

**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

April 14, 2011

Members Present

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

Staff Present

Kim Forrester, HHSA
Patricia Lopez, HHSA
Maria Sanders, HHSA
Elizabeth Locano, HHSA
Stephanie Gioia, BOS/Roberts
Danny Melgoza, BOS/Cox

Members Absent

Sandy Pugliese

Guests

Ilene Davis, Maria Aceves, Don Davis,
Marjorie Larson, Jenn Tracy,
Dan Mayer, Joni Halpern

1. Chairman Phil Thalheimer called the meeting to order at 9:32 a.m.
2. Chairman Phil Thalheimer made a motion to approve the March 10, 2011 minutes. Mr. Bob Brandenburg seconded the motion. The minutes were unanimously approved.
3. **Public Comments on Items on the Agenda:**
 - i. Ilene Davis, parent advocate of the Supportive Parents Information Network (SPIN) expressed appreciation to Kim Forrester for information requested by Caring Council at last month's meeting. She will share her comments at next month's meeting. Ms. Davis' review of the SNAP workgroup recommendations brought to light problems that can be magnified by business process re-engineering and CalWIN errors. She discussed a case that suggests greater oversight and review of CalWIN's Notices of Action would result in less confusion and adverse consequences for our clients
 - ii. Maria Aceves, on behalf of SPIN, thanked the Board for the opportunity to speak about the Parent's Political League. She requested the SSAB to review the training program to see that it reaches all County workers regarding the VAWA (*ed. Violence Against Women Act*) cases and U-Visa applications.

PRESENTATIONS/DISCUSSION ITEMS:

4. **Discussion Item:** *Ready, Set, Work!* CalWORKs Diversion Demonstration Project Update: Elizabeth Locano, CalWORKs Program Manager, Strategic Planning & Operational Support, Health & Human Services Agency (HHSA): Ms. Locano provided the written First Quarter Status Report November 2010-January 2011 on the CalWORKs *Ready, Set, Work!* (RSW!) Diversion Demonstration Project. She recapped the *RSW!* key objectives and reported first quarter outcomes. Findings for the first quarter indicate that screenings by eligibility staff at the FRCs are effectively identifying work ready participants for *RSW!*, participants prefer the work supports and intensive job search activities provided by *RSW!* as an alternative to dependence on public assistance, and a significant number of participants became employed within the first three months of the program. Based on the success of this pilot program, she said the County is anticipating rolling out the program to the other FRCs beginning in June 2011. Ms. Locano stated a final program evaluation report will be produced in June 2011, following the completion of the six-month pilot period in May 2011.

5. **Discussion Item:** Supplemental Nutrition Assistance Program (SNAP) Work Group Update: Kim Forrester, Assistant Deputy Director, Strategic Planning and Operational Support, Health & Human Services Agency (HHS): Ms. Forrester presented a power point titled "Improving Access to CalFresh". She prefaced her discussion of the SNAP workgroup recommendations by pointing out the significant milestones that were presented at the Board of Supervisor's Meeting, including the increase in demand, the implementation of the Nutritional Security Plan in March 2009, and the implementation of the Business Process Re-engineering in October 2010. After review of the 69 recommendations offered by the Board, 58 were accepted, 10 were deemed to require further study, and 1 required an alternate approach. Ms. Forrester then reviewed 21 "in place" recommendations.
- Ms. Forrester provided additional information regarding the training on poverty issues (recommendation 54) titled "Bridges Out of Poverty", as requested at the March SSAB Meeting after hearing public comments in opposition to the use of "Bridges Out of Poverty" by Ruby Payne. Ms. Forrester indicated the training developed by the County's training section to meet the County's learning objectives on poverty issues was based on a program provided by Father Joe's Village titled "Poverty Concepts and Strategies" that was delivered by Cathy Bradshaw and Mark Stevenson. Ms. Forrester shared comments from training evaluations which were positive. Regarding workgroup recommendation #16 & 20, Ms. Forrester reported the county is in final sign-off of a contract with a call center consultant to enhance ACCESS/FRC operations and effectiveness and identify key measures or outcomes to monitor. Ms. Forrester will provide an update at next month's meeting. At the next SSAB Meeting, Ms. Forrester will provide updates on key ongoing measures, provide status report on additional recommendations that are "In Progress", report on actions completed, and discuss next steps and measures identified.
6. **Information Item:** Agency Updates: Kim Forrester, Assistant Deputy Director, Strategic Planning & Operational Support, Health & Human Services Agency (HHS):
- Selection for Chief Operating Officer has been made. Dean Arabatzis will be joining us on May 2 to replace Terry Hogan. He is previously the Assistant Chief Administrative Officer and Chief Financial Officer from San Bernardino County. He has 21 years of experience in working with Health & Human Services and we are very fortunate to have him on our team.
 - SPOS offices have moved to the James Mills Building and there are new telephone numbers that will be shared with you.
 - Kim Forrester welcomed her new secretary, Sandee Stewart.
7. **Information Item:** Fraud and Integrity Update: Kim Forrester, Assistant Deputy Director, Strategic Planning & Operational Support, Health & Human Services Agency (HHS): No report
8. **Information Item:** Future meeting location: Parking may be limited at County Administration Center (CAC) at some point. Meetings may continue at CAC through June or we could move them to Mills. Board determined that May meeting will remain at CAC and June and future meetings will be at Mills. May and if the Board so desires, we could meet at Mills in June. Information on room number and parking will be provided at May meeting.
9. **Information Item:** Post CalWORKs Services Discussion: None

ADJOURNMENT/SET NEXT MEETING:

The meeting was adjourned at 11:25 a.m.

The next regular meeting will be held on **May 12, 2011, Tower 7, CAC Building, 7th Floor 1600 Pacific Highway, San Diego, 9:30 a.m. to 11:30 a.m.**

The SSAB Minutes were written and submitted by Sandee Stewart.