** and verify their information to determine continuing eligibility for CalFresh
- **Annual Recertification:**
  - Once a CalFresh application is approved, it is certified for up to a *12-month, 24-month, or 36-month* period
  - The household has to renew their certification period at the end of the 12-month period to continue receiving CalFresh
  - The Recertification is completed over the telephone (preferred method) or face-to-face in the SSA office

# ELECTRONIC BENEFIT TRANSFER (EBT)

- Client will receive “Golden State Advantage” card
- CalWORKs and CalFresh benefits are deposited electronically onto the EBT card
- This card is used like a debit card at ATM and Point of Sale (POS) devices
- Client has his/her own Personal Identification Number (PIN)
- EBT card can be used nationwide at any establishment where the  sign is displayed
- Retailers can be found at the CA state website at: [www.ebt.ca.gov/caebtclient/usebenefit.jsp](http://www.ebt.ca.gov/caebtclient/usebenefit.jsp)



## General Information

24 hours a day call:

408-758-4600 or

1-877-962-3633

Option 2



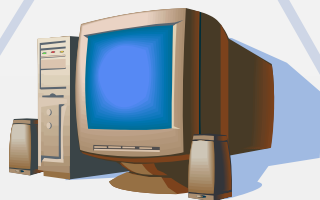
*(Services available in English,  
Spanish, Cantonese,  
Vietnamese, Farsi, and Russian)*

# How to Apply for Benefits



**Walk-In:**

**Social Services Intake  
Office**



**Online:**

**[www.MyBenefitsCalWIN.org](http://www.MyBenefitsCalWIN.org)  
[www.Coveredca.com](http://www.Coveredca.com)**



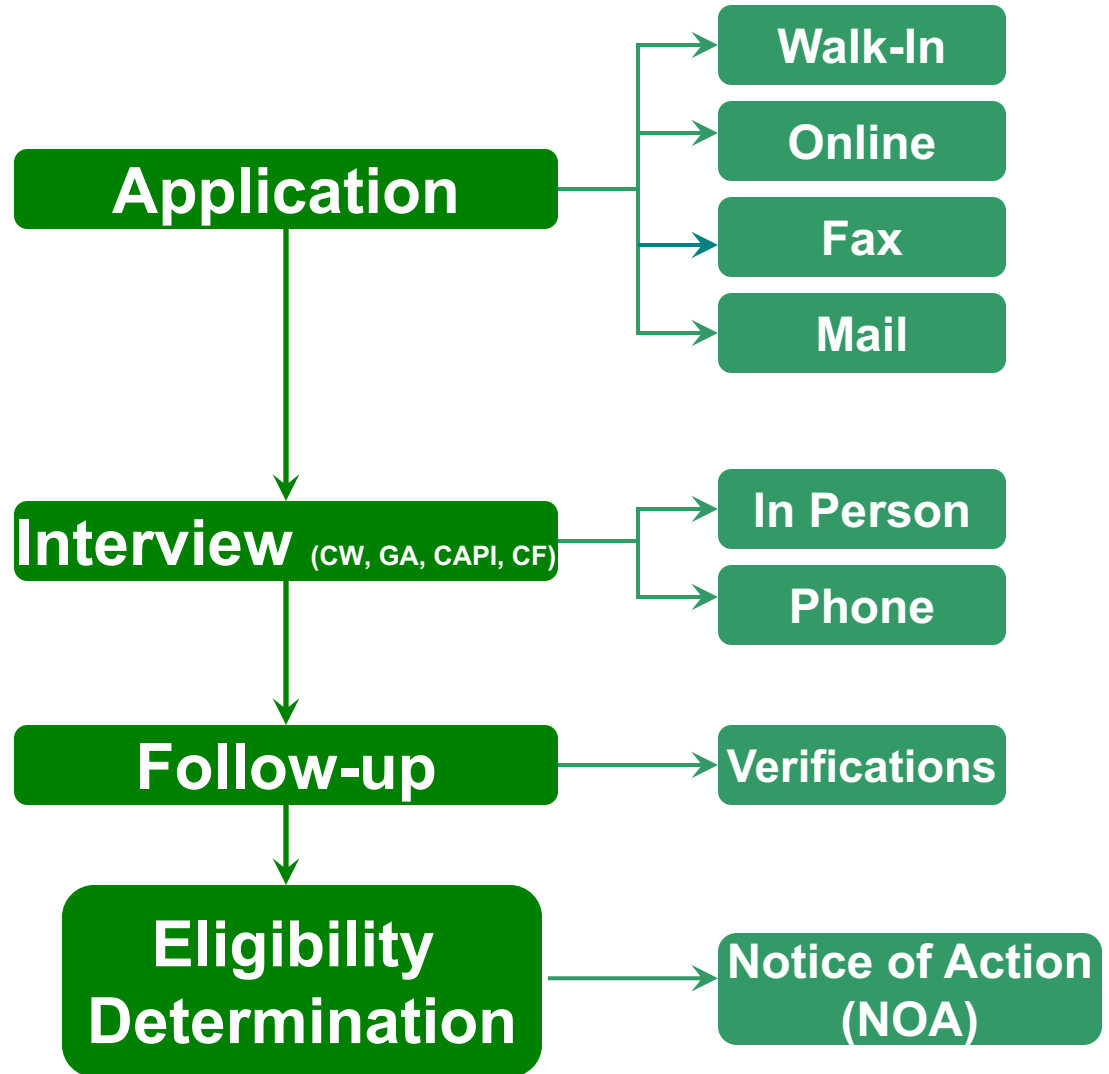
**Mail-In:**

**Social Services Agency  
1867 Senter Road  
San José, CA 95112**

# WHERE TO APPLY


Office Name	Address	Phone #	Apply for:
Benefits Assistance Center	1867 Senter Road San Jose, CA 95112	(877) 962-3633	~ Medical ~ CalFresh ~ Cash Assistance
North County Office	1330 W Middlefield Rd. Mt. View, CA 94043	(408) 278-2400	~ Medical ~ CalFresh ~ Cash Assistance
South County Office	379 Tomkins Court Gilroy, CA 95020	(408) 683-1223	~ Medical ~ CalFresh ~ Cash Assistance
General Assistance Office	1919 Senter Road San Jose, CA 95112	(408) 758-3100	~ General Assistance ~ Cash Assistance Program for Immigrants (CAPI)
Children's Health Initiative: CHI Toll-Free Phone Line	Contact by Phone	1 (888) 244-5222	~ Health Coverage for Children

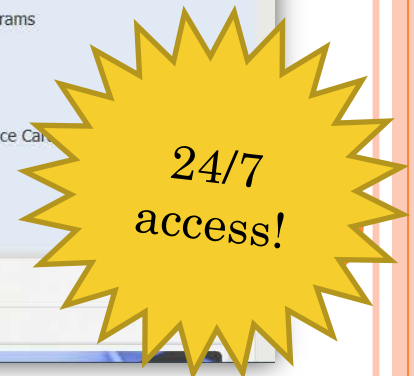
# APPLICATION PROCESS



# WWW.MYBENEFITSCALWIN.ORG



The screenshot shows the MyBenefits CalWIN website interface. At the top, there is a browser address bar with the URL "https://www.mybenefitscalwin.org/". The website header features the "MyBenefits CalWIN" logo on the left and a language dropdown menu set to "English" on the right. Below the logo, there are navigation links: "Home", "MyBenefits CalWIN" (with a search icon), "FAQs", "Contact Us", and "Help". A yellow announcement banner reads: "You can register to vote or change your address on your current voter registration information from this our website. Here's how: [Read about Announcement National Voter Registration](#)". Below the banner is a large image showing a diverse group of people, including a woman holding a child, a young girl with colorful handprints, a man in a hospital bed, a woman preparing food, and a doctor with a patient. The main content area starts with a "Welcome," section, followed by a paragraph: "This website is a fast and easy way for California residents to learn about and apply for medical, food, and cash assistance programs. MyBenefits CalWIN also provides ongoing access to secure and private benefit information. Select a topic below to get started or sign in to your account." To the right of this text is a yellow button labeled "Sign In or Create Account". Below the welcome text, it says "For additional information, click on the Help icon  where available." To the right of this is a link "Also, look at our videos" next to a YouTube logo. On the left side, there is a "On-line Services" menu with the following items: "See if I Am Eligible", "Apply for Benefits Or Continue Application", "Report My Changes Or Renew Benefits", "Affordable Health Insurance", and "Community Based Organization". To the right of this menu, a section titled "MyBenefits CalWIN allows you to:" lists several services with checkboxes: "Check your case status and benefit amount", "EBT Balance and transactions", "See if you are eligible for other assistance programs", "Apply for benefits or Continue an application", "Submit your reports or renew your benefits", "View your notices", "Submit documents", and "Request a replacement Medi-Cal Benefit Issuance Card". Below this list is a yellow button labeled "On-line Services". At the bottom of the page, there is a link "Get More Information About Available Programs".



# Online – Covered California: [www.coveredca.com](http://www.coveredca.com)

The screenshot shows the homepage of the Covered California website. At the top left is the Covered California logo, which consists of three stylized human figures in blue, green, and yellow, with the text "COVERED CALIFORNIA" below it. To the right of the logo are two tabs: "INDIVIDUALS AND FAMILIES" (highlighted in blue) and "SMALL BUSINESS" (in grey). Further right are links for "Account Sign In" and "Español" with a dropdown arrow. A search bar with the word "Search" and a magnifying glass icon is also present. Below these elements is a dark blue navigation bar with four white text links: "Need Coverage", "Shop and Compare", "Members", and "Get Help".

The main content area features a large photograph of a smiling woman in a teal dress sitting on a bed with a young girl who is holding a teddy bear. The woman is holding a remote control. To the left of the photo, the text reads "Health insurance that's **right for you.**" Below this, a play button icon is followed by the text "Learn more about Covered California and how to enroll."

On the right side of the main content area, there is a vertical list of four service tiles, each with an icon and text:

- Icon: A hand holding a dollar bill. Text: "See If You Qualify for Financial Help"
- Icon: A laptop computer. Text: "Apply for Coverage"
- Icon: A heart with hands inside. Text: "Medi-Cal Information"
- Icon: Two people sitting at a table. Text: "Free Local Help to Enroll"

In the bottom right corner of the service tiles, the number "39" is displayed.

# CUSTOMER SERVICE

- Clients can call our 24 hour toll-free line:  
**1-877-96-BENEFITS or 1-877-962-3633**
- County of Santa Clara SSA representatives are available Monday – Friday from 8 AM – 5 PM
- Automated case information is available 24 hours a day, 7 days a week!
- Via my Benefits Calvin online

Follow us @sccssadebs





# QUESTIONS??

