

Code for America

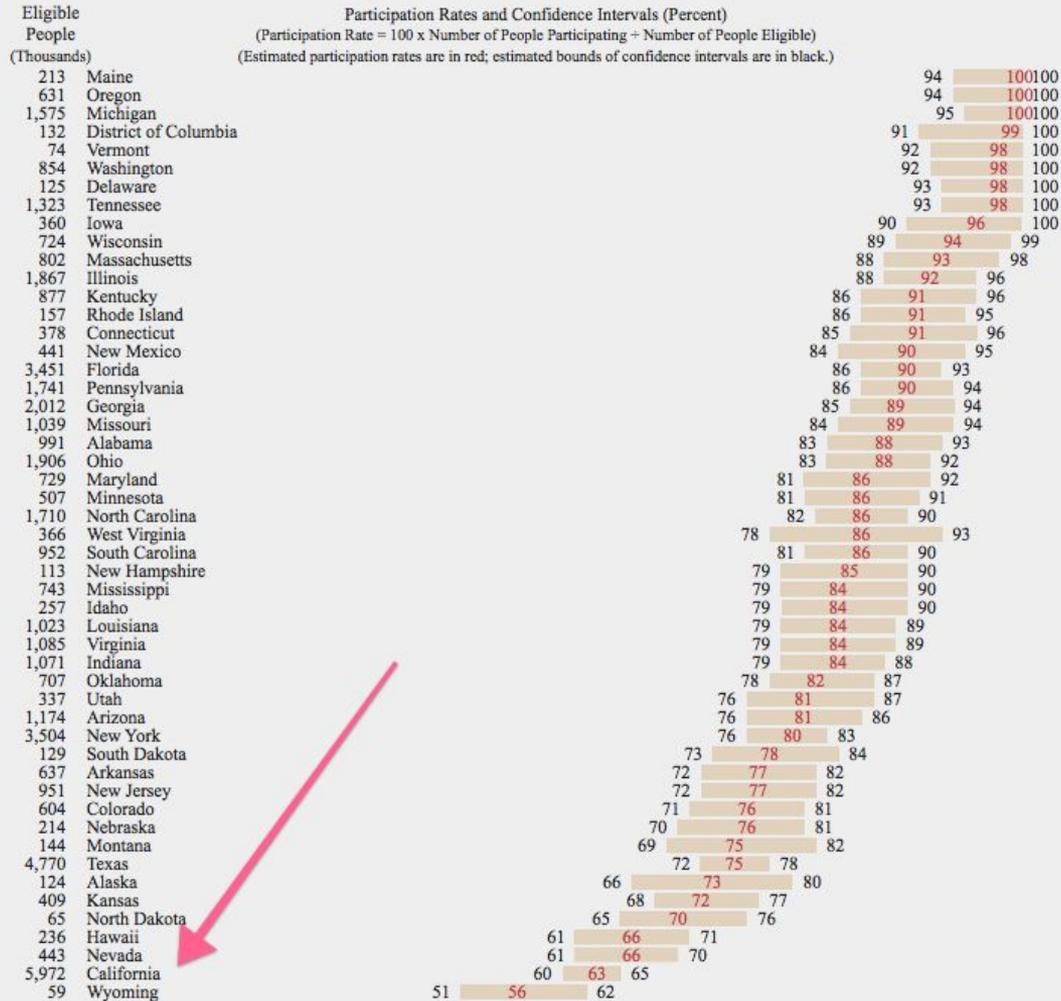
Radically Better Government Digital Services

@codeforamerica

The User Experience of CalFresh

CalFresh is AMAZING

How Many Were Eligible in 2012? What Percentage Participated?



AnnouncementsCovered California - Open Enrollment begins 10-1-2013 [Read about Affordable Health Insurance](#)

Welcome,

This website is a fast and easy way for California residents to learn about and apply for medical, food, and cash assistance programs. MyBenefits CalWIN also provides ongoing access to secure and private benefit information. Select a topic below to get started or sign in to your account.

Community Based Organization, [get started here](#).

Sign in to your MyBenefits CalWIN Account

Username [Sign In](#)[Forgot Username?](#) | [Create New Account](#)[View MyBenefits](#)[See if I Am Eligible](#)[Apply for Benefits](#)[Report My Changes Or Renew Benefits](#)

MyBenefits CalWIN allows you to:

- Check your benefit status and amount
- See if you are eligible for other assistance programs
- Apply for benefits or Continue an application
- Submit your reports or renew your benefits online

[View MyBenefits](#)

NOTICE OF ACTION

Food Stamps Change

COUNTY OF SAN FRANCISCO

STATE OF CALIFORNIA
HEALTH AND HUMAN SERVICES AGENCY
CALIFORNIA DEPARTMENT OF SOCIAL SERVICES



P.O. Box 7988
San Francisco, California 94120-7988
San Francisco County

Notice Date : 09/18/2013
Case Name : Rebecca Ackerman
Case Number : 1373241
Worker Name : Food Assistance
Worker Number : VENG
Telephone : (415) 558-1001
Worker Hours : 8:00 AM- 12:00 PM, 12:00 PM - 5:00 PM
24Hour Information :
Address : 1235 Mission ST
San Francisco CA 94103-2705

15312 128594/35-17222/LETTER1.446 20

VENG

Rebecca Ackerman

Questions? Ask your Worker.

State Hearing: If you think this action is wrong, you can ask for a hearing. The back of this page tells you how. Your benefits may not be changed if you ask for a hearing before this action takes place.

Effective 10/01/2013, your Food Stamp benefits are changed from \$200.00 to \$200.00 each month.

Here's why:

Your utility cost has changed. When your utility cost changes, the amount of Food Stamps you are

“[Applying online] is almost like a scam, it's easier to do the application but it's really easier for them to deny when you don't show up.”

Get Extra Money for Groceries Every Month

Take the first step.
Apply for CalFresh in 10 minutes.

Apply Now



GetCalFresh.org is a free, non-profit service for California residents

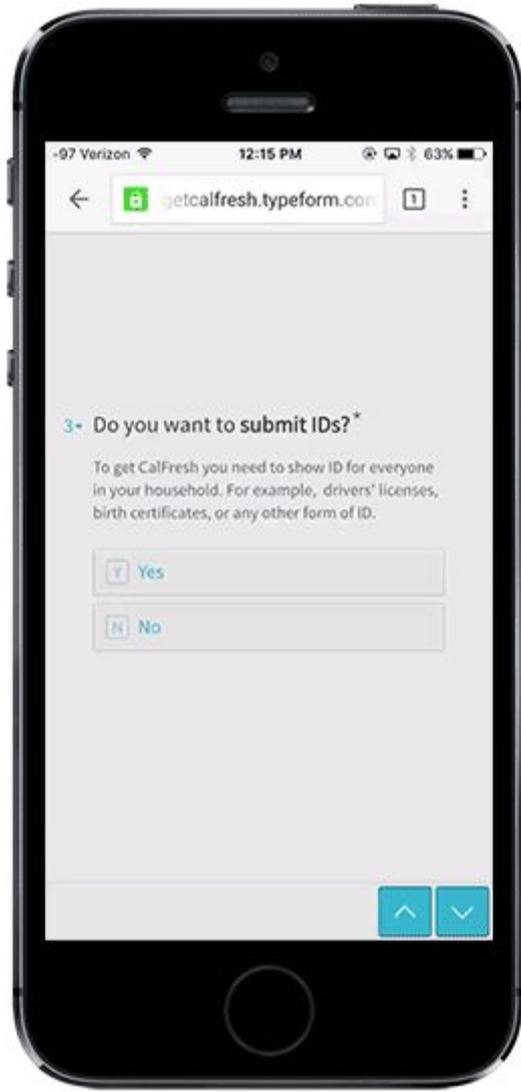
CalFresh is California's
Food Stamps Program

Already applied for CalFresh?
Take the Next Step.









-97 Verizon

12:15 PM

63%



getcalfresh.typeform.com



3- Do you want to submit IDs?*

To get CalFresh you need to show ID for everyone in your household. For example, drivers' licenses, birth certificates, or any other form of ID.



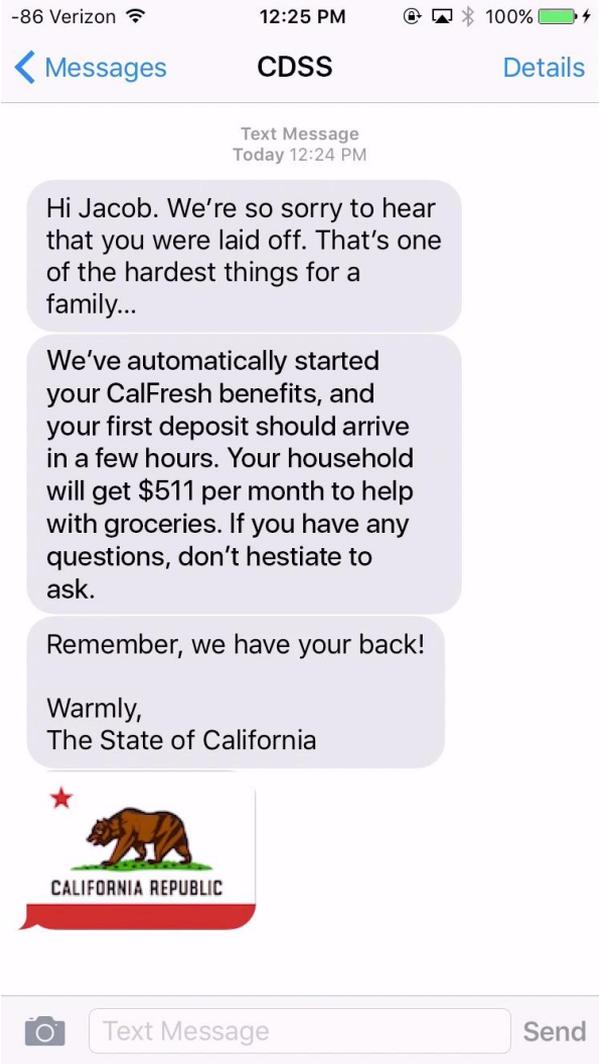
Yes



No



"I've been very pleasantly surprised at the fact that it was not an ordeal. I was braced for that..."



Messages

CDSS

Details

Text Message
Today 12:24 PM

Hi Jacob. We're so sorry to hear that you were laid off. That's one of the hardest things for a family...

We've automatically started your CalFresh benefits, and your first deposit should arrive in a few hours. Your household will get \$511 per month to help with groceries. If you have any questions, don't hesitate to ask.

Remember, we have your back!

Warmly,
The State of California



Text Message

Send

Reflections

Thanks!

jacob@codeforamerica.org

slides at **bit.ly/cfa-uxshowcase**