

February 15, 2013



Program Guide Letter #580

Subject **Implementation of the Restaurant Meals Program (RMP) in the County of San Diego**

Effective Date February 18, 2013

Purpose To inform staff of:

- The Implementation of the RMP in San Diego County;
- RMP requirements;
- Necessary worker actions;
- New Client Correspondence in CalWIN; and
- New RMP monthly reports.

Reference All County Information Notices (ACIN) I-31-04, I-13-07 and I-71-11; Manual of Policies and Procedures (MPP) section 63-102(e)(2)(H).

Background The California Department of Social Services approved San Diego's RMP proposal on July 30th 2012. On August 28, 2012, the Health and Human Services Agency began recruiting restaurants for the new RMP in San Diego County. The RMP offers options for individuals who may have difficulty preparing meals for themselves or do not have a place to store and cook food. RMP eligible recipients include individuals who receive CalFresh in San Diego County **and** are elderly, disabled or homeless.

Implementation Effective February 18, 2013 all identified RMP eligible CalFresh individuals had their EBT accounts updated to allow access to the program. Additionally an approval letter was sent to each RMP individual's household with information on the program, how to identify participating RMP restaurants and how to obtain a list of current RMP restaurants.

Summary of Changes

CHAPTER/ SECTION #	SECTION TITLE	REVISIONS/UPDATES
63-390	Restaurant Meals Program	Added a new chapter and Table of Contents
63-390.1	Overview	Added new sections
63-390.2	RMP Eligible Recipients	
63-390.3	RMP Eligible Recipients Examples	
63-390.4	County Responsibilities	
63-390.5	RMP Restaurant Responsibilities	
63-390.6	Worker Action at Intake/RRR	
63-390.7	Worker Action When a Change is Reported	
63-390.8	RMP Client Correspondence	
63-390.9	RMP Monthly Reports	

Changes to the CalFresh Program Guide are noted with highlighted text.

ACCESS Call Center Impact

ACCESS staff receiving questions from clients will explain the RMP and the client's eligibility or ineligibility to the program. Additionally, staff will refer RMP eligible recipients to 2-1-1 or the RMP website (www.SanDiegoRMP.org) for a listing of approved restaurants depending on the recipient's choice.

Automation Impact

A one-time request was submitted to update the "Referred for Restaurant Meals" field to "Y" on approximately 29,000 cases currently meeting the RMP criteria. Activation included sending the appropriate EBT transactions to update all pending, approved or issued EBT Cards on the RMP cases.

CalWIN How To's (HTs)

The following HTs have been uploaded to the CalWIN Intranet and are available for download:

- [How To #329](#) – Add Restaurant Meals Program (RMP) on an existing EBT account
- [How To #330](#) – Remove Restaurant Meals Program (RMP) on an existing EBT account

One-Time Management Reports

A one-time exception list will be distributed for any failed EBT transactions.

Ongoing Management Reports

FRC's will receive monthly RMP reports and will take the following actions to ensure only RMP Eligible Recipients have access to the RMP:

- Cases with RMP Eligible Recipients, **not** coded for the RMP:
 - Staff will review these cases to ensure they contain at least one RMP Eligible Recipient, and
 - Activate EBT card(s) for the RMP (See [How To #329](#) – Add Restaurant Meals Program (RMP) on existing EBT Account)
- Cases **without** RMP Eligible Recipients, coded for the RMP:
 - Staff will review these cases to ensure there are no RMP Eligible Recipients, and
 - Deactivate EBT card(s) for the RMP (See [How To #330](#) – Remove Restaurant Meals Program (RMP) on existing EBT Account.)

Forms (Client Correspondence Impact)

Cases identified as eligible to the RMP effective February 14, 2013 were mailed the RMP approval letter at implementation.

Ongoing, RMP approval and discontinuance letters must be manually generated when new RMP individuals are identified or when a household reports a change which affects their eligibility to the program.

The following new informational letters are now available in CalWIN:

- 09-96 Restaurant Meals Program New Eligible Change (Attachment 1)
- 09-96 SP Restaurant Meals Program New Eligible Change (Attachment 2)
- 09-97 Restaurant Meal Program No Longer Eligible Change (Attachment 3)
- 09-97 SP Restaurant Meal Program No Longer Eligible Change (Attachment 4)

**Other Programs
Impact**

No Impact

**Quality Control
(QC) Impact**

Quality Control (QC) will cite the appropriate error when instructions in this material are not followed or are followed incorrectly.

Chief Approval

Charline Khoury
Eligibility Operations Chief



TG

Date : _____
 Case Name : _____
 Case Number : _____

Restaurant Meals Program

San Diego County residents who are eligible for CalFresh* and are:

- Elderly (age 60 or over) or
- Disabled or
- Homeless

and their spouses can now purchase prepared meals at local approved restaurants with their Electronic Benefits Transfer (EBT) cards. Your household is eligible and we have updated your EBT account to allow you to use this program.

You may continue to use your card at your regular grocery stores, farmers' markets, and other locations who accept EBT for food purchases but if they are not part of the RMP you will not be able to buy prepared meals.

Participating restaurants will display this sign:



To find out more about the Restaurant Meals Program (RMP) including participating restaurants near you:

- Visit our website at: www.SanDiegoRMP.org
- Or
- Call 2-1-1

* CalFresh is the new name for Food Stamps (also known as SNAP).

Fecha: _____
Nombre del Caso: _____
Número del Caso: _____

Programa de Comidas de Restaurante

Los residentes del Condado de San Diego que califican para CalFresh* y que también son:

- Personas de edad avanzada (60 años de edad o mayores) o
- Discapacitados o
- Sin hogar permanente

y sus cónyuges, pueden comprar comida preparada en restaurantes participantes que aceptan la tarjeta EBT (Tarjeta de Transferencia Electrónica de Beneficios). Usted califica y su cuenta de EBT ha sido actualizada para que pueda participar en este programa.

Puede continuar usando su tarjeta EBT en el mercado que regularmente frecuenta, los mercado de productos agrícolas (farmers' markets), u otros lugares que regularmente aceptan EBT para comprar alimentos, pero no podrá comprar alimentos preparados si el mercado no participa en este programa.

Los restaurants participantes exhiben este anuncio:



Puede encontrar más información acerca del Programa de Comidas de Restaurante y la lista de los restaurants participantes cercanos a su hogar:

- Visitando nuestro sitio de Internet: www.SanDiegoRMP.org o
- Llamando al número 2-1-1

* CalFresh es el nuevo nombre del Programa Estampillas para Comida (también conocido como SNAP).

Date : _____

Case Name : _____

Case Number : _____

Restaurant Meals Program

You are no longer eligible for the Restaurant Meals Program (RMP) because your household no longer includes someone who is:

- Elderly (age 60 or over) or
- Disabled or
- Homeless.

Because your household is no longer eligible you cannot purchase prepared meals at local approved restaurants with your CalFresh benefits using your Electronic Benefits Transfer (EBT) card. We have already updated your EBT account to remove this program.

You may continue to use your CalFresh benefits at your regular grocery stores, farmers' markets, and other locations who accept EBT for food purchases.

* CalFresh is the new name for Food Stamps (also known as SNAP).

Fecha: _____
Nombre del Caso: _____
Número del Caso: _____

Programa de Comidas de Restaurante

Usted ya no califica para el Programa de Comidas de Restaurante porque su caso de CalFresh* ya no incluye una persona que es:

- De edad avanzada (60 años de edad o mayor) o
- Discapacitado o
- Sin hogar permanente.

Por lo tanto, ya no podrá usar su tarjeta EBT (Tarjeta de Transferencia Electrónica de Beneficios) para comprar comida preparada en restaurantes participantes. El código para comprar comidas preparadas ha sido removido de su cuenta de EBT.

Puede continuar usando su tarjeta EBT en el mercado que regularmente frecuenta, en los mercados de productos agrícolas (farmers' markets), u otros lugares que regularmente aceptan EBT para comprar alimentos.

* CalFresh es el Nuevo nombre del Programa Estampillas para Comida (también conocido como SNAP)