

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

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SSAB Meeting Minutes

December 8, 2011

<u>Members Present</u> Bob Brandenburg Philip Thalheimer Donald Stump Nancy Rorbaugh Jennifer Tinsley Linda Blair Forth John Hughes	<u>Staff Present</u> Kim Forrester, HHSA Sylvia Melena, HHSA Michael Cargal Richele Swagler, Refugee Coordinator
<u>Members Absent</u> Sandy Pugliese Bruce Abrams	<u>Guests</u> Jennifer Tracy, Marjorie Larson, Trinh Le, Bill Oswald, Dao Doan, John Lucero Criswell, Bill York

1. Chairman Phil Thalheimer called the meeting to order at 9:32 a.m.
2. Bob Brandenburg motioned to approve the November 10, 2011 minutes. Ms. Nancy Rorbaugh seconded the motion. The minutes were unanimously approved.
3. **Public Comments on Items not listed on the Agenda:**
 - John Lucero Criswell, speaking on behalf of San Diego Hunger Coalition, suggested that there be a CalFresh dashboard of performance measures posted on the web to show the progress being made on several of the SNAP workgroup recommendations including participation, timely process and ACCESS performance measures. At the request of the Chair Kim Forrester, Assistant Deputy Director, Health & Human Services, County of San Diego, indicated that most of the information is accessible on the County website.

PRESENTATIONS/DISCUSSION ITEMS:

4. **Discussion Item:** Supplemental Nutrition Assistance Program (SNAP) Work Group Update: Michael Cargal, Administrative Analyst III, Strategic Planning and Operational Support, Health & Human Services Agency (HHSA): Mr. Cargal addressed the meeting with an update to the SNAP workgroup recommendations entitled "Improving Access to CalFresh". CalFresh recipients were up .1% from last month to 242,497. Child recipients are up 11% from last year and senior recipients are up 42%. The goal to increase child and senior participants from the March 2009 level by 50,000 before 2012 has been surpassed by 120%. CalFresh applications are up 21% from last year. Timely processing has decreased over the past month, but continues to be above the state mandated requirement of 90%. Newly hired staff are in training, and the Agency hopes this will begin to increase timely processing. Data on pending cases is reviewed and monitored, but is used in conjunction with data on applications to ensure productivity. Mr. Cargal reported that CalFresh performance data is online for access by the public at http://www.sdcountry.ca.gov/hhsa/programs/ssp/ssp_progtrend.html . This includes data on timely processing of regular applications, timely processing of expedited services, and application and participation information. The Agency continues to work with our IT vendor on the Customer Relations Management System utilizing the SNAP technology grant. This application will immediately scan items, issue receipts, and track documents. Mr. Cargal stated the In-Progress recommendations regarding case monitoring and imaging systems and procedures to deal with lost documents are being addressed using several approaches. The Mail Imaging Center (MIC) has been supporting all offices since September 9, 2011. The MIC procedures require imaging

documents received via US Mail within 24 hours of receipt. The practice is to image immediately and notify a Family Resource Center (FRC) that documents are ready for processing. Kim Forrester updated progress on the Customer Relations Management (CRM) System. She reported InTelegy is reviewing the Business Requirements document and will ensure the CRM tool meets InTelegy's recommendations/requirements for a task tracking tool. Ms. Forrester stated ACCESS wait time averaged less than 39 minutes last month. When 10 to 15 additional temporary staff took ACCESS calls, the wait time was reduced approximately 24 minutes. Mr. Cargal said the Agency has submitted a request to the USDA Federal Nutrition Service to utilize funds from the Nutrition Expansion Grant to purchase ads at 20 bus shelters for a period of about nine months.

5. **Information Item:** Improving Customer Service-InTelegy Assessment: Kim Forrester, Assistant Deputy Director, Strategic Planning and Operational Support, Health and Human Services Agency (HHSA): Ms. Forrester reported the InTelegy consultant shared the preliminary report with subject matter experts. Some of the factors reviewed for the report include: number of calls coming in to ACCESS; number of dropped calls; number of busy messages; number of staff that would be required to answer and resolve calls received; and the number of trunk lines needed to accommodate the volume of calls. In addition, they looked at the processes at the FRCs (Family Resource Centers) that impact the ACCESS Center both negatively and positively. InTelegy has asked for some additional time to recheck the data as their recommendations will be based on assumptions made from this foundational data. They expect to have a final report in early January. In anticipation of the recommendations, the County has begun the process of implementing measures which take time to put in place. The Agency has started the process of hiring additional staff, including additional trainers, and securing classroom space. A work request to add more trunk lines has been initiated recognizing that the final number will be determined based on the specific recommendations from the InTelegy assessment.
6. **Information Item:** Fraud & Integrity Report: Kim Forrester, Assistant Deputy Director, Strategic Planning & Operational Support, Health and Human Services Agency (HHSA): No Report.
7. **Information Item:** Agency Updates: Kim Forrester, Assistant Deputy Director, Strategic Planning & Operational Support, Health & Human Services Agency (HHSA): Ms. Forrester advised members of a recommendation from the Board of Supervisors that the Chief Administrative Officer (CAO) review the structure, functions and duties of the Commission on Children Youth and Families . The CAO is to return with recommended changes including recommendations on elimination of unmandated functions that at overlap with other advisory boards.

ADJOURNMENT/SET NEXT MEETING:

The meeting was adjourned at 9:55 a.m.

The next regular meeting will be held on **January 12 , 2012, Mills Building, 4th Floor, Room 436 A/B, 1255 Imperial Avenue, San Diego, 9:30 a.m. to 11:30 a.m.**

The SSAB Minutes were written and submitted by Sandee Stewart.