

**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  
March 14, 2013**

**AMENDED**

**Members Present**

Bob Brandenburg  
Philip Thalheimer  
Jennifer Tinsley

**Members Absent**

Linda Blair Forth  
John Hughes  
Bruce Abrams  
Sandy Pugliese  
Charles Borra  
Donald Stump

**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 9:36 a.m.
2. The February 14, 2013 minutes were not approved due to lack of quorum.
3. **Public Comments on Items not listed on the Agenda:**
  - Bill Oswald, representing the Caring Council, acknowledged the shift that Caring Council has seen with their relationship with the County in the last six months. He also acknowledged the increase in technology and stated that staff are open and understanding in responding to the issues that have been raised. He stated that he is raising two concerns. The first, he would like to see a goal set for an actual goal for ACCESS call times, and would like to know what the goal is. The second, there is concern about the negative error rate and would like a monthly report to see the changes that are occurring and how the changes have made an impact.

Mr. Thalheimer noted the remarkable turnaround and progress that has been made in recent years and stated the Board's appreciation of the stakeholders becoming partners rather than adversaries.

**PRESENTATIONS/DISCUSSION ITEMS:**

4. **Information Item:** SSAB – CalFresh Recommendations Update Report: Deanna Zotalis-Ferreira, CalFresh Program Manager and Matthew Heffernan, Program Specialist II, Health and Human Services Agency (HHSA) Ms. Zotalis-Ferreira and Mr. Heffernan provided an overview of the development of the 69 recommendations, the current status of the recommendations and recent steps taken on each of them. The presenters thanked those that participated, partnered and collaborated in the efforts of the on-going recommendations. Ms. Zotalis-Ferreira reinforced that this task is not completed, this is a great set of recommendations to infuse into corrective action, ongoing striving for excellence and that HHSA is always looking for opportunities of improvement.
5. **Information Item:** HHSA/Eligibility Operations Updates: Rick Wanne, Deputy Director, Eligibility Operations, Health and Human Services Agency (HHSA). Mr. Wanne acknowledged support and guidance from the SSAB Board in ongoing recommendations and implementations that HHSA is undertaking.

**UPDATES:**

- Eligibility Stakeholders Community Forum - The meeting was well attended and the CalFresh Recommendations Update Report was presented.
- ACCESS PIN Line –The ACCESS PIN Line will go live on March 25, 2013. The process is currently in its final testing periods. There will be a brief application to get a provider PIN line. He stated that this line will be available for non-profits located in San Diego County working with the community. Information will be available on the County website.
- Tiger Teams Intake Update- Mr. Wanne discussed that HHSA is going from task based to a case based process. Currently, seven of the Family Resource Centers are participating in the pilot. He stated that they are looking at going into full production including all FRCs on case based by July 1, 2013. The general parameters will include: when a new intake comes in it will be assigned to a worker and that worker will follow it through its entire life cycle to be granted or proper disposition. Each intake will be done on a scheduled basis no more than 5 days from initial intake. Expedited services and immediate need cases will be seen within regulation time frames. Further updates will be provided along the way, so far, data and staff feedback have been positive.
- Mr. Wanne mentioned that they are working to get a microphone installed for future meetings.

**ADJOURNMENT/SET NEXT MEETING:**

The meeting was adjourned at 10:08 a.m.

The next regular meeting will be held on **April 11, 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.***