



CalFresh Outreach

Resources to Reach College Students

NEED HELP
BUYING FOOD?

APPLY FOR CALFRESH

Students can apply for CalFresh online
at: [BenefitsCal.com](https://www.benefitscal.com)

By phone: Text "Food" to 74544, Call 2-1-1, or
contact our Customer Service Center (CSC) at
(877) 410-8829

In person: At a local Transitional Assistance
Department (TAD) office (see page 5).

The Supplemental Nutrition Assistance Program (SNAP), **CalFresh** in California, is the largest nutritional assistance program in the United States. This program is designed to help low-income individuals and families purchase the food they need.

Contrary to popular belief, low-income college students may be eligible for **CalFresh** if they meet certain criteria. This toolkit provides additional information on student eligibility, how to apply, and other resources to share with students.

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CalFresh Eligibility for College Students

College students are eligible to participate in CalFresh if they meet an exemption to the student eligibility criteria.

CalFresh College Student Definition

A college student, for CalFresh purposes, is any applicant who is:

- Between 18-49 years of age
- Physically and mentally fit
- Enrolled at least half-time in an institution of higher education

CalFresh Non-Student

Some college students will not be considered “students” (for CalFresh purposes) and may qualify for CalFresh if all other eligibility requirements are met. This includes students who are:

- Disabled and receiving disability-based income
- Enrolled in adult education programs
- Enrolled in non-credit college or community service courses
- Participating in On-the-Job Training (OJT) programs
- Participating in state approved Local Programs that Increase Employability (LPIEs)
- Enrolled less than half-time

Student Eligibility Exemption Criteria

Students may be eligible to CalFresh if they qualify for an exemption to student eligibility criteria. Exemption criteria includes, but is not limited to, students who are:

- Approved for college work study and anticipates assignment during the term
- Employed an average of 20 hours per week or 80 hours per month
- The parent of a child under six years old
- Receiving a Temporary Assistance for Needy Families (TANF) funded Cal Grant A or Cal Grant B
- Participating in a Former Foster Youth program
- Receiving California Work Opportunity and Responsibility to Kids (CalWORKs)

CalFresh Application Process

Eligibility Requirements

To receive CalFresh benefits, eligibility requirements must be met in the following areas:

- Citizenship/Non-citizen status
- Income
- California residency
- Valid Social Security Number

Other requirements may apply based on individual circumstance.



Expedited Service

Applicants can request Expedited Service (ES) when submitting a CalFresh application. Applications that meet ES requirements will get CalFresh benefits within three calendar days after applying.

CalFresh benefits are based on the size of the household, income, and the amount of deductions they have.

For current benefit levels, visit <https://wp.sbcounty.gov/tad> and click on Programs>CalFresh>CalFresh Brochure Insert.

If eligible for CalFresh: The applicant will receive a(n):

- Notice of Action regarding eligibility which will include the approved monthly benefit amount
- Electronic Benefits Transfer (EBT) card and Personal Identification Number (PIN)

If NOT eligible for CalFresh: The applicant will receive a Notice of Action explaining why.

This notice has information on the back explaining next steps if the applicant does not agree with the County's decision.



Self-Service Options

Self-Service Options allow all customers, including students, to safely access case information without having to speak to a worker or go into an office.

BenefitsCal is a portal students can use to get and manage benefits online.

This includes:

- Applying for benefits
- Submitting Semi-Annual Reports (SAR 7) or Re-Evaluation (RE)/Recertification (RC) forms
- Reporting changes
- Receiving messages
- Obtaining benefit and case information
- Submitting documents

Visit BenefitsCal.com for additional information



The Customer Service Center (CSC)

provides telephone and live chat services for customers receiving California Work Opportunity and Responsibility to Kids (CalWORKs), CalFresh, and Health Care Programs (HCP)/Medi-Cal benefits.

CSC hours of operation are 7 a.m. to 5 p.m., Monday through Friday.

The Interactive Voice Response (IVR) System

is a 24-hour interactive voice response automated phone system designed to provide customers with information regarding their approved case.

Phone number for CSC and IVR:

(877) 410-8829

Electronic Notices and Text Notifications

With **Electronic Notices**, all notifications, forms, and reports will be posted to a secure **BenefitsCal** account, providing easy access to case and benefit information.

Customers may be notified by email when new correspondence is available in the BenefitsCal account.

With **Text Messaging**, courtesy text messages containing important case information are sent to the customer's mobile phone.

For more information regarding Self-Service options, visit wp.SBCounty.gov/tad/self-service.



Transitional Assistance Department (TAD) Locations

ADELANTO	10875 Rancho Rd., Adelanto
APPLE VALLEY	13886 Central Rd., Apple Valley
BARSTOW	1900 E. Main St., Barstow
COLTON	1900 W. Valley Blvd., Colton
DEL ROSA	1895 Del Rosa Ave., San Bernardino
FONTANA	7977 Sierra Ave., Fontana
HESPERIA	9655 9th Ave., Hesperia
NEEDLES	1090 E. Broadway St., Needles
ONTARIO	1647 E. Holt Blvd., Ontario
ONTARIO (MEDI-CAL)	1627 E. Holt Blvd., Ontario
RANCHO CUCAMONGA	10825 Arrow Rte., Rancho Cucamonga
REDLANDS	1811 W. Lugonia Ave., Redlands
RIALTO	1175 W. Foothill Blvd., Rialto
SAN BERNARDINO 01	265 E. 4th St., San Bernardino
SAN BERNARDINO 02	2740 Little Mountain Dr., San Bernardino
TWENTYNINE PALMS	73629 Sun Valley Dr., Twentynine Palms
VICTORVILLE	15010 Palmdale Rd., Victorville
YUCAIPA	32353 Yucaipa Blvd., Yucaipa
YUCCA VALLEY	56357 Pima Trl., Yucca Valley

Sample Outreach Scripts

Newsletter, Website, or Social Media Post

Need help buying food? CalFresh may be able to help. CalFresh benefits are uploaded to an Electronic Benefits Transfer (EBT) card and can be used to purchase food at places like grocery stores and farmers markets. Applying for CalFresh is confidential. Apply at [BenefitsCal.com](https://www.benefitscal.com) or call (877) 410-8829 for more information.

Email or Letter to Student

Dear Student,

Food insecurity continues to impact low-income students throughout the state. I'm writing because you may be eligible for a benefit called CalFresh.

CalFresh provides money for food on an Electronic Benefits Transfer (EBT) card that can be used like a debit card to buy food at grocery stores and farmers markets. The card is mailed to you and benefits are uploaded each month directly onto the card.

Please visit [BenefitsCal.com](https://www.benefitscal.com) to apply for CalFresh or call (877) 410-8829 for more information.

Robocall Script

Hello, this is [Name]. Food insecurity continues to impact low-income students throughout the state, but there are programs that can help. If you need help buying groceries, you may be eligible for CalFresh, a program that helps millions of people all across the country. You can apply for CalFresh today at [BenefitsCal.com](https://www.benefitscal.com).

For more information, please visit our website at <https://wp.SBCounty.gov/tad> or call (877) 410-8829.

Again, the website to apply for CalFresh is [BenefitsCal.com](https://www.benefitscal.com).

Social Media

Stay Thirsty for Knowledge, Not Hungry for Food - Apply for CalFresh Today!
CalFresh provides monthly food assistance through an Electronic Benefits Transfer (EBT) card that can be used like a debit card to buy food at grocery stores and farmers markets.

Note: CalFresh and BenefitsCal logos can be found under **CalFresh Outreach** at: wp.SBCounty.gov/tad/programs/calfresh.