

**COUNTY OF SAN DIEGO
HEALTH AND HUMAN SERVICES AGENCY
SOCIAL SERVICES ADVISORY BOARD**

1700 Pacific Highway, San Diego, CA 92101-2417

Phone (619) 685-2265

Fax (619) 685-2298

SSAB Meeting Minutes

May 12, 2011

Members Present

Bob Brandenburg
Philip Thalheimer
Linda Blair Forth
Donald Stump
Rev. John Hughes
Sandy Pugliese

Staff Present

Kim Forrester, HHSA
Marsha Munz, HHSA
Andrew Pease, HHSA
Patti Groulx, HHSA
Danny Melgoza, BOS/Cox

Guests

Ilene Davis, Maria Aceves, Bill York

Members Absent

1. Chairman Phil Thalheimer called the meeting to order at 9:32 a.m.
2. Bob Brandenburg made a motion to approve the April 14, 2011 minutes. Mr. Stump seconded the motion. The minutes were unanimously approved.
3. **Public Comments on Items on the Agenda:**
Ilene Davis, parent advocate of the Supportive Parents Information Network (SPIN), relayed concerns emailed to her by Joni Halpern which include: Verbal denial of applications is still occurring - most recent one was at the Market Street office; SPIN and the Caring Council will work to find an alternative to the Bridges Out of Poverty training; expressed concern that reimbursement of transportation costs is not occurring in a timely manner and knowledge of regulations is lacking.

PRESENTATIONS/DISCUSSION ITEMS:

4. **Information Item:** FY 2011-12 Operational Plan: Andrew Pease, Assistant Finance Director/Patti Groulx, Revenue and Budget Manager, Agency Budget Office, Health & Human Services Agency (HHSA): Mr. Pease provided an overview of the proposed Operational Plan. He pointed out the wide range of services covered by the various divisions and reiterated HHSA's Mission "To make people's lives healthier, safer, and self-sufficient." He then discussed the Agency's financial outlook including the impact of the State budget, the proposed FY 11/12 budget, and the financial challenge faced due to declining revenues and increasing costs. Mr. Pease recapped the State imposed reductions that are heavily impacting client services and the budget to administer these programs as well as the slow growth in the economy and continued high unemployment. Mr. Pease reiterated HHSA's focus on "*Live Well, San Diego!*" and continued efforts to leverage funding and consolidate programs. Mr. Pease presented graphs that explained the Agency's FY 11/12 budget expenditures, the 2011 to 2012 year-to-year expenditure comparison, staffing levels, and the proposed budget revenue as well as statistics showing significant caseload increases for social services while funding for these services continues to decline. He pointed out impacts to programs, including reduction in immunization services, reduced funding for Juvenile Diversion, and one-time use of reserves for Child Welfare Services. He listed key initiatives for HHSA that will advance the "*Live Well, San Diego!*" agenda.

Public hearings will be held June 6th through the 15th. Advisory Committees may submit statements to the Clerk of the Board by June 15th. Board deliberations and approval of the Operational Plan are scheduled June 28th and 29th.

5. **Discussion Item:** Supplemental Nutrition Assistance Program (SNAP) Work Group Update: Kim Forrester, Assistant Deputy Director, Strategic Planning & Operational Support, Health & Human Services Agency (HHSA) : Ms. Forrester provided updates on the continued increase in participation, applications, and timely processing of applications for the CalFresh program. The total number of clients participating as of April 30, 2011 was 223,891. In the month of April, there were 11,484 CalFresh applications only 159 pending over 30 days as of the end of April.

Ms. Forrester announced that Marsha Munoz, CalFresh Program Manager, will be project manager to oversee implementation of the SSAB SNAP Work Group recommendations, replacing Maria Sanders. She will work with Family Resource Center (FRC), ACCESS, Program, and Automation managers to implement the recommendations. Ms. Forrester provided an update on recommendations that are in progress. The work group identified updating the program guide and having a single resource as a high priority (21, 30, 69). Program is working with Legal Aid Society and will make these updates incrementally as the review process is anticipated to take a minimum of 6 months. Through this review it was determined to have a shared resource for items that are common to the various program guides (30, 69). One workgroup Recommendation 29 called for a forms review. As of January 2011, the CalFresh Program Guide includes a comprehensive indexed Forms Chapter. Other "in progress" recommendations include one concerning the County's guiding principle of "Living Within our Means" (44) and two recommendations concerning an Accuracy and Productivity Expectation Plan (2, 36). The workgroup is currently reviewing Desk Aids to assist workers with the immigration part of the program guide and with translation resources (11, 41). The Training Steering Committee identifies error trends from case reviews, quality control reviews, and appeals cases and works with The Knowledge Center to develop appropriate skills-based trainings (4, 31) for staff that may be conducted using the Learning Management System which does not take people away from their desk. Managers are working to improve current expectations concerning workers daily review of Notices of Action to ensure that as a worker completes an eligibility determination the appropriate correspondence is sent to the client (48, 50).

Ms. Forrester announced the anticipated signing of a contract with InTelegy to act as the Call Center consultant to identify key measurable data or outcomes that will enhance and improve the effectiveness of ACCESS/FRC operations (61). Additionally the Mail Imaging Center is targeted to open on May 20, 2011 to support the first three offices, ACCESS, Metro Office, and Lemon Grove.

6. **Information Item:** BOARD LETTER: MEMORANDUM OF UNDERSTANDING WITH THE SAN DIEGO WORKFORCE PARTNERSHIP, ET AL FOR "THE BRIDGE TO EMPLOYMENT IN THE HEALTHCARE INDUSTRY PROGRAM" (DISTRICT:ALL): Kim Forrester, Assistant Deputy Director, Strategic Planning & Operational Support, Health & Human Services Agency (HHSA): On May 24, 2011 the Chief Administrative Officer will be requesting authorization from the Board of Supervisors to enter into a Memorandum of Understanding between San Diego County and the San Diego Workforce Partnership to administer "The Bridge to Employment in the Healthcare Industry Program" pursuant to a grant of 25 million dollars. In this program, CalWORKs participants will be given priority to receive training for programs in the healthcare industry with desired outcome to assist clients and other low income individuals to obtain certificates/degrees for a career with advancement potential in the healthcare field. This will help lead the client to self sufficiency and meet workforce development needs of the growing healthcare industry.
7. **Discussion Item:** BCC Ethics Training: Kim Forrester, Assistant Deputy Director, Strategic Planning & Operational Support, Health & Human Services Agency (HHSA): A link to this training will be sent to SSAB members.

8. **Information Item:** Agency Updates: Kim Forrester, Assistant Deputy Director, Strategic Planning & Operational Support, Health & Human Services Agency (HHSA):
 - Dean Arabatzis, new Chief Operating Officer Reported May 2, 2011
 - Office of Business Intelligence, under Dale Fleming is being formed
 - Future SSAB meetings will be at the Mills Building at parking validation will be available
9. **Information Item:** Post CalWORKs Services Discussion: None

ADJOURNMENT/SET NEXT MEETING:

The meeting was adjourned at 10:35 a.m.

The next regular meeting will be held on **June 9, 2011, Mills Building, Conference Room 436 A/B, 4th Floor, 1255 Imperial Avenue, San Diego, 9:30 a.m. – 11:30 a.m.**

The SSAB Minutes were written and submitted by Sandee Stewart.