

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

3851 Rosecrans, San Diego, CA 92110

San Diego Room

Phone (619) 338-2870

Fax (619) 338-2872

SSAB Meeting Minutes

November 08, 2012

Members Present

Bob Brandenburg
Philip Thalheimer
Sandy Pugliese
Jennifer Tinsley
Bruce Abrams
Linda Blair Forth
John Hughes

Members Absent

Donald Stump
Charles Borra

Guests

Amanda Schultz, Marjorie Larson, Hilda Chan, Amanda Schultz, Jennifer Tracy, Maria Aceves, Joyce Abrams, Andy Hall, Daniel Beron, Traci DelPurgatono, Joni Halpern, Bill York, Daniel Benson, Jennifer Seror, Allison Boyer, Aime Zuti, Kate Coleman, Sean Karafin

Staff Present

Rick Wanne, Deputy Director, Eligibility Operations
Anabel Poole, HHSA
Craig Sturak, HHSA
Kim Forrester, HHSA
Maggie Ramsberger, HHSA
Terra Wallace, HHSA
Roxanne Hernandez, HHSA
Rick Vicedo, HHSA
Nadia Privara, HHSA
Allison Boyer, HHSA
Nora Cortez, HHSA
Roxanne Buetel, HHSA
Thai Sukraztan, HHSA
Jolie Ramage, HHSA
Carmen Lopez, HHSA
Adriana Ramirez, HHSA
Laura Hernandez, HHSA
Linda Lake, HHSA
Anita, Rogers, HHSA
Fred Leger, HHSA

1. Chairman Phil Thalheimer called the meeting to order at 9:32 a.m.
2. Bob Brandenburg motioned to approve the October 11, 2012 minutes. Sandy Pugliese seconded the motion. The minutes were approved unanimously.
3. Public Comments on Items not listed on the Agenda:

Topic: A Non US Citizen's Effort to Get Emergency CalFresh for Her US Citizen Children

Speaker: Marjorie Larson, SPIN

Comment: A non US citizen's (parent) application for emergency CalFresh for her US citizen children resulted in the parent receiving and responding to multiple Notices of Action, and requests for additional information from FRC staff and ACCESS. Ms. Larson stated that the customer and her family went hungry during the weeks they struggled to comply. The case was resolved in the appeals process with the assistance of SPIN. Ms. Larson stated that this example illustrates failures of Business Process Reengineering.

Topic: SPIN's Relationship with the County and Maintaining Consistency With the County's Assigned Representative(s)

Speaker: Maria Aceves, SPIN

Comment: Ms. Aceves stated that a good relationship between SPIN and the County is needed. so that the County and SPIN may work together to effect change. SPIN would like to be notified in advance when the County changes the eligibility administrative staff contact person as with each change there has been a sense of starting over which has frustrated the community.

Topic: Presentation To Dale Fleming

Speaker: Ilene Davis, SPIN

Comment: Ms. Davis presented Ms. Fleming with a Certificate of Appreciation from SPIN and a copy of SPIN's recently published children's book, Journey to Our Dreams. Ms. Davis expressed SPIN's appreciation for the County's effort towards building trust with the community through the *Eligibility Stakeholders Community Forum*. She said SPIN believe that public policy and agency practices are more effective when they are informed by the experience of people whose lives they are going to affect. Ms. Davis stated that previously HHSA seemed to fear community involvement; however, in the past year doors have opened thanks to changing attitudes and the robust participation of many groups. She shared SPIN's gratitude to Dale Fleming saying that Ms. Fleming stood out for taking a risk to establish a real relationship where specific questions could be asked and answers can be shared through a respectful forum. She also said that SPIN looks forward to continuing the dialogue with Rick Wanne who will replace Ms. Fleming as representative of HHSA and county contact person for SPIN.

PRESENTATIONS/DISCUSSION ITEMS:

4. **Information Item:** Eligibility Operations Review Tiger Team Update: Anabel Poole, Special Projects Manager, Executive Office, Health & Human Services Agency (HHSA) and Craig Sturak, Office of Strategy And Innovation, Health & Human Services Agency. Mr. Sturak shared the Eligibility Operations Review Tiger Team presentation. He provided an update on the progress with service delivery at ACCESS. Last month's wait time to speak to an agent was 17 minutes 2 seconds, which is an improvement from October 2011 when it was 38 minutes 54 seconds. He said there has been continual and steady improvement in the wait time. Last month 44,150 calls were taken which represents 9,631 more calls than October 2011; therefore wait time is decreasing while number of calls being served is increasing. Mr. Sturak shared a brief preview of the recently launched Continuing Eligibility Pilot (ECP). This pilot is being conducted at Centre City, El Cajon, and North Island FRCs which are the same FRCs that are participating in the new application pilot. The ECP reviews how cases that are already receiving benefits are handled by various task groups such as changes, renewals, and status reports groups. He said anticipated benefits are reduced calls to ACCESS with questions related to cases that are in the renewal process, reducing unnecessary office visits, and generally improving the process overall. The ECP will last for 90 days and various components will be evaluated to include processing time and customer satisfaction. Mr. Sturak finalized by providing an update on processing times-for CalFresh- 69% of applications were timely, 23% pending within 30 days timeframe, 8% processed beyond 30 days; for Medi-Cal 45% of applications were processed timely, 4% were Disability Determination Services Division pending which are the applications that go to the state for review, 41% were pending but within a 30 day timeframe, 10% processed beyond 45 day timeframe; for CalWorks 66% of applications were processed timely, 31% pending within 45 day timeframe, and 3% processed beyond 45 days.

Presentation Questions and Responses:

- How many ACCESS telephone agents are available? 109.
- What is the target number of agents? Initially the goal was 150; however the goal will be determined after the results from improvements made through continuing eligibility are reviewed.
- Are the wait times, presented today tracking, the curve predicted? Yes, they are.
- What is the target wait time? For phase one it was 15 minutes. For phase two 10 minutes is being considered.
- Will the target wait time eventually be less than 10 minutes? Hopefully.

5. **Information Item:** Agency/Eligibility Stakeholders' Community Forum Update: Dale Fleming, Deputy Director, Office of Strategy Innovation, Health & Human Services Agency (HHSA). Rick Wanne, Director of Eligibility Operations, on behalf of Ms. Fleming, presented the topics that were discussed at the Eligibility Stakeholders' Community Forum. He stated that the roles of the community based organizations were discussed along with roles of FRC liaisons. Part of that discussion was about improving the ability to make contact with the FRC for community based organizations. Mr. Wanne discussed Tiger Team activities. He stated that customer satisfaction surveying will continue; improving the processing time for *Notices of Action* is a priority; staff training is a part of a continuous curricular training currently under way; the project for a separate line for community based organizations to contact the ACCESS call center is anticipated for deployment in January 2013. Mr. Wanne stated an update on MyBenefits CalWin deployment will be provided at the January 2013 meeting.
- Phil Thalheimer requested that an update be provided on the status of the 69 recommendations related to CalFresh at the next meeting.
- Bob Brandenburg asked Daniel Benson with Legal Aid Society of San Diego about the status of rewriting CalFresh program guide material. Mr. Benson stated he has made recommendations to every section of program guide for the County.
- Bob Brandenburg then asked how the County was doing on implementing Mr. Benson's recommendations. Rick Wanne answered that some recommendations have been implemented and others are still in process and will provided an update at next meeting.

ADJOURNMENT/SET NEXT MEETING:

The meeting was adjourned at 10:56 a.m.

The next regular meeting will be held on December 13, 2012 at Health Services Complex, 3851 Rosecrans Street, San Diego, 92110 in San Diego Room from 9:30am to 11:30am

The SSAB Minutes were written and submitted by Mariana Soler.