

**COUNTY OF SAN DIEGO  
HEALTH AND HUMAN SERVICES AGENCY  
SOCIAL SERVICES ADVISORY BOARD  
3851 Rosecrans Street, San Diego, CA 92110  
Phone (619) 338-2942  
Fax (619) 338-2872**

**SSAB Meeting Minutes  
April 11, 2013**

**Members Present**

Bob Brandenburg  
Philip Thalheimer  
Jennifer Tinsley

**Members Absent**

Linda Blair Forth  
John Hughes  
Bruce Abrams  
Sandy Pugliese  
Charles Borra

**Staff Present**

Rick Wanne, Deputy Director  
Ida Bell, HHSA  
Deanna Zotalis-Ferreira, HHSA  
Matthew Heffernan, HHSA  
Craig Sturak, HHSA  
Roxanne Hernandez, HHSA  
Albert Garcia, HHSA  
Jeannie Hufford, HHSA  
Kim Forrester, HHSA  
Anita Rodgers, HHSA  
Claudia Gurrola, HHSA  
Carmen Lopez, HHSA  
Laura Hernandez, HHSA  
Petros Alemessalassie, HHSA  
Yvonne Hose, HHSA  
Terra Wallace, HHSA  
Anabel Poole, HHSA

**Guests**

Claire Oksayan, Angela Diaz de Leon, Jessica Silverstein, Elena Vilchis,  
Maricela Solis, Jennifer Seneor, Hilda Chan, Derek Staats, Newt Ferris,  
Dan Meyer, Amanda Schultz, Marjorie Larson, Jennifer Tracy, Joyce  
Abrams, Daniel Benson

1. Chairman Philip Thalheimer called the meeting to order at 9:37 a.m.
2. The February 14, 2013 and March 14, 2013 minutes were approved bob, linda-
3. **Public Comments on Items not listed on the Agenda:**
  - **Dan Meyer – on behalf of caring council – comments in relation to report from last meeting (69) worked with cc and ssab feels that progress has been made. Discussed access and 15 minute wait time, staff is working on NER and doing good work on that. Continuing to work together, clientele is still there and we need to improve, still get complaints from people trying to serve. Looks forward to working with county in positive way.**

**PRESENTATIONS/DISCUSSION ITEMS:**

4. **Action Item: Healthy Families –**
  - *Action for BOS letter on 4/23 for Healthy Families program transition of medical. Mr. Wanne provided background information on Healthy Families*
  - *Discussed 265 positions and disbursement*

*Bo- how confident on 265? Based on cases coming and with existing and future hired in addition to logistics of onboarding- feel comfortable with this number at this time- always reevaluating*

*Phil- rsistence in terms of positions- non that we know of*

*Brice- any children falling out - any financial changes- deferred to Suzette- as far as prog regs- no*

*Linda- age limits- suzette 0-19 different depending on age levels.*

*Of 265 positions- caseloads ballpark? Balanced out as they come in- reevsluation in FrCs to have more balanced caseloads.*

*Sandy- provider base the same? Many providing services from our providers, 2000 or so were part of blue cross and when they came to transition, they will have to pick a new mc managed care provider.*

*Jennifer- for 265 staff- have through about where to put the staff members- going to all frcs as well as access*

*Phil motioned to approve- sandy seconded board letter.*

**5. Information Item: Tabled**

**6. Information Item: Dale- RES- Ms. Fleming discussed refugee services offered by the County of San Diego and shared information on the refugee population.**

- She discussed that the plsn proposes additional services to offer to refugees.
- Funding/Budget- 6 million

Recognized John Hughes- been working in East Region on this project, provided information that has been echoed in assessment.

Sandy-would like to learn more about SHINE- can contact Richele Swagler.

Bruce- between 5 years and 10 year refugees- mainstreamed into community

Bob- skills sets, distribution- what experience? Concerned about employability- biggest problem is getting certified in this county. Want to get them o the road by getting work exp.

Approval - Motion bob- sandy seconded

**7. Information Item: HHSA/Eligibility Operations Updates: Rick Wanne, Deputy Director, Eligibility Operations, Health and Human Services Agency (HHSA).**

- ESCF- rev and recovery, cf NERm CALWIN mobile app and would like to present ant next months meeting, press release during the month, elig by the numbers
- Continue to make progress in transition to case based intake- fully operational by July 1. Sandy- public comment- call center and wait- what is the target and what is the timeline? March was 12:44 below 10 is the next goal. Trying to reset goals in terms of performance. Trying to make preparations to address needs coming our way. Want to have 3 min or less, trying to make incremental improvements. Plsn and goal is to not go backwards.

**ADJOURNMENT/SET NEXT MEETING:**

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

The next regular meeting will be held on **May 9, 2013, Health Services Complex, 3851 Rosecrans Street, San Diego Room, San Diego, 9:30 a.m. to 11:30 a.m.**

**The SSAB Minutes were written and submitted by Jessica Francis.**