

What if I disagree with an action taken by the County?

You have the right to appeal any decision made by the County including how your benefits were computed and any action to discontinue your benefits.

Instructions for filing an appeal can be found on the back of any Notice of Action or you can call 1-800-952-5253 (TDD call 1-800-952-8349).

For more information about CalFresh

- call 1-877-652-0731
- apply online at www.C4Yourself.com
- visit www.shastahhsa.net



CalFresh Program

*Frequently asked questions about CalFresh
(formerly Food Stamps)*



How do I apply?

How much can I get?

What If I have a job?

Look inside for answers to these questions and more!

*Shasta County Health and Human Services Agency
2460 Breslauer Way
Redding, CA 96001-3814*

General Information

What is the CalFresh Program?

The CalFresh Program (formerly Food Stamps) provides low-income households with a Golden State Advantage Electronic Benefits Transfer (EBT) card they can use at most grocery stores to ensure they have access to a healthy diet.

CalFresh benefits are not intended to meet a family's entire food need.



What is the amount of CalFresh benefits I could receive?

The amount of CalFresh benefits is determined by the number of persons in the household, income to the household and any allowable deductions (see Eligibility Section below).

The maximum amount that can be received by a household with no income is:

<u>Household Size</u>	<u>Amount of Benefits**</u>
1 person	\$194
2 persons	\$357
3 persons	\$511
4 persons	\$649
5 persons	\$771
6 persons	\$925
7 persons	\$1,022
8 persons	\$1,169
For each additional person add:	\$146

** Benefits shown are the maximum amount allowed for 2014/2015. The maximum amount can change annually.

What foods can I buy with my EBT card?

- Fresh fruits and vegetables
- Meats
- Fish
- Poultry
- Breads
- Cereals
- Seeds and plants to grow food

How will I know if my application has been approved?

- You will be notified by mail telling you what your monthly benefits will be.

How do I get my CalFresh benefits?

- Your benefits will be available every month on a plastic electronic benefit transfer (EBT) card.
- You will be sent an EBT card, or you can pick it up in the office where you applied for CalFresh. You will be able to select a secret code (Personal Identification Number - PIN).
- With the EBT card and your secret code, you will be able to access your CalFresh benefits at any grocery store that has a Point of Sale (POS) device with the Quest logo.



What happens if I use all my CalFresh benefits and run out of food?

- You cannot be issued additional CalFresh benefits. A list of food banks and other food resources is available at our office or online at www.shastahhsa.net.

What if I lose my EBT card?

- Your EBT card can be replaced at any Regional Services location or by calling Customer Service at 1-877-328-9677.

Reporting

What do I have to report so I can continue getting CalFresh benefits?

- You will receive in the mail, a semi-annual report (called a SAR 7) that you must complete and return by the 5th of the following month.
- Changes to your benefit amount will be based on the income, housing costs and number of people in the home that you report. If none of these things change, there will be no change to your CalFresh benefits. You will be notified of any change in a letter.

What should I bring with me when I apply?

Certain verifications are needed to determine your eligibility to CalFresh benefits. Bringing these items with you when you apply may speed the application process. The guide below will help you decide what will be needed.

<u>What Must be Verified</u>	<u>What Verification You Must Provide</u>
Proof of Citizenship	Identification (birth certificate, driver's license, school or work ID, or California ID card)
Proof of Residency (alien) Status	Alien card
Social Security Numbers	Social Security numbers for each household member or proof that you have applied for cards
Household Income	Check stubs for earned income Check stubs and claim letters from Social Security, Disability, Worker's Compensation and Unemployment Insurance Verification of any other income
Housing	Proof of rent or mortgage payments Utility bills

How long will it take to process my application?

The County has a maximum of 30 days to process your application. If you have a food emergency, you may request Expedited Services.

What will happen when I apply in person?

You may be given an appointment to return on another day to complete your application process, but make sure you sign and date the application form during your first visit to the office. This will determine the day your benefits will begin if you are determined eligible.

You cannot buy:

- Beer
- Wine
- Liquor
- Cigarettes
- Tobacco
- Food that will be eaten in the store or is already prepared
- Soap
- Paper products
- Household supplies
- Vitamins
- Medicines

Can I sell or trade my CalFresh benefits or my EBT card?

- *No. It is illegal to sell the benefits on your EBT card or exchange those benefits for cash or any other item.*

Eligibility - Households and Alien Status

Who is eligible to receive CalFresh benefits?

Single adults or families may be able to get CalFresh benefits if they have a low income. You can also get CalFresh benefits if you:

- *Work full or part-time*
- *Are unemployed*
- *Receive welfare or other assistance (Except SSI/SSP — SSI/SSP recipients are not eligible to receive CalFresh benefits)*
- *Are elderly or disabled*
- *Are homeless or in a temporary living arrangement*
- *Are a college student who works at least 20 hours a week or has a dependent under 6 years old.*



Does everyone living in my home have to get CalFresh?

- *No. CalFresh rules allow for separate households. If you are living with other persons who are not part of your immediate family, you can apply for just yourself, your family and the others who purchase and prepare food with you.*
- *Children, up to the age of 22, cannot be considered a separate household if they live with their parents.*

Does everyone in my home have to be a U.S. citizen to get CalFresh benefits?

- *No. United States citizens and some aliens admitted for permanent residency may qualify for CalFresh benefits.*
- *Those in the country illegally do not qualify. Illegal aliens in the home are not*

Property

Is there a limit on the amount of property I can own and still get CalFresh benefits?

- *No. As of February 1, 2011, CalFresh households meeting gross income limits will no longer have their resources (money and property) counted when determining eligibility.*

Income

How will household income be used to compute my CalFresh benefits?

<u>TYPE OF INCOME</u>	<u>HOW INCOME IS USED</u>
Earned Income	Gross earnings counted dollar-for-dollar, minus 20% deduction
Self-Employment Income	40% deduction allowed if expenses are verified
Unearned Income: Child Support Unemployment Insurance Disability Worker's Compensation Social Security (not SSI)	Counted dollar-for-dollar
Room and Board	Self-employment income (business expenses allowed as deduction)
Loans	Not counted
Student Loans and Grants	Not counted
Lump Sum Payments	Counted as property, not income
Tax Refunds	Earned Income Tax Credits or Tax Rebates are not counted

Are any other deductions allowed?

Yes. Households may be entitled to a number of deductions depending on their circumstances, including:

- Shelter deduction
- Utility allowance
- Child care deduction
- Disabled or elderly care deduction
- Child support paid
- Medical deduction for special diets

Application and Approval Process

How can I apply for CalFresh benefits?

- By telephone: 1-877-652-0731
- Online: www.C4Yourself.com

Need help? Community Health Advocates (CHA's) can help with applications; make home visits; and speak Spanish and Mien. Call one of our convenient locations and make an appointment for faster service.

- Downtown Redding Center: (530) 229-8441
- Enterprise Regional Office: (530) 224-4200
- Anderson Regional Office: (530) 378-1146
- Shasta Lake Regional Office: (530) 275-7500
- Burney Regional Office: (530) 335-5576

Para asistencia en español, llame (530) 224-4879 o (530) 335-6701. For assistance in Mien, call (530) 229-8216.