

The Changing Face of the United States and the Provision of Social Services

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PRESENTATION OUTLINE

- Introduction
- Data + Methods
- Results
- Conclusion



INTRODUCTION

- **Changing Face of the United States**
 - Demographic Change
 - 2043 Minority-Majority Country
 - Increase of poorer nonwhite population (Lichter 2013; Donato, et al. 2008)
- **Provision of Social Services**
 - Changing Social Service Agencies
 - Meet changing needs
 - Modernization (internet applications, call centers)
 - Different population of outreach workers

INTRODUCTION TO STUDY

Food Stamp Outreach by Food Bank Employees

- Supplementary Nutrition Assistance Program - SNAP
- Food Bank vs Food Pantry

Provide an overview of SNAP outreach workers' perceptions of the barriers immigrants face to accessing SNAP benefits.

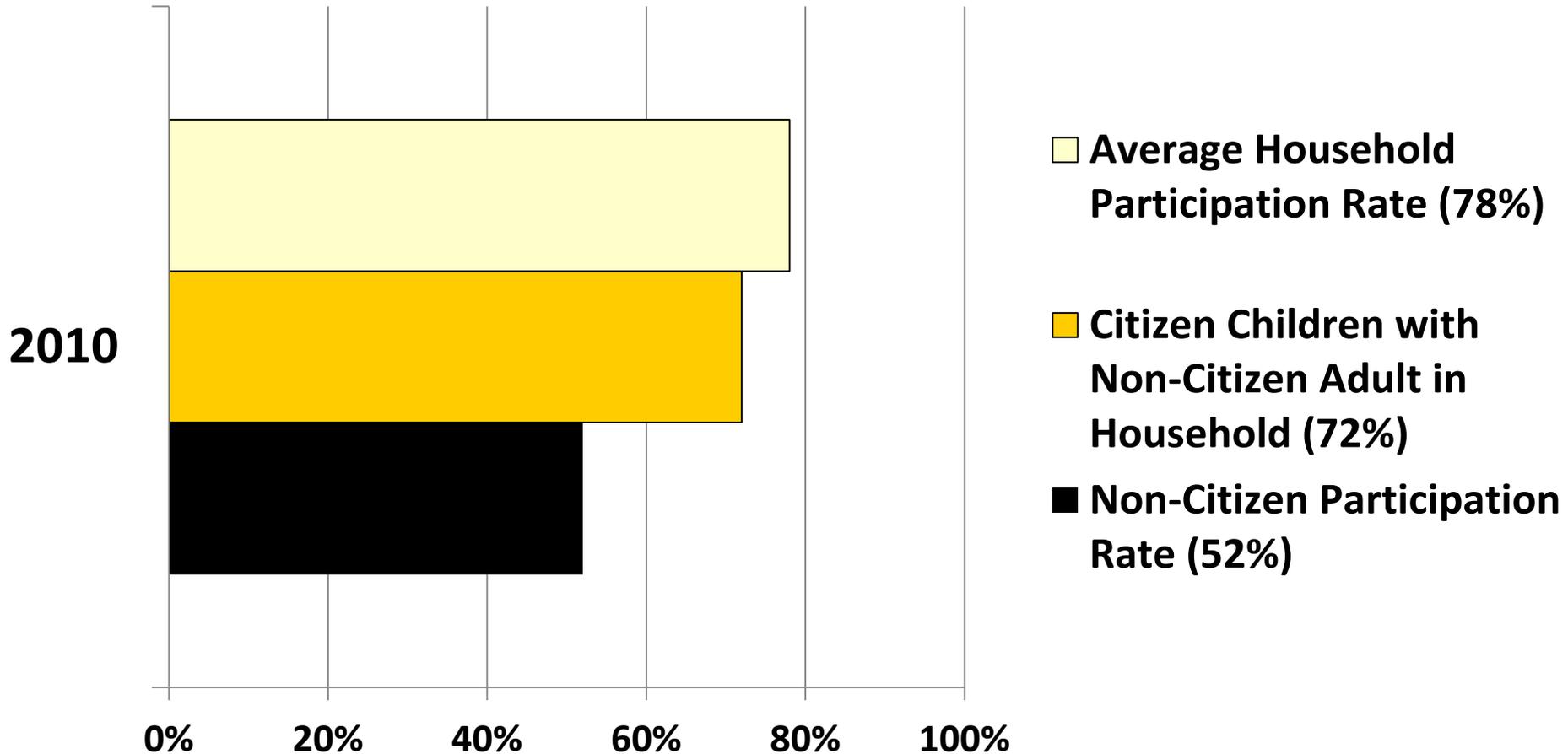


SNAP ELIGIBILITY

- Means-tested entitlement program
- Maximum income requirements:
 - Gross <130%, Net <100% of federal poverty line
- State discretion
- Immigrant (documented)
 - 5 year wait period / in U.S. 5+ years
 - Citizen or documented children; disability
 - Work history (40 quarters)



SNAP USE AMONG NON-CITIZEN HOUSEHOLDS (2010)



DATA AND METHODS

- Qualitative interviews of SNAP Outreach Workers employed at food banks, summer 2013
- 48 employees from 9 food banks in 6 states
Arizona, California, New York, Ohio, Texas, and Wisconsin
- Supplemental Nutrition Assistance Program
- New Client Populations
 - Non-English Speakers
 - Mixed-Status Families
 - Fear of Government
 - Low Computer Literacy



RESULTS OVERVIEW

- Policy and Legal Status
 - SNAP eligibility rules and immigration policies
 - Frame and re-frame SNAP benefits
 - Dispel myths
 - Mixed-status families
 - Letter from Department of Homeland Security
 - Food bank as safe space
 - Citizen children + Coaching

RESULTS OVERVIEW

- Partnerships
 - Hit or miss
 - Depends on the person and their dedication at the partner site
- Language
 - various means to connect and work with non-native English speakers
 - Handouts, posters, online website
 - Bi-lingual Staff

FRAMING AND REFRAMING

“We’ve, over the last few years, kind of developed an idea that if you used [the EBT Card], you’re benefiting. There’s three benefits of it.”

- Benefit to the Individual family using the benefits
- Benefit to the community as an economic stimulus - \$5 SNAP = \$9
- Benefit to the food pantries because it takes some pressure off

“it’s...as simple as ... referring to it as a nutritional assistance program as opposed to benefits...”

SFBW3, SFBW4, p. 15-16

DISPELLING MYTHS

“immigrants, documented or not, they're kind of told, "Don't ever ask for anything because it's kind of going to come back to bite you in the ass." And so that's a lot of the myths that we're dispelling. People are saying, "I have to pay this back, my children are going to have to pay it back. ... Worry about their kids or their children's future or their future, path to citizenship, you know.”

SFBC4, SFBC5, p. 2-3, part II



MIXED-STATUS FAMILIES

“When [government employees] ask [potential SNAP clients] do you have a Social Security number or are you, what’s your status here? We teach them how to answer those questions. We say you’re only applying for your children, it’s not for you. It’s only for them. So, just that’s all you have to say because you have the right not to answer those questions because it’s...only for [the kids], and they feel safe”

TFBA3, p. 14



LANGUAGE

- 20% Americans speak a language other than English at home
 - English
 - Spanish
 - Chinese
- SNAP information available in multiple languages
 - English/Spanish
 - 16 languages
 - Customer Support Call Center with 54 languages

LANGUAGE: Changing Clientele

“I’d say...50 maybe 55% [of our clientele is] Hispanic...35-40% African American, and then other...which would be Asian or white...A language need would be the biggest [unique need].”

NFBN4, p. 12-13

“I would say right now our biggest challenge is our lack of Spanish speaking professional staff...The majority [of our clients] would be...I’m gonna say 50% Spanish speaking and the rest, well probably 48% is gonna be English and the other would be a variety of Cantonese, Chinese and Russian and Farsi”

CSFBC1, p 5-8



MODERNIZATION

Materials online, but can clients access or navigate?

- Benefit to internet applications, internet kiosks
→ avoid office and call center wait times

“but ...you have all the digital divide issues, you know all those issues about how do you increase...comfort with the online stuff. So...we’re hopeful that there’s a way ...they can get more kiosks and more sort of customer-friendly areas, you know, like the food bank, etc., and somehow kind of work through that process”

SCFBC1, p. 4-5



DISCUSSION / CONCLUSION

- Overview of how Food Bank SNAP Outreach workers work with immigrant populations
- Goal of social service outreach worker is to assist client
 - Feedback from workers on their difficulties and successes

Thank you!

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Site TFBA	Position	Site SFBT	Position
TFBA1	Education and Advocacy	SFBT1	CEO
TFBA2	SNAP Project Coordinator	SFBT2	SNAP Project Coordinator
TFBA3	SNAP Outreach	SFBT3	Director, Agency
TFBA4	SNAP Outreach	SFBT4	Director, Operations
TFBA5	Farmer's Market Program Manager	Site FFBO	Position
TFBA6	SNAP Outreach	FFBO1	Vice President, Customer Services
TFBA7	Advocate for families	FFBO2	Associate Director, Customer Services
Site SFBC	Position	FFBO3	SNAP Project Coordinator
SFBC1	Program Director	FFBO4	Authorized Representative (SNAP)
SFBC2	Associate Director, Advocacy and Policy (SNAP)	Site SCFBC	Position
SFBC3	SNAP Project Coordinator	SCFBC1	CEO
SFBC4, SFBC5	SNAP Outreach	SCFBC2	Operations and Programs
Site CSFBC	Position	SCFBC3	SNAP Outreach
CSFBC1	SNAP Outreach	SCFBC4	SNAP Project Coordinator
CSFBC2, CSFBC3	SNAP Outreach	Site NFBN	Position
CSFBC4	SNAP Project Coordinator	NFBN1	Coordinator
CSFBC5	Manager, Communications and Advocacy	NFBN2	SNAP Project Coordinator
CSFBC6	Program Director	NFBN3	Senior Director, Income Policy
Site SFBW	Position	NFBN4	SNAP Outreach
SFBW1	President/CEO	NFBN5	SNAP Outreach
SFBW2	SNAP Project Coordinator	NFBN6	SNAP Outreach
SFBW2	Director, Agency Services and Programs (SNAP)	Site LFBC	Position
SFBW3, SFBW4	SNAP Outreach	LFBC1	COO
		LFBC2	SNAP Project Coordinator
		LFBC3	SNAP Outreach
		LFBC4	SNAP Outreach