

**COUNTY OF SAN DIEGO
HEALTH AND HUMAN SERVICES AGENCY
SOCIAL SERVICES ADVISORY BOARD (SSAB)
1255 Imperial Ave, San Diego CA 92123
Phone (619) 338-2932 * * Fax (619) 338-2972**

**SSAB Meeting Minutes
September 11, 2019**

Members Present

Philip L. Thalheimer
Paul Downey
Buck Martin
Gary Knight
James Floros
Carol Lewis

Staff Present

Rick Wanne, Director Eligibility Operations
Albert Banuelos, HHSA
Jeannie Hufford, HHSA
Albert Garcia, HHSA
Patty Baker, HHSA
Michael Schmidt, HHSA
Carmen Lopez, HHSA

Members Absent

Linda Blair Forth
Lorri Sulpizo
Anahid Brakke
Rita Palet

Guests

Bennett Donine, San Diego Hunger Coalition
Jaqueline Hess, San Diego Hunger Coalition
Amanda Schultz Brochu, San Diego Hunger Coalition

1. Meeting called to order at 9:35AM by Chair, Philip L. Thalheimer.
2. The August 14, 2019 Meeting Minutes were approved, with all Board Members present voting yes.
3. **Public Comments on Items not listed on the Agenda:**
 - Amanda Schultz Brochu, San Diego Hunger Coalition, discussed Public Charge and related resources.

ACTION/INFORMATION ITEMS:

4.	Presentation Item: Overview of Health and Humans Services Agency County Contracts: Patty Kay Danon, Director, Agency Contract Support, Health and Human Services Agency (HHSA) Ms. Danon, presented an overview on Agency Contract Support (ACS). ACS works internally with our Health and Human Services Agency regions, divisions, and with contractors.
5.	Presentation Item: Health and Human Services Agency New Call Center Technology Implementation: Albert Garcia, Chief, Eligibility Operations, Health and Human Services Agency (HHSA) Mr. Garcia presented an overview on the new technology for the Health and Human Services Agency call centers. The new technology will help the center better meet the needs of the operations and customers.
6.	Action Item: Follow up on Legislative Advocacy on Public Charge Rule: Rick Wanne, Director, Eligibility Operations, Health and Human Services Agency (HHSA)
7.	Information Item: Eligibility Updates on Enrollment, Performance, and Legislative Items: Rick Wanne, Director, Eligibility Operations, Health and Human Services Agency (HHSA) Mr. Wanne presented an update and overview on Eligibility enrollment, performance and legislative items.

ADJOURNMENT/SET NEXT MEETING:

The meeting was adjourned at 11:17 a.m. Next regular meeting will be held on October 09, 2019, Mills Building, 1255 Imperial Ave, San Diego CA 92101