



SFHSA Benefits 101: Helping Community Providers Connect People to Services and Benefits

September 27, 2024

To Connect to Zoom Interpretation

- On your computer, move your mouse so that the bar at the bottom of your screen appears. You'll find a small globe there. Click on it and select your preferred language.
- On your smartphone, tablet or iPad, touch your screen so that the options menu appears. Click on the three dots or MORE option and then select LANGUAGE INTERPRETATION, then press your preferred language and then click DONE.
- You should see the globe on your computer. If you joined from a smartphone, tablet or iPad, look for the interpretation function in the MORE section or in the three dots menu. Don't forget to press DONE once you select your preferred language.





Please locate the Q&A button on your screen to submit your questions in your preferred language throughout the presentation







We serve 1 in 4 people in San Francisco

SAN FRANCISCO SOCIAL SAFETY NET:



Services, supports, and public benefits designed to meet the unique needs of low-income individuals, children, and families, older adults, and adults with disabilities.

Trent Rhorer, SFHSA, Executive Director

Agenda

1. SFHSA Overview

Phillip Mau, SFHSA, Director of Alignment & Guidance

2. Legal Update on Immigrants and Public Benefits

Ariel Brown, Immigrant Legal Resource Center (ILRC), Senior Staff Attorney

3. <u>Health + Food</u>

Phillip Mau, SFHSA, Director of Alignment & Guidance

4. Jobs + Money

Phillip Mau, SFHSA, Director of Alignment & Guidance

5. Older People and Adults with Disabilities

Dana Leavitt, SFHSA, Program Analyst, Department of Disability and Aging Services

6. Immigrant Resources in San Francisco

Richard Whipple, Office of Civic Engagement & Immigrant Affairs (OCEIA), Deputy Director

7. Q&A

Our Agency Structure



Our Mission: SFHSA delivers essential services that support and protect people, families, and communities. We partner with neighborhood organizations and advocate for public policies to improve well-being and economic opportunity for all San Franciscans.



Programs and Services









Legal Update on Immigrants and Public Benefits

Ariel Brown, Immigrant Legal Resource Center, Senior Staff Attorney



Immigrants Should Get the Help They Need!

- "Public Charge" rules do not change <u>who is eligible</u> for public benefits
- Public Charge rule only impacts those applying for their green card or entering the U.S. :
 - 。 U.S. citizens can use any benefit without fear.
 - Permanent residents can use all programs they qualify for.
 - ^o It is okay for family members of immigrants to get benefits
 - There is no public charge test to become a citizen! You can use benefits and apply for citizenship.
- Applying for benefits (putting your name on forms and enrolling in programs) does not trigger immigration enforcement.
- Most benefits are safe to use!
- General rule: if you qualify, you can use it

Public Charge

Learn more at SFHSA.org/PublicCharge

Health, nutrition, and housing programs are safe to use for everyone

- If you are applying for a green card or entry into the U.S., the only programs considered under the public charge test are:
 - o Cash assistance programs, such as CalWORKs, CAAP, and SSI
 - Institutional long-term care paid for by the government
- Utilizing public benefits, including cash assistance and long-term care, are not considered public charge for many types of immigrants. U and T visa holders, permanent residents, U.S. citizens, refugees, asylees and many more are eligible for benefits and do not face "public charge".

Free legal advice is available:

- Bay Area Legal Aid's Legal Advice Line: (800) 551-5554
- Immigrants.sfgov.org



What About My Sponsor?

- Using benefits does NOT hurt your sponsor in California.
- California does not have a system to require sponsors to "pay back" benefits used by a person that was sponsored.
- A sponsor's income can be factored into income eligibility. This is called "deeming".







Understanding the Immigration Impact of Using Benefits

Tuesday, October 8, 2024

10:00 – 11:30 a.m.

Via **Zoom**

Reserve your spot by registering **here**.





Health + Food



Phillip Mau, SFHSA, Director of Alignment & Guidance



Since January 1, 2024, Californians are eligible for full Medi-Cal, regardless of age, assets, or immigration status.

- Services Offered: Health coverage for medical, dental, vision, long-term care, substance abuse, mental health services
- **General Eligibility Criteria:** Low-income individuals living in California, regardless of immigration status

Application timeline: 45 days for SFHSA to review a Medi-Cal application



Medi-Cal (continued)

Income Limits Vary by Population

| Applicants | Income Guidelines for Free Medi-Cal (2024) |
|--|---|
| Single adults 19-64 years old | Maximum \$1,732/month |
| Adults 65+, visually impaired or with disabilities | Example: Maximum \$2,352/month for a household of 2 people |
| Children under 19 years old | Example: Maximum \$4,533/month for a household of 2 people |
| Pregnant persons | Example: Maximum \$2,674/month for a single pregnant person |

If your client's income exceeds the income guidelines listed above, they could still qualify for Medi-Cal with a Share of Cost or other Medi-Cal programs.

Reminder: Please remind clients to complete the annual renewal to keep their Medi-Cal



CalFresh

• Services Offered:

- Monthly benefit loaded on an EBT card for use in grocery stores, at farmers markets, and <u>online with stores</u>.
- **<u>Restaurant meals</u>** available for people who are experiencing homelessness, federally disabled, and adults 60+ year old.
- Expedited CalFresh: Eligible people who are facing an emergency or have less than \$150 may get CalFresh benefits within 3 days of application.
- Free employment services, diapers, and many more free and discounted services.
- General Eligibility Criteria: Low-income individuals living in California

Application timeline: 30 days for SFHSA to review a CalFresh application. For expedited services, clients should hear back within 3 days.



Additional Food Support

- **Neighborhood Food Access Points:** Organizations that focus on culturally specific foods and linguistic access.
- <u>San Francisco-Marin Food Bank Locator</u>: Online tool to locate weekly free groceries, monthly food boxes for seniors, one-time emergency good and more!
- <u>Summer EBT (SUN Bucks</u>): Provides food benefits to qualifying low-income families with school-aged children when schools are closed. The summer EBT cards are mailed to their homes. Visit their page to learn more ahead of next summer.





Jobs + Money







Services Offered:

- Cash aid for families
- Subsidized childcare
- CalFresh and Medi-Cal enrollment

Wrap-around Support Services:

- Transportation assistance
- Free diapers
- Home visiting program for first-time parents, families with children under 2 years old
- ^o Behavioral health, substance abuse, and domestic violence services

Application timeline: Clients receive a phone call within 7 business days after applying to schedule an interview.



CalWORKs (continued)

If your client is eligible for CalWORKs but worried about public charge or their sponsors, they can apply for:

- 1. Income Generation program: Job readiness trainings, small business development support, and coaching for undocumented members of CalWORKs cases.
- 2. CalWORKs one-time payment or on-going childcare: Does not trigger public charge and SFHSA does not contact the client's sponsor.

View our webpage on SFHSA.org



County Adult Assistance Programs (CAAP)

Services Offered:

- Monthly cash benefit of up to \$714
- Employment services, counseling and behavioral health services
- Application support for disability benefits (SSI & CAPI)
- Shelter and housing access for unhoused clients
- Linkage to Medi-Cal and CalFresh

General Eligibility Criteria:

- Single adults 18-65 years old
- Live in San Francisco (15 consecutive days prior to application)

Income & Resource Limit:

- Maximum \$714 per month (net)
- Assets of up to \$2,000 for an individual; \$3,000 for a couple



Employment Help: JobsNOW!

For Job Seekers

- Matches SF jobseekers with open positions and reimburses employers when hired
- Helps jobseekers train, prepare, and apply for jobs
- Offers career counseling and employment training
- Free tech devices and internet service for participants who qualify

For Employers

 Employment services and wage reimbursement to help businesses trying to open, reopen, or retain staff

 Wage reimbursement: 100% for the first 3 months and 50% for months 4 through 6

• Private and non-profit employers may participate





Older People and Adults with Disabilities

Dana Leavitt, SFHSA, Program Analyst Department of Disability and Aging Services Benefits and Resources Hub



Department of Disability and Aging Services (DAS) Benefits & Resources Hub

- DAS programs maximize the well-being, safety, and independence of adults with disabilities, older people, and veterans in San Francisco.
- The DAS Benefits and Resources Hub streamlines access to services throughout the City, including:
 - o Food assistance
 - o Safety and protection
 - o Help with home health care and caregiver support
 - o Health programs such as Medi-Cal
 - o Help with veterans' benefits
 - o Adult learning and activities
 - o LGBTQ+ programs for older adults
- Services available in multiple languages and neighborhoods
- Aging and Disability Resource Centers



In-Home Supportive Services (IHSS)

- IHSS helps eligible low-income older adults and persons with disabilities in San Francisco remain safely in their own homes by matching them with care providers who assist them with activities of daily living.
- IHSS pays for a wide variety of services, including household chores and personal care services, and is an alternative to out-of-home care and institutional placement.
- San Francisco serves approximately 28,000 IHSS recipients and their care providers.

• General Eligibility Criteria:

- o California residents
- o Supplemental Security Income (SSI) or certain Medi-Cal recipients
- o Living at home
- Health Care Certification (SOC 873)
- Needs-based assessment



In-Home Supportive Services (IHSS)

IHSS is a Medi-Cal consumer-driven program where the recipient can:

- Hire their own care provider family, friend, neighbor, etc.
- Be referred to IHSS Public Authority where they will have access to a caregiver registry
- Be referred to IHSS' contracted provider (Homebridge Inc.) who will match the recipient with a caregiver if the recipient has complex caregiving needs



Public Conservatorship Program

- The Office of the Public Conservator supports people who are gravely disabled due to serious mental illness or severe substance abuse issues and facilitates psychiatric treatment and services so they may regain stability.
- Mental health conservatorship is a legal procedure that appoints a conservator to authorize psychiatric treatment of a person who meets a narrow legal definition of grave disability by reason of a serious mental illness or severe substance abuse.
- Conservatorships are the intervention of last resort. However, they are an important tool that allows us to help people who are not able to provide for their own personal needs such as food, clothing, shelter, medical needs, or personal safety due to serious mental illness and/or severe substance use disorder.
- For more information, call the DAS Benefits and Resources Hub: (415) 355-6700.



How to Apply for SFHSA's Benefits & Programs



BenefitsCal.com or SFHSA.org

- Medi-Cal/CalFreshCalWORKsCAAPDAS Hub(855) 355-5757(855) 557-5100(833) 879-1365(415) 355-6700
 - 170 Otis Street
 - 1235 Mission Street
 - 1440 Harrison Street

- 3120 Mission Street
- 2 Gough Street



Monday to Friday, 8:00 a.m. to 5:00 p.m.

BenefitsCal



Drop-down menu with language options on the home page



BenefitsCal CBO Access

Community-based organizations (CBOs) can use the BenefitsCal website to help people apply for and manage their CalFresh, CalWORKs, CAAP (GA/GR), and Medi-Cal benefits.

With CBO access to BenefitsCal, organizations can:

- Submit applications
- Upload documents
- Generate Reports
- Manage CBO users

Coming soon! View limited case information if a client signs a Release of Information

Request CBO access to BenefitsCal



Community Partner Resources

View our webpage on SFHSA.org

Community Partner Resources

SFHSA provides educational and outreach materials to help you better serve your community. Our flyers, fact sheets, guides, videos, toolkits, and presentations are available on this page.

You can also receive our Quarterly Partners Newsletter about our services' updates and events.

SUBSCRIBE TO NEWSLETTER

Educational and outreach materials

SFHSA Program Guideline Updates - June 2024

Benefit Application Information for Immigrants - May 2024

Our resources below include flyers, factsheets, and our web pages, which are translated into all our core languages.

- Immigration status and SFHSA programs: Webpage and Flyers: English | Español | 中文 | Filipino | Tiéng Việt | Русскийа
- Immigration documents required for benefit applications
- Immigrant Services Organizations
- Public Charge: Frequently Asked Questions
- Health/Medi-Cal, Food/CalFresh, and cash (CAAP, CalWORKs) assistance benefits: English | Español | 中文
- Sponsor information for benefit applications: English | Español | 中文
- How to Talk to Clients About Benefits: English | Español | 中文

| Medi-Cal Renewal - July 2024 | ~ |
|--------------------------------------|---|
| BenefitsCal Resources - October 2023 | * |
| Public Charge Resources - June 2023 | • |
| JobsNOW! Materials - April 2023 | ~ |



SAN FRANCISCO OFFICE OF CIVIC ENGAGEMENT & IMMIGRANT AFFAIRS

Immigrant Rights & Resources in San Francisco

Local protections, resources, and programs for all immigrants



About OCEIA

The Office of Civic Engagement & Immigrant Affairs (OCEIA) is a policy, compliance, direct services and grantmaking City department.

OCEIA's mission is to promote inclusive policies and foster immigrant assistance programs that lead to full civic, economic and linguistic integration.

OCEL

OCEIA's Program Areas











LANGUAGE ACCESS



SNAPSHOT OF SAN FRANCISCO





Total population



San Francisco residents is an immigrant.



50,000

Estimated green card holders eligible to naturalize







Estimated immigrants without a current legal status



PROTECTIONS:

- Sanctuary City Ordinance
- Language Access
 Ordinance
- Due Process for All Ordinance
- Immigrant Rights Commission

Immigrant Rights & Protections in San Francisco

- Sanctuary City Ordinance (1989)
- Immigrant Rights Commission (1997)
- Language Access Ordinance (2001)
- Due Process Ordinance (2013)


Sanctuary City Overview

Ensure public safety, health and wellbeing of all residents

SANCTUARY CITY

 Generally prohibits City employees from using City funds or resources to assist Immigration and Customs Enforcement (ICE) in the enforcement of Federal immigration law, unless such assistance is required by federal or state law.

DUE PROCESS FOR ALL

- Limits when City law enforcement officers may give ICE advance notice of a person's release from a local jail.
- Also prohibits cooperation with ICE detainer requests or "ICE holds."

Immigrant Civic Engagement

San Francisco Immigrant Rights Commission (IRC)

Created in 1997, the IRC strives to improve the quality of life and civic participation of all immigrants by advising the Board EVICE ENGAGEMENT

of Supervisors and Mayor's Office on issues and policies that impact local immigrant communities.

Commissions for All

Prop C (2020) enabled immigrant participation on City boards, commissions and other advisory bodies regardless of immigration status.

Immigrant Parent Voting

Prop N (2016) allowed parents of immigrant students to vote in local School Board Elections, regardless of immigration status.

OCEIA's Language Services

Language Services Unit (LSU)

Team of interpreters and translators that provides language services for important public meetings and urgent city information

Technical Assistance and Support

OCEIA manages contracts for language services vendors, provides technical assistance to city agencies, advises city agencies on language access plans, and conducts annual compliance trainings for city staff

Language Access Ordinance Compliance & Reporting

Ensuring compliance with the language access ordinance (LAO) and that all City agencies submit annual LAO compliance reports. OCEIA also submits a summary compliance report to the City each year

Language Access Complaints

OCEIA receives and investigates complaints regarding LAO violations



DCE

Inclusive Immigrant Services

Naturalization/Citizenship services

San Francisco Pathways to Citizenship Initiative (Est. 2013) sfcitizenship.org



INCLUSIVE IMMIGRANT SERVICES

DACA & Affirmative Relief

DACA, TPS, Asylum, U-Visa, T-Visa, Family Petitions, Status Adjustments (Green Cards) San Francisco residents can access legal services at: immigrants.sfgov.org

Deportation Defense

- SF Immigrant Legal Defense Collaborative
- Rapid Response Network (415) 200-1548
- Know Your Rights
- SF Immigrant Legal & Education Network (SFILEN)



Immigrant Support Hub

Find immigration legal help in San Francisco

immigrants.sfgov.org

Do you know your immigration options?

Get a free immigration check up with a trusted expert in San Francisco.

Get started: immigrants.sfgov.org



آن Find immigration legal help

> Answer a few questions to help immigrants understand their options and find the right community legal services.

immigrants.sfgov.org/help/daca

Find DACA help from **OCEIA's** grantee organizations in your language and in your neighborhood

Ω_0^2 Who can help

The organizations below help DACA recipients apply for renewals. Consultations are generally low-cost or free and the application cost may be covered for San Franciscans.

School transcripts are one way to prove residency for your DACA application. Current and former San Francisco Unified School District (SFUSD) students can request their transcripts for free by emailing: transcripts@sfusd.edu

🔒 Print agency list

Asian Pacific Islander Legal Outreach (APILO)

Languages spoken: English Mandarin Cantonese Filipino Vietnamese Korean Japanese Spanish

- Immigration legal and social services for low-income Asian Pacific Islander, Latino and immigrant communities.
- 1121 Mission Street
 San Francisco, CA 94103
- **Call 415-567-6255**
- www.apilegaloutreach.org
- O Hours ~

Catholic Charities CYO of San Francisco

Languages spoken: English Spanish Portuguese Mandarin

- Immigration legal and social services for immigrant families. For DACA applications, email: dreamers@catholiccharitiessf.org.
- 2873 Mission Street
 San Francisco, CA 94110
 Collisso 2005 2450

| | English |
|---|---------------------|
| ~ | Spanish |
| | Cantonese |
| | Mandarin |
| | Filipino |
| | Russian |
| | Vietnamese |
| + | View more languages |



Filter by language need



Immigration Fee Assistance

Partnership with Mission Asset Fund

- OCEIA partners with MAF to provide full scholarships and 50% match funds (paired with 0% loans for the other half), to pay immigration fees
- Available for the following immigration petitions:
 - DACA

- Citizenship
- Green Card

- TPS
- **Family Petitions**
- **U-Visas**
- Benefits of Loan Participation:
 - Build credit history
 - Online financial education



Resources for Newcomers/Asylum Seekers

Immigrant Resources in San Francisco: Response and Referral Toolkit

Helpful resources for community-based organizations, City departments, and other immigrant-serving agencies to connect newly arrived migrants and asylum seekers with trusted service providers: sf.gov/departments/immigrant-services-and-resources

San Francisco Immigrant Support Hub - Asylum:

The organizations listed can help immigrants find out if they qualify for asylum, and may be able to help them apply. Consultations are generally low-cost or free and the application cost may be covered for San Franciscans. Immigrants.stopy.org/help/asylum

LGBT Asylum Project

A San Francisco nonprofit organization exclusively dedicated to providing accessible legal representation for LGBT asylum seekers who are fleeing persecution due to their sexual orientation, gender identity and/or HIV status. **Igbtasylumproject.org**

Economic & Professional Development

SF Day Labor Program & La Colectiva

Worker-led manual labor and cleaning collectives facilitated by a nonprofit that ensure fair wages and training opportunities. **dscs.org**

Radiate Consulting Bay Area

Professional services cooperative owned by immigrant member-owners in the Bay Area. **radiateconsulting.coop/bay-area**





Economic & Professional Development

DreamSF Fellowship

The DreamSF Fellowship is a paid leadership and professional development program for immigrant students regardless of status who seek to gain professional experience. **dreamsffellows.org**



Entrepreneurship

Free trainings and counseling available to small business owners through the Office of Small Business. **sf.gov/free-small-business-counseling**



Get an ITIN (Individual Taxpayer Identification Number)

An ITIN is a tax processing number issued by the Internal Revenue Service (IRS) for those not eligible for a Social Security Number.

With an ITIN, you can report your earnings to the Internal Revenue Service, open interest-bearing bank accounts with certain banks, and conduct business in the United States.



Get an ITIN (Individual Taxpayer Identification Number)

How do I get an ITIN?

For free assistance applying for an ITIN and filing your taxes, you may contact community-based organizations who are Certifying Acceptance Agents in SF

Mission Economic Development Agency Email fintax@medasf.org or call 415-282-3334

Chinese Newcomers Service Center

Email cnsc@chinesenewcomers.org or call 415-421-2111

Come prepared to bring:

- Document(s) that prove your identity and foreign status (such as a passport)
- Proof of income for the tax year (Note: if your income is all cash, you can self-report the best estimate of your income)

Healthcare

Healthy SF

Healthy SF is a program designed to make health care services available and affordable to uninsured San Franciscans. Healthy SF is available to all residents regardless of immigration status, employment status, or pre-existing medical conditions.

Eligibility Requirements:

- Live San Francisco
- Income at or below 400% of Federal Poverty Level

Medi-Cal Expansion

A new California law allows all eligible people to get free or low-cost full-scope Medi-Cal starting in January 2024. Immigration status and age do not matter. Eligibility is having a low income and being undocumented.



Identification

The San Francisco City ID Card is genderinclusive, municipal photo ID card that serves as valid proof of identification and residency for San Francisco residents.

City and County City ID of San Francisco Last Name Young, P1 ID 380023010 First Name Trish Middle Name Courtney 786 Neverland Street Address Apt A San Francisco, CA 94102 07/30/1991 D.O.B 07/30/2019 Issued Trigh C. Yours 07/30/2021 Expires

Multiple uses include:

- Serves as proof of identity and residency, accepted by all City departments
- Access to City services and resources
- Lists information about medical conditions or allergies
- List an emergency contact
- Serves as a form of ID to open a bank account (BankOn SF)
- Get discounts at participating businesses

Stay connected with us:

Additional questions?

Email civic.engagement@sfgov.org Or call OCEIA at 415-554-0600

Follow us on social media:

Instagram: @sf_immigrants Facebook: @sfgov.oceia X/Twitter: @OCEIA_SF







Contact SFHSA



General Information: (415) 557-5000

SFHSA Service Contact Info: SFHSA.org/Contact

Follow us on social for the latest service updates: @SFHumanServices



Questions?





Appendix

CalFresh Eligibility at a Glance

| Who May Be Eligible | Immigration Status | Income/Household Guidelines * | Type of Benefit |
|---------------------|---|---|--|
| Single adults 18+ | Citizens, students, permanent residents, refugees, asylum seekers | Example: Maximum \$2,510/month | EBT Card |
| Single adults 18+ | undocumented | Not eligible | |
| Families | Citizens, permanent residents, refugees, asylum seekers | Example: Maximum \$4,304/month for a family of three | EBT card, amount based on household size |
| Families | Undocumented | Not eligible – but parents can apply on behalf of US- born children | |

* In addition to income, the benefit amount is based on household size. <u>Expenses</u> such as utility bills and child support payments may be considered.



CalFresh Eligibility at a Glance

| Who May Be Eligible | Immigration Status | Income/Resource Guidelines* | Type of Benefit |
|---------------------------------------|---|--|--------------------|
| Single adults | Citizens, permanent residents, refugees, asylees | Not eligible | N/A |
| Single adults | Undocumented | Not eligible | N/A |
| Families with children | Citizens, permanent residents, refugees, asylum seekers | Example: Maximum \$1,829/mo for a family of three Example: Maximum \$11,634 in resources (or \$17,452 if a senior or person with disabilities in the family) | CalWORKs |
| Parents | Undocumented | Not eligible unless catastrophically ill – but can apply on behalf of US-born children | CalWORKs |
| Pregnant persons in 2nd/3rd trimester | All | All | CalWORKs |



JobsNOW! Eligibility at a Glance

| Who May Be Eligible | Immigration Status | Guidelines |
|------------------------|---|---|
| Single adults | Citizens, permanent residents, refugees, asylum seekers | Automatically eligible if enrolled in: CalFresh, Medi-Cal, CAAP, or a foster youth |
| Single adults | Undocumented | Not eligible |
| Families with children | Citizens, permanent residents, refugees, asylum seekers | Enrolled in: CalFresh, Medi-Cal, CalWORKs, CAAP, or a foster youth |
| Families with children | Undocumented | Not eligible – but can participate in income generation program |



Cash Assistance Program for Immigrants (CAPI)

CAPI is a state-funded program that provides monthly cash benefits to older people and adults with disabilities who do not qualify for SSI/SSP solely due to their immigrant status.

CAPI payment amounts vary depending on a person's marital status, living arrangements, and other income.

To qualify for CAPI, you must:

- Live in California
- Be disabled, blind, or be 65+ years old
- Apply for SSI/SSP to show that you meet all SSI/SSP requirements, except for immigration status
- Meet income and resource limits

State of California Manual of Policies and Procedures, Division 49

