Assembly Bill 1326: Best Practices Exchange

Wednesday, August 9th
9:00am – 10:30am

Agenda

1. Welcome & Introduction

2. County & Campus Best Practices Exchange

3. Riverside County Model

4. Q&A Session

How to Listen In

- This webinar will be held in "listen only" mode.
- There are two ways to connect to audio:
  - Via Phone
  - Via Computer

How to Ask Questions

1. Select the three dots next to the "Chat" option

2. Select the Q&A option

3. Send the questions privately to all co-hosts. Presenters will capture your questions and answer them during the Q&A periods.
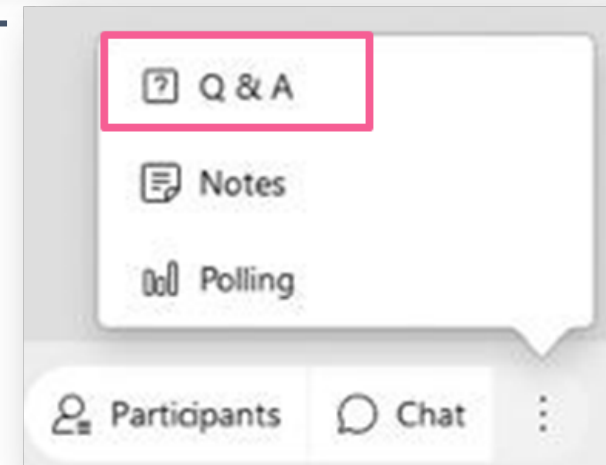
Post-Webinar Survey

Please complete our quick survey before logging off - let us know if this webinar was helpful!

Recorded Webinar

For your awareness, this webinar is being recorded for posterity.

Poll

1. What type of organization are you affiliated with?

2. Are you beginning a relationship with your campus or county now? Or do you already have an existing relationship?

Welcome!

Andrea Brayboy,
CalFresh & Nutrition
Branch Chief

Best Practices Exchange - CSU Chico Center for Healthy Communities

- 149 public college campuses across CA
  - 10 UCs
  - 23 CSUs
  - 116 CCCs
- 58 counties
- All campuses have various Basic Needs services offered to students

Current Resources

1. [Formal bill language for AB 1326 (link)](link)

2. [County liaison list (link)](link)

3. [Guidance Letter for College Campus Support of County Liaison Partnership (link)](link)

4. College campus liaison list (coming soon)

Campus Contact Request

- Submit a "ticket" to our CFO Resource Hub (link)
  - Fill in your title/position for "Role", select campus affiliation, select campus name
  - Select "Campus Liaison" under Request Type
  - Enter in a phone number the county can call to reach you
  - Select the program(s) you work with
- Questions? Reach out to: CFOResourceHub@csuchico.edu

Campus Best Practice Exchange

- Cal Poly SLO
- College of the Canyons
- UC Merced
- CSU Sonoma and Sonoma County

Cal Poly SLO & SLO Department of Social Services

- Strategies:
  - Email communication to troubleshoot smaller issues and review areas of improvement
  - Quarterly meetings, typically in-person
    - Meet new staff/ensure open line of communication
    - Discuss upcoming events →

Cal Poly SLO Contact Information

Contact us

Lucy Rodriguez: lrodri49@calpoly.edu
Liv Watts: ojwatts@calpoly.edu

CalFresh Outreach Website

Website: calfreshcalpoly.org
Instagram: @calfreshcalpoly
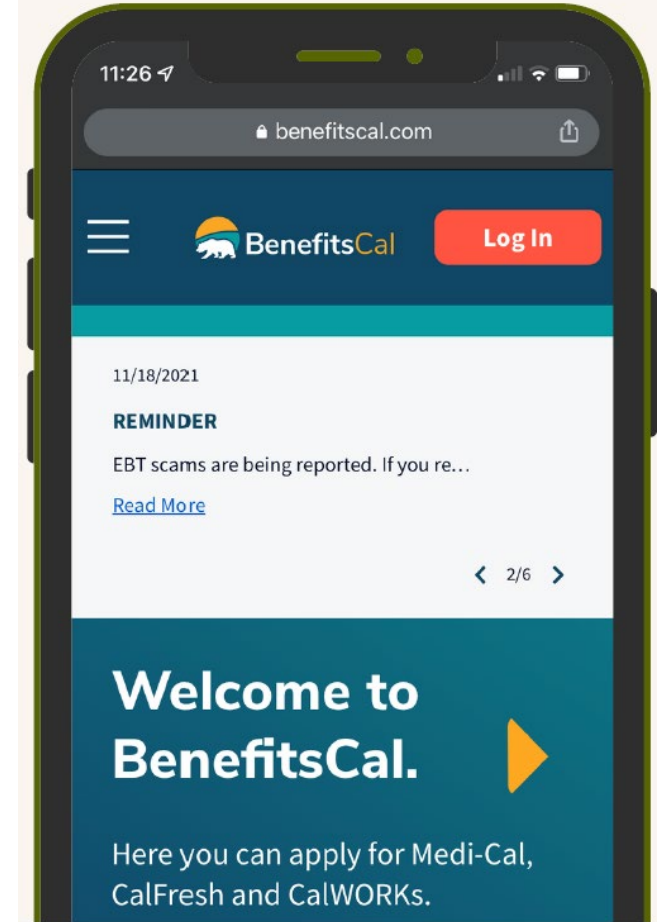
BenefitsCal Streamlined CalFresh Application Process

One stop shop for CalFresh Assistance

- View your benefits

- Submit reports

- Renewals

- Track your application status

- Upload documents

- Requesting appointment

- View notices

Sample Email from Liaison Rayan Lam

You don't often get email from rayanlam@dpss.lacounty.gov. Learn why this is important

CAUTION: External Sender. Proceed Responsibly. <more details>

Good morning, Stephanie,

Thank you for reaching out. Regarding the student in question, they were denied due to not meeting any of the student eligibility requirements.

"Client is not receiving a Cal Grant A or B, he is not eligible for Work study. Although client is working, he is not working at least 20hrs a WEEK. The PA 136 was completed."

For reference, the notice of denial that was sent out in June is attached.

If the client is enrolled/approved to participate in an approved LPIE at your institution, please ensure that they and any other future potential applicants provide a letter of approval as a form of verification. Although that is not necessarily a mandatory verification, I recommend that verification of participating in a LPIE should be uploaded to ensure all information is provided regarding student eligibility.

Cal Fresh FOOD

Rayan ("Ray-In") W Lam, Program Assistant, PSS
(He/Him/His)
CalFresh Nutrition Program
Los Angeles County - Department of Public Social Services
12820 Crossroads Parkway South, City of Industry, CA 91746
(562) 908-6340 direct | **(562) 695-0423** fax
RayanLam@dpss.lacounty.gov

Establish a Good Relationship with your County Liaison

Establish open communication, be proactive, and maintain a positive attitude to foster a productive relationship with your county liaison. Utilize BenefitsCal for streamlined CalFresh enrollment and management.

Thank you Wai Yan!

FROM: College of the Canyons BaNC Team

The BaNC

104

Show all comments (17)

College of the Canyons Contact Information

Contact Us

Sarah Cox: sarah.cox@canyons.edu
Stephanie Cruz: stephanie.cruzortiz@canyons.edu
Kristin Haywood: kristin.haywood@canyons.edu

CalFresh Outreach Website

Website: https://www.canyons.edu/studentservices/banc/
Instagram: @coc_banc

UC Merced Partnership

A shared mission:

- Our campus is an active partner with Merced County Human Services Agency in addressing student food insecurity by increasing CalFresh enrollment success and benefit retention.

Best Practices:

- Collaborate with county office to identify reasons for denials, potential causes, and shared solutions
  - Support reasons for denial with county data when possible.
- Build in healthy and regular timelines for meetings, trainings, data report requests, that work best for campus and county.
  - Example: once before and after the semester for review and strategizing.
- Communicate proactively, in clear, concise ways with realistic expectations.
  - Example: large scale applications or events that will create an influx of work to the county.
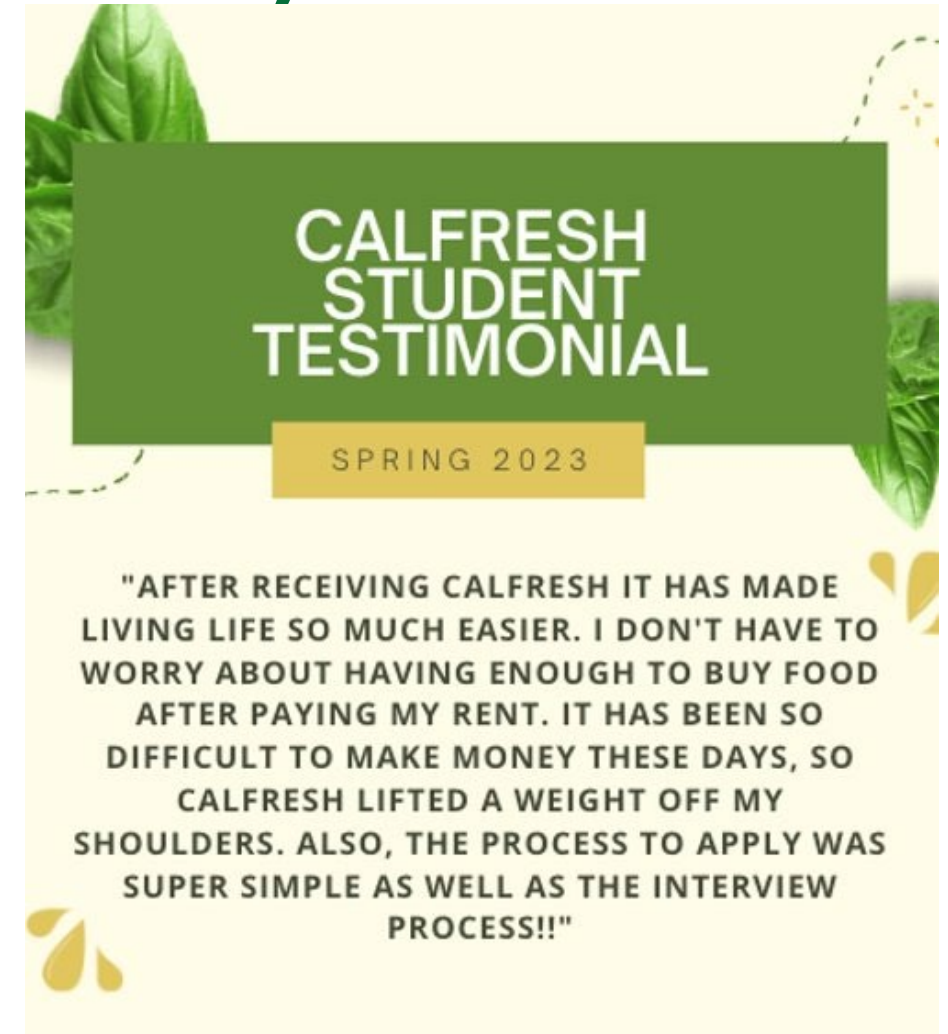
UC Merced Partnership (Cont.)

Recognizing capacity and supportive strategies:

- What will benefit both parties – educate each other on best practices

- What can you do to share the workload – start small and build up to bigger initiatives

- Be cognizant of natural disasters/emergencies that may inundate county

Build in moments of connection, kindness, and celebrations:

- Host the county at your campus for collaborative meetings. Intersession periods or standing team trainings are great times

- Share testimonials and feedback from students supported by CalFresh.

CALFRESH STUDENT TESTIMONIAL

SPRING 2023

"AFTER RECEIVING CALFRESH IT HAS MADE LIVING LIFE SO MUCH EASIER. I DON'T HAVE TO WORRY ABOUT HAVING ENOUGH TO BUY FOOD AFTER PAYING MY RENT. IT HAS BEEN SO DIFFICULT TO MAKE MONEY THESE DAYS, SO CALFRESH LIFTED A WEIGHT OFF MY SHOULDERS. ALSO, THE PROCESS TO APPLY WAS SUPER SIMPLE AS WELL AS THE INTERVIEW PROCESS!!"

Partnered Solutions

Example 1: Student applicants denied due to unlimited meal plan status

- Solution: UCM CalFresh Outreach to better highlight meal plan status exemption at the campus level – reduce the number of ineligible applicants and impact to county

Example 2: Student applicants working campus jobs denied for not working 20 hours

- Solution: Escalate case(s) to our County Liaison and team to clarify new student employment exemption, train staff where needed, and review wrongfully denied case

Example 3: LPIE Verification Forms

- Suggestion: Connect with campus LPIE programs and gather existing LPIE verification example forms (welcome emails/letters). Host a meeting with LPIE program leads and County liaison(s) to review forms. Confirm they work for everyone. Update CF Outreach website to include examples and encourage county to share with intake workers.

Example 4: Shared Resources

- Suggestion: Create a website that supports transparent information about the CalFresh program for students, staff, and your county. Share the website for county review and allow feedback.

UC Merced Contact Information

Contact us
Email: calfreshoutreach@ucmerced.edu

CalFresh Outreach Website
Website: basicneeds.ucmerced.edu/calfresh-outreach
Instagram: @ucmcalfresh

Sonoma State University & Sonoma County

Michaela Bietz - SSU Community Service and Basic Needs Coordinator

Candice Guasco – Sonoma County CalFresh Program Planning & Evaluation Analyst

- SSU, Sonoma County, and the Center for Healthy Communities met together to discuss best practices for student applications and upcoming LPIE exemptions.

- SSU hosted Sonoma County on campus to conduct in-person student appointments to expedite student applications.

- The SSU CalFresh Team provided a list of approved programs and Sonoma County is accepting these new exemptions.

- SSU students reported positive experiences with Sonoma County workers who were very eager and willing to work with our students. Several students' applications were processed.

- SSU continues to reach out to Sonoma County with questions regarding student applications.

CSU Sonoma Contact Information

Contact us
Michaela Bietz, bietzb@sonoma.edu
Candice Guasco, cguasco@schsd.org

CalFresh Outreach Website
Website:https://as.sonoma.edu/basic-needs-initiative/calfresh-outreach-program
Instagram: @as_sonoma
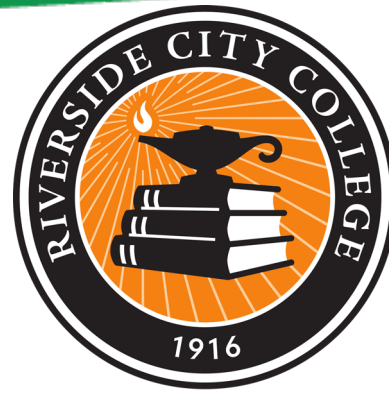
Quick Check-In: Any Questions?

Riverside County Department of Public Social Services

Lead: Debi McDonald, Welfare to Work Regional Manager

Co Lead: Jennifer Jennings, Welfare to Work Supervising Employment Services Counselor

Co Lead: Alexander Orjuela, Welfare to Work Supervising Employment Services Counselor

Riverside County Welfare-To-Work Collaborates with Local Community Colleges and Universities

- Riverside County Welfare to Work program in collaboration with other DPSS county departments began partnering with local community colleges in July of 2009.

- The goal of the partnership is to facilitate better communication while building stronger relationships between the students, colleges, the County Welfare to Work liaisons and all DPSS programs.

Riverside County Resource Departments Participating in Quarterly Meetings

- Welfare to Work Liaisons

- CalWORKs Liaisons

- Contracts & Grants

- Community Outreach Branch

- Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)

- Policy

- Quality Assurance

- Quality Control

- Workforce Connection (WPR)

- Training Dept

Riverside County District offices Participating in Quarterly Meetings

- Banning

- Blythe

- Cathedral City

- Coachella

- Desert Hot Springs

- Hemet

- Indio

- Jurupa

- Lake Elsinore/Temecula

- La Sierra

- Moreno Valley

- Norco

- Perris

Successful Cooperation

- Effective Collaborations
- Leveraging Resources for Best Practices
- Ensuring Customers Receive Timely and Quality Services

Outcomes

- Stronger Partnerships
- Open Communication
- Verification Forms
- Electronic DPSS Verification

- Higher Customer Engagement/Participation
- Increased Student Success
- Increase referrals to colleges and universities
- Increase graduation rate

Introductions

Mt. San Jacinto College
Director, CalWORKs, Lisa Campbell

Moreno Valley College
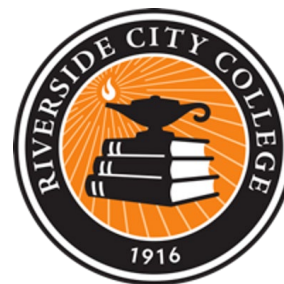**Workforce Preparation Counselor/Coordinator, Terrie Hawthorne**

Norco College
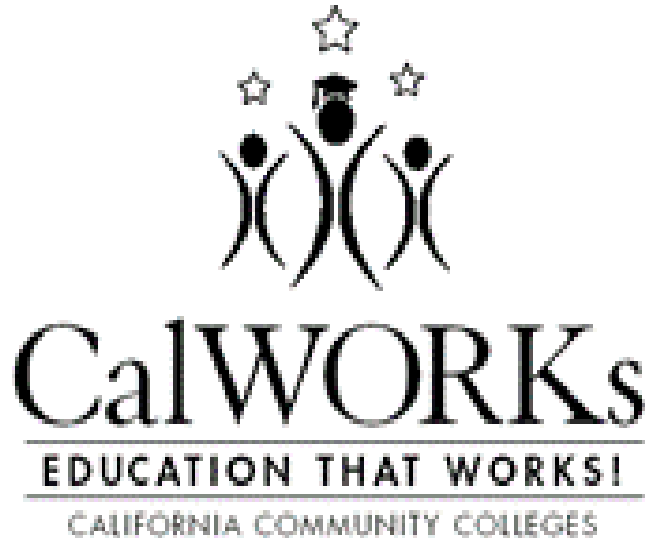**Dean of Special Funded Programs, Daniela McCarson**

Riverside City College
CalWORKs Counselor/Coordinator, Anne Lenox

History

Implemented in 2009

Purpose:

- To strengthen partnerships between County and Community Colleges
- Developed open lines of communication
- Increased student access

Best Practices & Accomplishments

- Data-sharing agreement

- Built strong relationships & communication

- Development of Desk Reference of all college and county liaisons

- County Liaisons available to serve clients at the college campus

- Expanded the use of various verification documents provided by county including modified 3758 form

- Streamlined referral process of new clients to colleges

- County policy staff attends quarterly meeting

- College representatives presenting online & in person at DPSS Job Club, job fairs, etc.

Future Goals

- Placement of Riverside County liaisons at college campuses
- Expanded Riverside County collaboration with college representatives facilitating online and in-person presentations at orientations, job clubs, fairs, etc.
- Riverside County Liaisons available to serve clients at the college campus (All Community Colleges)

Contact Us

MT. SAN JACINTO COLLEGE

LISA CAMPBELL

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(951) 487-3470

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NORCO COLLEGE

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RIVERSIDE CITY COLLEGE

ANNE LENOX

ANNE.LENOX@RCC.EDU

951-222-8964

CalFresh | RIVERSIDE COUNTY DEPARTMENT OF PUBLIC SOCIAL SERVICES

Riverside County DPSS: Community Outreach Branch

WHO ARE WE?
We are the Riverside County Department of Public Social Services (DPSS) Self-Sufficiency Division – Community Outreach Team!

WHAT WE DO?
Our team educates customers on program requirements and the process in which they or family members could benefit from applying for CalFresh, Medi-Cal and/or other programs administered by DPSS, Self-Sufficiency Division.

OUR ROLE AT COMMUNITY COLLEGES AND UNIVERSITIES:
We understand college students suffer from housing and food insecurities and have some of the most complicated eligibility requirements for the CalFresh Program. Therefore, our team Collaborates with local colleges and Universities to bring resources to students in need by attending educational/Job Fairs, Health and Wellness events, and/or Food pantry days.

CURRENT STATS:

In 2023 we have completed:

✓ 35 events to educate students and staff on application requirements, BenefitsCal, caseload management and reporting responsibilities

✓ 42 Students Got connected to CalFresh

✓ 2 to Medi-Cal, and

✓ 1 to General Assistance.

CalFresh AB 1326 Liaison

- Point of Contact for College/University **staff** for CalFresh related questions/application delays
- Mobile outreach van to provide in campus application assistance
- Informational flyers, brochures about CalFresh and other programs such as Medi-Cal and/or CalWORKs
- CalFresh Program Updates
- Communication methods of contact

Contact Information:
Marivel Castenada,
Senior Program Specialist
MAcastan@rivco.org
communityoutreachbranch@rivco.org

Office Locations

Banning
63 South 4th Street
Banning, CA 92220

Blythe
1225 W Hobsonway
Blythe, CA 92225

Cathedral City
68615 Perez Road
Suit 9A
Cathedral City, CA 92234

Coachella
1283 6th Street
Coachella, CA 92236

Desert Hot Springs
65754 Pierson Blvd
Desert Hot Springs, CA 92240

Hemet
541 N. San Jacinto Street
Hemet, CA 92543

Indio
44199 Monroe St., Suite D
Indio, CA 92201

Lake Elsinore
1400 Minthorn Street
Lake Elsinore, CA 92530

Jurupa
5961 Mission Blvd
Riverside, VA 92509

Moreno Valley
12625 Heacock Street
Moreno Valley, CA 92553

Mecca
91275 66th Ave, Suite 100B
Mecca, CA 92254

Norco
517 W Parkridge Ave
Norco, CA 92860

Perris
201 Redlands Ave
Perris, CA 92571

La Sierra
11060 Magnolia Ave
Riverside, CA 92505

Temecula
43264 Business Park Drive
Suite 102 Temecula, CA 92590

Best Practices Exchange Presented by Contracts Administration Unit

- CDSS Welfare & Institution Code 10850 requires that all information pertaining to an individual be kept confidential unless it is for program administration

- CDSS Health Code 14100.2 14005.35, 14005.36, and 14005.37 also provide the same regulations

- Riverside County's Interpretation of program administration is that: COUNTY and CONTRACTOR shall share Confidential Data of mutual customers for the purpose of Program administration by enabling mutual clients to receive programs and trainings designed for Welfare-to-Work customers to reach self sufficiency. However, determination of allowable data sharing is on a case-by-case basis and always with conferral and endorsement of legal counsel

Best Practices Exchange: Presented by Contracts Administration Unit (Continuation)

- We have multiple agreements with agencies throughout the county for data sharing, so long as they are for the purpose of program administration. Welfare-to-Work is one of them.

- Our best contracts practices include, but not limited to:
  - Cyber Liability Insurance requirements
  - Safeguards for Data Transfer
  - Secured File Transfer Protocol (FTP)
  - Approved IT Protocols for data transfer
  - Protocols for data storage
  - Timelines for expedited services, and
  - Customer Waiver Forms/Release of Information for customer acknowledging that their data will be shared.

THANK YOU!!!

CALIFORNIA COMMUNITY COLLEGES

Questions?

Thank you!

Survey: https://forms.gle/oLg9ZNZwB3quurw37

Contact Information:
CDSS: CalFreshPolicy@dss.ca.gov
Riverside County: DMacdona@RIVCO.ORG
CHC: CFOResourceHub@csuchico.edu