

# CalFresh - Collecting Information and Communication to Students

Basic Needs Initiative Conference Call – February 2019



# Agenda

- CalFresh in Cal State Apply
- Collecting CalFresh Information
- Communicating with Students
- Resources
- Questions



# CalFresh in Cal State Apply

- Starting with the Fall 2019 admissions application, CalFresh interest question was added to Cal State Apply

The screenshot shows the top navigation bar of the CSU website with links for 'Apply', 'Support the CSU', 'News', 'Careers', and 'Contact', along with social media icons. Below the navigation bar is a breadcrumb trail: 'Impact of the CSU / Student Success / Basic Needs Initiative'. The main content area is titled 'CalFresh' and contains the following text: 'For more information on the CalFresh program, please visit [www.calstate.edu/basicneeds/calfresh](http://www.calstate.edu/basicneeds/calfresh)'. Below this is a question: '\* Are you interested in checking your eligibility for monthly food assistance to be used towards groceries through the CalFresh Program?'. There are two radio button options: 'Yes' and 'No'. Below the question is a section titled 'Student Well-Being & Basic Needs' with a paragraph: 'Critical to student success at the CSU, the **Basic Needs Initiative** takes a holistic look at students' well-being both inside and outside the classroom, from housing and food security to mental health. We're working together to find better ways support our students on their path to graduation.' At the bottom of this section is a link: 'Support a Campus Food Pantry' with the subtext: 'Select a CSU campus to view its pantry's Amazon Wish List, then order items and have them shipped directly to the campus.'

# Collecting Information

- Pages were developed in the CMS student system to capture student CalFresh information

Interest Eligibility Participation

### CalFresh

Adrian Demo 008001430  
Undergraduate Effective Term: 2194  
Expressed Interest: Yes From: Cal State Apply

By: EWO0 Last Upd: 12/06/18 10:48:03AM

Look Up From

Short Description begins with

Look Up Clear Cancel Basic Lookup

Search Results

View 100 First 1-3 of 3 Last

Short Description
Cal State Apply
Campus Event
Other

# Collecting Information

- Pages were developed in the CMS student system to capture student CalFresh information

The screenshot shows a web interface for CalFresh eligibility. The main page has tabs for 'Interest', 'Eligibility', and 'Participation'. The 'Eligibility' tab is active, showing student information: Adrian Demo (ID: 008001430), Undergraduate, Effective Term: 2194. Below this is a search bar for 'Eligibility' with '02' entered and 'Work Study' selected. A description box explains that the student must be approved for federal or state work study. A 'Comments' field is also present.

The 'Look Up Eligibility' modal window is open, showing a search for 'CSU Cal Fresh Eligibility Code' that begins with '02'. It includes buttons for 'Look Up', 'Clear', and 'Cancel', and a 'Basic Lookup' link. Below the modal is a 'Search Results' table with 7 rows.

CSU Cal Fresh Eligibility Code	Description
01	20 Hours
02	Work Study
03	Cal Grant
04	State Program
05	Foster Youth
06	Parental Control
07	Program Participant

# Collecting Information

- Pages were developed in the CMS student system to capture student CalFresh information

Interest | Eligibility | **Participation**

### CalFresh

Adrian Demo 008001430  
Undergraduate Effective Term: 2194

Completed and Submitted CalFresh Application: Yes  Date: 02/11/2019

Approved for CalFresh Benefits:  Date:

Receiving Benefits:  As of:

No Longer Receiving Benefits:  As of:

Comments:

# Communicating with Students

- Pop up message upon initial entry to Student Center
- Message is configurable
- Link is configurable

The screenshot displays the Oracle Student Center interface for a user named JoJo. A blue pop-up message at the top reads: "Learn more about CalFresh - Come chat with us at the Health and Wellness Center about your opportunities as students with CalFresh. help you fi". Below the message, the user's name "JoJo's Student Center" is visible. The interface is organized into several sections: "Academics" (with links for Search, Plan, Enroll, My Academics, and Enroll in CSU Fully Online), "Finances" (with links for My Account, Account Inquiry, Enroll In Direct Deposit, Financial Aid, View Financial Aid, Accept/Decline Awards, and Report Other Financial Aid), and "Personal Information" (with links for Demographic Data, Emergency Contact Names, and User Preferences). A "Contact Information" table shows fields for Home Address, Campus Address, Mobile Phone, and Campus Email, all currently set to "None". On the right side, there are several utility boxes: "Search for Classes", "Share My information", "Holds" (No Holds), "To Do List" (No To Do's), "Advisor" (Program Advisor: None Assigned), "Important External Links" (Register to Vote!, CSU Information, Breaking News), and "CSU Initiatives" (CalFresh). A red box highlights the "CSU Initiatives" section. A message in the center states: "You are not enrolled in classes." Another message in the "Finances" section states: "We are unable to display your account at this time. To access this information, contact the Bursar's office to complete your account profile." A link for "Enrollment Shopping Cart" is also present.

# Communicating with Students

- Pop up message can be reset to display for all CA residents of a specific population of students

Redisplay Pop-up Message Selection

Run Control ID CalFresh      Report Manager    Process Monitor    **Run**

All CA Residents  
 Population Selection

**Population Selection Tool ID**

Selection Tool

Query Name



# Resources

- CMS CalFresh Business Process Guide

[https://csyou.calstate.edu/Projects-Initiatives/CMS/\\_layouts/15/WopiFrame.aspx?sourcedoc=/Projects-Initiatives/CMS/CMS%20Documentation/CS92\\_BPG\\_CC\\_CalFresh.docx&action=default](https://csyou.calstate.edu/Projects-Initiatives/CMS/_layouts/15/WopiFrame.aspx?sourcedoc=/Projects-Initiatives/CMS/CMS%20Documentation/CS92_BPG_CC_CalFresh.docx&action=default)



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