

AMENDED IN SENATE MARCH 27, 2014

**SENATE BILL**

**No. 1147**

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**Introduced by Senator DeSaulnier**

*(Coauthors: Assembly Members Ammiano, Gordon, and Ting)*

February 20, 2014

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An act to add Section 18920 to the Welfare and Institutions Code, relating to CalFresh.

LEGISLATIVE COUNSEL'S DIGEST

SB 1147, as amended, DeSaulnier. CalFresh: customer service standards: performance goals.

Existing federal law provides for the federal Supplemental Nutrition Assistance Program (SNAP), known in California as CalFresh, formerly the Food Stamp Program, under which supplemental nutrition assistance benefits allocated to the state by the federal government are distributed to eligible individuals by each county. Existing law requires the State Department of Social Services to establish and maintain a plan, known as the County Administrative Cost Control Plan, whereby costs for county administration of CalFresh are effectively controlled within the amounts annually appropriated for that administration, and whereby standards and performance criteria are established and are required to be adhered to by counties.

This bill would require the department, in collaboration with key stakeholders, to establish statewide customer service standards and performance goals with regard to CalFresh, ~~revise~~ *and the standards and goals to reflect changes in CalFresh performance over time*, measure the progress made toward the execution of the standards and goals on an annual basis, and make the standards and goals publicly available for the purpose of informing the Legislature and *the* public.

The bill would also require the department to develop a ~~dynamic~~ data management tool that includes specified data, including, but not limited to, data regarding CalFresh applications received through multiple channels. This bill would require data from the data management tool to be made publicly available on an ongoing basis and updated at least on a quarterly basis within ~~30~~ 60 days following the end of each quarter, and ~~authorizes~~ *would require* the department to use the data from the tool to measure the progress made towards the standards and goals established pursuant to these provisions. The bill would make related findings and declarations.

Vote: majority. Appropriation: no. Fiscal committee: yes.  
State-mandated local program: no.

*The people of the State of California do enact as follows:*

- 1 SECTION 1. The Legislature finds and declares all of the  
2 following:
- 3 (a) Hunger and food insecurity continue to be a struggle faced  
4 by too many Californians. In 2011 and 2012, at least four million  
5 low-income adults in California experienced food insecurity.
- 6 (b) Reduced hunger and improved access to nutritious foods  
7 are fundamental goals of CalFresh, the state's Supplemental  
8 Nutrition Assistance Program (SNAP) through which low-income  
9 Californians receive federally funded nutrition benefits.
- 10 (c) Low CalFresh participation results in less nutrition assistance  
11 for eligible individuals, less economic activity, and less sales tax  
12 revenue for the state and local governments.
- 13 (d) California continues to struggle with low CalFresh  
14 participation. In the 2009–10 fiscal year, just over ~~half~~ *one-half*  
15 of eligible CalFresh households participated in the program.
- 16 (e) The state and counties have made significant fiscal and policy  
17 investments in CalFresh and in the food security, health, and  
18 well-being of participants.
- 19 (f) A number of other states have taken action to improve their  
20 SNAP performance and customer service by making data-driven  
21 policy decisions and setting statewide service expectations.
- 22 (g) Other California public benefit programs and entities,  
23 including Medi-Cal and the California Health Benefit Exchange,  
24 have increased data transparency and established standards and  
25 goals.

1 (h) It is the intent of the Legislature, in an effort to improve  
2 CalFresh participation and access, to establish statewide CalFresh  
3 customer service standards and performance goals and to  
4 periodically monitor progress toward meeting those goals.

5 SEC. 2. Section 18920 is added to the Welfare and Institutions  
6 Code, to read:

7 18920. (a) The department, in collaboration with key  
8 stakeholders, shall establish statewide customer service standards  
9 and performance goals with regard to CalFresh. ~~The~~

10 (b) ~~The~~ department shall revise *the standards and goals to reflect*  
11 *changes in CalFresh performance over time* and shall measure  
12 the progress made toward the execution of the standards and goals  
13 on an annual ~~basis and shall make~~ *basis*.

14 (c) ~~The~~ department shall make the standards and goals publicly  
15 available for the purpose of informing the Legislature and ~~the~~  
16 public. ~~The~~

17 (d) ~~When developing the customer service standards and~~  
18 ~~performance goals, the department and key stakeholders shall take~~  
19 ~~into consideration what is achievable under current funding and,~~  
20 ~~if applicable, the cost impact of improved program efficiency and~~  
21 ~~the need for additional resource investment.~~

22 (e) ~~The department may~~ shall, when appropriate, use the data  
23 made available in the ~~dynamic~~ data management tool developed  
24 pursuant to subdivision ~~(b)~~ (f) to measure the progress made toward  
25 achieving the established standards and goals.

26 ~~(b)~~

27 (f) (1) The department shall, in collaboration with key  
28 stakeholders, develop a ~~dynamic~~ data management tool *that is*  
29 *dynamic in that it presents data showing change, activity, or*  
30 *progress over time, and the data can be extracted for further*  
31 *analysis*. If feasible and appropriate, the department may expand  
32 upon existing technology for this purpose, *including, but not limited*  
33 *to, expansion of the CalFresh data dashboard*. The data  
34 management tool shall include data presented on a statewide and  
35 county-by-county basis to be derived by the department from the  
36 Medi-Cal Eligibility Data System (MEDS), the Statewide  
37 Automated Welfare System, or any other appropriate information  
38 management systems. The data management tool shall include,  
39 but not be limited to, all of the following:

- 1 (A) Data regarding multiprogram enrollment, which may  
2 include, but is not limited to, dual eligibility and dual participation  
3 among CalFresh and Medi-Cal recipients.
- 4 (B) Data regarding CalFresh applications received through  
5 multiple channels, ~~including, but not limited to,~~ *which may include*  
6 ~~in-person, online, and by phone~~ *telephone*.
- 7 (C) Data regarding CalFresh application and recertification  
8 outcomes, which may include, but is not limited to, disposition  
9 and processing times.
- 10 (D) Data regarding CalFresh reapplication, which may include,  
11 but is not limited to, rate of return within 30, 60, and 90 days.
- 12 (2) Data from the data management tool shall be made publicly  
13 available on an ongoing basis and updated at least on a quarterly  
14 basis ~~within 30~~ *60* days following the end of each quarter, for the  
15 purpose of informing the Legislature and the public about CalFresh  
16 enrollment, benefit retention, customer service, and performance.
- 17 (3) The department shall, in collaboration with key stakeholders,  
18 identify necessary revisions to the data management tool as  
19 necessary to fulfill the standards and goals established pursuant  
20 to subdivision (a).