Catholic Charities of California presents

# CALFRESH OUTREACH







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## ACKNOWLEDGEMENTS

The CalFresh Outreach (CFO) Program is a federal match initiative designed to increase access to food assistance for underserved populations. This impactful program operates through a collaborative funding model, with 39% of the total budget supported by federal share reimbursement and 61% contributed as state match dollars by Local Implementing Agencies (LIAs). The program's success is driven by the dedication of CCC-LIAs and their focus on critical deliverables, including pre-screening potential applicants using analytical tools to inform them of their eligibility, submitting applications on behalf of clients, and supporting the approval process through partnerships with County Welfare Departments.

We recognize the outstanding work of our LIAs in facilitating CalFresh applications for diverse target groups. Their efforts also extend to the submission of recertification applications and the development of partnerships with counties and Community-Based Organizations to address participation barriers and promote access to CalFresh benefits. We thank you for your continued work and dedication. We also thank the CCC CFO Evaluation Team that produced this report, Samantha Smith, MPH and Brianna Gonzalez, MPA.



# SERVICE AREAS

## BAY AREA **CALIFORNIA**

Del Norte

CC Santa Clara (CCSC) served Santa Clara County.

**CC Northwest California** (CCNWC) served Lake, Mendocino, Napa, and Sonoma Counties

CC Yolo Solano (CCYoSo) served Solano and Yolo counties.

### CENTRAL **CALIFORNIA**

CC Fresno (CCFR) served Fresno, Kern, Kings, Madera, Merced, and Tulare counties.

**CC Monterey** (CCDMO) served Monterey, San Benito, San Luis Obispo, and Santa Cruz counties. CC Stockton (CCST) served San Joaquin and Stanislaus counties.

CC Orange (CCOC) served Orange

CC San Diego (CCDSD) served San Diego and Imperial counties.

(StLR) served Los Angeles county.



# CALFRESH OUTREACH SERVICES

CCC LIAs provide essential support services to assist clients in accessing and maintaining their benefits. Below is a quick reference to the core services offered through this program:



#### **Prescreens**

Conducting initial eligibility screenings to help clients determine their qualification before beginning the application process. While prescreens provide valuable insights and bridge clients to the application stage, only County Welfare Departments can make official eligibility determinations.



## **Application Assistance**

Guiding clients through the application process, ensuring accurate completion and submission of required forms to improve their chances of approval.



#### **Recertification Assistance**

Maintaining benefits is crucial for our clients. We provide support with recertification requirements, including:

- SAR7 (Semi-Annual Report Form): Helping clients complete and submit their mid-year status report.
- RRR (Annual Recertification Report): Assisting with the renewal process to prevent lapses in benefits.



## Client Advocacy

Advocating on behalf of our clients, addressing issues such as application denials, delays, and other barriers to ensure they receive the benefits and support they are entitled to.

#### CLIENT CENTERED

"From the moment we first spoke, you were so friendly and understanding. I'm confident in your services and am certain I will receive help."

CalFresh Outreach client at St.Louise Resource Center





12,370 Initial Applications Submitted



1,450 Recertifications (SAR-7 and RRR) submitted



Disaster Response
Applications
Submitted

## PRESCREENS



Catholic Charities of California Local Implementing Agencies completed over 119,000 prescreens for CalFresh Food Assistance between October 2019 and September 2024

Prescreens are a key step in connecting individuals with CalFresh food benefits, assessing eligibility, and guiding clients through the application process. During a prescreen, staff review the Income Insert with potential clients to evaluate their initial eligibility and provide an estimate of potential benefits. This outreach occurs through various touchpoints, including community events, agency-initiated calls, client inquiries, internal or partner referrals, formal intake processes, and walk-ins, ensuring accessibility for all.

While prescreens provide valuable insights and bridge clients to the application stage, only County Welfare Departments can make official eligibility determinations. These determinations are made after an assessment of the application and supporting documents submitted. The thresholds are consistent across the counties, however County Welfare Departments are independently run by county, leaving room for advocacy on behalf of our clients.

## APPLICATIONS



Catholic Charities of California agencies completed **12,370 applications for CalFresh Food** Assistance between October 2019 and September 2024







The California Statewide Automated Welfare System reported in December 2024 when a client begins an application on their own, they complete the application 63.7% of the time. That same reporting showed clients who begin applications with the help of a CFO Community Contractor complete the application 95.7% of the time. That's a 32% increase directly attributed to the hard work of our local staff supporting application assistance!

The CalFresh application process involves a series of supportive steps to help potential applicants navigate eligibility requirements and complete their applications. Workers assist with obtaining and verifying required documents, making copies, and providing translation services to accommodate individuals with limited English proficiency. They offer additional support during the application process, such as explaining complex terms during interviews, following up with county eligibility workers to ensure applications are complete, and addressing special cases to resolve challenges.

These efforts ensure that applicants receive the guidance and resources needed to successfully complete their applications and access vital CalFresh benefits.

# RECERTIFICATIONS



Catholic Charities of California agencies completed 840 SAR-7 recertifications and 610 RRR recertifications between October 2019 and September 2024



Recertifications play a crucial role in maintaining CalFresh benefits by ensuring clients continue to meet eligibility requirements. Two key components of this process are the **Semi-Annual Eligibility Report** (SAR 7) and the **Recertification/Redetermination Report** (RRR).

The SAR 7 is due six months after the initial application date. Clients must complete this form to report any changes in their household circumstances during the semi-annual period. LIAs assist with submitting SAR 7 forms on behalf of clients, working closely with their counties to determine the most effective submission process.

The RRR, due 12 months after the application date, involves a more comprehensive review of eligibility. This process includes completing the recertification form and conducting an interview to verify continued eligibility for benefits. LIAs also support clients with this process, collaborating with counties to streamline recertification application submissions.





# SUCCESS STORIES



#### **Empowering Seniors Through Advocacy and Support**

A 70-year-old senior facing homelessness and financial insecurity turned to Catholic Charities of the Diocese of Stockton (CCST) for assistance in applying for CalFresh benefits. With no income and limited resources, she was living with a friend under the agreement that she could stay rent-free until receiving her retirement payments. However, she urgently needed access to food assistance.

Navigating the complex application process was overwhelming due to her lack of transportation, internet access, and technology, compounded by language barriers. The CCST CFO program stepped in, providing prescreening, education, and hands-on support to submit her CalFresh application.

When the application was initially denied due to a missed interview and a lack of Spanish-language assistance, CCST's staff guided her through an appeals process. They helped her document her case, ensuring she was prepared for a hearing with the Judge.

The result was a resounding victory: the Judge approved her application retroactively.

#### A Mother's Strength and a Community's Compassion

A single mother of six who endured the unimaginable loss of her youngest child last summer. Through the referral of a Fresno County organization, Catholic Charities of Fresno (CCDOF) reached out to support the family during their most challenging time.

Initially, the mother, overwhelmed by grief and logistical obstacles, was hesitant to seek immediate assistance. CCDOF staff approached the situation with sensitivity, informing her of available resources, including rental and utility assistance, CalFresh benefits, and food and clothing vouchers. Reassured by their compassion, she felt comfortable reaching out when ready.

Weeks later, the mother contacted the intake department, initiating her journey toward stability. With the help of CCDOF, she completed the necessary documents and accessed critical services for her family, including food and clothing support, DMV vouchers, and successful enrollment in CalFresh. The approval of her CalFresh benefits brought a sense of relief, as she could now provide for her family during this difficult time.

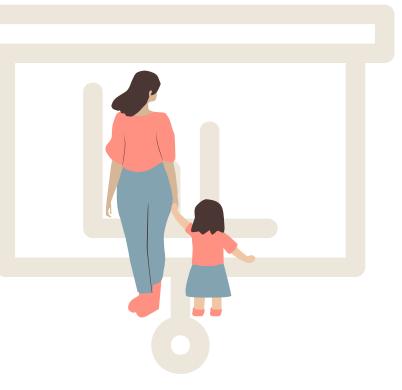
As Christmas approached, CCDOF further demonstrated their commitment by enrolling the family in their "Adopt a Family for Christmas" program. Generous donors provided gifts for the entire family, offering a glimmer of hope and joy amidst their sorrow. In a touching gesture of gratitude, the mother gifted a Christmas present to the intake specialist, thanking them for their support and thoughtfulness.

# CLIENT HIGHLIGHTS

"During the application, the client was hesitant to share documents needed to apply and be processed promptly. Building this foundation of trust with this client was especially difficult. It required me to continuously reassure him of the process and convince him to understand the importance of his cooperation. After much attentiveness, we were able to complete his application. Thankfully, the application was processed and approved within three days."

-St. Louise Resource Center



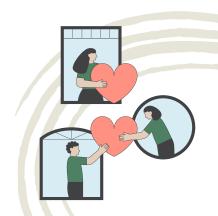


"At a Napa Health Fair, Catholic Charities of Santa Rosa connected with a Spanish-speaking single mother of a 4-year-old facing financial struggles. Through compassionate outreach, she was screened and assisted with her CalFresh application, ensuring continued support as her child aged out of WIC benefits. Beyond CalFresh, she received referrals for free clothing and supplies, granola bars, and fruit. Grateful for the ongoing assistance and resources, the client called the support a blessing in her life."

-Catholic Charities Northwest California

"Through patient outreach and education, a hesitant client overcame misconceptions about public charge implications, gained confidence in her decision, and successfully applied for CalFresh benefits. With the ongoing support of Yolo-Solano Outreach, she was empowered to access vital resources, transforming her and her family's well-being."

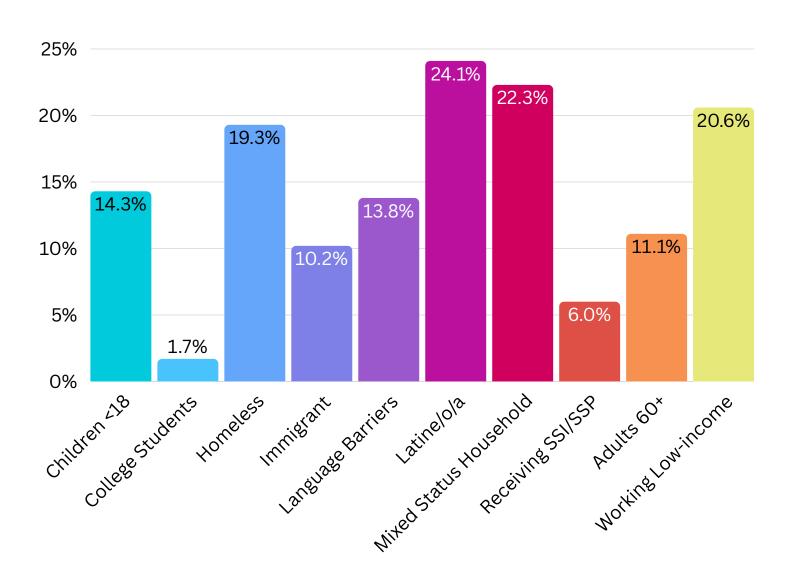
-Catholic Charities Yolo Solano



# TARGET POPULATIONS

As part of the CalFresh Outreach contractual agreement, all agencies are required to address key target populations to ensure all communities have access to benefits. These populations include households with children under 18, individuals over 60 years old, individuals receiving SSI/SSP, households with language barriers, college students, working low-income families, and veterans and active military personnel. Additionally, some agencies may choose to include other specific populations based on local needs.

#### Clients may select as many populations as they identify with.



# PARTNERSHIPS

CalFresh partnerships include partnering with counties and Community-Based Organizations (CBO) to address barriers of participation and meet the overall goals of the CalFresh Outreach Plan.

These partnerships are achieved in the following ways:

# COLLABORATIVE MEETINGS

495

Collaborative meetings unite counties, Community-Based Organizations (CBOs), and other agencies to address participation barriers and support the CalFresh Outreach Plan. These sessions foster information sharing, problem-solving, and alignment of strategies to improve access to CalFresh benefits for targeted populations.

# TRAININGS & WORKSHOPS

230

Trainings and workshops provide counties and CBOs with essential knowledge about CalFresh, including eligibility, applications, and outreach strategies. These sessions enhance program delivery and empower local staff to better support underserved communities.

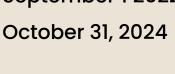


# AGENCY REPORTS

**CALFRESH OUTREACH PROGRAM** 

#### FFY 2022-2024

September 1 2022-











# Catholic Charities Diocese of Fresno CalFresh Outreach Program

#### **OUR MISSION**

Catholic Charities Diocese of Fresno (CCDOF) is rooted in serving it's diverse community, including low-income families, rural populations, and those experiencing hardships. By addressing barriers such as transportation and limited access to resources, CCDOF ensures that individuals and families receive the assistance they need to navigate financial hardships and food insecurity.

"... [I] felt that a bit of a weight was lifted off [my] shoulder by being able to feed [my] entire family during this difficult time."

-CalFresh Outreach Client





## **CONTACT US**



Bakersfield Office 661-281-2130



Fresno Office **559-237-0851** 



Merced Office 209-383-2494

#### **SERVICE AREAS**





#### **Prescreens**

We conduct initial eligibility screenings to help clients determine their qualification before beginning the application process.



#### **Application Assistance**

We assist clients in accurately completing and submitting applications to enhance approval success.



#### **Recertification Assistance**

We help clients maintain their benefits by providing support with recertification requirements, including SAR7 mid-year reports and RRR annual renewals to prevent lapses.



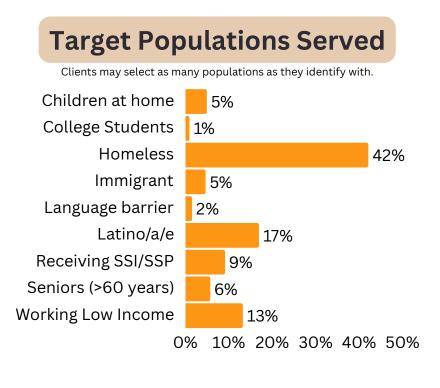
#### **Client Advocacy**

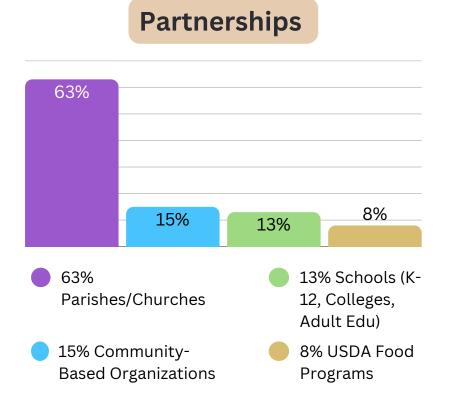


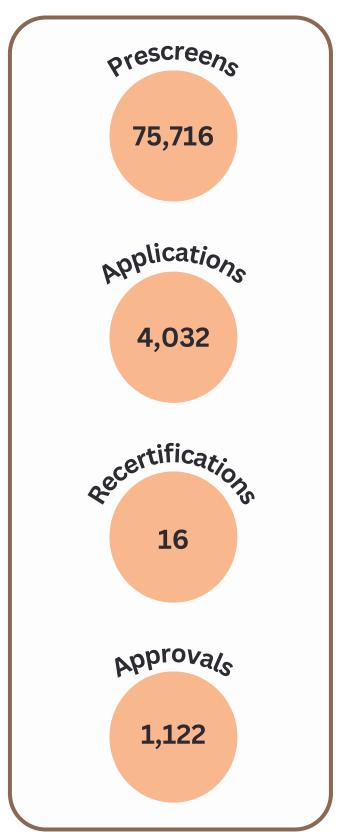




# CC Fresno Performance Overview FFY 2022 - 2024













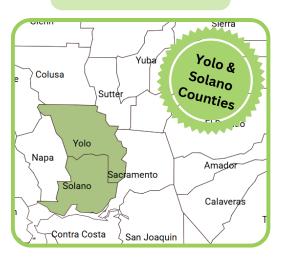
## **Catholic Charities of Yolo-Solano**

## CalFresh Outreach Program

#### **Our Mission**

Catholic Charities Yolo-Solano (CCYoSo) expands access to CalFresh by partnering with schools and community organizations to connect eligible individuals with food assistance. Through outreach and one-on-one support, CCYoSo helps clients navigate the application process while addressing misconceptions and empowering families to secure long-term food stability.

## **Service Area**





#### **Contact Us**

#### <u>Lead Assister</u> Alexandria Willingham





awillingham@ccyoso.org

"I seized the opportunity to provide the client with accurate and reassuring information that emphasized [a persons] participation in CalFresh does not impact one's public charge status... a common misconception"



-Staff member, Catholic Charities of Yolo-Solano



#### **Prescreens**

We conduct initial eligibility screenings to help clients determine their qualification before beginning the application process.



#### **Recertification Assistance**

We help clients maintain their benefits by providing support with recertification requirements, including SAR7 mid-year reports and RRR annual renewals to prevent lapses.



#### **Application Assistance**

We assist clients in accurately completing and submitting applications to enhance approval success.



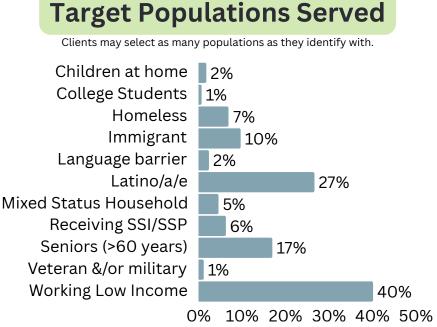
#### Client Advocacy







# CC Yolo Solano Performance Overview FFY 2022 - 2024













# Catholic Charities of San Diego CalFresh Outreach Program

#### **Our Mission**

Catholic Charities Diocese of San Diego (CCSD) expands access to CalFresh by partnering with schools and community organizations to connect eligible individuals with food assistance. Through outreach and one-on-one support, CCSD helps clients navigate the application process while addressing misconceptions and empowering families to secure long-term food stability.





#### **Contact Us**

<u>Program Manager</u> Stephanie Alvarez





SAlvarez@ccdsd.org

"I wanted to thank you for helping the individual today and staying over your lunch period. The member's case manager called me because the member spoke very highly of his experience and the customer service he received. He said he usually feels judged and no one usually helps him; he was very grateful!"



-Community Referral Partner



#### **Prescreens**

We conduct initial eligibility screenings to help clients determine their qualification before beginning the application process.



#### **Recertification Assistance**

We help clients maintain their benefits by providing support with recertification requirements, including SAR7 mid-year reports and RRR annual renewals to prevent lapses.



#### **Application Assistance**

We assist clients in accurately completing and submitting applications to enhance approval success.



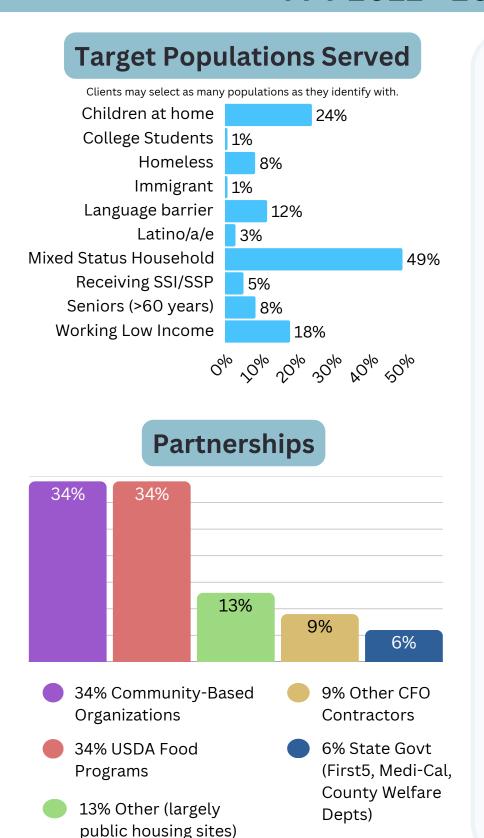
#### **Client Advocacy**

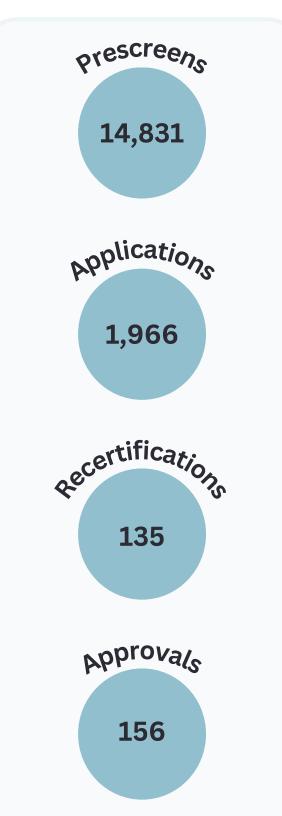






# CC San Diego Performance Overview FFY 2022 - 2024











# Catholic Charities of Santa Clara CalFresh Outreach Program

#### **Our Mission**

Catholic Charities of Santa Clara (CCSC) expands access to CalFresh by partnering with schools and community organizations to connect eligible individuals with food assistance. Through outreach and one-on-one support, CCSC helps clients navigate the application process while addressing misconceptions and empowering families to secure long-term food stability.

## **Service Area**





#### **Contact Us**

Lead Assister
Isela Morrow



(408) 325-5157



imorrow@catholiccharitiesscc.org

"Our application specialist assisted them in completing and submitting applications for Medi-Cal, CalFresh, and cash aid. Given their lack of savings or available immediate funds, their CalFresh application was expedited and approved within three business days.

As a result, they were able to access food assistance, healthcare coverage, and financial support!"



-CC Santa Clara staff



#### **Prescreens**

We conduct initial eligibility screenings to help clients determine their qualification before beginning the application process.



#### **Recertification Assistance**

We help clients maintain their benefits by providing support with recertification requirements, including SAR7 mid-year reports and RRR annual renewals to prevent lapses.



#### **Application Assistance**

We assist clients in accurately completing and submitting applications to enhance approval success.



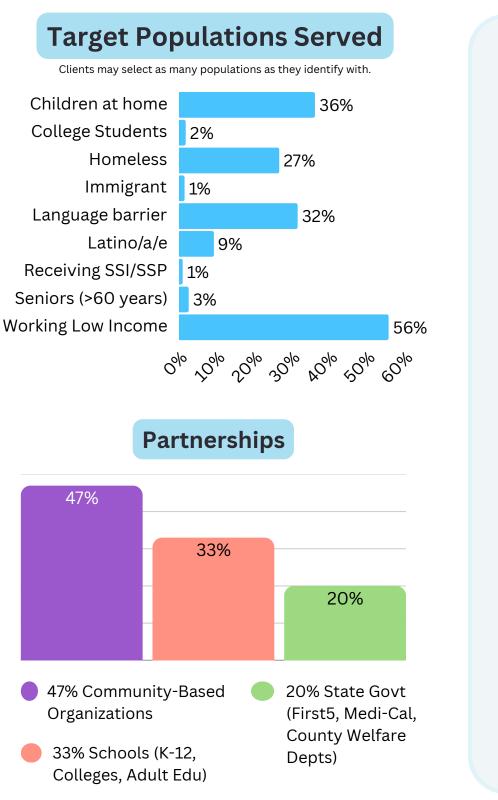
#### **Client Advocacy**







# CC Santa Clara Performance Overview FFY 2023 - FFY 2024











# Catholic Charities of Northwest California CalFresh Outreach Program

## **Our Mission**

Catholic Charities of Northwest
California (CCNWC) provides vital
resources such as CalFresh, MediCal, and disaster preparedness
while offering food, clothing,
medical care, and shelter referrals.
CCNWC serves underserved
populations including those who
experience: homelessness; language
barriers; transportation issues; lack
of familiar supports; migrant work
including farmwork; etc.

# Service Areas Glenn Lake, Napa, & Sonoma Counties Luba Lake Colusa Sonoma Sonoma Sonoma Solano Solano



#### **Contact Us**

#### <u>Program Lead</u>

Nicole Espinosa



707-308-4793



nespinosa@ccnwc.org

This client came in with her son a few weeks later... just to thank [us] and let us know her application [was] approved. She [said] she felt relief to know that starting that month, food was not one more thing she had to worry about."



-CCNWC CalFresh
Outreach Assister



#### **Prescreens**

We conduct initial eligibility screenings to help clients determine their qualification before beginning the application process.



#### **Recertification Assistance**

We help clients maintain their benefits by providing support with recertification requirements, including SAR7 mid-year reports and RRR annual renewals to prevent lapses.



#### **Application Assistance**

We assist clients in accurately completing and submitting applications to enhance approval success.



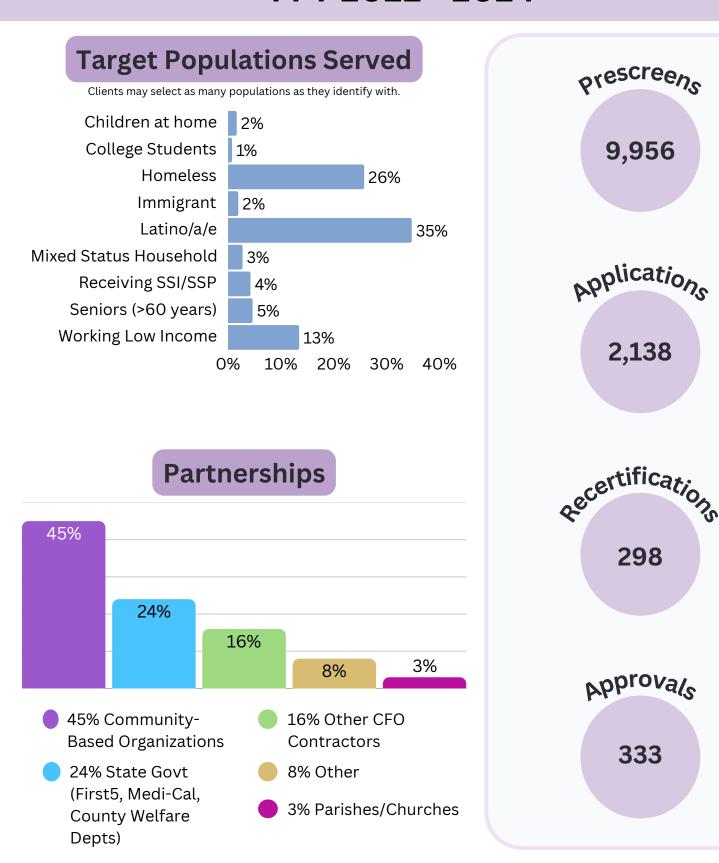
#### Client Advocacy







# CC NWC Performance Overview FFY 2022 - 2024









# Catholic Charities of Stockton CalFresh Outreach Program

#### **Our Mission**

Catholic Charities of the Diocese of Stockton (CCST) expands access to CalFresh by helping vulnerable populations—seniors, single parents, and low-income families—overcome barriers like language, transportation, and fear of repercussions. Through one-on-one support and partnerships with local organizations, CCST guides clients through the application process and complex cases, empowering them to secure the food assistance they need for long-term stability.





#### **Contact Us**

<u>Program Manager</u> Ana Guzman

209-593-6124



aguzman@ccstockton.org

During the pandemic, CFHL staff heard personal accounts from clients who were experiencing hardships. Many lost their jobs and it was apparent there was great need for resources.

Having CFO staff present to talk through the process is key to a client submitting a successful application, especially during unprecedented times like these.



-CCST staff member



#### **Prescreens**

We conduct initial eligibility screenings to help clients determine their qualification before beginning the application process.



#### **Recertification Assistance**

We help clients maintain their benefits by providing support with recertification requirements, including SAR7 mid-year reports and RRR annual renewals to prevent lapses.



#### **Application Assistance**

We assist clients in accurately completing and submitting applications to enhance approval success.



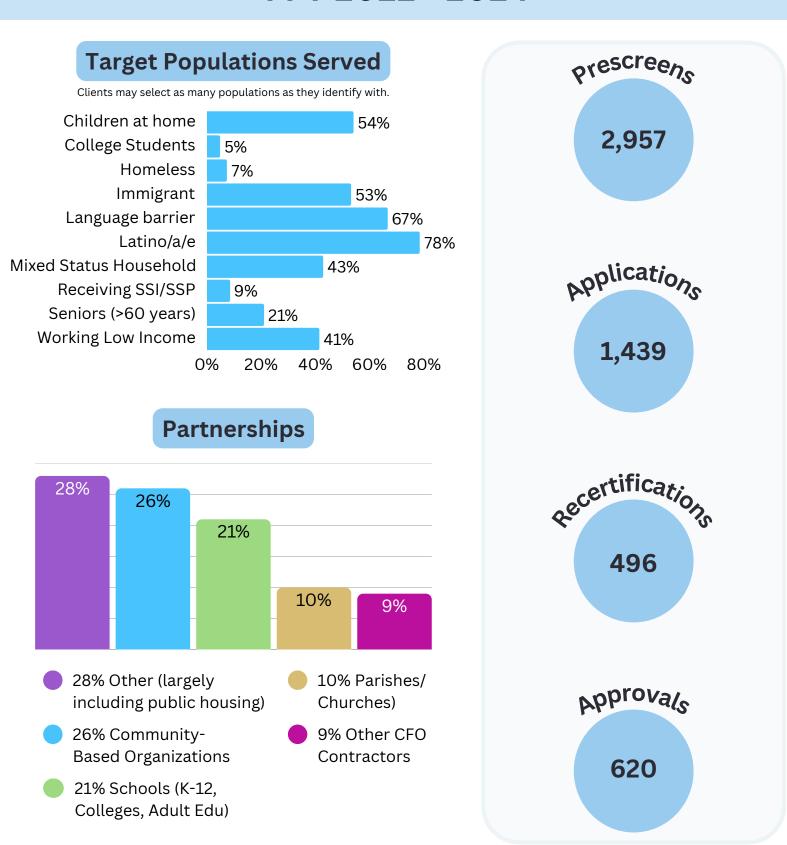
#### **Client Advocacy**







# CC Stockton Performance Overview FFY 2022 - 2024









# Catholic Charities of Orange County CalFresh Outreach Program

#### **Our Mission**

Catholic Charities of Orange County (CCOC) expands access to CalFresh by providing compassionate, personalized support that helps clients overcome stigma and navigate the application process.

Through flexible options like phone and in-person assistance, staff ensure accessibility while offering additional resources beyond CalFresh. By meeting people where they are, CCOC broadens its outreach, empowering more individuals to access the food assistance they are entitled to.





#### **Contact Us**

<u>Program Manager</u> Alba Ramiro





"We process the application, and [the client] said he felt like he was getting slowly out of the hole he was in. He left our office with a smile on his face, pleased that the application process was fast... he called me [a month later] saying he had received his EBT card!"

-CC Orange County staff member





#### **Prescreens**

We conduct initial eligibility screenings to help clients determine their qualification before beginning the application process.



#### **Recertification Assistance**

We help clients maintain their benefits by providing support with recertification requirements, including SAR7 mid-year reports and RRR annual renewals to prevent lapses.



#### **Application Assistance**

We assist clients in accurately completing and submitting applications to enhance approval success.



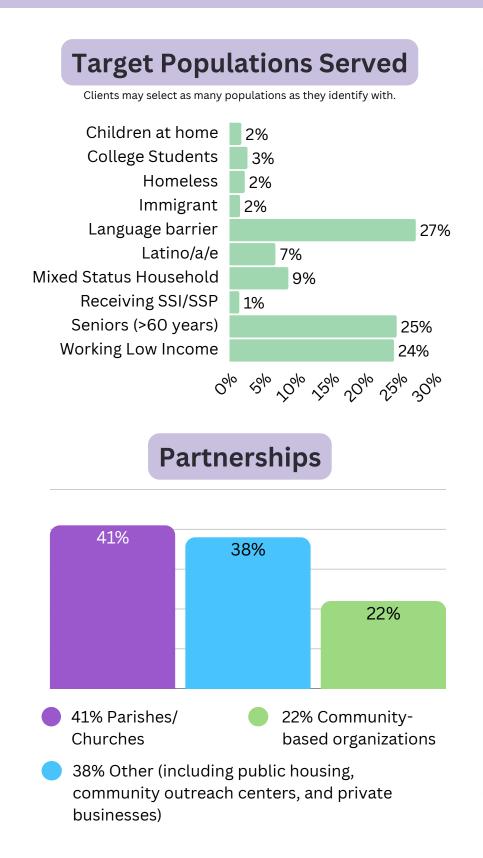
#### Client Advocacy

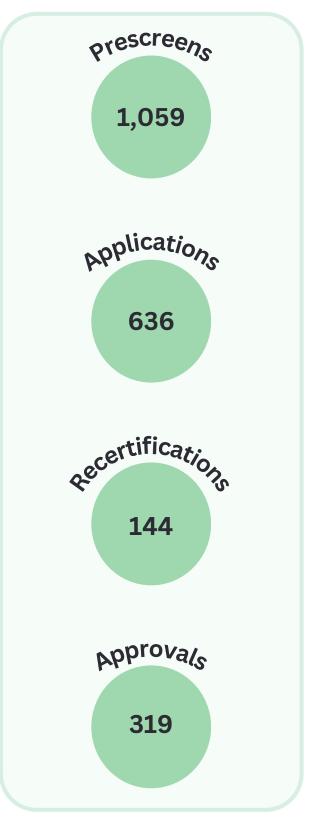






# CC Orange County Performance Overview FFY 2022 - 2024











# Catholic Charities Diocese of Monterey CalFresh Outreach Program

#### **Our Mission**

Catholic Charities Diocese of
Monterey (CCDOM) serves
underserved populations, including
individuals experiencing
homelessness, farmworkers, and
single mothers, who face barriers
like transportation and language
access. CCDOM provides vital
resources such as CalFresh, MediCal, and disaster preparedness while
offering food, clothing, medical care,
and shelter referrals.





## **Contact Us**

#### **Program Lead**

Jocelyn Sanchez



831-393-3110 ext. 5964



jsanchez @catholiccharitiesdom.org

Building that trust was essential to completing the application smoothly.

Despite their initial confusion and fear, we successfully submitted the application. The family expressed deep appreciation for the support and clarity I provided, which filled me with pride and joy in my work.

-Program Manager, Ambar Coria



#### Prescreens

We conduct initial eligibility screenings to help clients determine their qualification before beginning the application process.



#### **Recertification Assistance**

We help clients maintain their benefits by providing support with recertification requirements, including SAR7 mid-year reports and RRR annual renewals to prevent lapses.



#### **Application Assistance**

We assist clients in accurately completing and submitting applications to enhance approval success.



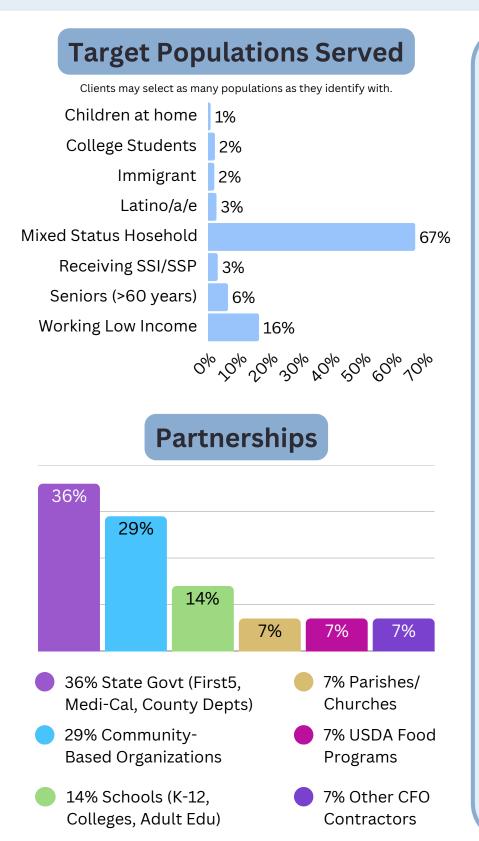
#### **Client Advocacy**

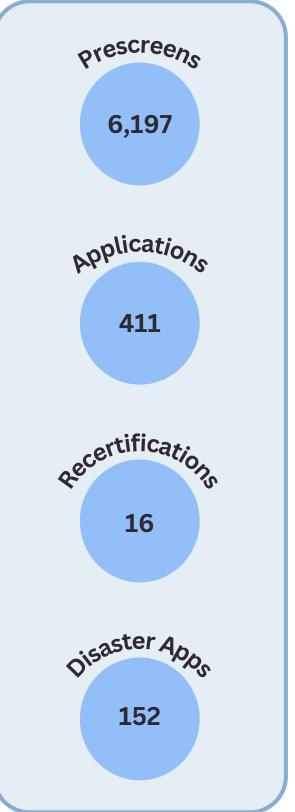






# CC Monterey Performance Overview FFY 2022 - 2024











## St. Louise Resource Center

## CalFresh Outreach Program

#### **Our Mission**

St. Louise Resource Services (StLRS) helps individuals and families facing hardships-such as homelessness, unemployment, and financial instability—access CalFresh by overcoming barriers like language, misinformation, and fear of government programs. Staff provide compassionate, one-on-one support, guiding clients through the application process while educating them about their rights and eligibility. With efficient processing, StLRS ensures those in urgent need receive timely assistance, offering hope and stability during difficult times.





#### **Contact Us**

<u>Program Manager</u> Lydia Ramirez





"From the moment we first spoke, you were so friendly and understanding. I'm confident in your services and am certain I will receive help...Other places leave you waiting, and [at St. Louise] they never do that. Thank you for the love you have for people and for helping. It benefits us all."



-St. Louise Client



#### **Prescreens**

We conduct initial eligibility screenings to help clients determine their qualification before beginning the application process.



#### **Recertification Assistance**

We help clients maintain their benefits by providing support with recertification requirements, including SAR7 mid-year reports and RRR annual renewals to prevent lapses.



#### **Application Assistance**

We assist clients in accurately completing and submitting applications to enhance approval success.



#### **Client Advocacy**







# St. Louise Performance Overview FFY 2022 - 2024

