

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

**Held Via Microsoft Teams
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**SSAB Meeting Minutes
September 8, 2021**

Members Present

Jan Spencley
Anahid Brakke
Buck Martin
Carol Lewis
Rachel Morineau
Keara Pina
Greg Anglea

Members Absent

Gary Knight
Vino Pajanor

Staff Present

Rick Wanne, Director Self-Sufficiency Services
Albert Banuelos, HHSA
Allison Boyer, HHSA
Adriana Ramirez, HHSA
Assmaa Elayyat, HHSA
Albert Garcia, HHSA
Claudia Gurrola, HHSA
Nanette Hartley, HHSA
Patty Baker, HHSA
Eric Rubio, HHSA
David Hopkins, HHSA
Michael Schmidt, HHSA
Paola Martinez-Montes, Board/Supervisors District 4
Kyle Sand, San Diego County

Guests

Lindsey Wade, Hospital Association of San Diego
Amanda Schultz Brochu, San Diego Hunger Coalition
Mauricio Medina, San Diego Hunger Coalition
Amanda Baumann, San Diego Hunger Coalition
Kathryn Link-Oberstar, San Diego Hunger Coalition
Devin Ton, San Diego Hunger Coalition
Erin Shaner, San Diego Hunger Coalition
Jack Dailey, Legal Aid Society of San Diego
Luis Monteagudo, 2-1-1 San Diego
Karin Ellis, Kone Consulting
Oswaldo Urdapilleta, Kone Consulting
Jen Keyes, National University

1. Meeting called to order via WebEx at 9:32 by Chair, Anahid Brakke.
2. The August 11, 2021 Meeting Minutes were approved, with all Board Members present voting yes.
3. Public Comments:
 - No Public Comment

4. Update on Local Response to COVID19 Emergency for all Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Elayyat provided updates on CalFresh, Medi-Cal, CalWORKs and General Relief flexibilities and waivers. The new Community Partner Resource Tool Kit was also presented, to include outreach materials in several languages and Live Well Mobile reservations.
5. Overview of Access Call Center and Rescheduling Process: Michael Schmidt, Human Services Operations Manager, Health and Human Services Agency (HHSA). Mr. Schmidt presented the background of Access Customer Service Center, including historical data, current and future business practices, their COVID-19 response, and information regarding the new single reschedule line handled by 211 San Diego.
6. Review of 2021 SSAB Goals and Objectives: Anahid Brakke, Chair, Social Services Advisory Board. Ms. Brakke and SSAB members discussed meeting platforms, accessibility and language accommodations for all audiences, in-service training opportunities for Community Based Organizations by County staff and additional outreach efforts for food distribution sites and schools.
7. Update on SSAB Ad Hoc Enrollment Task Force Subcommittee: Anahid Brakke, Chair, Social Services Advisory Board. Karin Ellis and Oswaldo Urdapilleta, Kone Consulting. Ms. Ellis and Mr. Urdapilleta provided updates on Kone Consulting's priorities with the SSAB Ad Hoc Enrollment Task Force Subcommittee including the summarizing and synthesizing of 50 sources of data, the development of two different survey and site/virtual visits to County offices as well as Community Based Organizations.

ADJOURNMENT/SET NEXT MEETING:

The meeting was adjourned at 11:32 a.m. Next regular meeting will be held on October 13, 2021.