

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

**Held In Person  
North Inland Live Well Center  
649 West Mission Ave, Grand Avenue Room C & D, Escondido, CA 92025  
Phone (619) 338-2932 \* \* Fax (619) 338-2972**

**Public Video Viewing/Comment Option:**  
<https://zoom.us/j/92027103543>

**SSAB Meeting Minutes  
December 13, 2023**

**Members Present**

Vino Pajanor  
Jan Spencley  
Robin Maxson  
Buck Martin  
Greg Anglea  
Keara O'Laughlin  
Rachel Morineau

**Members Absent**

Phil Thalheimer  
Carol Lewis  
Daniel Murphy

**Staff Present**

Rick Wanne, Director, Self-Sufficiency Services  
Alberto Banuelos, HHSA  
Assmaa Elayyat, HHSA  
Allison Boyer, HHSA  
Jeannie Hufford, HHSA  
Albert Garcia, HHSA  
Yenissa Salgado, HHSA  
Ida Bell, HHSA  
Patty Baker, HHSA  
Gloria Garcia, HHSA  
Ismael Lopez, HHSA  
Gabriela Damian, HHSA  
Mirna Lopez, HHSA  
Marcus Giffin, HHSA  
Bianca Sosa-Graciano, HHSA

**Guests**

Lindsey Wade, HASDIC  
Jack Dailey, Legal Aid Society of San Diego  
Gabby Davidson, California Association of Food Banks  
Mauricio Medina, San Diego Hunger Coalition  
Shelly Dieu, San Diego Hunger Coalition  
Anae Evangelista, San Diego Hunger Coalition  
Cierra Williams (SEIU)  
Alexondria Harris, HHSA Staff  
Drucilla Willis, HHSA Staff  
Eduardo Gaeta, HHSA Staff  
Kimberly Smith, HHSA Staff  
Angel Wright, HHSA Staff  
Walter Olivas, HHSA Staff  
Sherry Flores, HHSA Staff  
Dawn Schultheis-Musselman, HHSA Staff  
Bob Stonebrook  
Mary Winchester  
Kaye Turpin

1. Meeting called to order at 9:32 by Chair, Vino Pajanor.
2. The November 8, 2023 Meeting Minutes were approved, with 6 Board Members present voting yes and 1 abstained.
3. Public Comments:
  - No public comment

4. **Information Item:** Information Item: Tour of the North Inland Live Well Center: Yvonne Hose, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Hose guided a tour of the North Inland Live Well Center.
  
5. **Presentation Item:** County Selected BenefitsCal Opt-In Features: Steven Hoadley, Program Specialist II, Self-Sufficiency Services, Health and Human Services Agency (HHSA) and Gabby Davidson, Policy Advocate, California Association of Food Banks. Mr. Hoadley presented an overview of the features that the County of San Diego has opted into on BenefitsCal, along with a metrics report. Ms. Davidson presented an overview on the opt-in features in BenefitsCal and the counties that have opted into them, along with its impact on customers, outreach workers and eligibility workers. An open discussion occurred relating to our Access Call Center, and Mr. Rick Wanne agreed to test out additional features such as the Call Me and Two Way Messaging features on BenefitsCal to evaluate the benefit.

A public comment was made by Shelly Dieu of the San Diego Hunger Coalition, stating that she believes features such as Two Way Messaging would reduce the time spent and improve the quality of service the County of San Diego has already proven with the existing various avenues of communication and increase access.

A public comment was made by Mauricio Medina of the San Diego Hunger Coalition, echoing his colleague's previous comment, requesting County staff and Members of the SSAB to think of this as a user-centered design: thinking of the customer's experience once they apply and access CalFresh benefits. He expressed that reducing the numbers of clicks and putting it all in one place would benefit not only the client and the customer, but the County as well to run more efficiently.

6. **Information Item:** Update on Medi-Cal Renewals, PHE Lift for Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Elayyat mentioned that January 2024 is going to be the last phase of Medi-Cal expansion for full scope coverage, sharing that the County has been working on an outreach and advertising campaign to notify the community. An E-Blast from the County News Center regarding the Medi-Cal expansion was also shared. She also provided an update regarding the Medi-Cal Renewals Report.

**ADJOURNMENT/SET NEXT MEETING:**

The meeting was adjourned at 11:35 a.m. Next regular meeting will be held on January 10, 2024.