

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

MEETING NOTICE: Zoom ONLY

Join by phone: +1 669 900 9128

Phone Conference ID: 857 3496 6514

Join on your computer or mobile app:

<https://us02web.zoom.us/j/85734966514>

**April 13, 2022
9:30 a.m. to 11:30 a.m.**

AGENDA

- | | |
|-------------|---|
| 9:30 - 9:31 | 1. Call to Order |
| 9:31 - 9:33 | 2. Action Item: Authorization of Teleconferencing Meeting Option Pursuant to Government Code Section 54953(e).

1) Find that there is a proclaimed State of Emergency
2) Find that State and local officials have recommended measures to promote social distancing |
| 9:33 - 9:37 | 3. Action Item: Approval of March 9, 2022 Meeting Minutes |

PUBLIC COMMENTS

- | | |
|-------------|--|
| 9:37 - 9:47 | 4. <u>Guidelines for Public Comment on Items not listed on the agenda:</u>

➤ Members of the public may request to speak about any issue within the purview of the Board
➤ Each speaker will be limited to three (3) minutes
➤ Board members may not discuss or take action on issues raised during public comment unless the issue is listed in this Agenda |
|-------------|--|

PRESENTATIONS/DISCUSSION ITEMS

- | | |
|---------------|--|
| 9:47 – 10:30 | 5. Information Item: Planning for the End of Continuous Medi-Cal Eligibility and AB 1900: Jan Spencley, Member, Social Services Advisory Board and Assmaa Elayyat, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA) |
| 10:30 – 11:00 | 6. Information Item: 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) |

- 11:00 – 11:30 7. **Discussion Item:** Update on SSAB Recommendations: Anahid Brakke, Chair,
Social Services Advisory Board

ADJOURNMENT/ NEXT MEETING

Next regular meeting will be held on May 11, 2022.

ASSISTANCE FOR THE DISABLED:

Agendas and records are available in alternative formats upon request. Contact the Social Services Advisory Board staff contact at 619-338-2932 with questions or to request a disability-related accommodation. To the extent reasonably possible, requests for accommodation or assistance should be submitted at least 24 hours in advance of the meeting so that arrangements may be made. Additional information can be found on the Social Services Advisory board website:

https://www.sandiegocounty.gov/content/sdc/hhsa/programs/ssp/social_services_advisory_board.html

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

Held Via Zoom

Join by phone: +1 669 900 9128

Phone Conference ID: 814 5919 5815

Join on your computer or mobile app:

<https://us02web.zoom.us/j/81459195815>

**SSAB Meeting Minutes
March 9, 2022**

Members Present

Jan Spencley
Anahid Brakke
Carol Lewis
Keara O'Laughlin
Rachel Morineau
Robin Maxson

Members Absent

Buck Martin
Greg Anglea
Vino Pajanor

Staff Present

Rick Wanne, Director Self-Sufficiency Services
Albert Banuelos, HHSA
Adriana Ramirez, HHSA
Allison Boyer, HHSA
Assmaa Elayyat, HHSA
Jeannie Hufford, HHSA
Ida Bell, HHSA
Albert Garcia, HHSA
Michael Schmidt, HHSA
Eric Rubio, HHSA
Yvonne Hose, HHSA
Brenda Vargas, HHSA
Darlene Beltran, HHSA
Roxanne Hernandez, HHSA
David Hopkins, HHSA
Claudia Gurrola, HHSA
Nanette Hartley, HHSA
Patty Baker, HHSA
Kelly Chan, HHSA
Ruth Martin, Board/Supervisors District 1
Victoria Floyd, Board/Supervisors District 2
Amanda Berry, Board/Supervisors District 3
Josh Bohannon, Board/Supervisors District 4
Donna Cleary, Board/Supervisors District 5
Enrique Banuelos, BPAI
Steve Lujan, BPAI

Guests

Lindsey Wade, Hospital Association of San Diego
Ivonne Velazquez, Hospital Association of San Diego
Amanda Schultz Brochu, San Diego Hunger Coalition
Devin Ton, San Diego Hunger Coalition
Jack Dailey, Legal Aid Society of San Diego
Luis Monteagudo, 2-1-1 San Diego
Karla Samoyoa, 2-1-1 San Diego
Jen Keyes, National University

1. Meeting called to order via Zoom at 9:31 by Chair, Anahid Brakke.
2. Authorization of Teleconferencing Meeting Option Pursuant to Government Code Section 54953(e), was approved with all Board Members present voting yes.

3. The February 16, 2022 Meeting Minutes were approved, with all Board Members present voting yes.
4. Public Comments:
 - No public comment
5. Presentation Item: Presentation and Update on Bureau of Public Assistance Investigations (BPAI): Enrique Banuelos, Deputy Director, Bureau of Public Assistance Investigations, Child Support Services. Mr. Banuelos provided an overview of the Bureau of Public Assistance Investigations (BPAI) department, including the allegations they respond to, staff, early prevention efforts, and investigations.
6. Information Item: 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. She also shared a CalFresh outreach information page that will be included in the Registrar of Voters (ROV) pamphlet to be used throughout 2022.
7. Discussion Item: Update on SSAB Ad Hoc Enrollment Task Force Subcommittee: Anahid Brakke, Chair, Social Services Advisory Board. Ms. Brakke shared recommendations relating to County staffing and workload, program access and Community Based Organization (CBO) access to applications and eligibility processing. Ms. Amanda Berry provided further information on the upcoming Board of Supervisors Meeting on March 15, 2022 where the SSAB Task Force's Letter and Final Report/Recommendations will be presented.

ADJOURNMENT/SET NEXT MEETING:

The meeting was adjourned at 11:31 a.m. Next regular meeting will be held on April 13, 2022.



ITEM #5 PLANNING FOR THE END OF CONTINUOUS MEDI-CAL ELIGIBILITY AND AB 1900

Jan Spencley, Executive Director

San Diegans for Health Care Coverage

Assmaa Elayyat, Chief, Self-Sufficiency Services





ITEM #6

UPDATE ON LOCAL RESPONSE TO COVID-19 EMERGENCY FOR ALL PUBLIC ASSISTANCE PROGRAMS, WAIVERS, ENROLLMENT, SERVICE DELIVERY, DATA

Assmaa Elayyat
Chief, Self-Sufficiency Services





PROGRAM FLEXIBILITIES & WAIVERS

Current Flexibilities & Options

- The following waivers granted by the Food and Nutrition Services (FNS) **have been extended:**
 - Initial application and recertification interviews **June 30th 2022**
 - Telephonic signature **June 30th 2022**
 - Quality control face to face interviews **June 30th 2022**
 - Able Bodied Adults Without Dependents – CA waiver extended through **June 30, 2022**
- The California State Department of Social Services (CDSS) is **requesting additional extensions from FNS on the following waivers:**
 - Initial and recertification interviews (through December 2022)
 - Telephonic signature (through October 2022)
 - Quality Control face to face interviews (through December 2022)



ADDITIONAL UPDATES

- Emergency Allotments
 - **Approved for March, to be issued April 17th**
 - **Approved for April, to be issued May 22nd**
 - All CalFresh households receive a minimum allotment of \$95 monthly as of April
- **May is CalFresh awareness month**
- Pandemic EBT (P-EBT)
 - All P-EBT cards have been mailed to young children under 6
 - P-EBT cards for school age children are currently being mailed
 - CDSS is currently drafting the P-EBT 3.0 plan which covers the 2021–22 school year
 - **Requires FNS approval**



PROGRAM FLEXIBILITIES & WAIVERS

- Executive Order N-71-20 signed on **June 30, 2020** extends the following provisions until the EO is rescinded or the state of emergency ends:
 - Telephonic/verbal signature on application – **extended permanently**
 - Flexibilities on identity and pregnancy verifications – **extended permanently**
- **Initial application interview waiver has expired, interviews for new applications resumed effective December 1, 2021**
- Time on Aid exemption for expiring time-clocks – **extended until further notice**



PROGRAM FLEXIBILITIES & WAIVERS

Executive Order N-71-20 signed on **June 30, 2020** extends the following flexibilities until the EO is rescinded, or when the state of emergency ends:

- Annual renewal suspension
- Negative action suspension

Additional program flexibilities that remain in place:

- Telephonic and verbal attestation and signature
- Flexible verification requirements

Public Health Emergency renewed through April 16th 2022 by Federal Administration, DHCS will provide a 60-day notice prior to ending it

Medi-Cal Quality Control (MEQC) reviews resumed effective **December 1, 2020**



UPCOMING POLICY CHANGES

Postpartum Care Expansion:

- Effective April 1, 2022
- Expands Postpartum Care from 60 days to 1 year from the end of pregnancy

Older Adult Expansion:

- Effective May 1, 2022
- Expands full scope Medi-Cal to adults aged 50+ regardless of immigration status

Property Limit Increase for Non-MAGI programs:

- Effective July 1, 2022
- Property limit for one person increases from \$2,000 to \$130,000
- Property limit for two people increases from \$3,000 to \$195,000
- Increase for each additional person goes from \$150 per person to \$65,000 per person

Note: State plan to eliminate the asset limit for Non-MAGI programs effective January 1, 2024 is still pending federal approval

SELF-SUFFICIENCY SERVICES



TELEWORK PERFORMANCE SUMMARY MARCH 2022

- Staff Teleworking
 - Self-Sufficiency – 48% (1,268)
 - HHSA – 40%
 - SD County – 42%
- Daily Attendance
 - Feb 2020 – 85% of Staff Attendance
 - March 2022 – 89% of Staff Attendance
- Access Call Center
 - Feb 2020 – 140,000
 - March 2022 – 161,499
 - 15% increase in calls received
- Access Average Speed of Answer
 - Feb 2020 – 8 Minutes
 - March 2022 – 64 Seconds
 - 83% improvement in Average Speed of Answer
- Access Calls Abandoned
 - Feb 2020 – 13,430
 - March 2022 – 2,308
 - 82% Decrease in Abandoned Calls
- Applications Received
 - Feb 2020 – 30,310
 - March 2022 – 45,619
 - Total Apps Feb 20 – Mar 2022: 908,724
- Applications Processed
 - Feb 2020 – 43,000
 - March 2022 – 30,479
 - All applications processed timely
- Increase in Total Recipients
 - Feb 2020 – March 2022 : 322,649
 - 31.2% increase in total recipients
- Benefits Issued Feb 2020 – March 2022:
 - All Programs: \$2,152,366,064
 - CalFresh: \$1,724,184,354
- Performance
 - CalFresh Accuracy Rate : 95%
- Customer Service Satisfaction Rate : 97%



NATHAN FLETCHER

CHAIR

San Diego County Board of Supervisors

April 6, 2022

The Honorable Nancy Skinner
Chair, Senate Budget and Fiscal Review Committee
State Capitol, Room 5094
Sacramento, CA 95814

The Honorable Phil Ting
Chair, Assembly Budget Committee
State Capitol, Room 6026
Sacramento, CA 95814

Re: Budget Requests from the County of San Diego

Dear Chairwoman Skinner and Chairman Ting:

The state budget is one of the most important documents in California government as it details the distribution of dollars for critical programs and services throughout the state. As budget deliberations continue for the FY 2022-23 budget, the County of San Diego would like to highlight those items of greatest importance to our community. We understand the difficult choices you face and hope this will be helpful in informing your decisions. On behalf of the County of San Diego, we respectfully request your consideration of the following budget requests:

The County of San Diego was pleased to see the following items included in the Governor's January Proposed Budget and requests they are enacted as part of the final Budget Act of 2022:

Zero-Emission Vehicles (ZEV) Acceleration

The Governor's Proposed Budget includes several investments to zero-emission vehicle acceleration, including:

- \$256 million for low-income consumer purchases
- \$900 million to expand affordable and convenient ZEV infrastructure access in low-income neighborhoods
- \$419 million to support sustainable community-based transportation equity projects that increase access to zero-emission mobility in low-income communities.

Long Duration Storage

The Governor's Proposed Budget includes \$380 million over two years to invest in long duration storage projects throughout the state and support grid reliability.

Universal Access to Health Care Coverage

We support the Governor's proposal to expand full-scope Medi-Cal eligibility to all income-eligible adults aged 26 through 49 regardless of immigration status. California already covers healthcare costs for low-income people younger than 26 and those over 50. The Governor's proposal closes the gap to include all ages. There are approximately 2.3 million undocumented individuals in California, and they represent 40% of California's medically uninsured. The COVID-19 pandemic has further demonstrated the disproportionate impact the pandemic has had on underserved communities and vulnerable populations. The Governor's proposal levels the playing field and ends the systematic exclusion of undocumented individuals from Medi-Cal.

The County of San Diego joins others on the following budgets requests:

Public Health Workforce Capacity and Retention

We join the California Can't Wait Coalition in supporting the Governor's proposal to invest \$300 million ongoing for state and local governmental public health infrastructure and the Public Health Equity and Readiness Opportunity (HERO) Initiative, which seeks to bolster public health recruitment and retention and the workforce pipeline. We have seen first-hand throughout the COVID-19 pandemic the devastation that underfunding local public health departments have on communities across the state. Local public health departments are the first line of defense against all public health threats, and these departments rely on a highly skilled and specialized workforce who are often stretched far too thin. A sustainable investment in public health is essential now to ensure that a robust public health workforce is in place to contain and minimize not only the next outbreak or emergency, but to continuously improve the health of our communities.

Building Workforce Capacity for Masters of Social Workers

We join the County Welfare Directors Association of California (CWDA) in supporting a proposal to invest in our public schools of social work to increase master's level graduates and promote greater diversity for those graduating. County human services agencies rely upon Master of Social Work (MSW) level staff to deliver federally-and state-mandated protective services to vulnerable populations, including those served in our child welfare programs and our adult protective services program. Masters level staff have the training, skills and knowledge to provide more intensive support and services to populations with extraordinarily complex needs who are served by county human services agencies, including victims of abuse and neglect. Continued growth and expansion of protective services and other public services, such as homelessness services, health care, and behavioral health, results in greater competition among public and private agencies for a limited pool of workers. Increasing the diversity and number of MSW graduates will allow California to meet the challenge of serving vulnerable populations across multiple disciplines.

Medi-Cal's Comprehensive Perinatal Services Program

We join the First 5 Association of California and the First 5 Center in supporting the expansion of the Comprehensive Perinatal Services Program to align with the recent expansion of Medi-Cal's

postpartum eligibility period from 60 to 365 days. The State Department of Health Care Services currently limits the Comprehensive Perinatal Services Program's benefits to those designed for the initial 60-day postpartum period. To promote maternal and infant health, as well as help, prevent adverse childhood experiences, the Comprehensive Perinatal Services Program should provide social needs assessments and related services, as is required under Medi-Cal's Comprehensive Perinatal Services Program, throughout the additional 10 months of postpartum eligibility launching April 1, 2022. The County of San Diego, working along with the local First 5 and state and federal governments, supports additional resources to support pregnant women and children birth to five years of age.

CalFresh Administration Bridge Funding

We join the County Welfare Directors Association of California (CWDA) in supporting a \$60 million annual General Fund investment in the CalFresh program until the budget methodology for county administration is updated, so that counties' determinations of CalFresh eligibility can be conducted timely and accurately as more Californians seek access to CalFresh benefits. State funding for counties' administration of the CalFresh Program is inadequate. Particularly, the budgeting methodology to determine the amount of state funding provided to pay for its share of CalFresh administration costs is based on costs as they existed 20 years ago and is only funding about 60 percent of current county costs. While a statutory update to the budgeting methodology for county CalFresh administration is expected next fiscal year once COVID-19 pandemic waivers end, the requested \$60 million will shore up the county's current operational levels to ensure counties' administration of the CalFresh program is conducted in timely and accurately as demand for CalFresh benefits continues to grow.

Lanterman-Petris-Short (LPS) Conservatees

We join the California State Association of Counties in opposing the punitive measures against counties to curb referrals for felony incompetent to stand trial (IST) treatment with the establishment of a growth cap, county cost-sharing methodology if the cap is exceeded and a proposal that would close new admissions of Lanterman-Petris-Short (LPS) conservatees and Murphy conservatees if county referrals for IST placements are not reduced by an unspecified amount. The County of San Diego wants to be a partner to find solutions to the IST waitlist, but such a significant policy change needs adequate time for counties and the state to thoughtfully assess and plan for the population's needs and ensure safe, available, appropriate community-based alternatives exist prior to discharge. The population of LPS conservatees currently receiving treatment are among the most vulnerable and high-risk LPS conservatees in the state. They are medically fragile, and in the case of Murphy Conservatees, likely pose a significant public safety risk. We urge the Administration to withdraw these proposals and instead work collaboratively with counties and the Legislature to develop a joint proposal to assist with the state's growing Department of State Hospitals census, inclusive of both individuals with felonies who have been found IST and LPS conservatees.

East County Advanced Water Purification Project

We join and support the Padre Dam Water District in their request for an allocation of \$25 million to cover increased costs related to raw materials and supply chain challenges for the East County Advanced Water Purification Project. This project will create a new, locally sourced,

environmentally friendly supply of water in East San Diego County. In addition to reducing our regional dependence on imported water, the East County Advanced Water Purification Project will also serve disadvantaged communities, create local jobs, establish drought-resistant clean water source, divert wastewater from the ocean for environmental benefits, and more. Completion of the East County Advanced Water Purification Project in 2025 will provide over ten million gallons of purified water each day, enough to serve 26,000 homes a year. This is an important water supply project that aligns with the goals of California's Water Resilience Portfolio.

The County of San Diego also requests funding consideration for the following items:

San Diego County Behavioral Health Hub

We respectfully request your consideration and support for San Diego County's Central Regional Behavioral Health Hub. San Diego County is reimagining behavioral health services through a vision to expand behavioral health capacity across the continuum of behavioral health care in the region and to ensure access to an array of behavioral health services at all levels, including prevention, diversion, and continuous and chronic care services. The Central Region Behavioral Health Hub is a centerpiece of this vision. It will be an integrated care environment designed to accelerate the transition from behavioral health crisis to sustainable continuous chronic care management. An underlying principle is that this care hub will reflect the integration of physical and behavioral health and healthcare. The County has already acquired land and programming dollars for the project and key design, build and licensing activities will commence this calendar year. The County is requesting a direct allocation of resources to move forward, in partnership with the State, to improve behavioral health outcomes.

Tijuana River Valley Transboundary Pollution

For more than 30 years, the Tijuana River Valley has experienced an increased discharge of trash, sediment, and wastewater as a result of transboundary pollution. The sewage flows degrade water quality in the Tijuana River Estuary and adjacent beach coastal waters and also pose a significant public health risk to residents and visitors along both sides of the border.

Public Health Crisis

On February 9, 2021, the County of San Diego Board of Supervisors declared the transboundary water pollution at the Tijuana River Valley a public health crisis. This declaration acknowledges that the diverse sources of contamination have a direct correlation to health outcomes, posing a health and environmental threat. The County of San Diego, as a public health agency for the region, along with federal, state, and other local agencies, has a responsibility to address the issue head on to improve the overall health of residents in our binational region. The County requests a direct allocation of funding to investigate the public health outcomes related to pollution at the Tijuana River Valley in order to better understand the scope of the impact.

Infrastructure

While concrete solutions have been identified to address the cross-border pollution problem, there continues to be a need for additional funding to complete the projects necessary to provide a

long-term solution to the problem. The 2021 Budget Act included \$20 million to address water quality issues at border rivers, but additional funding is still needed. The County requests additional funding for projects that will address the transboundary pollution issue, including those projects identified in the County's Tijuana River Valley Needs and Opportunities Assessment.

Federal Infrastructure Investment and Jobs Act (IIJA)

The IIJA is a landmark infrastructure bill that provides \$1.2 trillion in total spending over ten years, including \$550 billion in new spending to be allocated over the next five years. The County of San Diego continues to monitor implementation of the bill and looks forward to the historic investments coming to California. The County requests that as the State receives these funds the following priority areas are considered:

- Stormwater Management and Infrastructure
- Green Infrastructure
- Water Quality Improvement Projects
- Broadband
- Transportation

Sincerely,

A handwritten signature in dark ink, appearing to read "Nathan Fletcher", with a stylized, sweeping flourish at the end.

NATHAN FLETCHER
Chair, San Diego County Board of Supervisors
Supervisor, Fourth District

Cc: Senate President Pro Tempore Toni Atkins
Senator Patricia Bates
Senator Brian Jones
Senator Ben Hueso
Assembly Member Randy Voepel
Assembly Member Marie Waldron
Assembly Member Tasha Boerner Horvath
Assembly Member Brian Maienschein
Assembly Member Christopher Ward
Assembly Member Akilah Weber



MONTHLY UPDATES



ELIGIBILITY SERVICES BY THE NUMBERS...

April 2022 (Data Month: March 2022)

PARTICIPANTS

- **CalFresh:** 355,039 recipients, up 6.05% from last year.
 - 122,861 child recipients (0-18), up 1.53% from last year.
 - 73,476 senior recipients (60+), up 15.74% from last year.
- **CalWORKs:** 40,853 recipients, up 9.29% from last year.
 - 31,028 child recipients (0-18), up 4.16% from last year.
 - Welfare-to-Work: 9,649 participants, up 34.89% from last year.
- **CMS:** 15 CMS recipients, up 15.38% from last year.
- **General Relief:** 3,749 recipients, up 56.21% from last year.
- **Medi-Cal:** 956,034 recipients, up 10.46% from last year.
 - 324,802 child recipients (0-18), up 5.52% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (March 2021–March 2022)
			Previous Month	Previous Year	
CalFresh	204,198	355,039	0.18%	6.05%	501,279
CalWORKs	14,942	40,853	0.99%	9.29%	55,243
CMS	15	15	0.00%	15.38%	68
General Relief	3,738	3,749	0.64%	56.21%	8,865
Medi-Cal	517,613	956,034	0.63%	10.46%	996,940
Total	740,506	1,355,690	0.52%	9.32%	1,103,992

*Recipients include 342,640 under ACA Medicaid Coverage Expansion.

The number of **unduplicated recipients for **all** programs.

PROCESSING

Applications Registered		
Program	March 2022	FYTD
CalFresh	17,133	159,854
CalWORKs	1,929	18,481
CMS	66	557
General Relief	2,226	19,074
Medi-Cal	9,125	91,493
Total	30,479	289,459

Renewals Generated		
Program	March 2022	FYTD
CalFresh	10,417	84,813
CalWORKs	1,008	11,948
CMS	4	54
General Relief	88	898
Medi-Cal	47,704	379,588
Total	59,221	477,301

Periodic Reports Generated		
Program	March 2022	FYTD
CalFresh	17,189	146,672
CalWORKs	1,045	6,178
General Relief	0	9
Medi-Cal	14	157
Total	18,248	153,016

Documents Imaged	
March 2022	FYTD
421,410	3,531,302

Tasks Created	
March 2022	FYTD
416,499	3,422,732

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	March 2021	March 2022	Change	FYTD
Total Calls	141,150	161,499	20,349	1,312,186
Abandoned	777	2,308	1,531	18,383
Average Wait Time	0:17	1:02	0:45	0:57

Community Based Organization (CBO)				
Month	March 2021	March 2022	Change	FYTD
Total Calls	4,881	5,433	552	40,430
Abandoned	45	92	47	494
Average Wait Time	0:44	1:33	0:49	1:09

Emails Received	
March 2022	FYTD
4,674	39,357

FAMILY RESOURCE CENTER VISITS

Month	March 2021	March 2022	Change	FYTD
Total Tickets Issued	28,456	30,631	7%	290,216
Average Wait Time (min.)	(*)	(*)	N/A	

* Due to COVID-19 Waivers, Avg time is not available for March 2022

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 15 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 92.99%
- Annual Renewal Timeliness = 99.94%

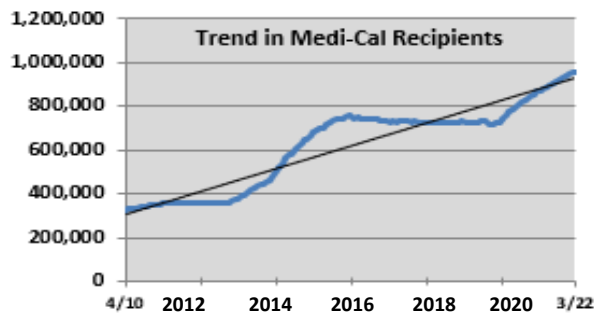
CalWORKs

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 18 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 89.02%
- Annual Renewal Timeliness = 99.59%

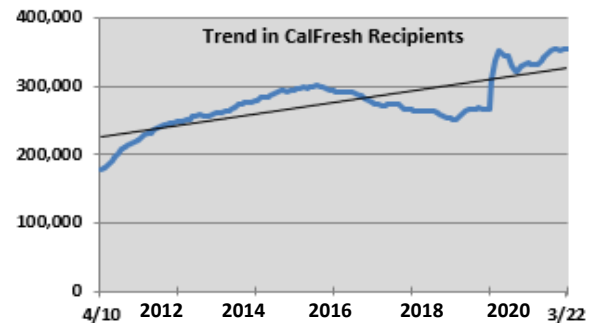
Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 20 Days
- Annual Renewal Timeliness = 99.97%

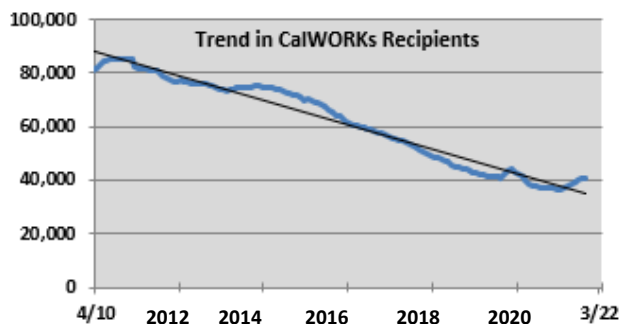
Medi-Cal Recipients		
FY Apr 10	FY Mar 22	192%
327,466	956,034	Increase



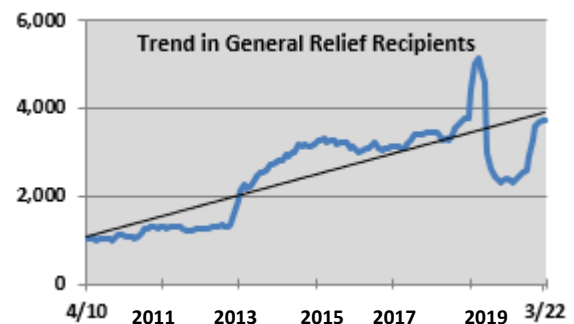
CalFresh Recipients		
FY Apr 10	FY Mar 22	99%
178,133	355,039	Increase



CalWORKs Recipients		
FY Apr 10	FY Mar 22	-48%
79,262	40,853	Decrease



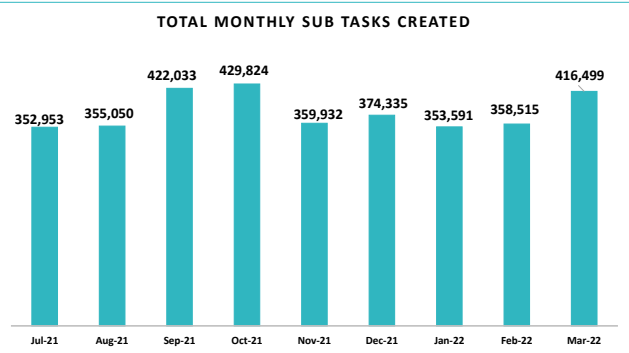
General Relief Recipients		
FY Apr 10	FY Mar 22	256%
1,054	3,749	Increase



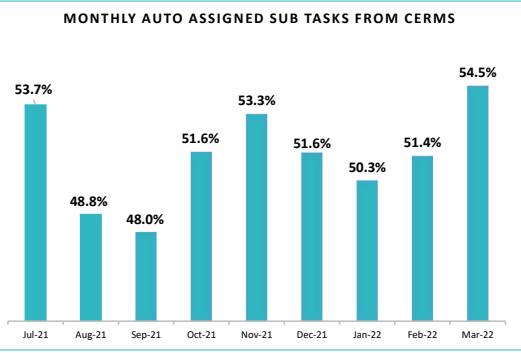
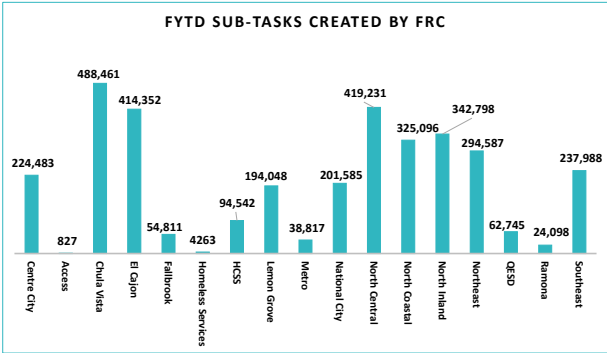
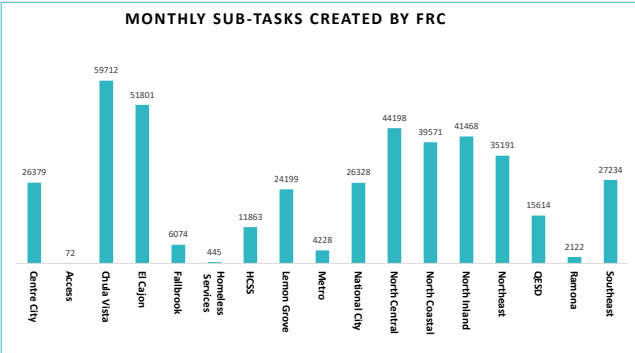
Monthly Self-Sufficiency Services Performance Dashboard (FY 21/22)

San Diego County
Data Month : March 2022

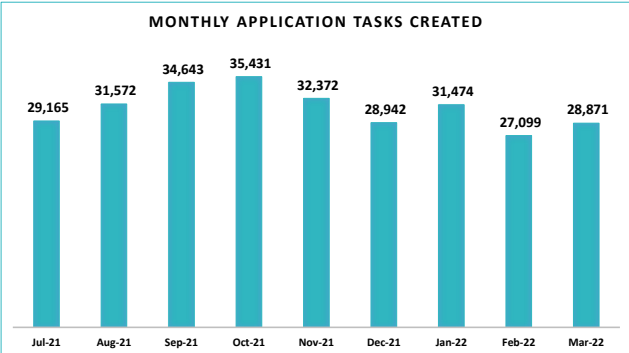
Work Management System (WMS) Subtasks Created



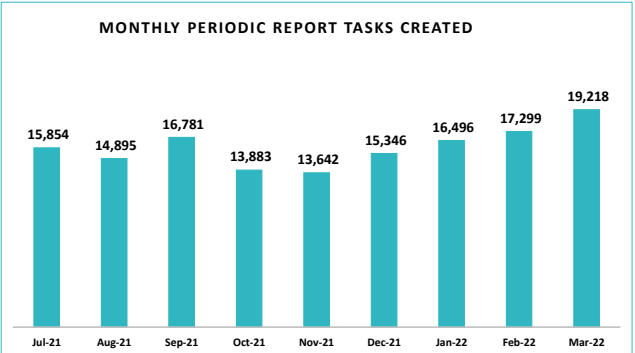
FYTD 3,422,732



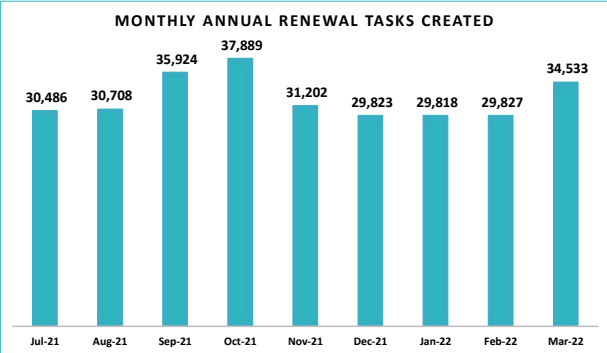
FYTD 51.5%



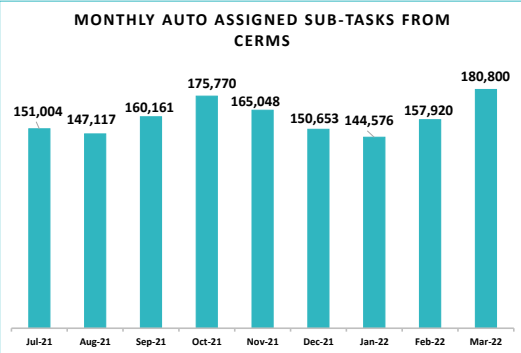
FYTD 279,569



FYTD 143,414

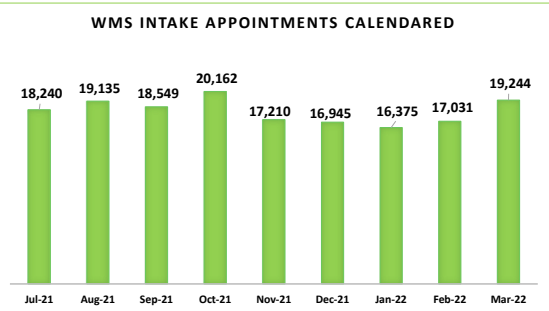


FYTD 290,210

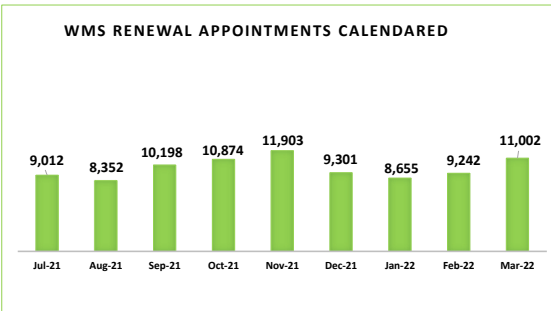


FYTD 1,433,049

MONTHLY WMS CALENDARED APPOINTMENTS

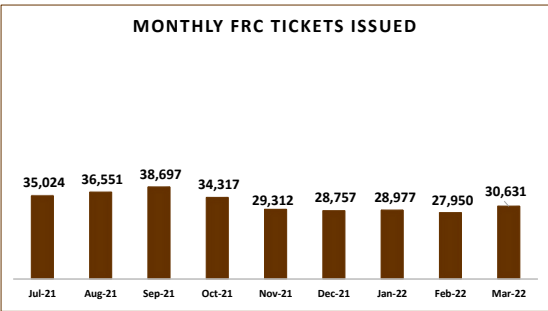


FYTD 162,891

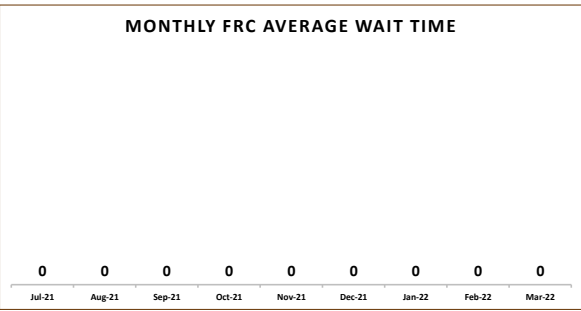


FYTD 88,539

LOBBY MANAGEMENT

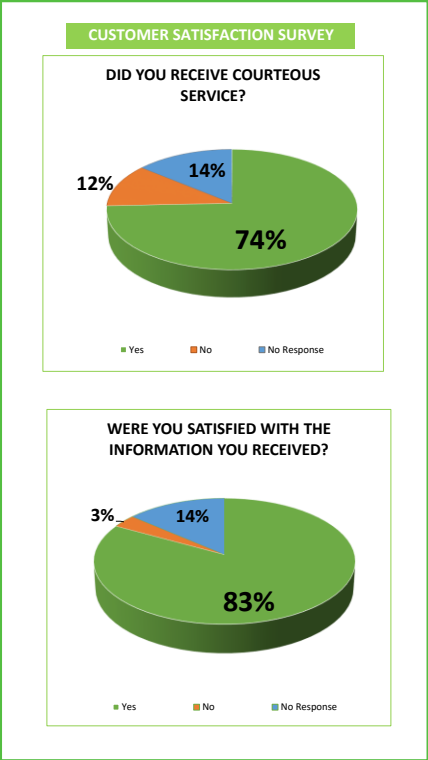
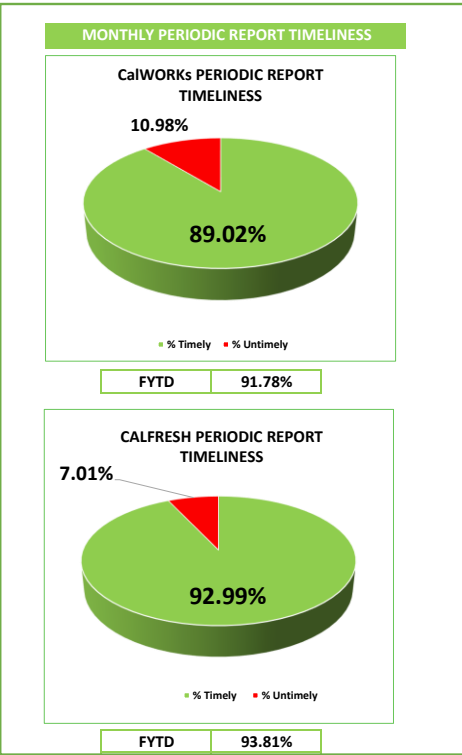
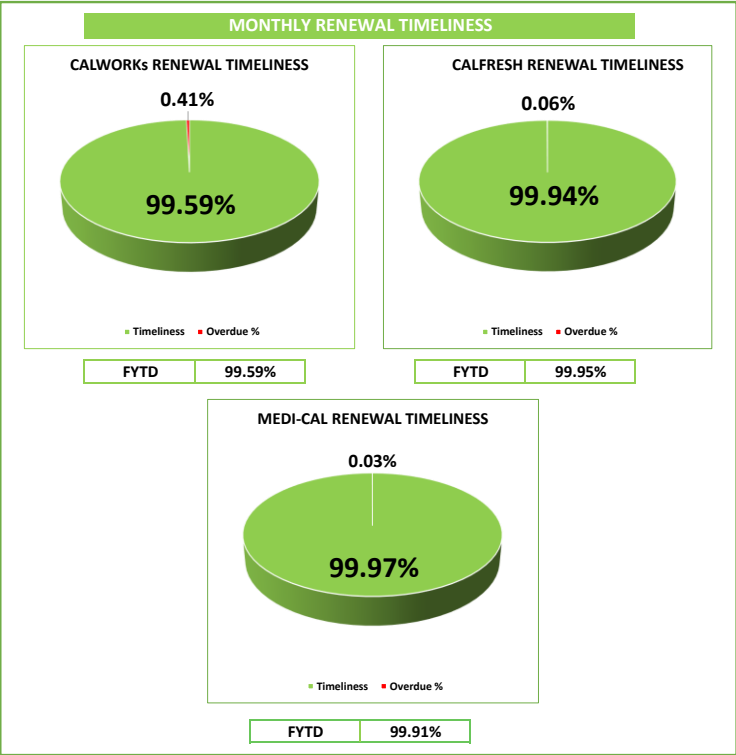
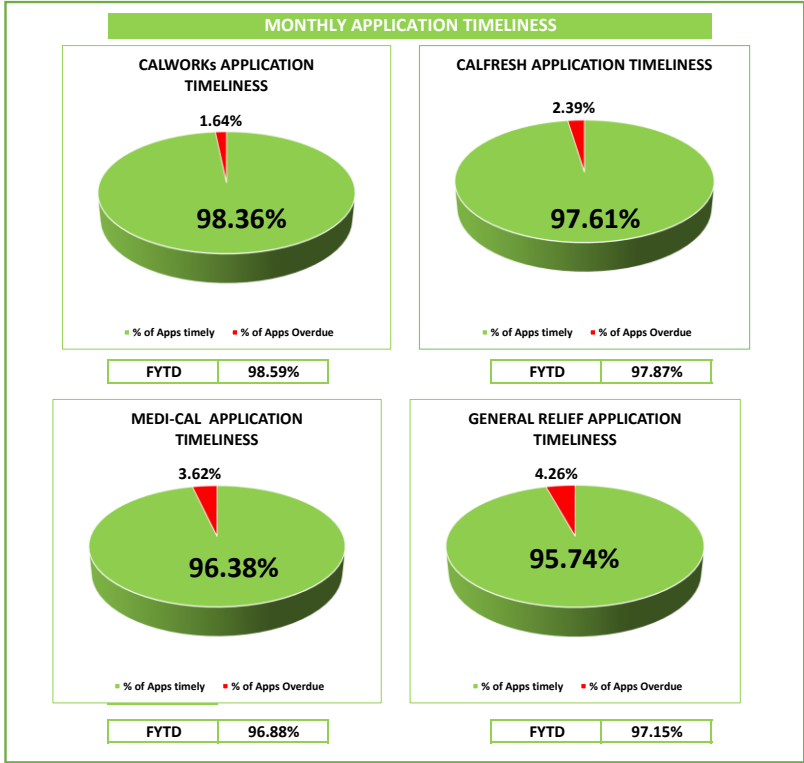


FYTD 290,216

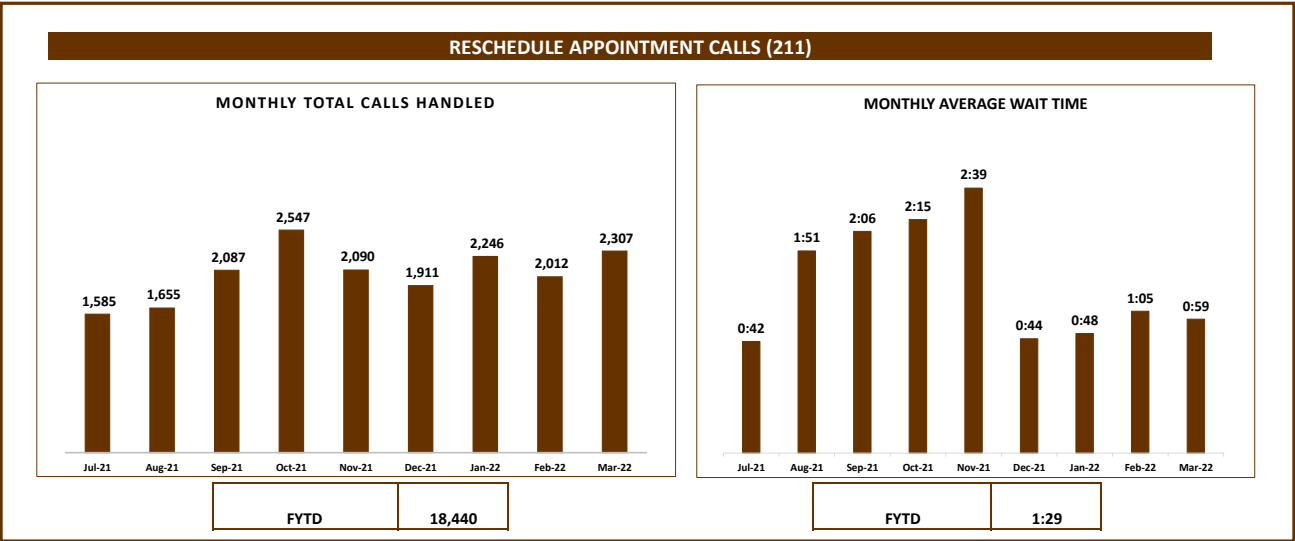
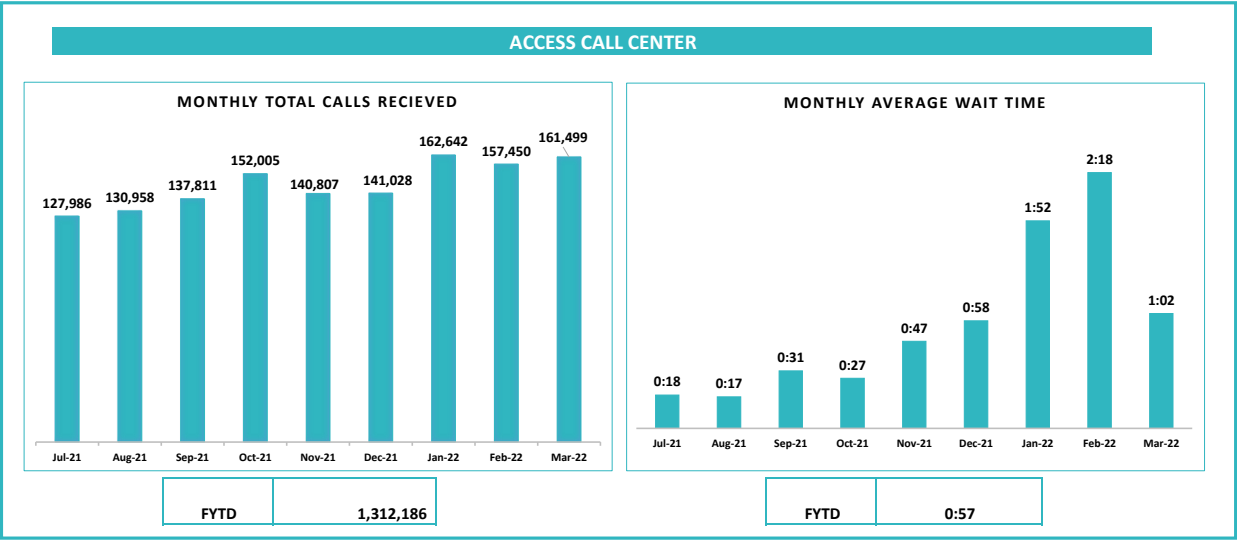


*Average time is not available
FYTD 0.00

CASE PROCESSING PERFORMANCE (CALWIN)



ACCESS CALL CENTER





ITEM #7 UPDATE ON SSAB RECOMMENDATIONS

Anahid Brakke, Chair, SSAB

