

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

MEETING NOTICE: In Person

**North Central Live Well Center
5055 Ruffin Road, 2nd Floor Conference Room, San Diego CA 92123
Phone (619) 338-2932**

Public Video Viewing/Comment Option: <https://zoom.us/j/99302073163>

**April 12, 2023
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: Approval of March 8, 2023 Meeting Minutes |

PUBLIC COMMENTS

- | | |
|-------------|---|
| 9:33 - 9:43 | 3. <u>Guidelines for Public Comment on Items not listed on the agenda:</u> <ul style="list-style-type: none">➤ 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

- | | |
|---------------|---|
| 9:43 – 10:30 | 4. Presentation Item: Overview of the Hospital Association of San Diego & Imperial Counties (HASDIC) and Hospital Outstation Partnership with Self-Sufficiency Services: Lindsey Wade, Senior Vice President, Hospital Association of San Diego & Imperial Counties (HASDIC) |
| 10:30 – 11:00 | 5. Action Item: Review Legislative Advocacy Bills and Letters of Support that Align with SSAB Strategic Priorities: Assmaa Elayyat, Acting Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA) |
| 11:00 – 11:30 | 6. Information Item: Update on Local Response to COVID19 Emergency for all Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data, PHE Lift: Assmaa Elayyat, Acting Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA) |

ADJOURNMENT/ NEXT MEETING

Next regular meeting will be held on May 10, 2023 at 5055 Ruffin Road, 2nd Floor Conference Room, San Diego, CA 92123.

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 In Person
North Central Live Well Center
5055 Ruffin Road, 2nd Floor Conference Room, San Diego CA 92123
Phone (619) 338-2932 * * Fax (619) 338-2972**

Public Video Viewing/Comment Option: <https://zoom.us/j/96250821950>

**SSAB Meeting Minutes
March 8, 2023**

Members Present

Vino Pajanor
Jan Spencley
Robin Maxson
Keara O'Laughlin
Buck Martin
Daniela Murphy
Greg Anglea
Rachel Morineau
Carol Lewis
Phil Thalheimer

Members Absent

Staff Present

Rick Wanne, Director Self-Sufficiency Services
Albert Banuelos, HHSA
Adriana Ramirez, HHSA
Allison Boyer, HHSA
Jeannie Hufford, HHSA
Assmaa Elayyat, HHSA
Michael Schmidt, HHSA
Eric Rubio, HHSA
Albert Garcia, HHSA
Yenissa Salgado, HHSA
Patty Baker, HHSA
David Hopkins, HHSA
Claudia Gurrola, HHSA
Ismael Lopez, HHSA
Christopher Kaeg, HHSA
Lorraine Simpson-Hargrove, HHSA

Guests

Stephanie Phann, HASDIC
Jack Dailey, Legal Aid Society of San Diego
Karen Fernandez, Legal Aid Society of San Diego
Daniel Benson, Legal Aid Society of San Diego
Tina Bae, Legal Aid Society of San Diego
Mauricio Medina, San Diego Hunger Coalition
Anae Evangelista, San Diego Hunger Coalition
Cierra Gant, SEIU
Isiah Beemen, SEIU
Iris Trammel, HHSA Staff
Gerrell Howard, HHSA Staff
Alexondria Harris, HHSA Staff
Kimberly Smith, HHSA Staff
Lilia Aguilar, HHSA Staff
Karla Magana
Alexandrea Clendenin
Nancy Christensen
Violet Aguirre
Rochelle Otis

1. Meeting called to order at 9:32 by Chair, Vino Pajanor.
2. The February 8, 2023 Meeting Minutes were approved, with all Board Members present voting yes.

3. Public Comments:
 - No public comment
4. **Information Item:** Tour of North Central Live Well Center and Live Well Mobile Office. The Self-Sufficiency Services team guided the SSAB Members and meeting attendees through a tour of the North Central Live Well Center, including the Family Resource Center and the inside of the Live Well Mobile Office.
5. **Action Item:** Letter of Commendation from the SSAB to Board of Supervisors Regarding Self-Sufficiency Services Over the Last 10 Years: Vino Pajanor, Chair, Social Services Advisory Board and Jan Spencley, Vice Chair, Social Services Advisory Board. Mr. Pajanor and Ms. Spencley presented the draft Letter of Commendation to the SSAB members. The SSAB members offered feedback and requested to include more details on the efforts of the Enrollment Task Force (ETF).
6. **Information Item:** Update on Local Response to COVID19 Emergency for all Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data, PHE Lift: 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, waiver expirations, extensions, CalFresh Failure to Provide Denial data and information on the discontinuance of the CalFresh benefit Emergency Allotments on April 1, 2023. Ms. Elayyat also shared a tracking sheet of all active legislative bills, data on the Community Based Organization Referrals for all Self-Sufficiency programs, and reports on monthly robo-calls and text messaging.

ADJOURNMENT/SET NEXT MEETING:

The meeting was adjourned at 11:32 a.m. Next regular meeting will be held on April 12, 2023.



ITEM# 4 OVERVIEW OF THE HOSPITAL ASSOCIATION OF SAN DIEGO & IMPERIAL COUNTIES (HASDIC) AND HOSPITAL OUTSTATION PARTNERSHIP WITH SELF-SUFFICIENCY SERVICES

Lindsey Wade, Senior Vice President
HASDIC



Hospital Outstation Partnership with Self-Sufficiency Services

Social Service Advisory Board

April 12, 2023



HOSPITAL ASSOCIATION
of San Diego & Imperial Counties

Outline



HOSPITAL ASSOCIATION
of San Diego & Imperial Counties

1. Overview of HASD&IC
2. Hospital Outstation Point of Entry (HOPE) Partnership with Self- Sufficiency Services
3. Questions

Overview of HASD&IC

Background

- Established in 1956, HASD&IC is a non-profit organization representing 38 hospitals and integrated health systems in the two-county region.

Membership

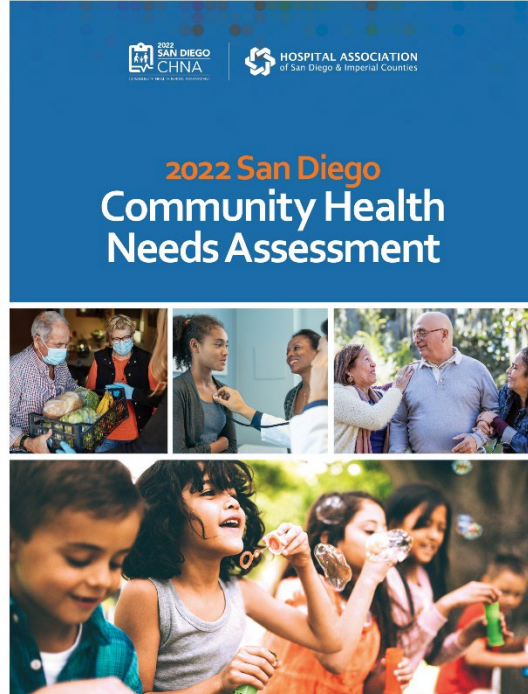
- HASD&IC members represent over 8,600 licensed beds.
- Members range from small, rural hospitals to large, urban medical centers; include
 - not-for-profits (46%),
 - district (12%),
 - investor-owned (18%),
 - university (6%), and
 - city/county/state/federal (18%) facilities.

Leadership

- HASD&IC's board of directors represents all member sectors and provides policy direction to ensure the interests of member hospitals and health systems are preserved and promoted.

2023 Regional Priorities





The CHNA aims to *identify, understand, and prioritize* the health-related needs of San Diego County communities.

<https://hasdic.org/chna/>



2022 CHNA Participating Hospitals & Health Systems

In San Diego County, every private hospital, health system, health district and behavioral health hospital in San Diego participates in this collective effort to better understand the health and social needs of our communities.



U.S. Department of Veterans Affairs
VA San Diego Healthcare System

2022 CHNA Findings

<https://hasdic.org/chna/>



Hospital Outstation Point of Entry Program

HOPE

- A historical partnership between the Hospital Association of San Diego and Imperial Counties (HASD&IC) and the County of San Diego's Hospital & Community Support Services (HCSS), within Self-Sufficiency Services
- Created to provide a pathway for patients to receive timely access to benefits for which they are eligible for including but not limited to, Medi-Cal, CMS, CalFresh, and other public programs.



HOSPITAL ASSOCIATION
of San Diego & Imperial Counties



Hospital Outstation Point of Entry Program

HOPE

Participating Hospitals

- Alvarado Hospital Medical Center
- Palomar Health
- Paradise Valley Hospital
- Rady Children's Hospital - San Diego
- Scripps Health
- Sharp HealthCare
- Tri-City Medical Center
- UC San Diego Health
- VA Hospital*
- SD Psychiatric Hospital*



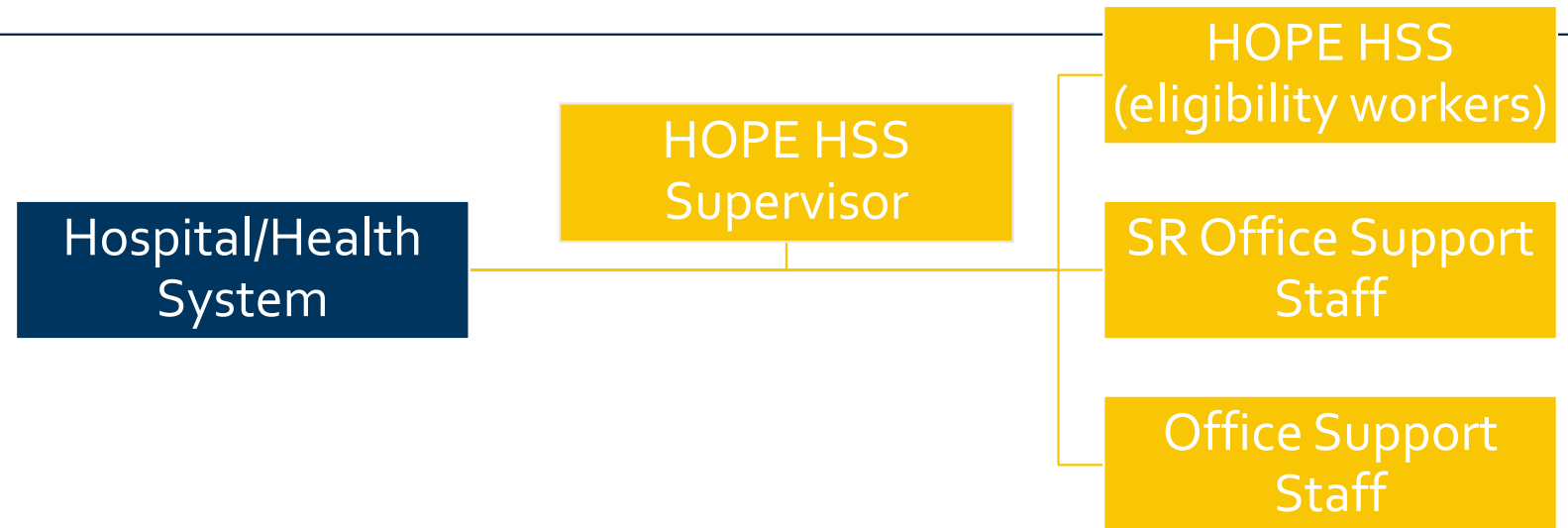
Hospital Outstation evolution over
time . . .

Began new pilot in January 2019

HOPE PODs

County Staffing and Support

- County dedicated HOPE HSS staff (pod) for each participating hospital/health system
- Number of assigned County staff per pod determined by the volume of patients at each facility
- HOPE hospital Medi-Cal and CalFresh applications are assigned to their designated HOPE pod to make eligibility determinations.



HOPE Daily operations

Front-line hospital staff & vendors

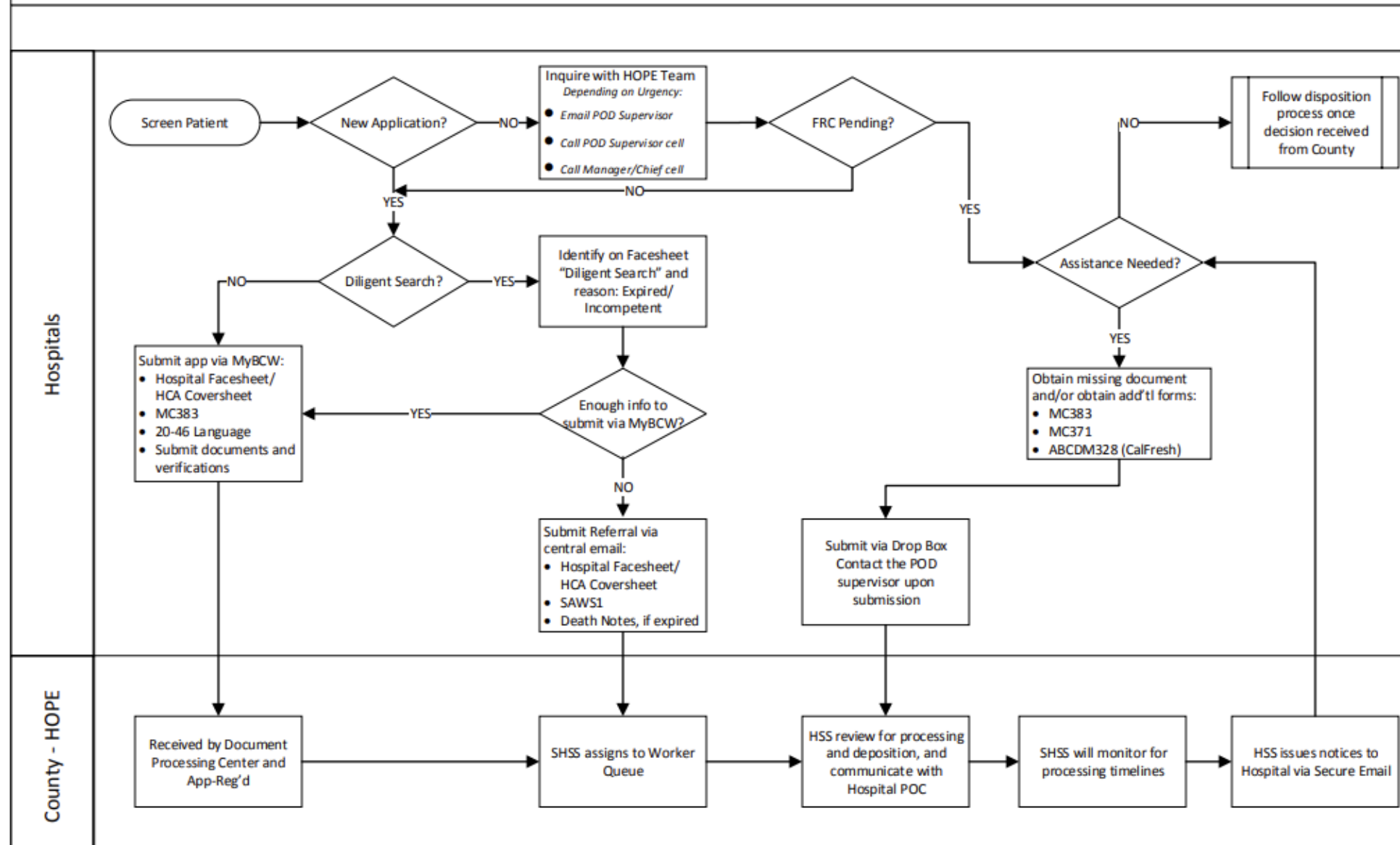
- Application assistance and enrollment, notice and identify issue trends, escalate to managers (HOPE liaison)

HOPE County Eligibility Workers

- Obtain application and verifications, process and evaluate, determine eligibility
- Provide updates on application status to authorized representatives

Application Process

Hospital Outstation Point of Entry | HOPE



HASD&IC Role

Collaborate	Collaborate with the County of San Diego HHSA Agency (HCSS) on behalf of hospitals to improve efficiency and effectiveness of the HOPE program
Support	Provide ongoing support - raise issues or concerns, policy guidance, and training opportunities for HOPE Liaisons and staff
Convene	Convene workgroup meetings and County meetings to provide space for shared learning opportunities, identify issues or barriers to enrollment, and ongoing communication

County Leadership Role

Collaborate

Collaborate with HASD&IC and HOPE Liaisons to resolve/trouble shoot issues or barriers of enrollment

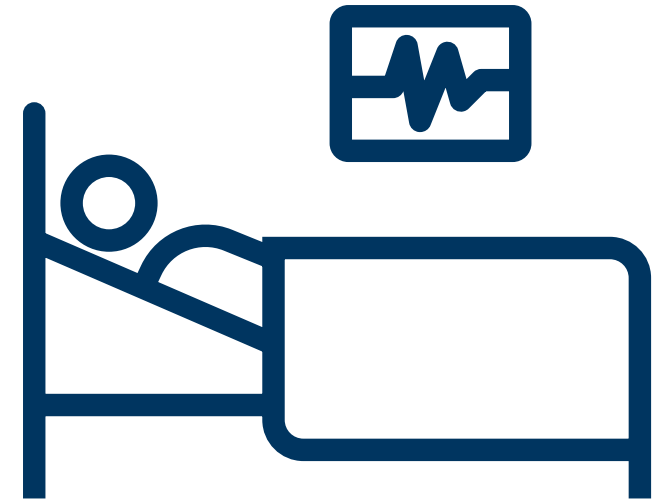
Policy Guidance

Share guidance and/or clarification on Medi-Cal policy and upcoming policy changes

Reports

Share monthly program reports (daily average pending, volumes, CBO PIN usage)

HOPE supports
operational sustainability
for our regional health
eco-system



HOPE

Assistance for Patients

Medi-Cal

- 6,138 so far this year (July 2022 – Jan 2023)
- 11,220 in FY 2021/22

CalFresh

- 669 so far this year (July 2022 – Jan 2023)
- 1,278 in FY 2021/22

County Medical Services (CMS)

- 23 recipients (June 2022)
- 6 recipients (February 2023)

Health System Strain

- Pre-pandemic the baseline number of patients awaiting discharge from hospitals to skilled nursing facilities (SNFs) was **70-100** on a daily basis.
- During the pandemic and now post-pandemic phase, the number of patients awaiting discharge from hospitals to SNFs is **250-300** on a daily basis.

Approximately **80%** of the patients awaiting discharge to SNF are enrolled in a Medi-Cal Managed Care Plan.

COSD Public Health created the Long-Term Care Taskforce which has been meeting since the pandemic started with key stakeholders from the county, state programs, hospitals, SNFs, CAHF, etc.

Health system stress and throughput from ED to post-acute care or community care continues to be an issue throughout our region and the state.

Fraud Prevention

HASD&IC HOPE Medi-Cal Program
Integrity Policy

Partnership with DHCS Investigations
Branch

Fraud Prevention Training Partnership with DHCS

Training Goals

- To define acceptable roles for hospital staff in the eligibility process
- To distinguish between assisting and soliciting
- To discuss Conflict Of Interest and Zero Tolerance To Fraud policies
- To identify potential fraud indicators and appropriate action for hospital staff

Topics

- Early fraud prevention
- Referral process
- Drug Diversion
- Soliciting

Hospital Financial Assistance Programs



Are you or a family member worried
about paying a hospital bill?
Do you need help paying?

SAN DIEGO HOSPITALS ARE HERE TO HELP

PATIENT FINANCIAL ASSISTANCE

Hospitals in San Diego offer financial assistance for patients and families who are struggling to pay for their hospital bills.

If you or someone you know has received a bill that they don't understand or cannot pay, please **get in touch with your local hospital** to get help.

Confidentiality

We understand that the need for patient financial assistance can be a sensitive and deeply personal issue for patients and their families. We are committed to maintaining the confidentiality of requests for assistance, the information obtained in the application process and the funding or denial of assistance for all who participate in our program.

 **KAISER PERMANENTE**
KAISER PERMANENTE
1-800-464-4000
thrive.kaiserpermanente.org

 **PALOMAR HEALTH**
PALOMAR HEALTH
1-855-264-3935
www.palomarhealth.org

 **Rady Children's**
Hospital
San Diego
RADY CHILDREN'S HOSPITAL - SAN DIEGO
1-858-966-4005
www.rchsd.org

 **Scripps**
SCRIPPS HEALTH
1-800-690-9070
www.scripps.org

 **SHARP**
SHARP HEALTHCARE
1-858-499-2400
www.sharp.com

 **Tri-City Medical Center**
TRI-CITY MEDICAL CENTER
1-760-940-7329
www.tricitymed.org

UC San Diego Health
UC SAN DIEGO HEALTH
1-855-827-3633
health.ucsd.edu

Thank you!



Questions?

Contact info:

Lindsey Wade (she/hers)
Senior Vice President

Hospital Association of San Diego and Imperial
Counties

(619) 800-5469

lwade@hasdic.org

www.hasdic.org



ITEM# 5 REVIEW LEGISLATIVE ADVOCACY BILLS AND LETTERS OF SUPPORT THAT ALIGN WITH SSAB STRATEGIC PRIORITIES

*Assmaa Elayyat, Acting Deputy Director
Self-Sufficiency Services*





County of San Diego

SOCIAL SERVICES ADVISORY BOARD

1255 IMPERIAL AVENUE, SUITE 400, SAN DIEGO, CALIFORNIA 92101
TELEPHONE (619) 338-2932 FAX (619) 338-2972

April XX, 2023

Supervisor Nora Vargas, Chairwoman
County Board of Supervisors
1600 Pacific Highway
San Diego, CA 92101

Dear Chairwoman Vargas,

I am writing to you on behalf of the Social Services Advisory Board (SSAB). During the on-going COVID-19 Public Health Crisis, the Food and Nutrition Services (FNS) provided various waivers and flexibilities to states that helped facilitate enrollment and retention into the Supplemental Nutrition Assistance Program (SNAP), also known as CalFresh in California. The Consolidated Appropriations Act of 2023 that was signed by President Biden into law on December 29, 2023 cut funding and provisions that were providing enhanced SNAP benefits and eligibility to program recipients.

As a result of these cuts, all CalFresh recipients in California are seeing a reduction in their CalFresh monthly allotment amounts as of April 1, 2023, in addition college student eligibility will also be impacted starting June 10, 2023, thus creating additional barriers for this population from accessing the CalFresh program.

There are two legislative bills running through the California Legislature this session which if passed, can help reduce the impact on households receiving the minimum monthly CalFresh allotment and college students.

Senate Bill (SB) 600 proposes increasing the minimum monthly CalFresh allotment amount to \$50, which currently can be as low as \$23 for certain households. This proposal would utilize State General Fund revenue to pay for the enhanced benefits and each \$1 spent in CalFresh benefits generates up to \$1.80 in economic activity. Not only would this bill help reduce the continued food insecurity that hundreds of thousands of San Diegans face, but it would also help generate the local economy.

Assembly Bill (AB) 274 would exempt sources of financial aid income from counting against eligible college students applying for both CalWORKs and CalFresh, in addition to exempting the requirement to verify these sources of income. Given the number of college students in San Diego County, the passage of this bill would help facilitate continued eligibility and enrollment for this population after the federal college student pandemic flexibilities end on June 10, 2023.

For the reasons indicated above, we request San Diego County actively support both SB 600 and AB 274. As Chair of the SSAB, I am writing to recommend that the San Diego Board of Supervisors actively support this request.

Respectfully,

Vino Pajanor
Chair, Social Services Advisory Board

cc: Supervisor Terra Lawson-Remer, Vice Chairwoman, District 3
Supervisor Joel Anderson, District 2
Supervisor Nathan Fletcher, District 4
Supervisor Jim Desmond, District 5
SSAB Board Members
Nick Macchione, Director, Health and Human Services Agency
Rick Wanne, Director, Self-Sufficiency Services
Alberto Banuelos, Assistant Director Self-Sufficiency Services

Introduced by Senator Menjivar

February 15, 2023

An act to add Section 18901.26 to the Welfare and Institutions Code, relating to CalFresh.

LEGISLATIVE COUNSEL'S DIGEST

SB 600, as introduced, Menjivar. California CalFresh Minimum Benefit Adequacy Act of 2023.

Existing federal law provides for the federal Supplemental Nutrition Assistance Program (SNAP), known in California as CalFresh, under which supplemental nutrition assistance benefits allocated to the state by the federal government are distributed to eligible individuals by each county. Existing law sets maximum allotment amounts by household size. Existing law, until July 1, 2024, requires the State Department of Social Services to create the Safe Drinking Water Supplemental Benefit Pilot Program to provide time-limited additional CalFresh nutrition benefits to residents of prioritized disadvantaged communities that are served by public water systems that consistently fail to meet primary drinking water standards.

This bill would, by January 1, 2025, require the department to establish the CalFresh Minimum Nutrition Benefit (MNB) Program to provide a household with a monthly CalFresh allotment of less than a minimum monthly benefit, established by the bill to be \$50, with an additional state-funded monthly MNB that is equal to the difference between their monthly CalFresh allotment and \$50. The bill would require the department to annually adjust the minimum monthly benefit amount, as prescribed, and would require these benefits to be delivered through the electronic benefits transfer (EBT) system. By imposing

additional duties on counties administering the program, the bill would impose a state-mandated local program.

The California Constitution requires the state to reimburse local agencies and school districts for certain costs mandated by the state. Statutory provisions establish procedures for making that reimbursement.

This bill would provide that, if the Commission on State Mandates determines that the bill contains costs mandated by the state, reimbursement for those costs shall be made pursuant to the statutory provisions noted above.

Vote: majority. Appropriation: no. Fiscal committee: yes.
State-mandated local program: yes.

The people of the State of California do enact as follows:

- 1 SECTION 1. This act shall be known, and may be cited, as the
- 2 California CalFresh Minimum Benefit Adequacy Act of 2023.
- 3 SEC. 2. The Legislature finds and declares all of the following:
- 4 (a) One in five Californians suffers from food insecurity.
- 5 (b) The federal Supplemental Nutrition Assistance Program
- 6 (SNAP), known as CalFresh in California, is the most important
- 7 defense against hunger, helping millions of Californians prevent
- 8 hunger and its long-term consequences.
- 9 (c) CalFresh not only helps prevent hunger among low-income
- 10 households, it also creates jobs and supports our food economy
- 11 across the state. Each \$1 in CalFresh benefits spent generates
- 12 between \$1.50 and \$1.80 in economic activity.
- 13 (d) During the COVID-19 pandemic, most CalFresh households
- 14 received a temporary boost in CalFresh benefits through federally
- 15 authorized emergency allotments. When those benefits expire in
- 16 February 2023, households will face drastic reductions in their
- 17 monthly benefits. The state should act to mitigate further spikes
- 18 in hunger and hardship.
- 19 (e) Four in five CalFresh households include either a child, an
- 20 older adult, or an individual with a disability, and 81 percent of
- 21 CalFresh households have a gross monthly income less than or
- 22 equal to the federal poverty level.
- 23 (f) The CalFresh minimum allotment for one- and two-person
- 24 households is \$23 per month in the 2022–23 federal fiscal year,
- 25 while the United States Department of Agriculture estimates,

1 through their Thrifty Food Plan, that the cost of food for a family
2 of two is over \$480 per month.

3 (g) Nationally, one in five SNAP households receive between
4 the minimum allotment and \$50 per month, while over one in three
5 households with an older adult are in this benefits range.

6 (h) The cost of living in California is the third highest of any
7 state in the country, after Hawaii and Washington, DC.

8 (i) It is therefore the intent of the Legislature that, to prevent
9 hunger and provide a more dignified safety net, no California
10 household should receive less than \$50 per month in benefits,
11 adjusted for inflation.

12 SEC. 3. Section 18901.26 is added to the Welfare and
13 Institutions Code, to read:

14 18901.26. (a) The department shall establish the CalFresh
15 Minimum Nutrition Benefit (MNB) Program to provide additional
16 state-funded CalFresh nutrition benefits to ensure all CalFresh
17 households receive a minimum monthly benefit.

18 (b) (1) The department shall use funds appropriated for this
19 section to provide all eligible households a state-funded monthly
20 MNB that is equal to the difference between the household's
21 federally funded monthly CalFresh allotment and the minimum
22 monthly benefit established in subdivision (c).

23 (2) For purposes of this section, "eligible household" means a
24 household that is approved to receive a federally funded monthly
25 CalFresh allotment that is less than the minimum monthly benefit
26 established in subdivision (c).

27 (c) The minimum monthly benefit is fifty dollars (\$50). The
28 department shall annually adjust the minimum monthly benefit
29 according to the procedures developed pursuant to Section 273.10
30 (e)(4) of Title 7 of the Code of Federal Regulations.

31 (d) (1) Except as otherwise provided in this section, the federal
32 and state laws and regulations governing the federal Supplemental
33 Nutrition Assistance Program (Chapter 51 (commencing with
34 Section 2011) of Title 7 of the United States Code) shall also
35 govern the program provided for under this section.

36 (2) Benefits granted pursuant to this section shall be delivered
37 through the electronic benefits transfer (EBT) system created
38 pursuant to Sections 10072 and 10072.2.

39 (e) The benefits authorized pursuant to this section are
40 entitlement benefits.

1 (f) This section shall become operative by January 1, 2025.
2 SEC. 4. If the Commission on State Mandates determines that
3 this act contains costs mandated by the state, reimbursement to
4 local agencies and school districts for those costs shall be made
5 pursuant to Part 7 (commencing with Section 17500) of Division
6 4 of Title 2 of the Government Code.

ASSEMBLY BILL

No. 274

Introduced by Assembly Member Bryan

January 23, 2023

An act to add Sections 11250.5 and 18901.09 to the Welfare and Institutions Code, relating to public social services.

LEGISLATIVE COUNSEL'S DIGEST

AB 274, as introduced, Bryan. CalWORKs: CalFresh: eligibility: income exclusions.

Existing federal law provides for allocation of federal funds to eligible states through the federal Temporary Assistance for Needy Families (TANF) block grant program. Existing state law provides for the California Work Opportunity and Responsibility to Kids (CalWORKs) program under which, through a combination of state and county funds and federal funds received through the TANF program, each county provides cash assistance and other benefits to qualified low-income families. Under existing law, certain types of payments received by recipients of aid under the CalWORKs program, including, among others, an award or scholarship provided by a public or private entity to, or on behalf of, a dependent child are exempt from consideration as income for purposes of determining eligibility and aid amount.

Existing federal law provides for the Supplemental Nutrition Assistance Program (SNAP), known in California as CalFresh, under which supplemental nutrition assistance benefits allocated to the state by the federal government are distributed to eligible individuals by each county. Existing law requires the eligibility of households to be determined to the extent permitted by federal law. Existing federal regulation provides states with the option to exclude, for purposes of

calculating a household's income under SNAP, any type of income that the state excludes when determining eligibility or benefits for TANF cash assistance.

This bill would exempt any grant, award, scholarship, loan, or fellowship benefit provided to any assistance unit member for educational purposes from consideration as income for purposes of determining CalWORKs eligibility or grant amounts. The bill would also require the State Department of Social Services to exercise a federal option to exclude, for purposes of calculating a household's income under CalFresh, any type of income that the department excludes when determining eligibility or benefits for CalWORKs. This bill would require the department to implement these provisions through an all-county letter or similar instruction until regulations are adopted. By expanding the scope of eligibility for CalWORKs and CalFresh, the bill would impose a state-mandated local program.

Existing law continuously appropriates moneys from the General Fund to defray a portion of county costs under the CalWORKs program.

This bill would provide that the continuous appropriation would not be made for purposes of implementing the bill.

The California Constitution requires the state to reimburse local agencies and school districts for certain costs mandated by the state. Statutory provisions establish procedures for making that reimbursement.

This bill would provide that, if the Commission on State Mandates determines that the bill contains costs mandated by the state, reimbursement for those costs shall be made pursuant to the statutory provisions noted above.

Vote: majority. Appropriation: no. Fiscal committee: yes.
State-mandated local program: yes.

The people of the State of California do enact as follows:

- 1 SECTION 1. Section 11250.5 is added to the Welfare and
- 2 Institutions Code, to read:
- 3 11250.5. Notwithstanding any other law, any grant, award,
- 4 scholarship, loan, or fellowship benefit provided to any assistance
- 5 unit member for educational purposes shall be exempt from
- 6 consideration as income for purposes of determining eligibility
- 7 for benefits or calculating grant amounts pursuant to this chapter.
- 8 SEC. 2. Section 18901.09 is added to the Welfare and
- 9 Institutions Code, to read:

1 18901.09. The department shall exercise the option provided
2 in Section 273.9(c)(19) of Title 7 of the Code of Federal
3 Regulations to exclude, for purposes of calculating a household's
4 income under CalFresh, any type of income that the department
5 excludes when determining eligibility or benefits for cash
6 assistance provided with federal Temporary Assistance for Needy
7 Families (TANF) funds.

8 SEC. 3. Notwithstanding the rulemaking provisions of the
9 Administrative Procedure Act (Chapter 3.5 (commencing with
10 Section 11340) of Part 1 of Division 3 of Title 2 of the Government
11 Code), the State Department of Social Services shall implement
12 this act through an all-county letter or similar instruction on or
13 before March 1, 2024, until regulations are adopted.

14 SEC. 4. No appropriation pursuant to Section 15200 of the
15 Welfare and Institutions Code shall be made for purposes of
16 implementing this act.

17 SEC. 5. If the Commission on State Mandates determines that
18 this act contains costs mandated by the state, reimbursement to
19 local agencies and school districts for those costs shall be made
20 pursuant to Part 7 (commencing with Section 17500) of Division
21 4 of Title 2 of the Government Code.

Self-Sufficiency Services Legislative Tracking Log					
Revised: 4/11/2023					
Bill Number and Name	Date Introduced	Description	Affected Programs	Support/Oppose/Watch/Concerns	Status
AB 274 - CalWORKs: CalFresh: eligibility: income exclusions	1/23/2023	This bill would exempt as income any grant, award, scholarship, loan, or fellowship benefit provided to any CalWORKs assistance unit member and/or CalFresh household for educational purposes. The bill will eliminate the verification requirement of financial aid, expediting the availability of benefits, and may increase student eligibility for CalFresh.	CalFresh	Advocacy Support	2/2/2023: Active Bill - In Committee Process. Referred to Com. on HUM. S.
SB 600 - California CalFresh Minimum Benefit Adequacy Act of 2023	2/15/2023	This bill would, by January 1, 2025, require the department to establish the CalFresh Minimum Nutrition Benefit (MNB) Program to provide a household with a monthly CalFresh allotment of less than a minimum monthly benefit, established by the bill to be \$50, with an additional state-funded monthly MNB that is equal to the difference between their monthly CalFresh allotment and \$50. The bill would require the department to annually adjust the minimum monthly benefit amount, as prescribed, and would require these benefits to be delivered through the EBT system. By imposing additional duties on counties administering the program, the bill would impose a state-mandated local program.	CalFresh	Advocacy Support	3/13/2023: Active Bill - In Committee Process. Set for hearing April 17.
SB 245 - California Food Assistance Program: Eligibility and Benefits	1/26/2023	This bill would remove the age limitation of 55 years of age or older and make any individual eligible for the program if the individual's immigration status is the sole basis for their ineligibility for CalFresh benefits. By extending eligibility for CFAP, which is administered by the counties, this bill would impose a state-mandated local program.	CalFresh	Support	3/28/2023: Active Bill - In Committee Process. Set for hearing April 10.
SB 260 - CalWORKs: Supportive Services	1/30/2023	This bill would include menstrual product costs as a necessary supportive service, and, on and after April 1, 2025, would make a member of an authorized assistance unit who is between 10 and 55 years of age, inclusive, eligible for an unspecified allocation per month to assist with menstrual product costs if they are documented in the case file as female or the county has received verification that a nonfemale member of the household is menstruating.	CalWORKs	Support	3/28/2023: Active Bill - In Committee Process. Set for hearing April 11.
SB 262 - California Farmworkers Drought Resilience Pilot Project	1/30/2023	This bill would require the California Drought Resilience Pilot project to provide monthly supplemental cash payments to households (HH's) in which one member of the HH is a farmworker. This payment would be exempt for CalFresh and CalWORKs. The bill would benefit customers, as the provisions would allow for less income to be counted when determining CalWORKs and CalFresh eligibility.	CalWORKs/CalFresh	Support	3/21/2023: Active Bill - In Committee Process. From committee: Do pass and re-refer to Com. on GOV. & F. (Ayes 3. Noes 0.) (March 20). Re-referred to Com. on GOV. & F.
AB 325 - Human Services: Noncitizen Victims	1/30/2023	This bill would prohibit the discontinuance of benefits due to a denial of a T or U Visa if the customer is eligible for these benefits on another basis. This bill expands services to noncitizen victims of parental maltreatment, noncitizen children who have been abused, neglected, or abandoned and noncitizens who fear persecution. The bill would add to the categories of eligible customers for the benefits to include individuals who have filed a formal application or petition with the appropriate federal agency for status or relief under the federal Violence Against Women Act.This bill will increase participation for CalFresh and remove barriers to eligibility for noncitizen population.	CalWORKs/CAP/CalFresh/ Medi-Cal	Support	3/29/2023: Active Bill - In Committee Process. In committee: Set, first hearing. Referred to suspense file.
AB 372 - CalWORKs: Eligibility: Income Exclusions	2/1/2023	This bill would exempt income received by an apprentice or pre-apprentice for performing work as part of a specified apprentice program or pre-apprenticeship program from consideration as income for purposes of determining eligibility or calculating grant amount under the CalWORKs program. As a result, customers who would otherwise be ineligible, receive a lower benefit amount or less beneficial program, would become and/or remain eligible to the above programs and associated supportive programs, or would not have a reduction in their benefits.	CalWORKs	Support	3/6/2023: Active Bill - Re-referred to Com. on HUM. S.
AB 605 - CalFresh Fruit and Vegetable Supplemental Benefits Expansion Program	2/9/2023	This bill requires to include within the EBT system a supplemental benefits mechanism that allows an authorized retailer to deliver and redeem supplemental benefits, additional funds delivered to a CalFresh recipient's EBT card upon purchase of California-grown fresh fruits and vegetables using CalFresh benefits. This bill would provide a minimum of 3 grants to nonprofit organizations or governmental agencies for pilot projects to implement and test the supplemental benefits mechanism.	CalFresh	Support	3/29/2023: Active Bill - In Committee Process. From committee: Do pass and re-refer to Com. on APPR. with recommendation: To Consent Calendar. (Ayes 11. Noes 0.) (March 29). Re-referred to Com. on APPR.
SB 462 - General Assistance	2/13/2023	Currently the County of San Diego provides General Relief to indigent customers not supported by other means. These records are to be confidential and not be open to examination or inspection, except as specified. This bill would provide that those provisions do not prohibit sharing of confidential information for purposes directly connected with the administration of relief or with the administration of public social services, as defined.	GR	Support	3/23/2023: Active Bill - In Committee Process. Set for hearing April 11.

AB 847 - Medi-Cal: Pediatric Palliative Care Services	2/14/2023	This bill does not impact county operations. Currently customers under age 21 can receive palliative care or hospice services through the Medi-Cal Early and Periodic Screening, Diagnostic, and Treatment benefit. This bill would extend those benefits for children who turn 21 while receiving palliative care or hospice services.	Medi-Cal	Support	3/27/2023: Active Bill - In Committee Process. Re-referred to Com. on HEALTH.
AB 870 - Public Social Services: Benefits for Students	2/14/2023	This bill will have the California Department of Social Services (CDSS) create a workgroup comprised of CDSS staff and relevant stakeholders that meets quarterly to share best practices, updates, challenges, or other topics related to programs and services offered to students. The workgroup must submit a report to the legislature with findings and recommendations relating to increasing enrollment in programs and services offered by the department that may be available to students, as specified, on or before June 30, 2024, and every 3 years thereafter.	CalWORKs/CalFresh	Support	2/23/2023: Active Bill - In Committee Process. Referred to Com. on HUM. S.
SB 521 - CalWORKs: Pregnancy and Parenting	2/14/2023	This bill will add denial of reasonable pregnancy or parenting related accommodations, in violation of Title IX, to the list of conditions that may be considered good cause for excuse from participation in WTW activities. This additional consideration will allow these customers to seek appropriate and reasonable accommodations without the concern of the noncompliance process being initiated and a potential sanction being applied for not meeting mandatory participation requirements due to the lack of needed accommodations.	CalWORKs	Support	3/20/2023: Active Bill - In Committee Process. From committee with author's amendments. Read second time and amended. Re-referred to Com. on HUMAN S.
AB 866 - Food Assistance for Nonminor Dependents	2/14/2023	The bill would establish a state-funded program to provide food assistance to nonminor dependents who receive Aid to Families with Dependent Children-Foster Care (AFDC-FC) and reside in a supervised independent living placement or a transitional living setting.	CalFresh	Support	3/29/2023: Active Bill - From committee: Do pass and re-refer to Com. on APPR. (Ayes 7. Noes 0.) (March 28). Re-referred to Com. on APPR.
AB 928 - CalFresh Data Dashboard: Students	2/14/2023	This bill would require on annual basis to publish certain data specific to students' receipt of CalFresh benefits on the department's existing CalFresh Data Dashboard, in order to assist in monitoring information about access to CalFresh by students enrolled in an institution of higher education, as defined.	CalFresh	Support	3/29/2023: Active Bill - In Committee Process. From committee: Do pass and re-refer to Com. on APPR. with recommendation: To Consent Calendar. (Ayes 8. Noes 0.) (March 28). Re-referred to Com. on APPR.
AB 991 - Public Social Services: Reporting and Verifications	2/15/2023	This bill has no impact on current policy and procedure as it would, to the extent permitted under federal law, require state and county agencies to accept the reporting by an applicant or recipient of public social services of any lawfully required information, changes, and verification required by law that affect eligibility and benefit amounts, by any means available to the applicant or recipient, including, but not limited to, in person, by telephone, through fax, by email, or by any other electronic means.	CalWORKs/CAPI/GR/ CalFresh/Medi-Cal	Support	2/23/2023: Active Bill - In Committee Process. Referred to Com. on HUM. S.
SB 628 - State Healthy Food Access Policy	2/16/2023	The bill would require all state agencies to consider the state policy regarding the human right to access affordable and healthy food when revising, adopting, establishing policies and regulations when they are relevant to the distribution of affordable and nutritious food. This bill will not expand any obligation of the state to provide food or nutrition assistance or to require the expenditure of additional resources to develop food infrastructure.	CalFresh	Support	3/13/2023: Active Bill - Set for hearing April 17.
AB 1239 - Incarcerated persons: Family Planning, Access, Care, and Treatment Program.	2/16/2023	This bill does not impact county operations. This bill requires DHCS to provide a list of family planning providers to jails to share with inmates upon release, no later than 9/1/2025. For purposes of a list of Family PACT Program providers and clinics to assist county jail inmates, with the list being issued to an entity designated by county jails. Under the bill, any assistance provided to inmates would be provided only to the extent that the inmate elects to apply for the program and receive assistance, as specified.	Medi-Cal	Support	3/27/2023: Active Bill - In Committee Process. Re-referred to Com. on HEALTH.
AB 1536 - Cash Assistance Program for Aged, Blind, and Disabled Immigrants	2/17/2023	This bill would expand eligibility to aged, blind, and disabled customers regardless of immigration status if the customer meets the eligibility criteria for the CAPI program and is not eligible solely due to their immigration status. This bill would exempt customers who are not qualified immigrants, as specified, from having to apply for SSI to receive benefits. This bill will impact the amount of CAPI reimbursements that are made to the State from retroactive SSI payments.	CAPI	Support	3/29/2023: Active Bill - In Committee Process. From committee: Do pass and re-refer to Com. on APPR. (Ayes 6. Noes 1.) (March 28). Re-referred to Com. on APPR.
AB 1457 - Medi-Cal: Serious Mental Illness	2/17/2023	This bill would add CFAP, CAPI, IHSS, and APS to the list of programs for which any decisions governing eligibility that are made by a county would be made exclusively by a merit or civil service employee of the county.	CF/CAPI	Support	3/9/2023: Active Bill - In Committee Process. Referred to Com. on HUM. S.

AB 1470 - Medi-Cal: Behavioral Health Services: Documentation Standards	2/17/2023	This bill does not impact county operations. This bill requires DHCS to standardize forms including intake and assessment forms, relating to medical necessity criteria, mandatory screening and transition of care tools, and documentation requirements pursuant to CalAIM Terms and Conditions. The bill would require the department to consult with representatives of specified associations and programs for purposes of implementing these provisions. The bill would authorize the department to develop and maintain a list of department-approved nonstandard forms.	Medi-Cal	Support	3/27/2023: Active Bill - In Committee Process. Re-referred to Com. on HEALTH.
AB 1644 - Medi-Cal: medically supportive food and nutrition services.	2/17/2023	This bill does not impact county operations. This bill is regarding establishing a medically supportive food benefit for Medi-Cal customers.	Medi-Cal	Support	3/27/2023: Active Bill - In Committee Process. Re-referred to Com. on HEALTH.
SB 819 - Medi-Cal: Certification	2/17/2023	This bill does not impact county operations. This bill would additionally exempt from the Medi-Cal enrollment procedures an intermittent site or mobile health care unit that is operated by the above-described government-run license-exempt clinic if that clinic has notified the department of its separate locations, premises, sites, or units.	Medi-Cal	Support	3/27/2023: Active Bill - In Committee Process. Re-referred to Com. on HEALTH.
SB 870 - Medi-Cal: Managed Care Organization Provider Tax	2/17/2023	This bill does not impact county operations. This bill extends the tax on managed care organizations which is used to fund the non-federal share of provider reimbursement.	Medi-Cal	Support	3/27/2023: Active Bill - In Committee Process. Re-referred to Com. on HEALTH.
SB 770 - Health Care: Unified Health Care Financing	2/17/2023	This bill requires the Secretary of the California HHSA to enter discussions with the federal government to obtain a Medicaid waiver to establish single payer health care coverage in CA. The bill also requires the secretary to create a workgroup of stakeholders to advise on the transition to single payer and provide a report to the legislature with recommendations no later than 6/1/2024. While establishing single payer health care would have a profound effect on Medi-Cal operations, the bill requiring a workgroup and recommendations does not impact county operations.	Medi-Cal	Support	4/3/2023: Active Bill - In Committee Process. Set for hearing April 19.
AB 1481 - Medi-Cal: Presumptive Eligibility	2/17/2023	This bill would change the language in law for the presumptive eligibility for women program to include all pregnant people and the name of the program from Presumptive Eligibility for Pregnant Women to Presumptive Eligibility for Pregnant People (PE4PP). The bill would also allow children under the age of 26 who are pregnant and can consent to medical care to be determined eligible to presumptive eligibility through a qualified hospital. The changes require federal approval prior to implementation.	Medi-Cal	Support	3/20/2023: Active Bill - In Committee Process. Re-referred to Com. on HEALTH.
AB 843 - Electronic Benefits Transfer System	2/17/2023	This bill would prohibit a recipient from incurring any loss of electronic benefits stolen in that manner, thereby codifying the existing regulation described above. To the extent this bill would expand county duties relating to the administration of food benefits, this bill would impose a state-mandated local program. This bill would expand county duties relating to the administration of food benefits, this bill would impose a state-mandated local program.	CalWORKs/CAPI/GR/ CalFresh/Medi-Cal	Support	2/23/2023: Active Bill - In Committee Process. Referred to Com. on HUM. S.
AB 1514: Public Social Services: Student Eligibility	2/17/2023	This bill would require that a workgroup is created to provide recommendations for data usage from Free Application for Federal Student Aid (FAFSA) by county welfare departments. The data will then be used to prepopulate applications for students to receive public social services. The workgroup would be comprised of members of County Welfare Directors Association of California. The bill would require those recommendations to be submitted to the Legislature by December 31, 2024.	CalWORKs/CAPI/GR/ CalFresh/Medi-Cal	Support	3/27/2023: Active Bill - In Committee Process. Re-referred to Com. on HUM. S.
SB 9	12/5/2022	This bill would expand the dependency and jurisdiction of the juvenile court to the age of 22 years if the court finds that the NMD is experiencing homelessness or is at risk of homelessness (if not under the jurisdiction of the juvenile court). This bill would also expand the age limit for NMDs to be eligible for cash aid to the age of 22. The provisions of this bill would increase the number of customers who qualify for NMD CalWORKs aid.	CalWORKs	Support, if amended	3/21/2023: Active Bill - In Committee Process
AB 94 - Administration of Public Social Services-Blocked Telephone Calls	1/9/2023	This bill would prohibit outgoing calls from displaying a blocked phone number. The bill would impose a state mandated local program.	CalFresh	Watch	3/29/2023: Active Bill - From committee: Do pass and re-refer to Com. on APPR. with recommendation: To Consent Calendar. (Ayes 8. Noes 0.) (March 28). Re-referred to Com. on APPR.
SB 85 - Immigration – Case Management and Social Services	1/13/2023	This bill would reallocate state funds in order to expand the Reception and Placement Program (commonly known as R&P in California) for refugees and asylees. The reallocated funding would allow recipients of the funding to provide an additional 90 days of state funded R&P case management services to refugees and asylees. Because San Diego is a refugee impacted county, San Diego RAs are likely to be eligible for the reallocation of funds from nonimpacted counties. There will be no additional funding allocated for this program extension and the funding will only be available subject to appropriation. As such, this bill would not impact Self-Sufficiency Services staffing or workload.	Self-Sufficiency Services HHSA	Watch	2/23/2023: Active Bill - In Committee Process. Re-referred to Com. on HUMAN S.

SB 242 - California HOPE for Children Trust Account Program	1/25/2023	The bill would require eligibility workers to not consider California Hope, Opportunity, Perseverance, and Empowerment (HOPE) Trust accounts as property for the purposes of determining eligibility for means tested social services programs such as Medi-Cal, CalWORKs, CalFresh, General Assistance, Medi-Cal, Kinship Guardianship Assistance Payment, Adoption Assistance Program (AAP), and Cash Assistance Program for Immigrants (CAPI).	CalWORKs/CAPI/GR/CalFresh/Medi-Cal	Support, if amended	3/28/2023: Active Bill - In Committee Process. Set for hearing April 10. From committee: Do pass and re-refer to Com. on JUD. (Ayes 5. Noes 0.) (March 20). Re-referred to Com. on JUD.
AB 310 - CalWORKs	1/26/2023	This bill would reduce current workload regarding CalWORKs school attendance, deprivation and immunization as it would eliminate the deprivation rule that decreases CalWORKs benefits for school attendance if a child in the AU who is age 16 or over is not attending school or participating in Welfare-to-Work or immunization penalty if the children under the age of 6 is not up to date with their immunizations.	CalWORKs	Support, if amended	3/27/2023: Active Bill - In Committee Process. Referred to Com. on HUM. S.
AB 435 - Public Social Services: Automated Application Process	2/6/2023	This bill would require CalSAWS to accept and process electronic applications for additional cash assistance programs including the Cash Assistance Program for Immigrants (CAPI), the Trafficking and Crime Victims Assistance Program (TCVAP) and Refugee Cash Assistance (RCA). This bill would require that customers have access to apply for these cash assistance programs online by December 1, 2024. This bill would require that automation activities to be prioritized over county initiatives.	CalWORKs/CAPI	Support, if amended	4/3/2023: Active Bill - Re-referred to Com. on APPR.
SB 311 - Medi-Cal: Part A Buy-In	2/6/2023	The bill requires the state to enter into a Medicare Part A buy-in agreement with the Centers for Medicare and Medicaid Services (CMS). Currently, the state pays Medicare part A buy-in for customers who don't qualify for free Part A and qualify for the Qualified Medicare Beneficiaries Program (QMB). It is not clear to what extent the State is expanding Part A buy-in payments under the proposed agreement in the bill.	Medi-Cal	Watch	3/28/2023: Active Bill - In Committee Process. Set for hearing April 10.
SB 333 - Homeless Pupils: California Success, Opportunity, and Academic Resilience (SOAR) Guaranteed Income Program	2/7/2023	This bill would exempt SOAR Guaranteed Income Program award received by a 12th grade student experiencing homelessness from being considered as income or resource for purposes of determining CalWORKs, CalFresh, Medi-Cal, CAPI, and/or General Relief eligibility. Additionally, this bill will encourage students to continue their education. The bill would benefit customers, as the provisions would allow for less income to be counted when determining eligibility. As a result, customers who would otherwise be ineligible, receive a lower benefit amount, or less beneficial program, would become and/or remain eligible to the programs affected by this bill and associated supportive programs (or would not have a reduction in their benefits).	CalWORKs/CAPI/GR/CalFresh/Medi-Cal	Support, if amended	3/29/2023: Active Bill - In Committee Process. From committee: Do pass and re-refer to Com. on HUMAN S. (Ayes 7. Noes 0.) (March 29). Re-referred to Com. on HUMAN S.
AB 564 - Medi-Cal Enrollment	2/8/2023	The bill requires the Department of Health Care Services to allow applicants and providers to submit to submit electronic signatures for all enrollment forms, including, but not limited to, claims and remit forms, in the Medi-Cal program.	Medi-Cal	Watch	2/17/2023: Active Bill - In Committee Process. Referred to Com. on HEALTH.
AB 596 - Early Learning and Care: Rate Reform	2/9/2023		CalWORKs	No Analysis Attached	3/29/2023: Active Bill - In Committee Process. From committee: Do pass and re-refer to Com. on ED. (Ayes 8. Noes 0.) (March 28). Re-referred to Com. on ED.
AB 712 - CalFresh: hot and prepared foods	2/13/2023	CalFresh and California Food Assistance Program (CFAP) households that are experiencing homelessness or contain an elderly or disabled individual may purchase hot and ready to consume meals. The bill would extend the option to all CalFresh and CFAP households	CalFresh	No Analysis Required	3/20/2023: Active Bill - Re-referred to Com. on HUM. S.
SB 491 - Public Social Services: County Departments	2/14/2023	This bill would require counties to develop and implement a program to ensure residents without a permanent mailing address have a place to receive and pick-up all government related (includes city, county, state, federal, and contracted agencies) mail. The bill does not provide detail on how it should be implemented.	CalWORKs/CAPI/GR/CalFresh/Medi-Cal	Watch	3/13/2023: Active Bill - In Committee Process. Set for hearing April 24.
AB 1393 - Student Aid Commission: California Dream Act applicants: Food Support Pilot Program	2/17/2023	The Student Aid Commission establishing the Food Support Program to issue grants to students who meet the eligibility criteria for the California Dream Act. These are students who are non-immigrants, such as DACA, TPS, or U Visa holders who normally would not be eligible to CF to receive a quarterly grant for food, while attending school.	CalFresh	No Analysis Required	3/27/2023: Active Bill - Re-referred to Com. on HIGHER ED.
SB 773 - CalWORKs: Homeless Assistance	2/17/2023	This bill would require benefit calculation for the PHA program to include benefits received from other government and nonprofit housing and homeless subsidy programs and any regularly received private support intended or designed to help the family with housing. This would not benefit customers because currently any housing subsidies received are deducted from the customer's housing obligation.	CalWORKs	Support, if amended	3/13/2023: Active Bill - In Committee Process. Set for hearing April 17.

Advocacy Support
Support
Support, if Amended or Watch



ITEM #6

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

*Assmaa Elayyat, Acting Deputy Director
Self-Sufficiency Services*





PROGRAM FLEXIBILITIES & WAIVERS

Current Flexibilities & Options

- The following waivers granted by the Food and Nutrition Services (FNS) **extended through:**
 - Initial application and recertification interviews **March 31st 2024**
 - Telephonic signature **March 31st 2024**
 - Quality control face to face interviews **September 30th, 2024**
 - Able Bodied Adults Without Dependents – CA waiver extended through **October 31, 2024**
 - **This is a new two-year waiver based on 36 months of unemployment data from the Bureau of Labor Statistics from the period of August 2019 – July 2022**
 - **Reinstatement waiver extended from July 1, 2022 through June 30, 2027**



ADDITIONAL UPDATES

Consolidated Appropriations Act of 2023

- **Temporary college student exemptions expiring at end of federal PHE effective June 10th**
 - **30-day phase out for new applicants**
 - **Current recipients will be evaluated for exemptions during the recertification process**
- **Emergency Allotments**
 - **Last allotment was issued on March 26th**
 - **The Consolidated Appropriations Act of 2023 discontinued Emergency Allotment issuances effective April 1st**
 - **The California Department of Social Services (CDSS) provided a mass mailer and multiple robocall/texting campaign to inform recipients**
 - **The County also provided multiple communications to inform recipients including a robocall/text campaign, and website updates**



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
- **Pregnancy Special Need amount increased from \$47 to \$100**
- **Pregnant applicants can now qualify for CalWORKs during any trimester**
- **Time on Aid increased from 48 to 60 months**



PROGRAM FLEXIBILITIES & WAIVERS

Consolidated Appropriations Act of 2023 Changes:

- Ending of Public Health Emergency and Continuous Eligibility Coverage requirement**
- Annual Renewals will resume in the month of April, packets will be mailed out on April 24th in yellow envelopes**
- The county will begin processing renewals that are due in the month of June 2023**
- Any negative or adverse actions taken will not take effect until July 1st**



SanDiegoCounty @SanDiegoCounty · Apr 1

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Lock out the scammers. Keep your EBT benefits safe with these easy tips.

Victim of EBT fraud? We'll guide you through getting your benefits back.

Go to pulse.ly/2cuffzmxvw for more information.

PROTECT YOUR EBT BENEFITS!

SCAM ALERT

Scammed?
Call (866) 262-9881
to report EBT fraud.

CalFresh | CalWORKS | HHSA | LIVE WELL



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3,661





Electronic Benefit Transfer (EBT) Fraud



Electronic EBT Benefit Theft is on the rise, please click on your language for additional information.
([English](#), [Spanish](#), [Arabic](#), [Vietnamese](#))

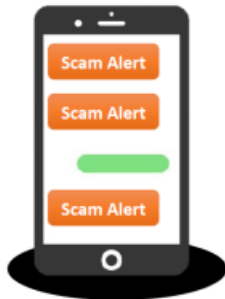
If you believe CalFresh benefits have been electronically stolen from your EBT card, also known as skimmed or scammed, **you must report the theft within 10 days of the date the theft transaction occurred.**

To report the theft please complete the Report of Electronic Theft of Benefits form [EBT 2259](#) ensuring to sign and date the form and submit it to the County. Form EBT 2259 is also available in [Spanish](#), [Arabic](#), and [Vietnamese](#).

The form may be submitted via [LaterDocs](#).

Prevent EBT Fraud

- [Protect Your EBT Benefits!](#) ([Spanish](#), [Arabic](#), [Vietnamese](#), [Somali](#), [Chinese](#), [Farsi](#), [Korean](#), [Tagalog](#))
- [Have You Been a Victim of EBT Fraud?](#) ([Spanish](#), [Arabic](#), [Vietnamese](#), [Somali](#), [Chinese](#), [Farsi](#), [Korean](#), [Tagalog](#))



Text Messaging Scam Alert

Click on the image for more information

([Spanish](#), [Arabic](#), [Vietnamese](#))



Text/Call and Other Scam Alerts

Click on the image for more information

([Spanish](#), [Arabic](#), [Vietnamese](#))

Protect your EBT Card

Never share personal information with unknown individuals and/or organizations. Personal information includes:

- Social Security Number
- Bank information
- EBT card number
- EBT card Personal Identification Number (PIN)

The County of San Diego will **NEVER** ask you to share your card number or PIN.

HEALTH

Time for Medi-Cal Renewal



By **Cassie Klapp**, County of San Diego Communications Office

Mar. 30, 2023 | 9:40 AM

Medi-Cal recipients are being notified to renew their healthcare benefits.

If you receive a renewal packet in the mail, please fill it out and send it back. If you receive a request for more information, or you need to update your address, please call 1-866-262-9881 or go online to sandiegocounty.gov/medi-cal.

Completion of the renewal packet and updating benefits information are critical in order to keep Medi-Cal coverage.

“Medi-Cal provides more than one million people in San Diego County with their health care benefits,” said Rick Wanne, Director of Self Sufficiency Services. “If you were notified, please respond on time. We are ready to answer questions and provide support to those who need help with their renewals.”

Medi-Cal is California’s Medicaid health care program. It pays for a variety of medical services for children and adults who have limited income and resources.

Information on eligibility requirements, benefits, how to apply for Medi-Cal and about the Affordable Care Act is available online at sandiegocounty.gov/medi-cal or by calling 1-866-262-9881.

Related:

benefits

healthcare

Medi-Cal

SSS



Cassie Klapp is a communications specialist with the County of San Diego Communications Office.
[Contact](#)

RELATED STORIES

SELF-SUFFICIENCY SERVICES



TELEWORK PERFORMANCE SUMMARY FEBRUARY 2023

- Staff Teleworking
 - 42% (1,145)
- Daily Attendance
 - Feb 2020 – 85% of Staff Attendance
 - Feb 2023 – 89% of Staff Attendance
- Access Call Center
 - Feb 2020 – 140,000
 - February 2023 – 153,929
 - 10% increase in calls received
- Access Average Speed of Answer
 - Feb 2020 – 8 Minutes
 - February 2023 – 2 Mins 05 Sec
 - 74% improvement in Average Speed of Answer
- Access Calls Abandoned
 - Feb 2020 – 13,430
 - February 2023 – 3,495
 - 74% Decrease in Abandoned Calls
- Applications Received
 - Feb 2020 – 30,310
 - February 2023 – 31,052
 - Total Apps Feb 20 – Feb 2023: 1,278,091
- Applications Processed
 - Feb 2020 – 43,000
 - February 2023 – 45,844
 - All applications processed timely
- Increase in Total Recipients
 - Feb 2020 – February 2023 : 419,639
 - 40.6% increase in total recipients
- Benefits Issued Feb 2020 – February 2023:
 - All Programs: \$3,353,546,180
 - CalFresh: \$2,784,953,381
- Performance
 - CalFresh Accuracy Rate : 92.4%
- Customer Service Satisfaction Rate : 97%



County of San Diego SOCIAL SERVICES ADVISORY BOARD

1255 IMPERIAL AVENUE, SUITE 400, SAN DIEGO, CALIFORNIA 92101
TELEPHONE (619) 338-2932 FAX (619) 338-2972

March 14, 2023

Supervisor Nora Vargas, Chairwoman
County Board of Supervisors
1600 Pacific Highway
San Diego, CA 92101

Dear Chairwoman Vargas,

The Social Services Advisory Board's (SSAB) Charter is to review and evaluate Social Services and Self-Sufficiency Services (the "Department") policies, programs, and budgets, recommend means of improving services and facilities, serve as a sounding board for the County of San Diego Health & Human Services Agency ("HHSA") and where appropriate, submit to the Board of Supervisors recommendations concerning the Agency budget practices.

The SSAB would like to commend the Department on their dedication to continuously enhance service delivery and access to public assistance benefits and their improvement of customer service over the last decade.

In 2010, the Board of Supervisors sent a memo to the Chief Administrative Officer requesting that the SSAB address the efficiency and effectiveness of the Supplemental Nutrition Assistance Program ("SNAP"), now known as CalFresh. The SSAB established a time-limited working group comprised of community-based organizations that had experience working with SNAP to provide recommendations for simplifying the eligibility process and removing perceived barriers that impede program participation. This resulted in 69 recommendations provided to the Department to implement.

During this time period, San Diego County was one of the lowest performing counties in the state. The Department found itself under multiple State Corrective Action Plans. These included, CalFresh for poor performance and negative error rate, Medi-Cal for failure to comply with federal mandates in the completion of timely and accurate renewals, and Income and Eligibility Verification for not meeting processing timelines.

While progress was made on the implementation of the 69 recommendations, including work culture and morale, to more specific system-oriented suggestions to improve application processing and customer service, there was still much more to be done. Below is a snapshot of key metrics during FY 2010/2011:

- Access Call Center, average wait time for the year was 4:59:51 (hours)
- Access Call Center received 684K calls with 35% abandoned calls
- CalFresh timeliness was not met
- Medi-Cal timeliness was not met
- SSS received high number of customer complaints and poor customer service feedback

Since then, the Department has continued to make improvements despite the challenges brought on by the COVID-19 pandemic. In fact, the improvements to systems allowed the Department to

pivot quickly and maintain customer service at the start and during the pandemic. The Department has been firmly committed to sustain its work with SSAB and the community to improve the health and well-being of those being served, including recruiting an auspicious, knowledgeable and dynamic leadership team. In addition, as directed by your Board of Supervisors in 2021, the Eligibility Task Force (“ETF”) was created to further assess barriers to eligibility enrollment and identify additional operational efficiencies to make the programs accessible to all eligible in San Diego County ([Report Link](#)). The SSAB looks forward to working with the Department on the implementation of the twenty-four (24) recommendations. In fact, the ETF consultants not only provided recommendations, they also recognized that the Department had implemented best practices in a number of areas that heighten customer service and operational efficiency.

As a result of the decade long efforts, there has been a dramatic improvement in key performance metrics and customer service. Below is a snapshot of the some of the current key performance metrics:

- Total number of calls received at Access Call Center was 1.8M last FY (over 165% increase)
- Access Call Center abandoned calls is at 2%
- Access Call Center average wait time is 1:06 (minutes)
- CalFresh program has over 373,000 recipients (115.1% increase)
- CalFresh program is meeting state and federal standards for timely processing and accuracy
- Medi-Cal program has 1,023,000 recipients (187.8% increase)
- Medi-Cal program is meeting state and federal standards for timely processing and accuracy

As a result of these efforts the Department has been recognized at the State and National levels. Over the last five years, some examples included:

- National Awards
 - Using Social Media to Promote SNAP/CalFresh Participation
 - YouTube Training Channel
 - Self-Sufficiency Services through GWOW
 - Virtual Reality Training
 - Enhanced Return Mail Processing
 - LiveWell Mobile Office Pandemic Response
 - Storefront Service Delivery Model
 - Virtual Assistant Using Artificial Intelligence
 - Virtual Hiring Halls
 - Virtual Universal Training
- State Awards
 - Recognition of Excellence for contributing to California’s Historical Low CalFresh Error Rate
 - Certificate of Excellence for Excellent Management Evaluation (Large County)
- CalFresh Awards
 - County Liaison of the Year (3 times Awarded)
 - CalFresh Outreach Partner & County Collaboration (4 times Awarded)
- Call Center Awards
 - Cloud-Based Call Center Technology
 - CX Innovation Award
 - Outstanding Customer Experience

Letter from SSAB to Chairwoman Vargas

Date

Page 3 of 3

The SSAB appreciates and recognizes the hard work, efforts, and commitment that the Department has demonstrated over the past decade. The SSAB looks forward to continued support of the Department, with the goal of further strengthening the delivery of these key safety net programs to better meet the needs of all San Diego County residents.

Respectfully,

A handwritten signature in black ink, appearing to read "Vito Paganor", with a stylized flourish at the end.

Vino Pajanor
Chair, Social Services Advisory Board

cc: Supervisor Terra Lawson-Remer, Vice Chair
Supervisor Joel Anderson
Supervisor Nathan Fletcher
Supervisor Jim Desmond
SSAB Board Members
Helen N. Robbins-Meyer, Chief Administrative Officer
Nick Macchione, Director, Health and Human Services Agency
Rick Wanne, Director, Self-Sufficiency Services
Alberto Banuelos, Assistant Director Self-Sufficiency Services



MONTHLY UPDATES



ELIGIBILITY SERVICES BY THE NUMBERS...

April 2023 (Data Month: March 2023)

PARTICIPANTS

- **CalFresh:** 375,928 recipients, up 5.88% from last year.
 - 126,916 child recipients (0-18), up 3.30% from last year.
 - 86,406 senior recipients (60+), up 17.60% from last year.
- **CalWORKs:** 46,496 recipients, up 13.81% from last year.
 - 32,767 child recipients (0-18), up 5.60% from last year.
 - Welfare-to-Work: 13,224 participants, up 37.05% from last year.
- **CMS:** 7 CMS recipients, down 53.33% from last year.
- **General Relief:** 3,957 recipients, up 5.55% from last year.
- **Medi-Cal:** 1,035,948 recipients, up 8.36% from last year.
 - 335,586 child recipients (0-18), up 3.32% from last year.
 - 15,496 Medi-Cal Expansion Over 50 Years.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (March 2022–March 2023)
			Previous Month	Previous Year	
CalFresh	219,893	375,928	0.64%	5.88%	515,477
CalWORKs	15,804	46,496	1.01%	13.81%	62,844
CMS	7	7	16.67%	-53.33%	59
General Relief	3,945	3,957	2.17%	5.55%	11,735
Medi-Cal	563,925	1,035,948	0.66%	8.36%	1,071,067
Total	803,574	1,462,336	0.67%	7.87%	1,178,173**

*Recipients include 383,706 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	March 2023	FYTD
CalFresh	17,779	171,992
CalWORKs	2,133	19,624
CMS	29	273
General Relief	2,549	21,635
Medi-Cal	9,798	95,768
Total	32,288	309,292

Renewals Generated		
Program	March 2023	FYTD
CalFresh	10,162	91,332
CalWORKs	1,206	12,559
CMS	2	38
General Relief	116	1,157
Medi-Cal	50,603	412,100
Total	62,089	517,186

Periodic Reports Generated		
Program	March 2023	FYTD
CalFresh	16,210	120,696
CalWORKs	1,299	8,758
General Relief	0	16
Medi-Cal	23	198
Total	17,532	129,668

Documents Imaged	
March 2023	FYTD
444,057	3,850,164

Tasks Created	
March 2023	FYTD
448,048	3,620,093

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	March 2022	March 2023	Change	FYTD
Total Calls	161,499	188,456	26,957	1,550,196
Abandoned	2,308	4,982	2,674	39,384
Average Wait Time	1:02	2:34	1:32	2:08

Community Based Organization (CBO)				
Month	March 2022	March 2023	Change	FYTD
Total Calls	5,433	5,418	-15	43,007
Abandoned	92	118	26	1,827
Average Wait Time	1:33	2:30	0:57	3:55

Emails Received	
March 2023	FYTD
2,920	30,399

FAMILY RESOURCE CENTER VISITS

Month	March 2022	March 2023	Change	FYTD
Total Tickets Issued	30,631	37,810	19%	316,557
Average Wait Time (min.)	(*)	(*)	N/A	

* Due to COVID-19 Waivers, Avg time is not available for March 2023

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 19 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 86.79%
- Annual Renewal Timeliness = 99.95%

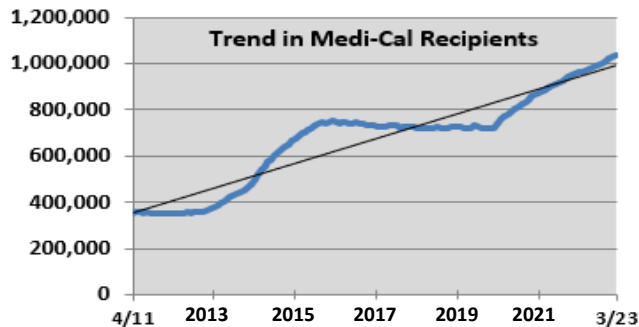
CalWORKs

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 19 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 91.64%
- Annual Renewal Timeliness = 99.57%

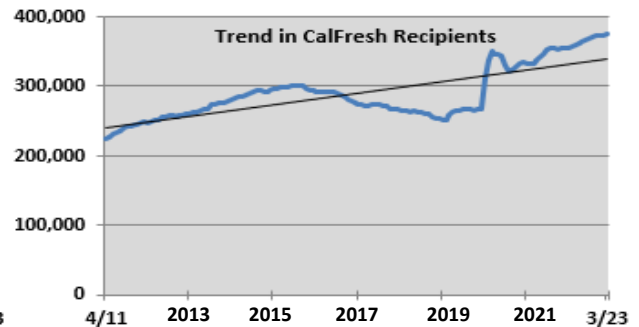
Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 26 Days
- Annual Renewal Timeliness = 100.00%

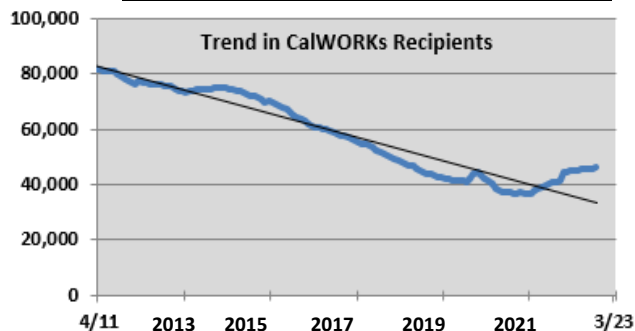
Medi-Cal Recipients		
FY Apr 11	FY Mar 23	192%
354,735	1,035,948	Increase



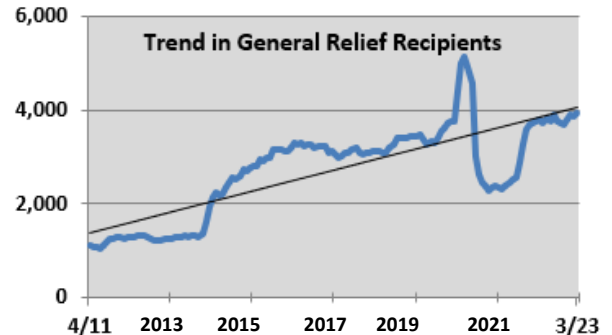
CalFresh Recipients		
FY Apr 11	FY Mar 23	68%
223,891	375,928	Increase



CalWORKs Recipients		
FY Apr 11	FY Mar 23	-45%
85,190	46,496	Decrease



General Relief Recipients		
FY Apr 11	FY Mar 23	258%
1,104	3,957	Increase

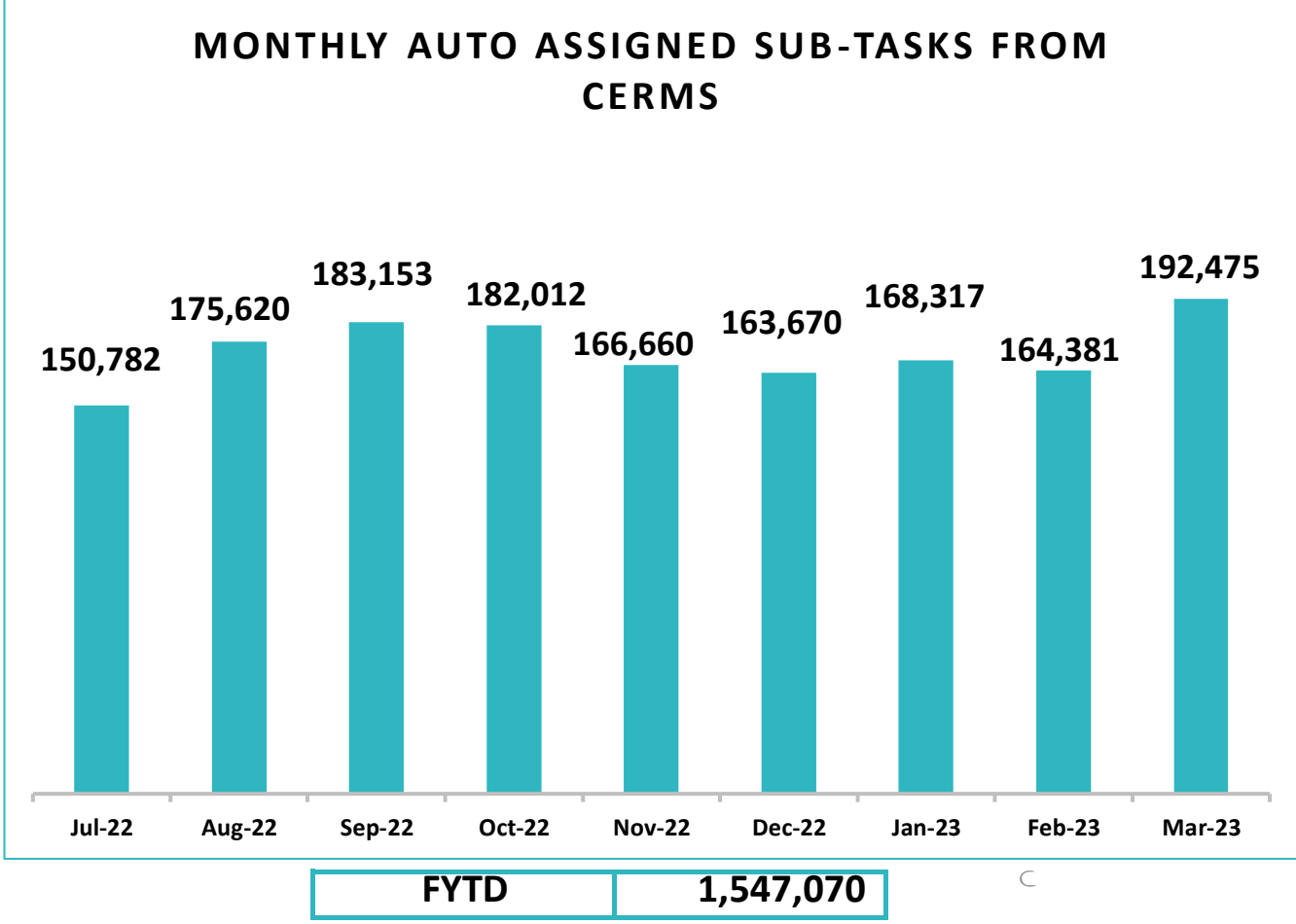
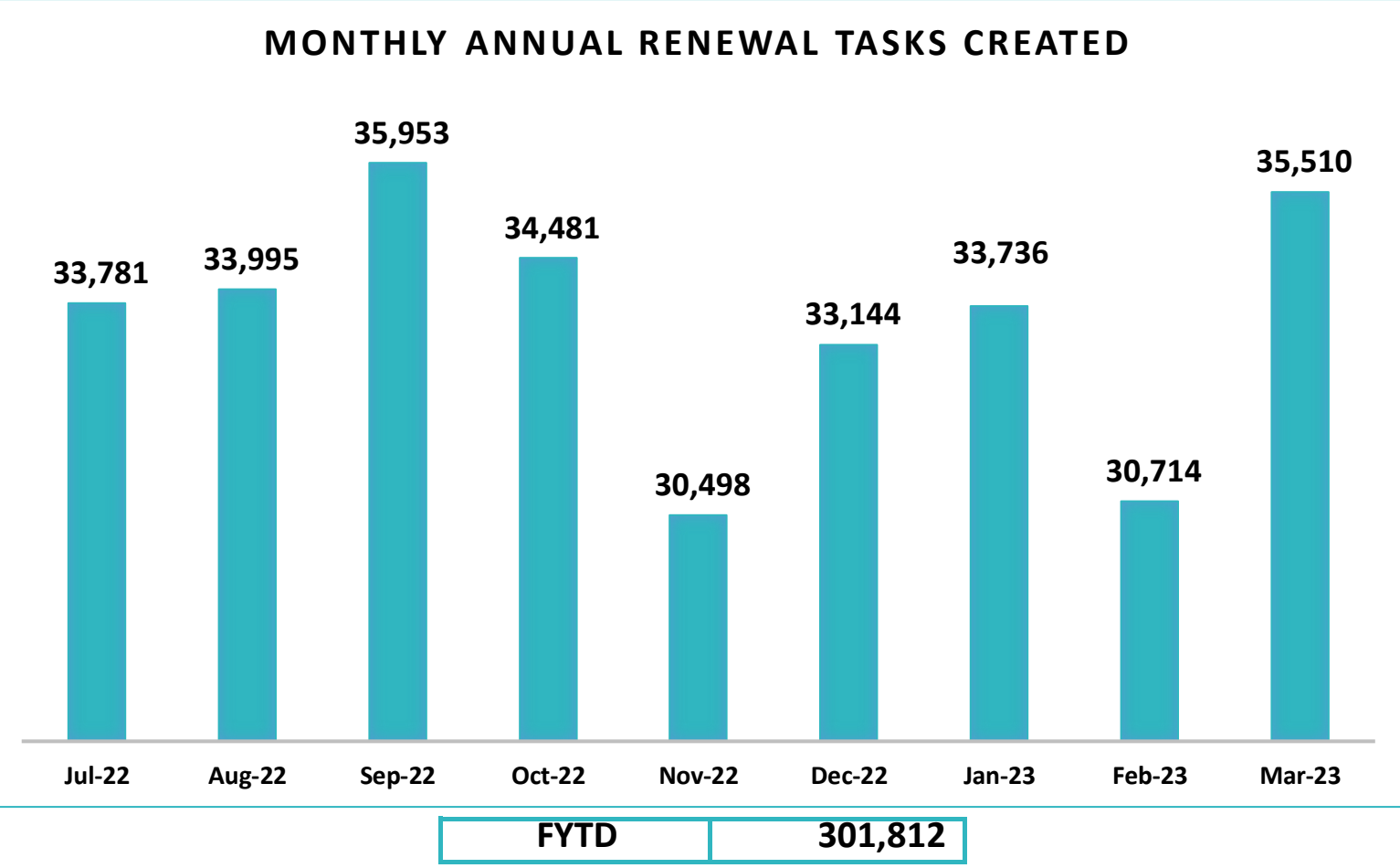
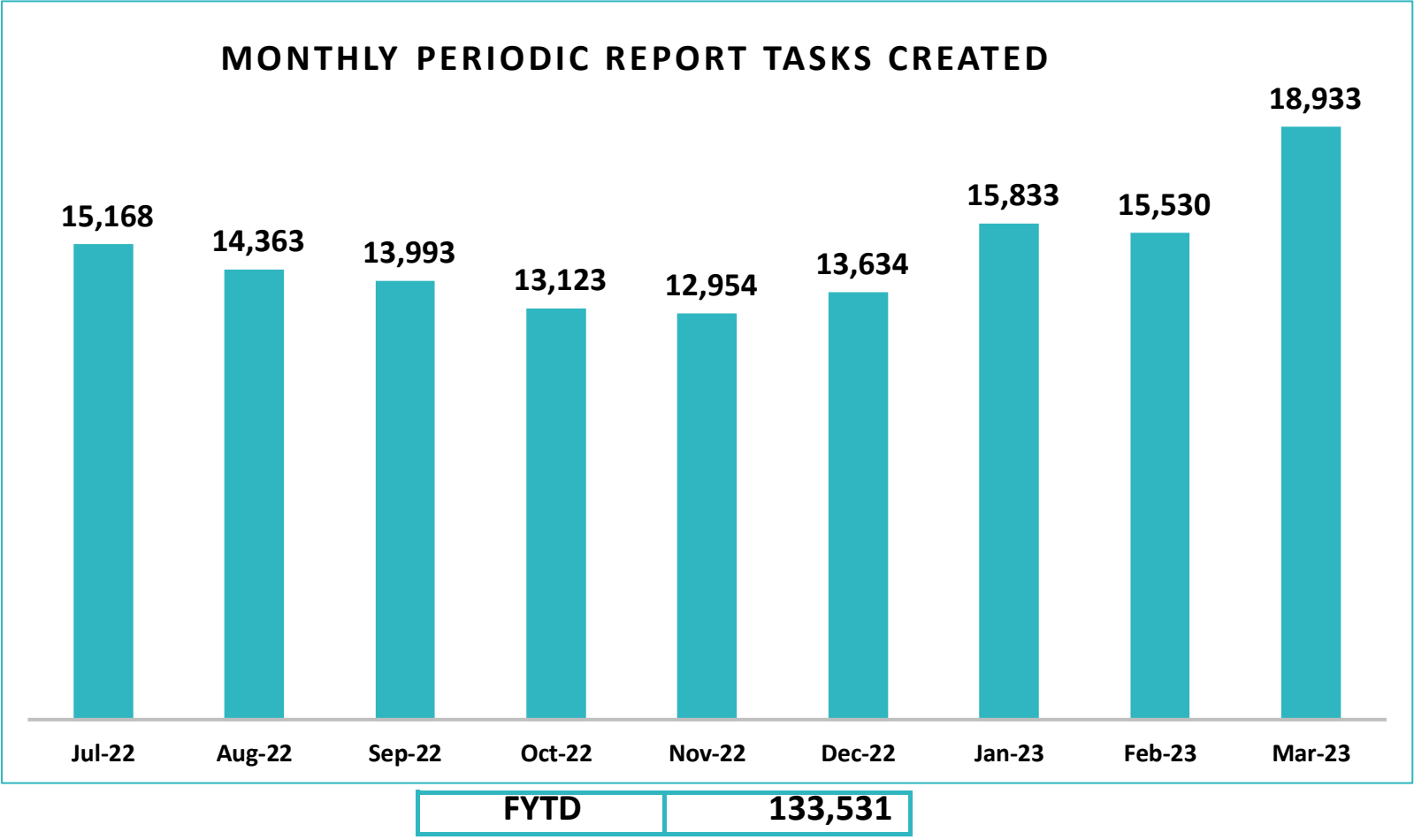
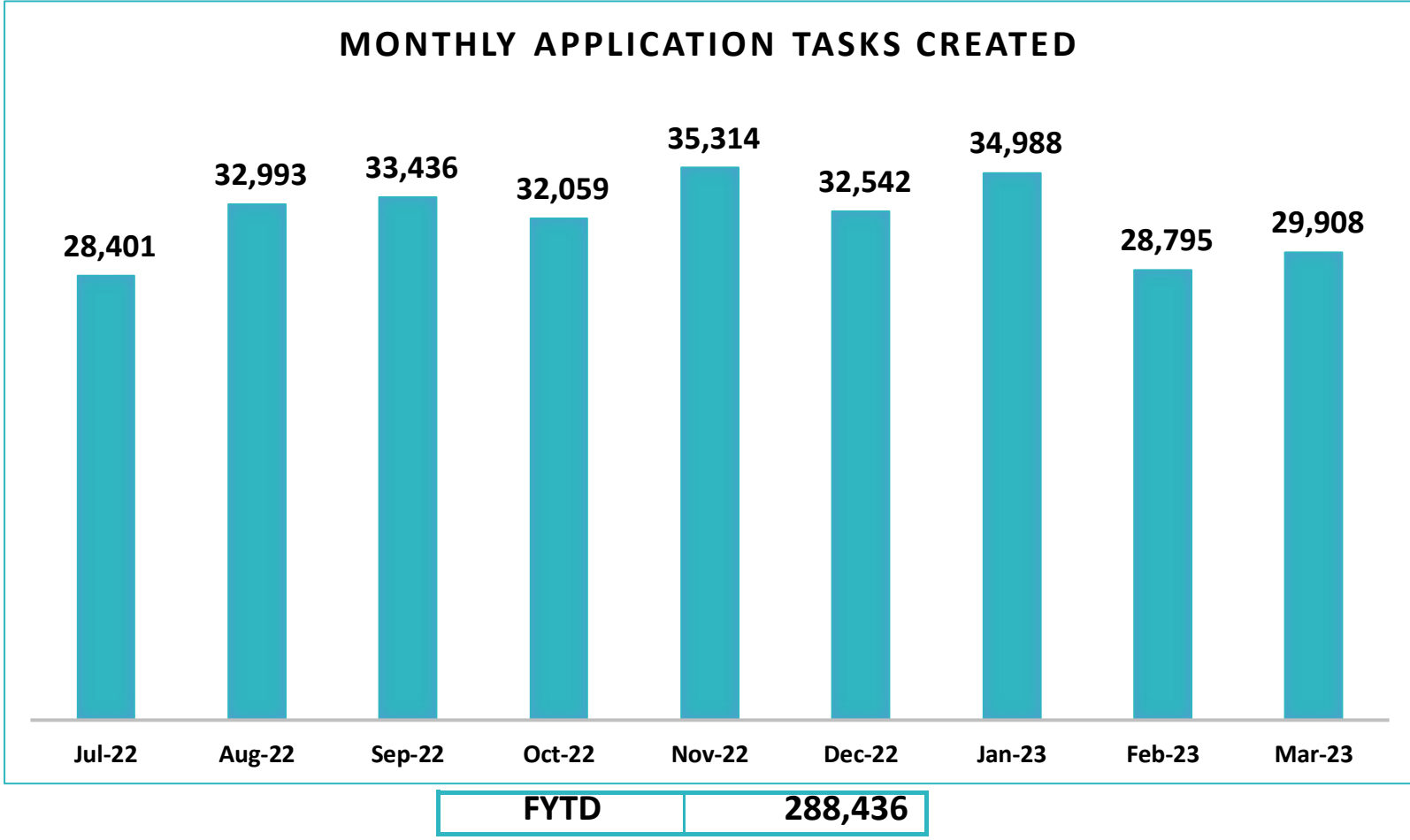
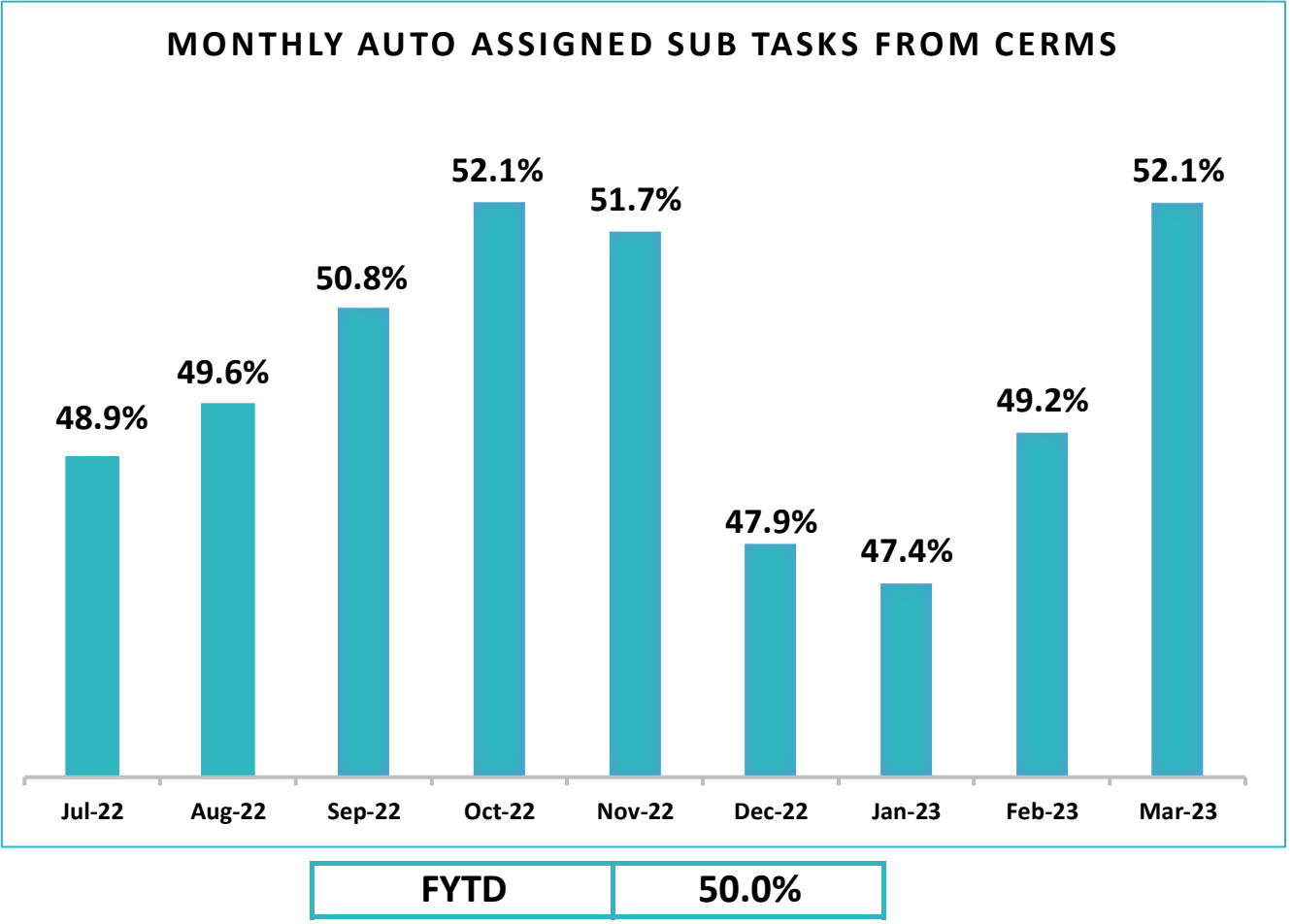
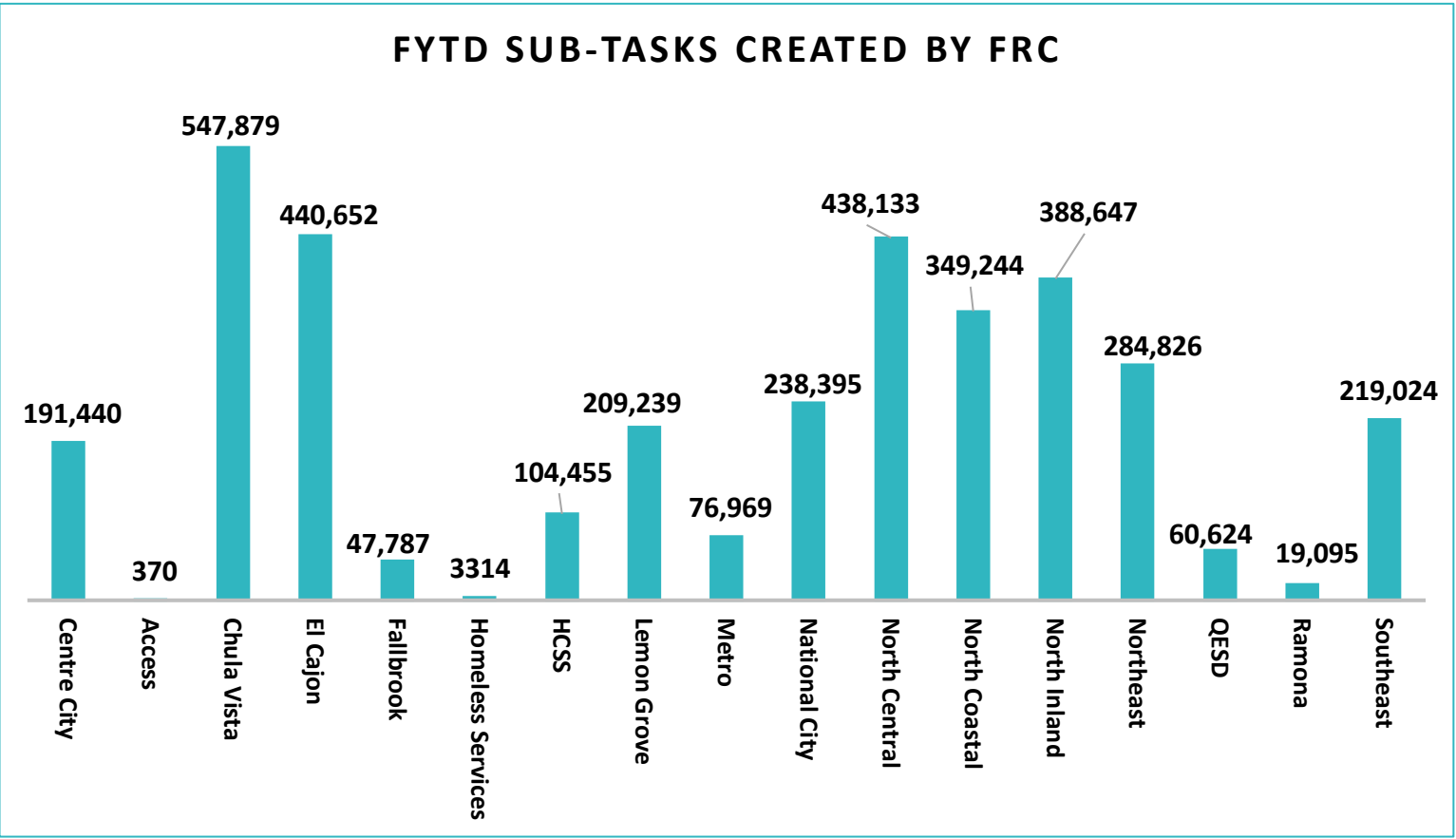
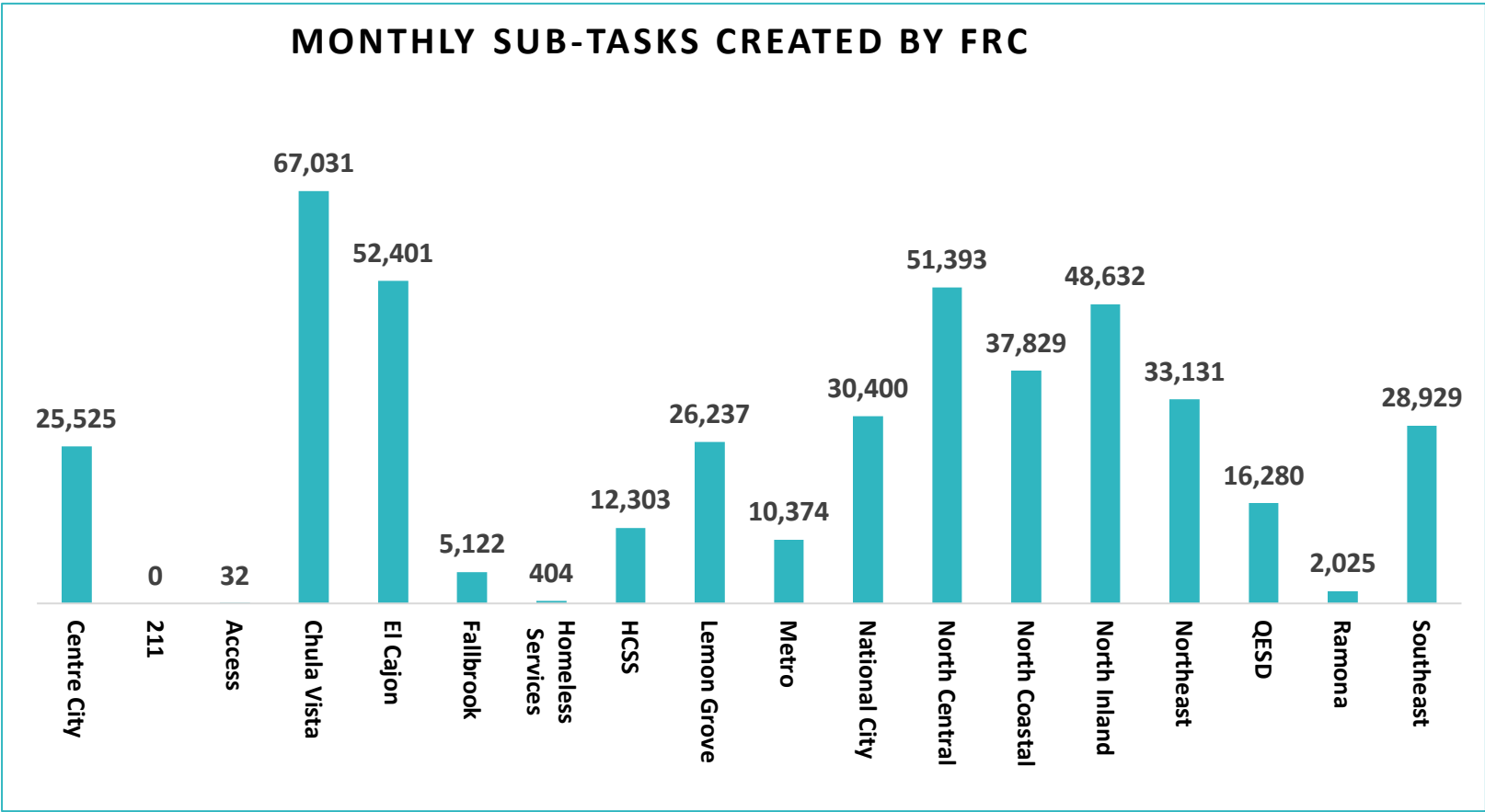
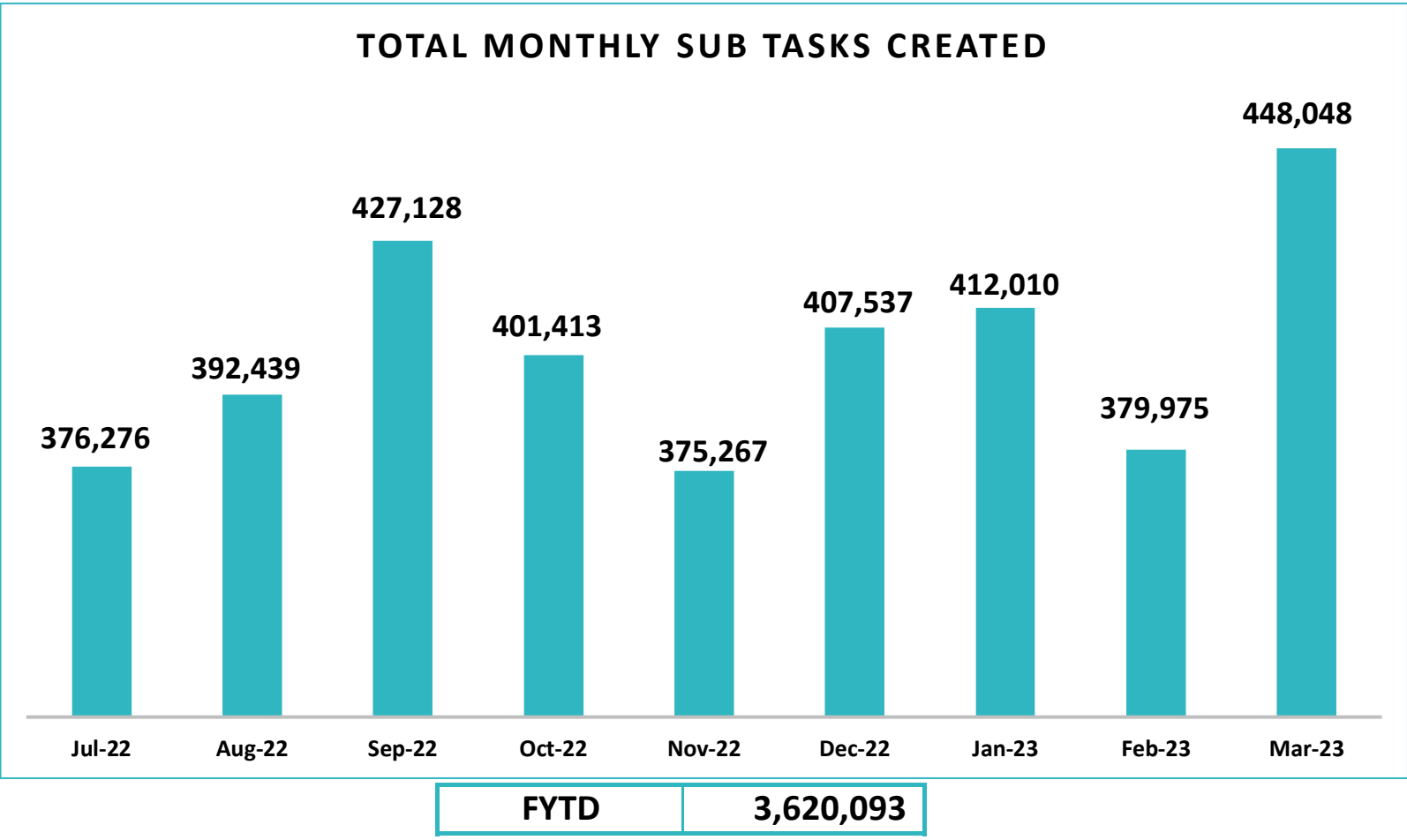


Monthly Self-Sufficiency Services Performance Dashboard (FY 22/23)

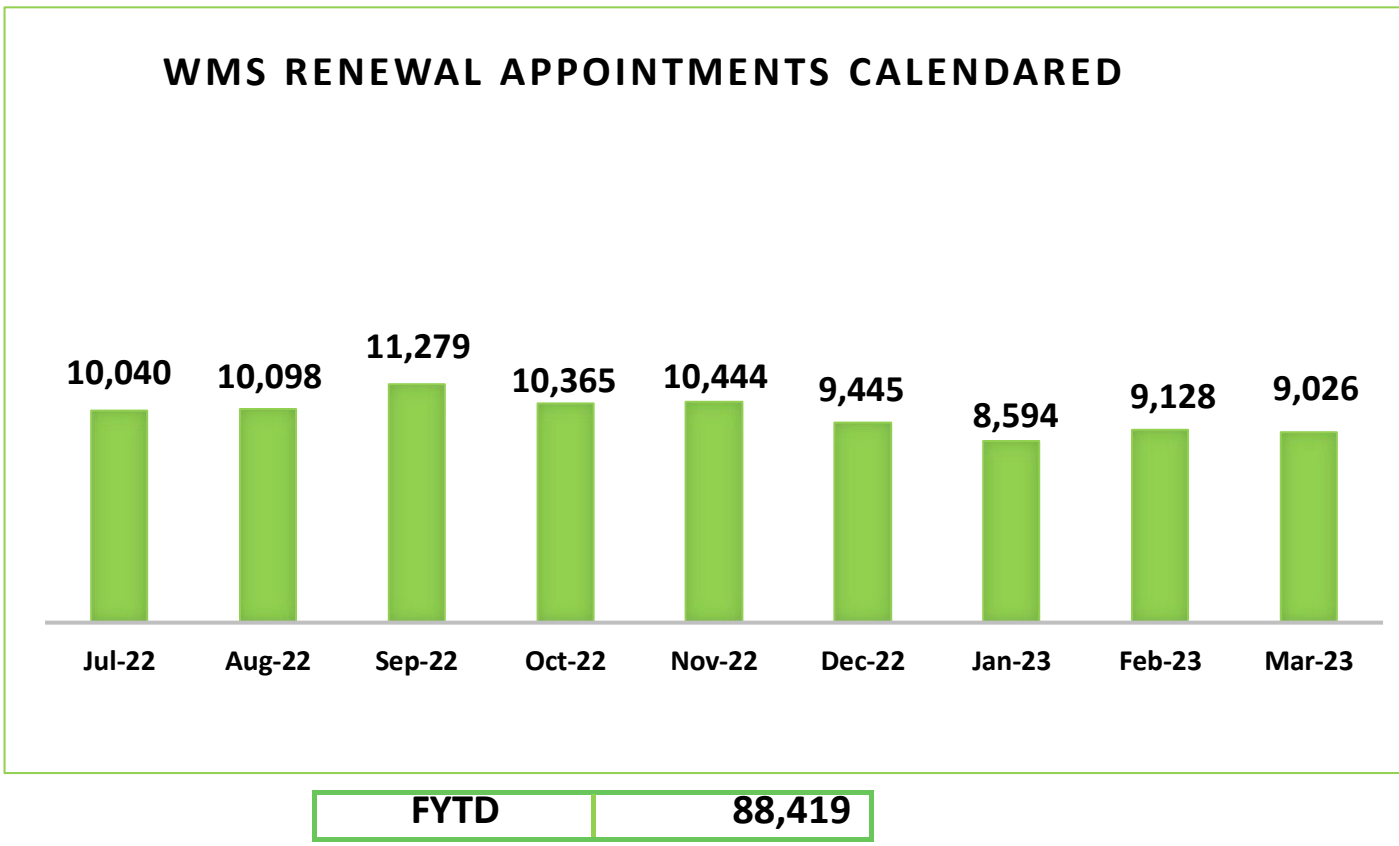
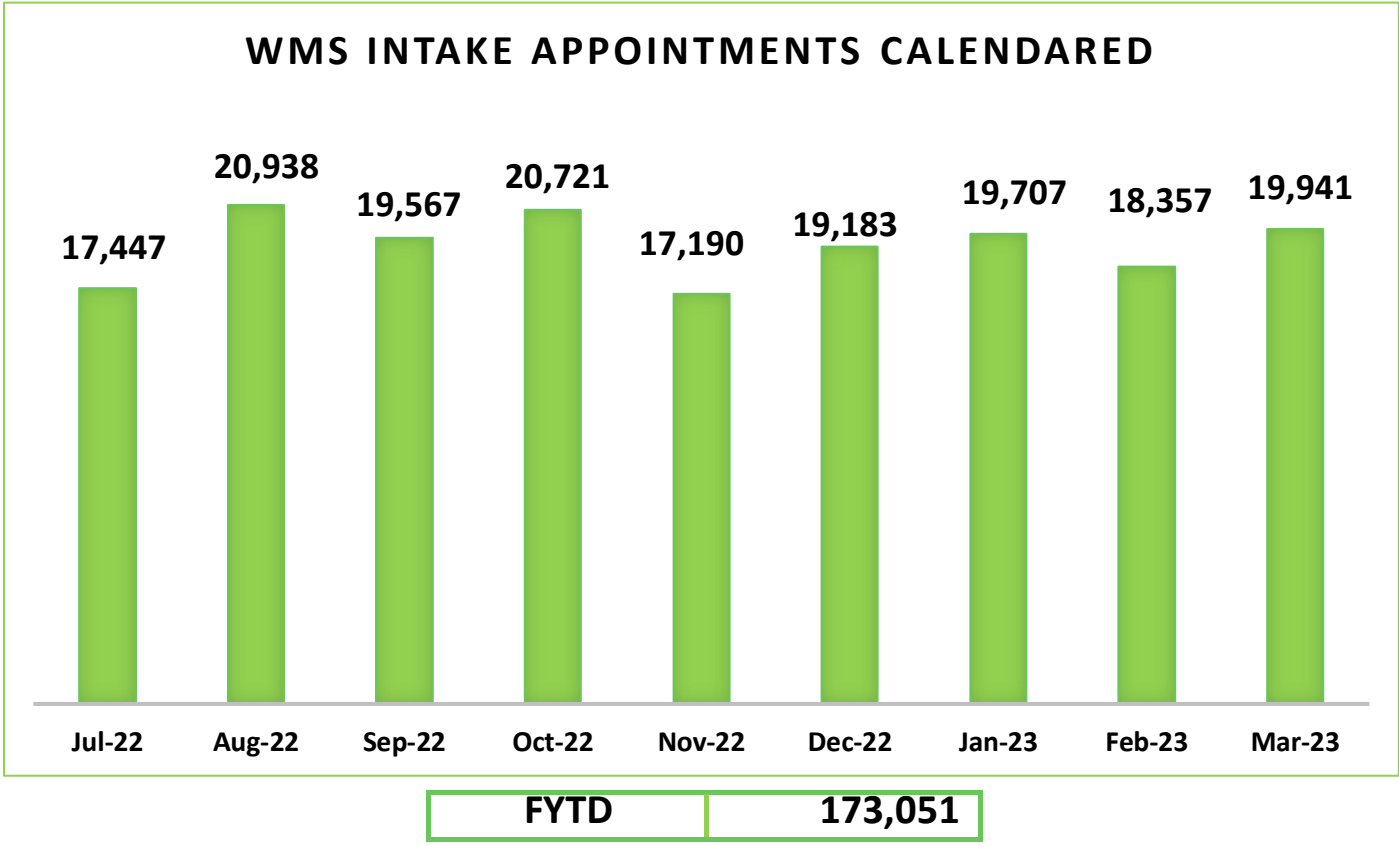
San Diego County

Data Month : March 2023

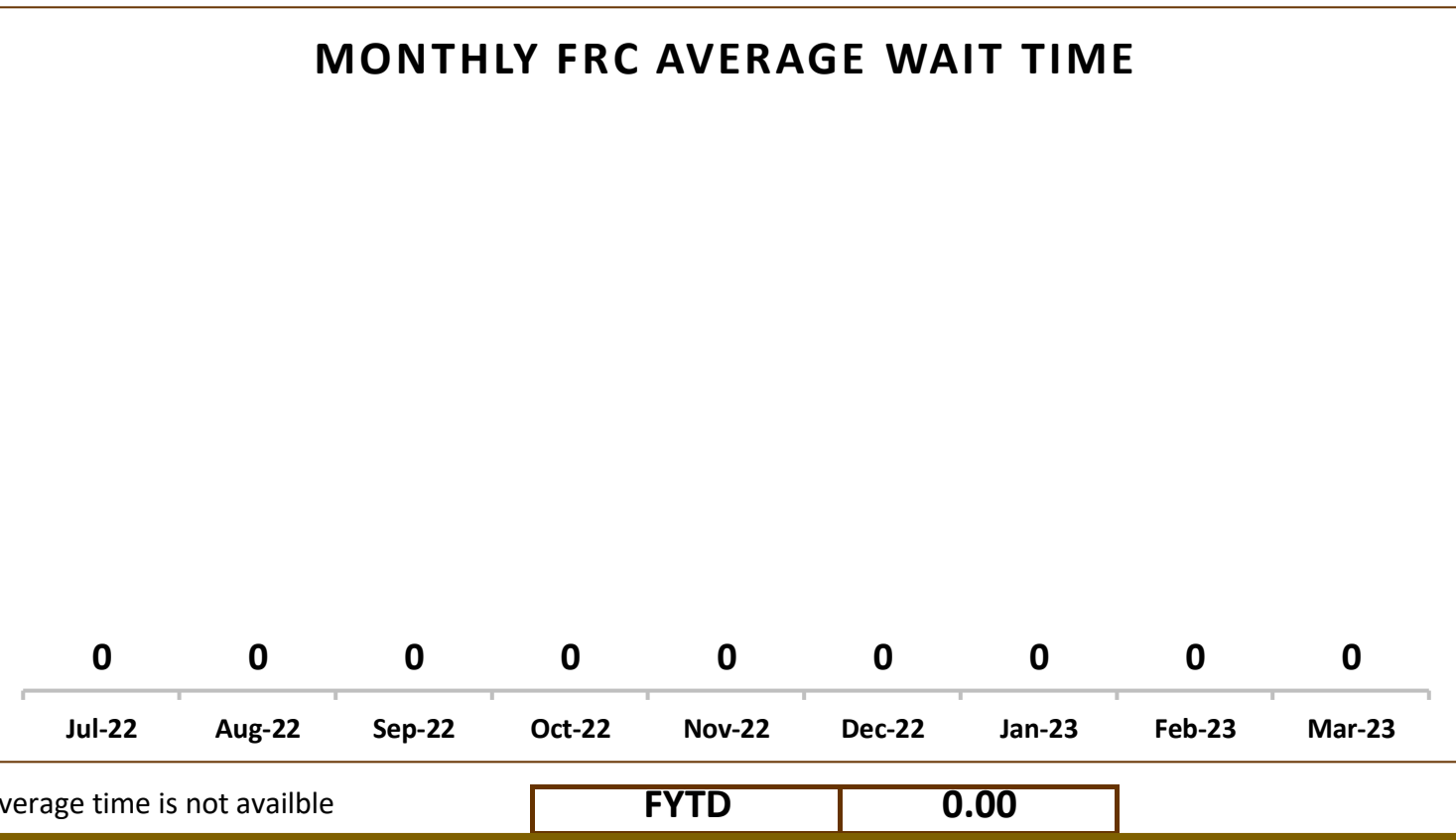
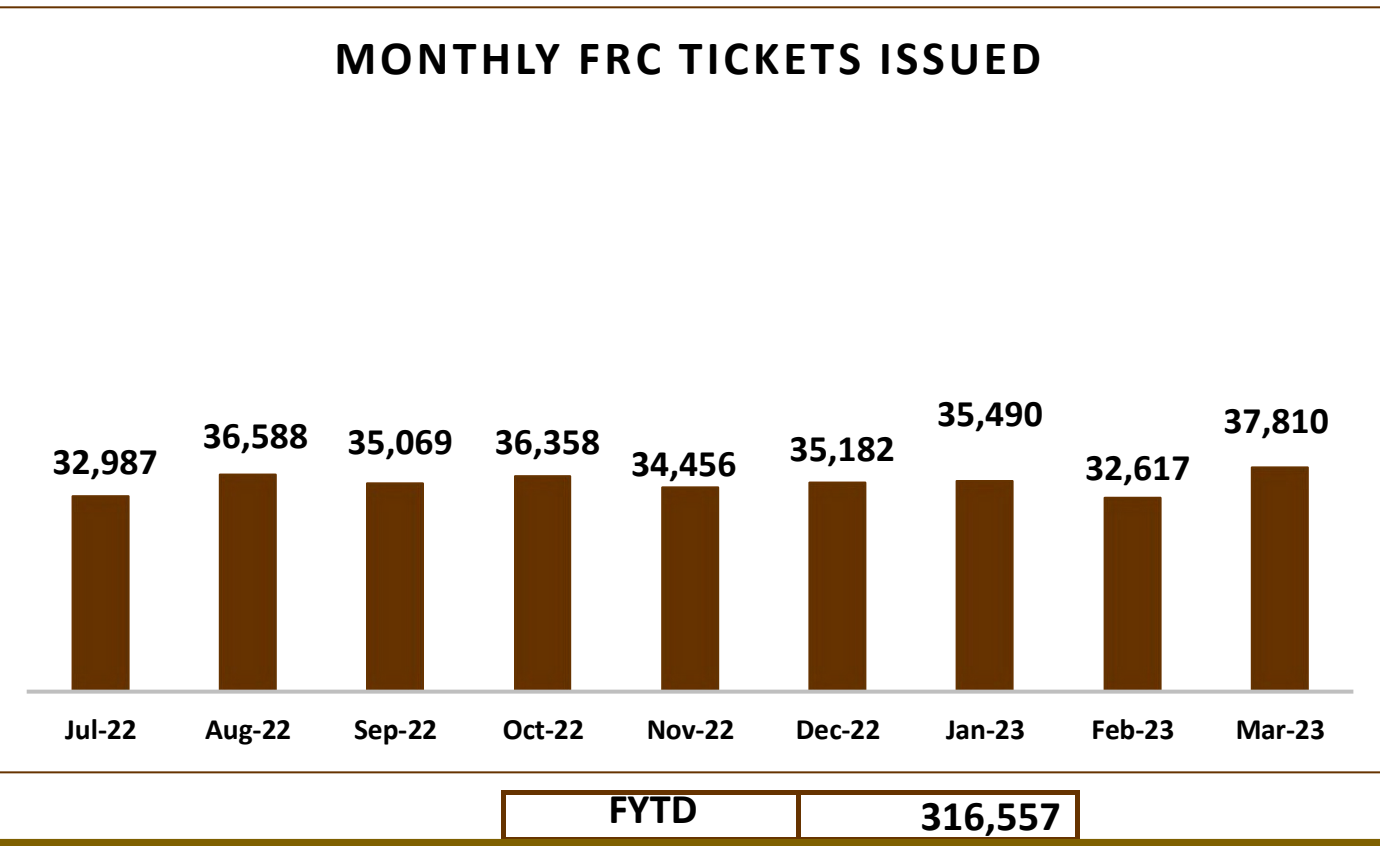
Work Management System (WMS) Subtasks Created



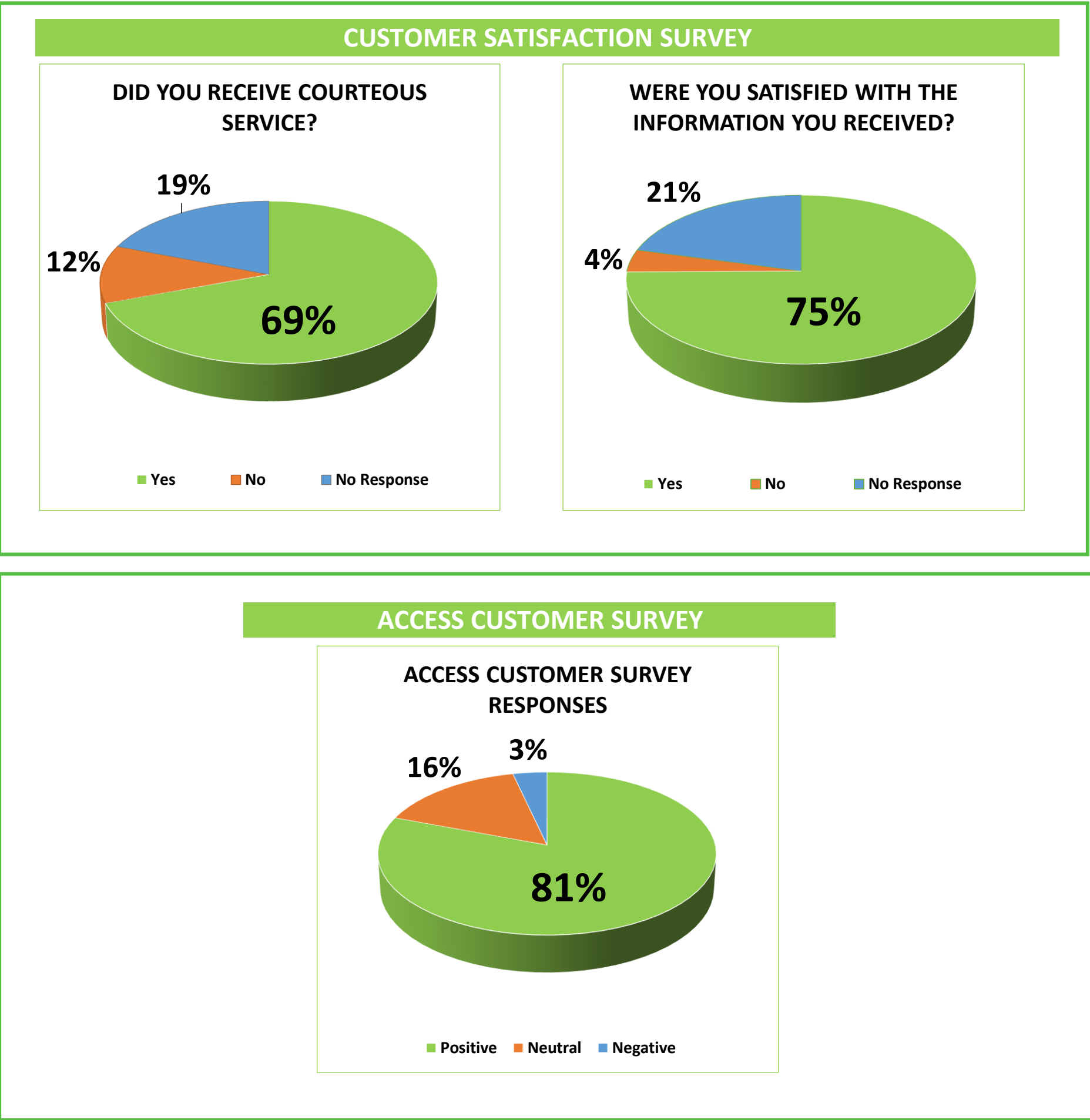
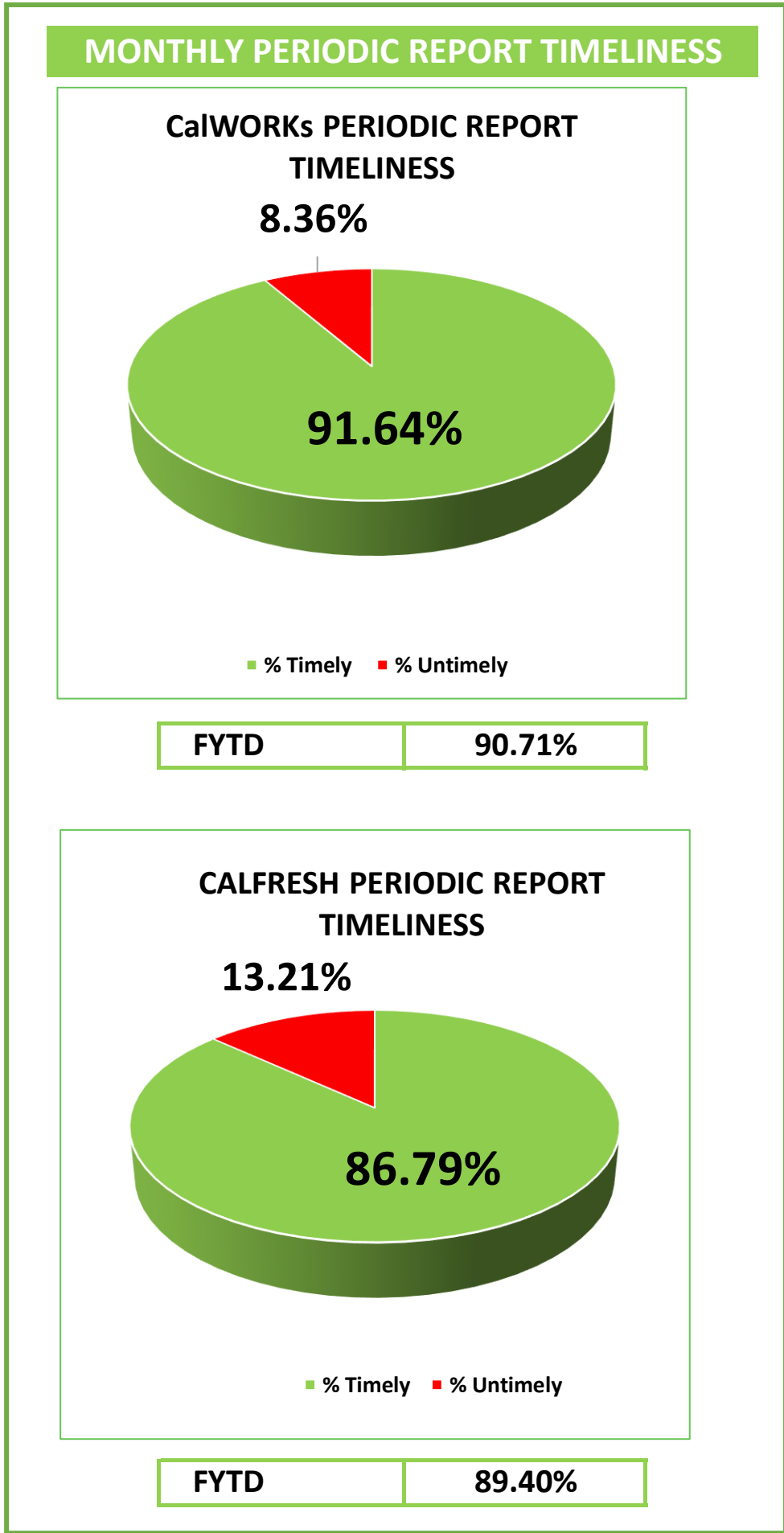
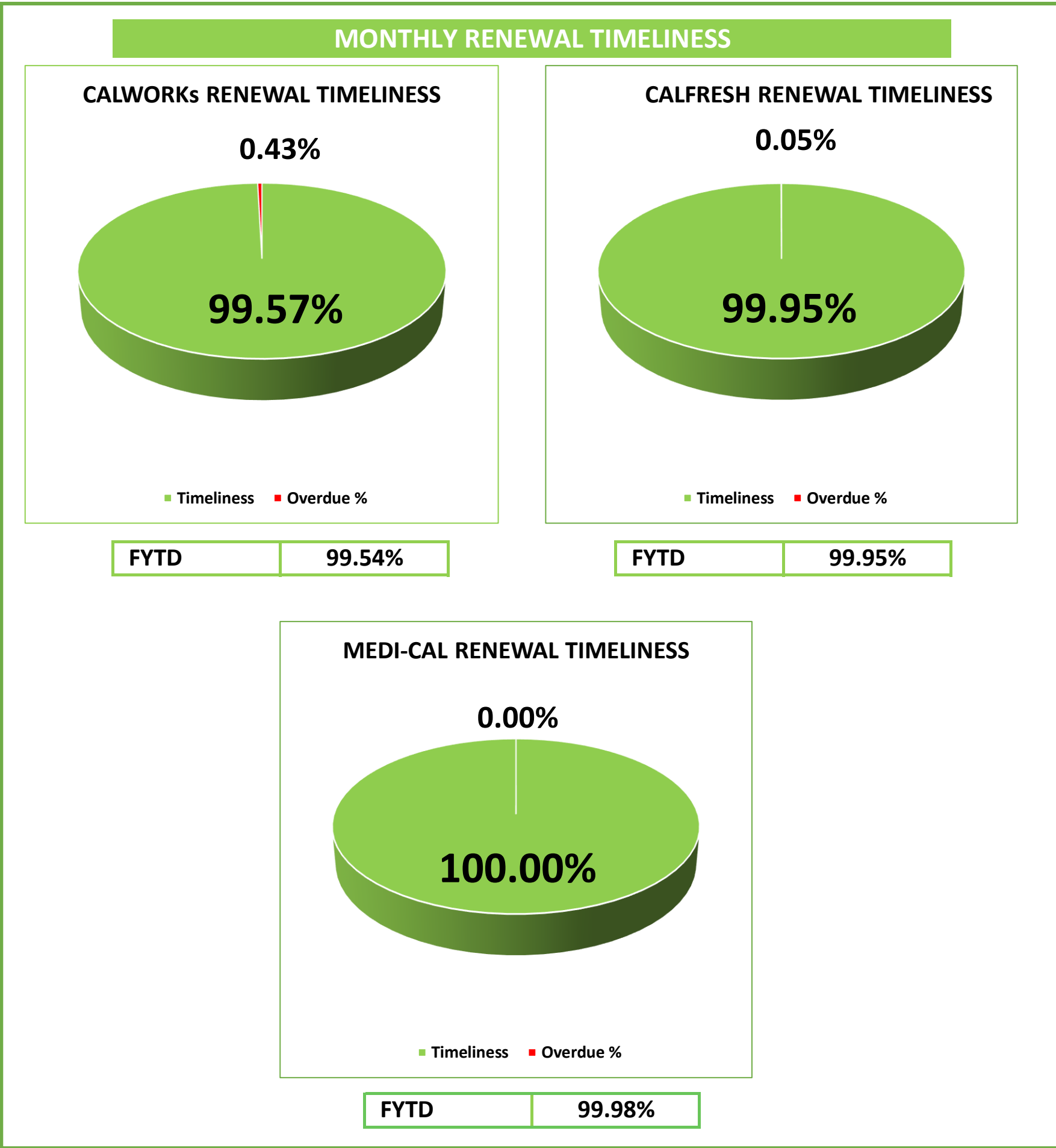
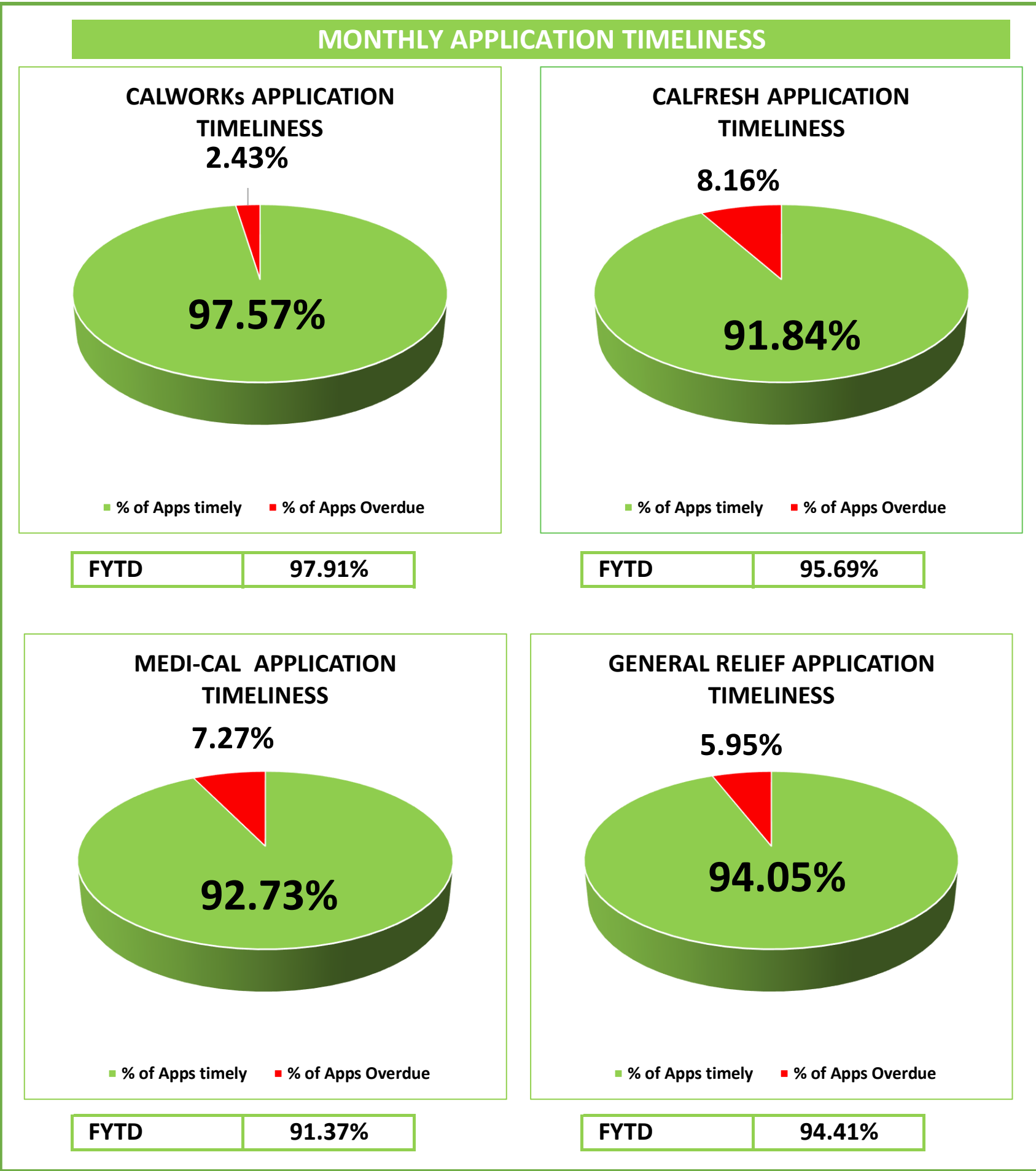
MONTHLY WMS CALENDARED APPOINTMENTS



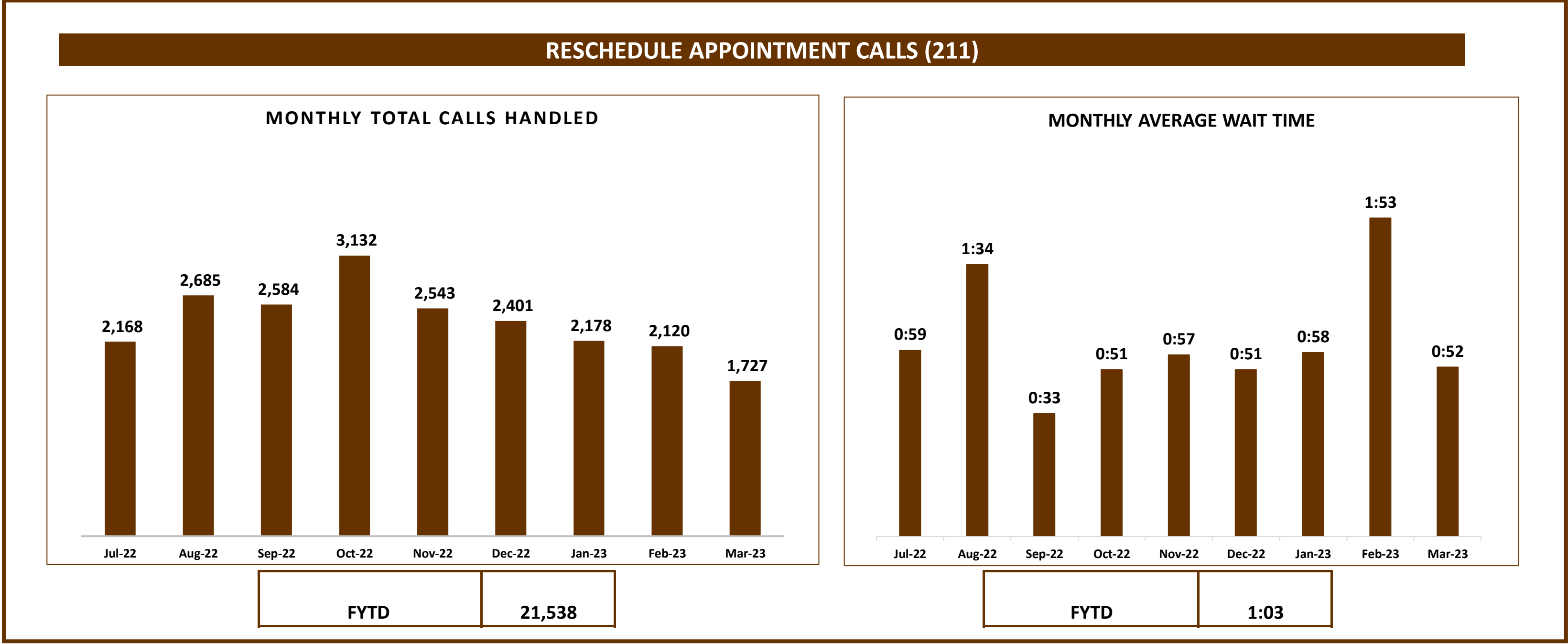
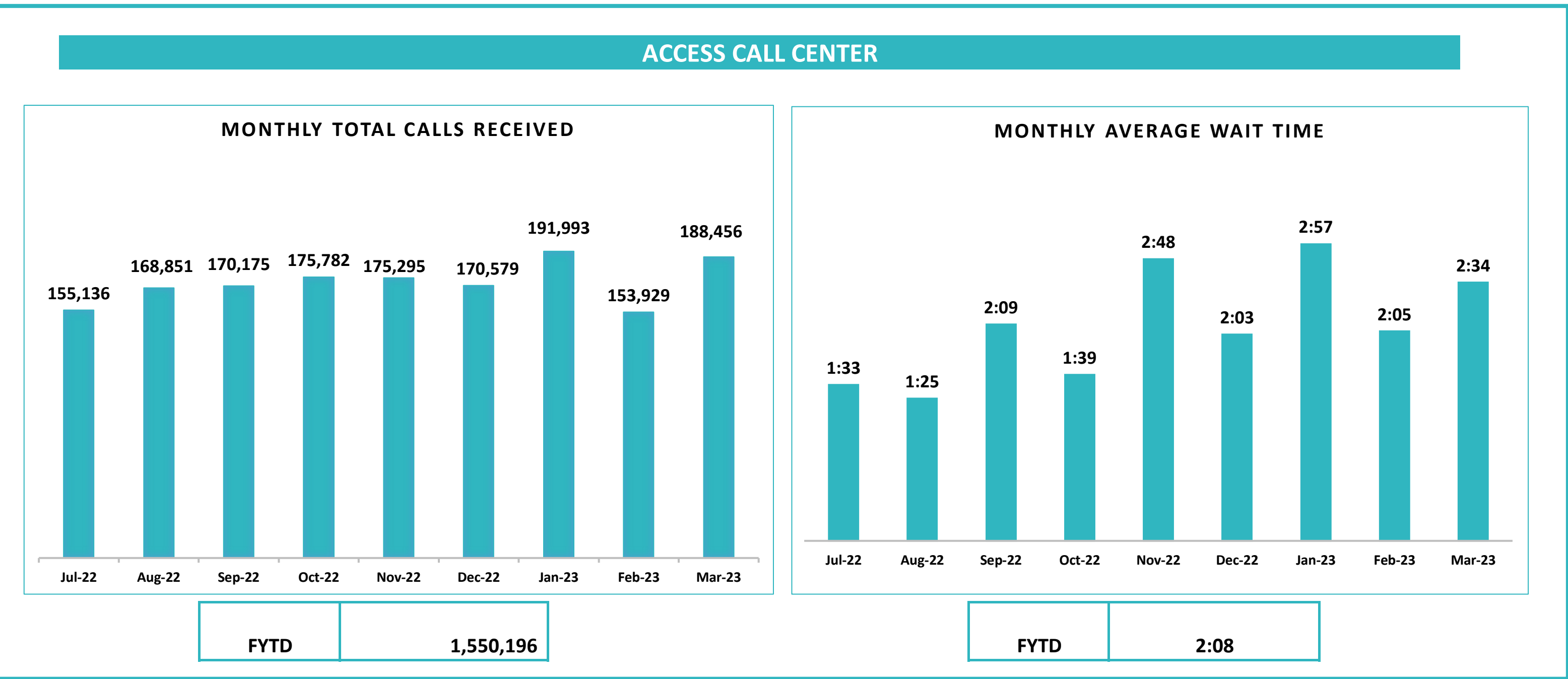
LOBBY MANAGEMENT



CASE PROCESSING PERFORMANCE (CALWIN)

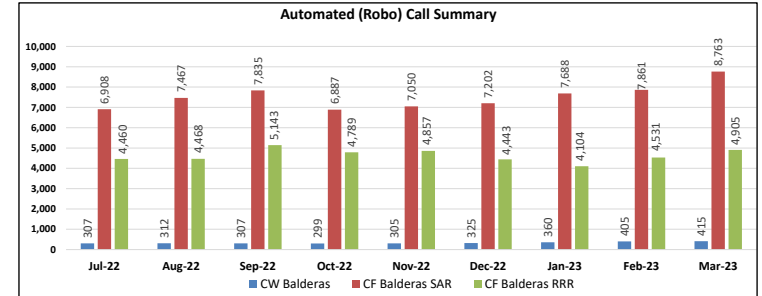


ACCESS CALL CENTER

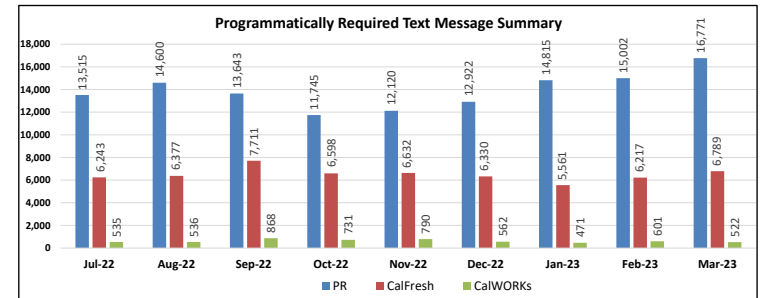


Monthly Robo-Calls & Text Messaging Report FY 2022/2023

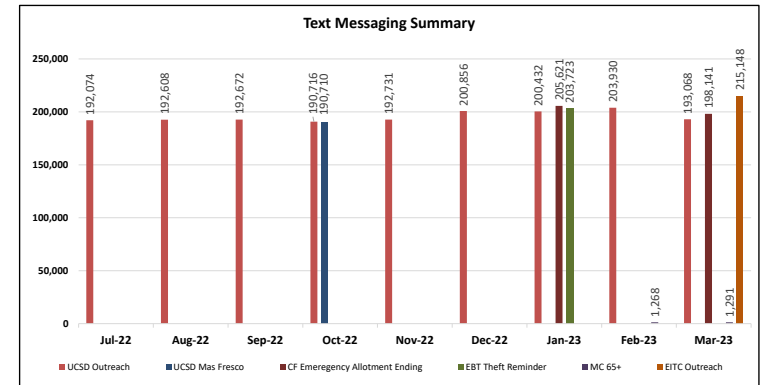
Automated (Robo) Call Summary	Program			
Month	CW Balderas	CF Balderas SAR	CF Balderas RRR	Grand Total
July 2022	307	6,908	4,460	11,675
August 2022	312	7,467	4,468	12,247
September 2022	307	7,835	5,143	13,285
October 2022	299	6,887	4,789	11,975
November 2022	305	7,050	4,857	12,212
December 2022	325	7,202	4,443	11,970
January 2023	360	7,688	4,104	12,152
February 2023	405	7,861	4,531	12,797
March 2023	415	8,763	4,905	14,083
April 2023				
May 2023				
June 2023				
Grand Total	3,035	67,661	41,700	112,396



Text Messaging Summary	Program			
Month	PR	CalFresh	CalWORKs	Grand Total
July 2022	13,515	6,243	535	20,293
August 2022	14,600	6,377	536	21,513
September 2022	13,643	7,711	868	22,222
October 2022	11,745	6,598	731	19,074
November 2022	12,120	6,632	790	19,542
December 2022	12,922	6,330	562	19,814
January 2023	14,815	5,561	471	20,847
February 2023	15,002	6,217	601	21,820
March 2023	16,771	6,789	522	24,082
April 2023				
May 2023				
June 2023				
Grand Total	125,133	58,458	5,616	189,207



Text Messaging Summary	Special Campaign					
Month	UCSD Outreach	UCSD Mas Fresco	CF Emergency Allotment Ending	EBT Theft Reminder	MC 65+	EITC Outreach
July 2022	192,074					
August 2022	192,608					
September 2022	192,672					
October 2022	190,716	190,710				
November 2022	192,731					
December 2022	200,856					
January 2023	200,432		205,621	203,723		
February 2023	203,930				1,268	
March 2023	193,068		198,141		1,291	215,148
April 2023						
May 2023						
June 2023						
Grand Total	1,759,087	190,710	403,762	203,723	2,559	215,148



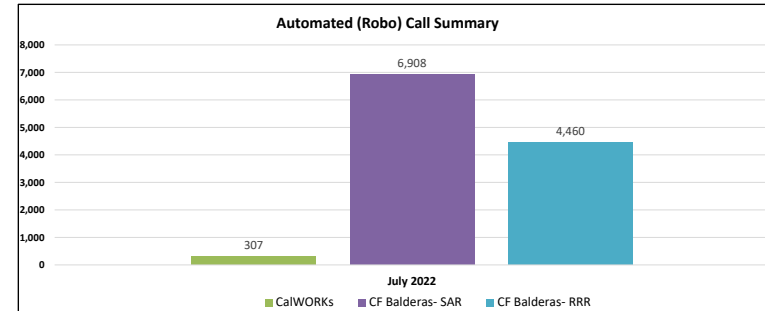
*Note: Robo Calls have been temporarily suspended in all circumstances except for CalWORKs and CalFresh Balderas call notifications. In lieu of this, all former Robo Call recipients were reprogrammed to receive text message notifications to alert them of any upcoming case actions.

*Note: PR Text Message Summary methodology updated to count CW/CF Household once. These household's are sent one text message. CW/CF households are included in CW Text Message Count.

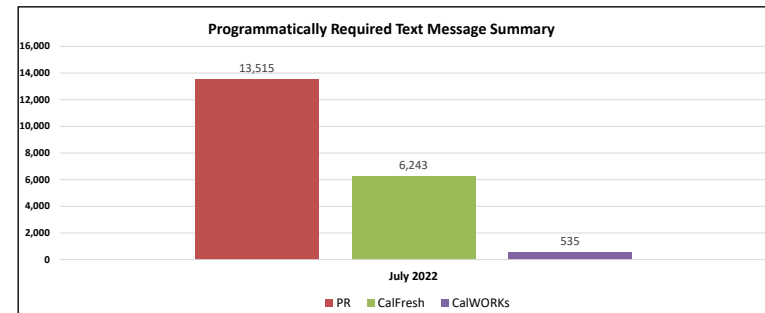
Effective 12/2020, Access is no longer doing the Monthly Consent Text Messaging RRR Campaign, nor mailing CF Packets.

July 2022

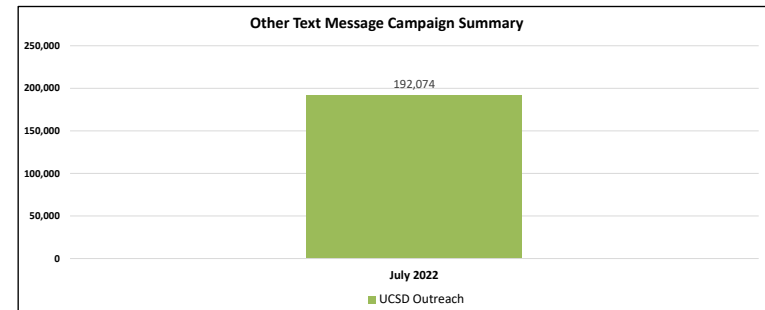
Automated (Robo) Call Summary	Program			
Month	CalWORKs	CF Balderas- SAR	CF Balderas- RRR	Grand Total
July 2022	307	6,908	4,460	11,675
Grand Total	307	6,908	4,460	11,675



Text Messaging Summary	Program				
Month	PR	CalFresh	CalWORKs	Other	Grand Total
July 2022	13,515	6,243	535	192,074	212,367
Grand Total	13,515	6,243	535	192,074	212,367



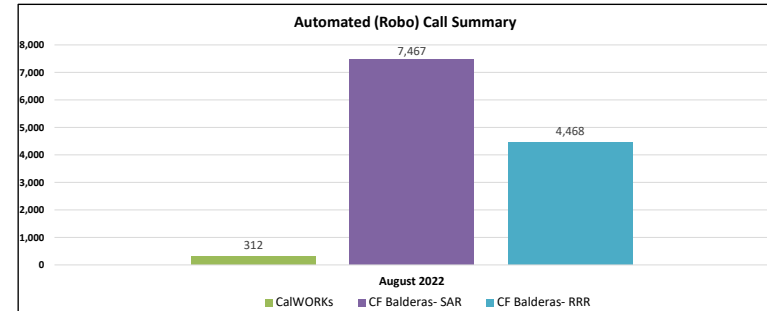
Text Messaging Summary	Special Campaign
Month	UCSD Outreach
July 2022	192,074
Grand Total	192,074



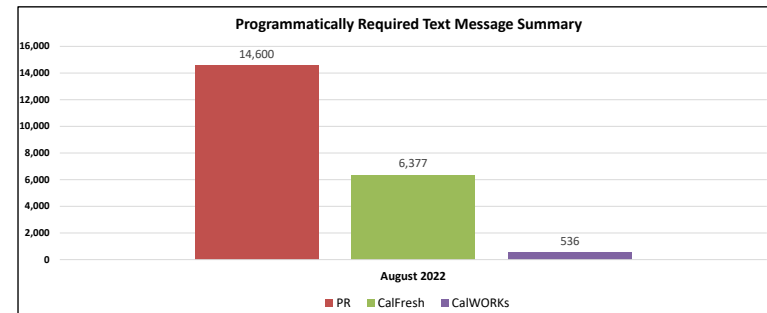
Report Data Month: 07/2022
Report Run Date: 04/05/2023

August 2022

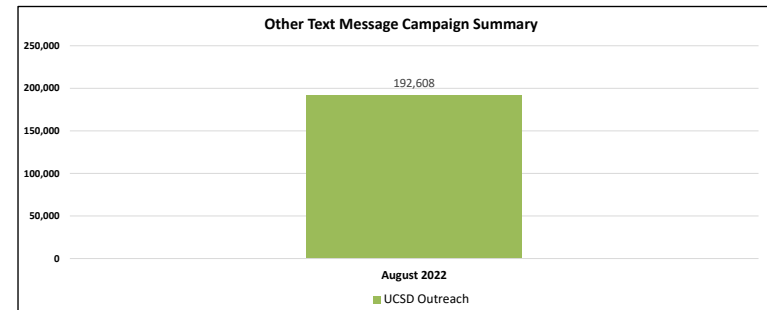
Automated (Robo) Call Summary	Program			
Month	CalWORKs	CF Balderas- SAR	CF Balderas- RRR	Grand Total
August 2022	312	7,467	4,468	12,247
Grand Total	312	7,467	4,468	12,247



Text Messaging Summary	Program				
Month	PR	CalFresh	CalWORKs	Other	Grand Total
August 2022	14,600	6,377	536	192,608	214,121
Grand Total	14,600	6,377	536	192,608	214,121



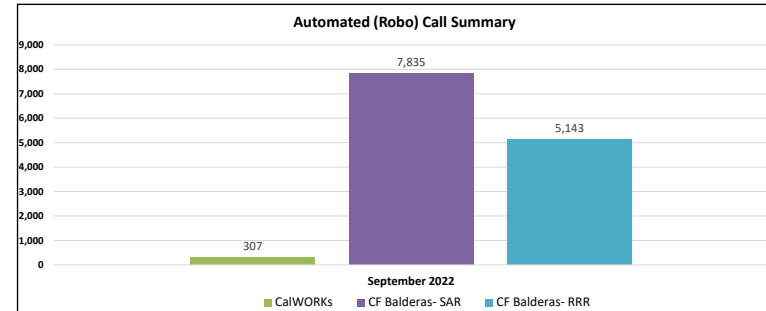
Text Messaging Summary	Special Campaign
Month	UCSD Outreach
August 2022	192,608
Grand Total	192,608



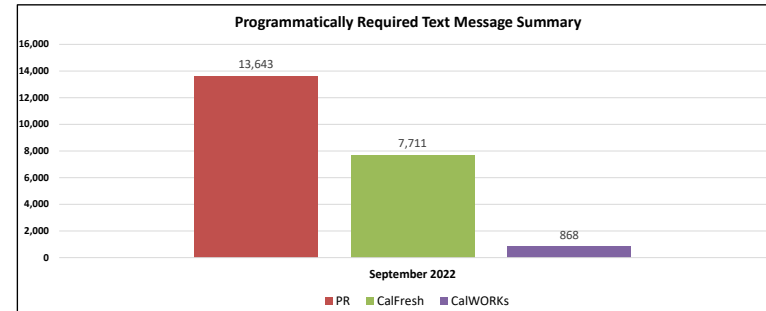
Report Data Month: 08/2022
Report Run Date: 04/05/2023

September 2022

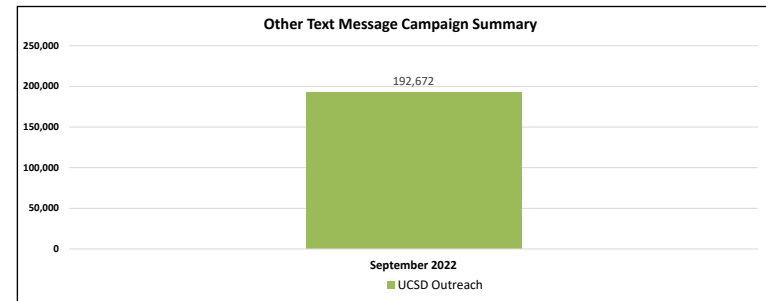
Automated (Robo) Call Summary	Program			
Month	CalWORKs	CF Balderas- SAR	CF Balderas- RRR	Grand Total
September 2022	307	7,835	5,143	13,285
Grand Total	307	7,835	5,143	13,285



Text Messaging Summary	Program				
Month	PR	CalFresh	CalWORKs	Other	Grand Total
September 2022	13,643	7,711	868	192,672	214,894
Grand Total	13,643	7,711	868	192,672	214,894



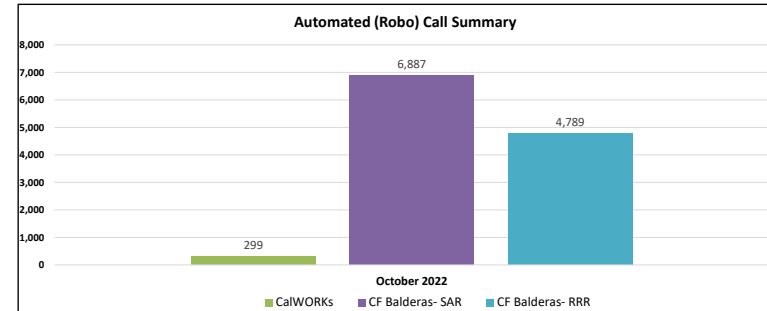
Text Messaging Summary	Special Campaign
Month	UCSD Outreach
September 2022	192,672
Grand Total	192,672



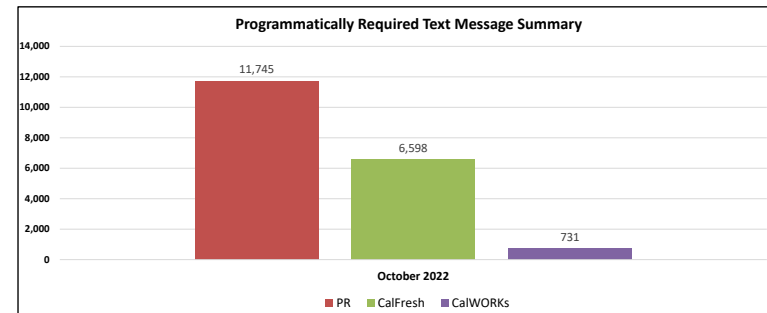
Report Data Month: 09/2022
Report Run Date: 04/05/2023

October 2022

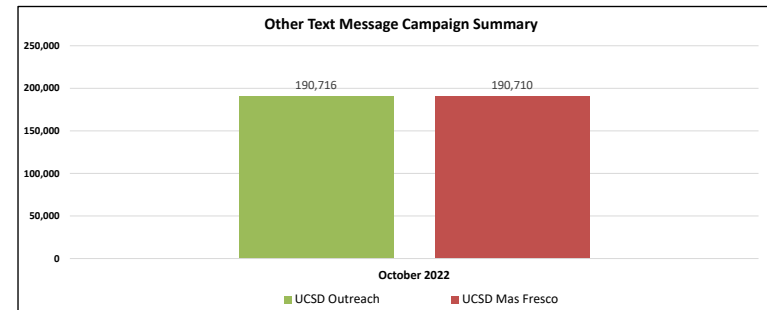
Automated (Robo) Call Summary	Program			
Month	CalWORKs	CF Balderas- SAR	CF Balderas- RRR	Grand Total
October 2022	299	6,887	4,789	11,975
Grand Total	299	6,887	4,789	11,975



Text Messaging Summary	Program				
Month	PR	CalFresh	CalWORKs	Other	Grand Total
October 2022	11,745	6,598	731	381,426	400,500
Grand Total	11,745	6,598	731	381,426	400,500



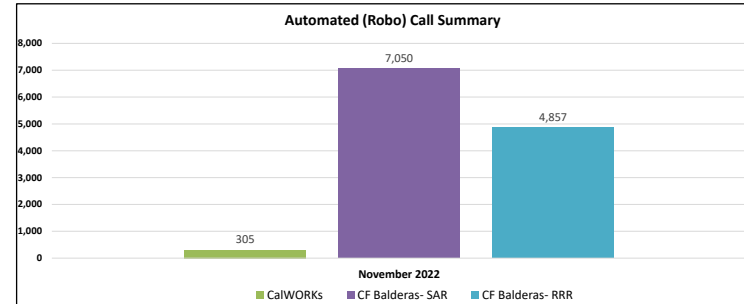
Text Messaging Summary	Special Campaign	
Month	UCSD Outreach	UCSD Mas Fresco
October 2022	190,716	190,710
Grand Total	190,716	190,710



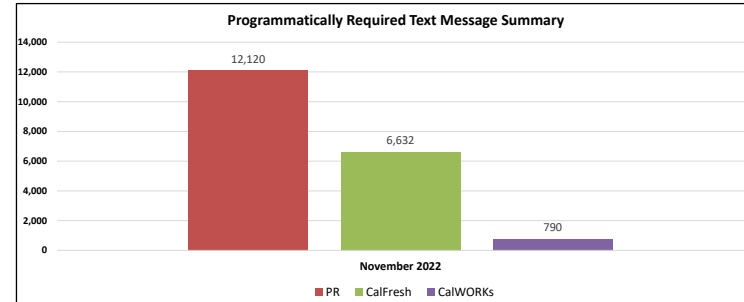
Report Data Month: 10/2022
Report Run Date: 04/05/2023

November 2022

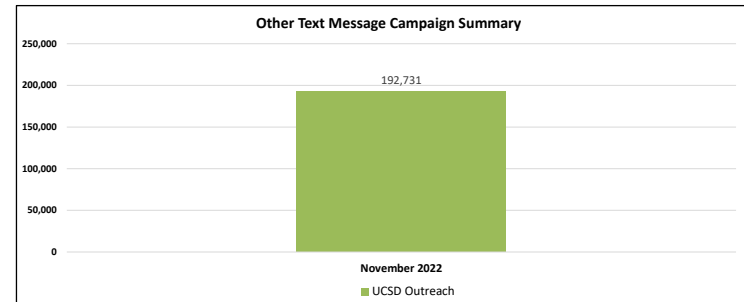
Automated (Robo) Call Summary				
Month	Program	CF Balderas- SAR	CF Balderas- RRR	Grand Total
November 2022	CalWORKs	7,050	4,857	12,212
Grand Total	305	7,050	4,857	12,212



Text Messaging Summary					
Month	PR	CalFresh	CalWORKs	Other	Grand Total
November 2022	12,120	6,632	790	192,731	212,273
Grand Total	12,120	6,632	790	192,731	212,273



Text Messaging Summary		
Month	UCSD Outreach	UCSD Mas Fresco
November 2022	192,731	
Grand Total	192,731	

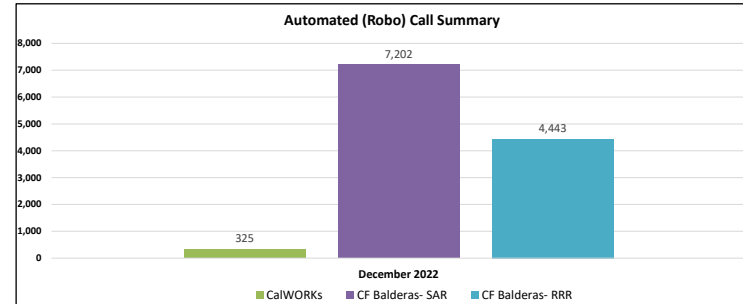


Data Sources: Monthly M40-181A CW Discontinuance Call List, Monthly CF SAR Not Received Call List, Monthly CF Only RRR Not Complete Call List, Monthly Balderas Outbound Call List, Monthly MC RRR RoboCall, Monthly Consent Text Message Report, Monthly CF Balderas Call Report

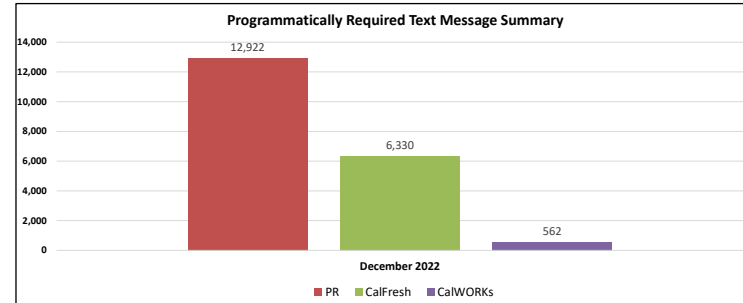
Report Data Month: 11/2022
Report Run Date: 04/05/2023

December 2022

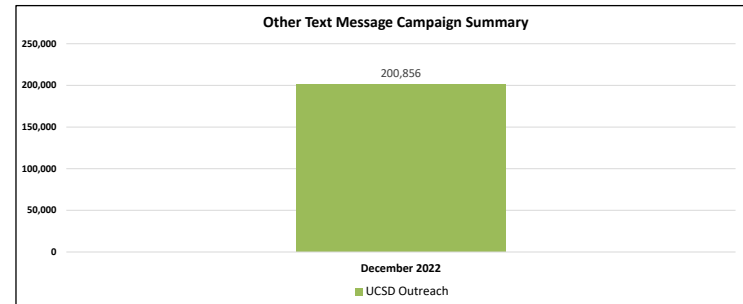
Automated (Robo) Call Summary				
Month	Program	CF Balderas- SAR	CF Balderas- RRR	Grand Total
December 2022	CalWORKs	325	7,202	11,970
Grand Total		325	7,202	11,970



Text Messaging Summary					
Month	PR	CalFresh	CalWORKs	Other	Grand Total
December 2022	12,922	6,330	562	200,856	220,670
Grand Total	12,922	6,330	562	200,856	220,670



Text Messaging Summary		
Month	UCSD Outreach	UCSD Mas Fresco
December 2022	200,856	
Grand Total	200,856	

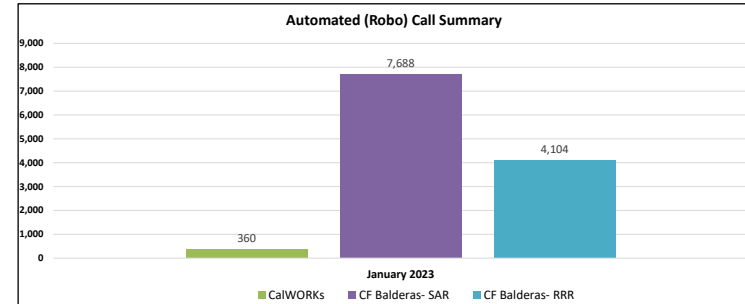


Data Sources: Monthly M40-181A CW Discontinuation Call List, Monthly CF SAR Not Received Call List, Monthly CF Only RRR Not Complete Call List, Monthly Balderas Outbound Call List, Monthly MC RRR RoboCall, Monthly Consent Text Message Report, Monthly CF Balderas Call Report

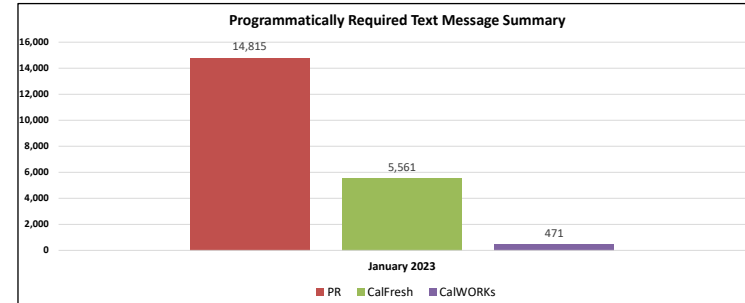
Report Data Month: 12/2022
Report Run Date: 04/05/2023

January 2023

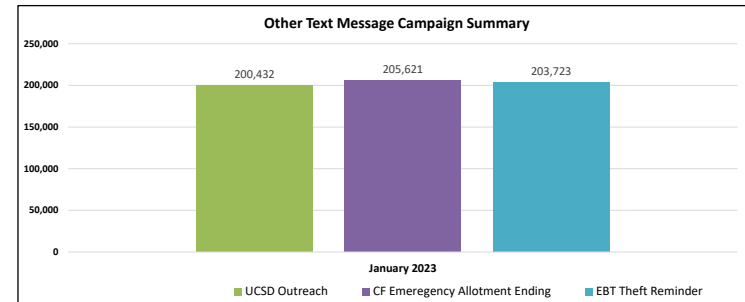
Automated (Robo) Call Summary	Program			
Month	CalWORKs	CF Balderas- SAR	CF Balderas- RRR	Grand Total
January 2023	360	7,688	4,104	12,152
Grand Total	360	7,688	4,104	12,152



Text Messaging Summary	Program				
Month	PR	CalFresh	CalWORKs	Other	Grand Total
January 2023	14,815	5,561	471	609,776	630,623
Grand Total	14,815	5,561	471	609,776	630,623



Text Messaging Summary	Special Campaign			
Month	UCSD Outreach	UCSD Mas Fresco	CF Emergency Allotment Ending	EBT Theft Reminder
January 2023	200,432		205,621	203,723
Grand Total	200,432		205,621	203,723

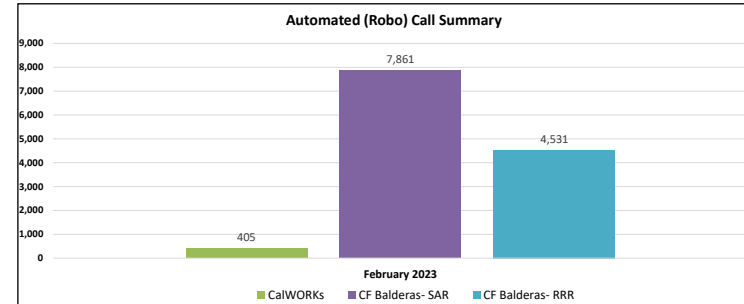


Data Sources: Monthly M40-181A CW Discontinuance Call List, Monthly CF SAR Not Received Call List, Monthly CF Only RRR Not Complete Call List, Monthly Balderas Outbound Call List, Monthly MC RRR RoboCall, Monthly Consent Text Message Report, Monthly CF Balderas Call Report

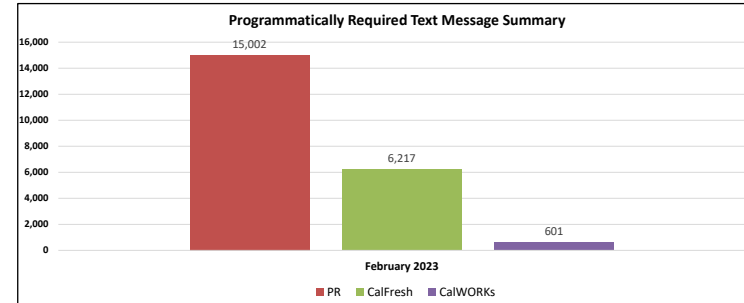
Report Data Month: 01/2023
Report Run Date: 04/05/2023

February 2023

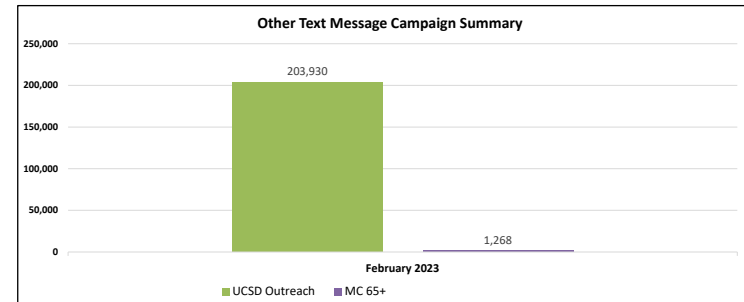
Automated (Robo) Call Summary	Program			
Month	CalWORKs	CF Balderas- SAR	CF Balderas- RRR	Grand Total
February 2023	405	7,861	4,531	12,797
Grand Total	405	7,861	4,531	12,797



Text Messaging Summary	Program				
Month	PR	CalFresh	CalWORKs	Other	Grand Total
February 2023	15,002	6,217	601	205,198	227,018
Grand Total	15,002	6,217	601	205,198	227,018



Text Messaging Summary	Special Campaign			
Month	UCSD Outreach	CF Emergency Allotment Ending	EBT Theft Reminder	MC 65+
February 2023	203,930			1,268
Grand Total	203,930			1,268

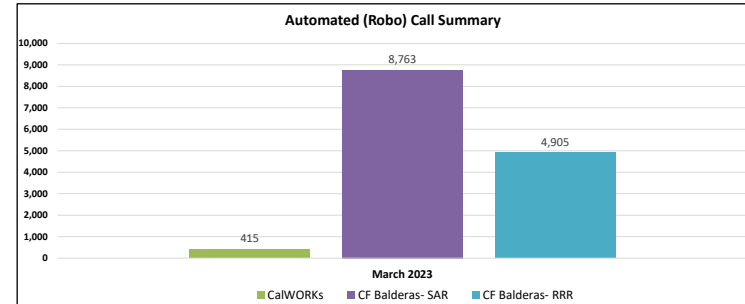


Data Sources: Monthly M40-181A CW Discontinuance Call List, Monthly CF SAR Not Received Call List, Monthly CF Only RRR Not Complete Call List, Monthly Balderas Outbound Call List, Monthly MC RRR RoboCall, Monthly Consent Text Message Report, Monthly CF Balderas Call Report

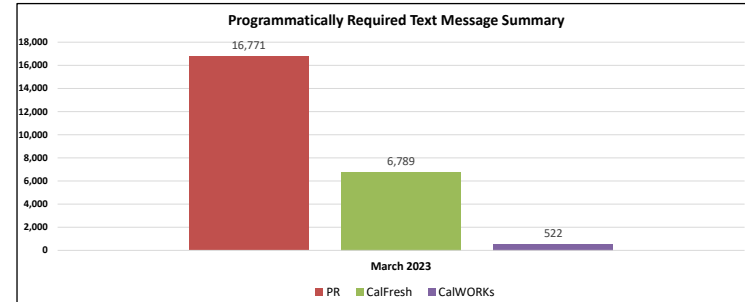
Report Data Month: 02/2023
Report Run Date: 04/05/2023

March 2023

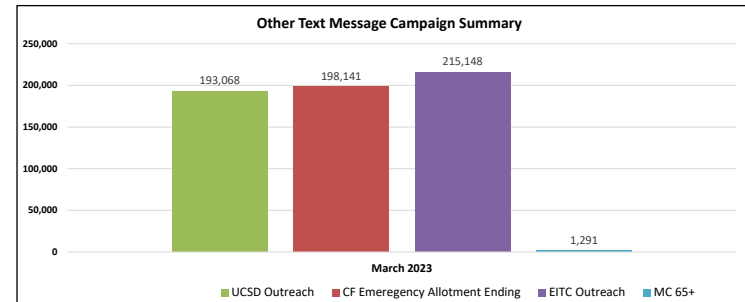
Automated (Robo) Call Summary	Program			
Month	CalWORKs	CF Balderas- SAR	CF Balderas- RRR	Grand Total
March 2023	415	8,763	4,905	14,083
Grand Total	415	8,763	4,905	14,083



Text Messaging Summary	Program				
Month	PR	CalFresh	CalWORKs	Other	Grand Total
March 2023	16,771	6,789	522	607,648	631,730
Grand Total	16,771	6,789	522	607,648	631,730



Text Messaging Summary	Special Campaign			
Month	UCSD Outreach	CF Emergency Allotment Ending	MC 65+	EITC Outreach
March 2023	193,068	198,141	1,291	215,148
Grand Total	193,068	198,141	1,291	215,148



Data Sources: Monthly M40-181A CW Discontinuance Call List, Monthly CF SAR Not Received Call List, Monthly CF Only RRR Not Complete Call List, Monthly Balderas Outbound Call List, Monthly MC RRR RoboCall, Monthly Consent Text Message Report, Monthly CF Balderas Call Report

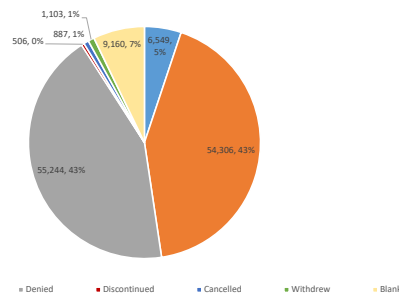
Report Data Month: 03/2023
Report Run Date: 04/05/2023

Community Based Organizations CalFresh Referrals

07/2022-03/2023

CalFresh Application Referrals by Application Status																	
CBO	HCSS Outstation Staff Y/N	Pending	Approved	Denied	Discontinued	Cancelled	Withdrawn	Blank*	Total								
Code for America - SD		5,450	5%	43,019	40%	47,722	45%	399	0%	737	1%	853	1%	8181	8%	106,361	
2-1-1 San Diego		777	5%	7,592	54%	4,972	35%	67	0%	86	1%	149	1%	491	3%	14,134	
Family Health Centers of San Diego (FHCS)		99	6%	811	47%	651	38%	8	0%	14	1%	18	1%	118	7%	1,719	
UC San Diego: The Hub Basic Needs Center		32	2%	762	51%	611	41%	14	1%	10	1%	6	0%	63	4%	1,498	
La Maestra Community Health Centers		49	6%	418	49%	302	39%	6	1%	6	1%	11	1%	62	7%	854	
San Diego Food Bank	Y	28	5%	320	57%	157	38%	2	0%	5	1%	22	4%	27	5%	561	
Vista Community Clinic		24	5%	271	53%	176	34%	3	1%	6	1%	9	2%	26	5%	515	
Scripps Health	Y	17	4%	270	56%	120	35%	3	1%	2	0%	9	2%	61	13%	482	
Sharp Health	Y	13	4%	194	54%	110	30%	1	0%	6	2%	9	2%	29	8%	362	
SSA Assisted - No Interview Required		6	3%	143	71%	28	14%	0	0	0	3	1%	22	11%	202		
Casa Familiar		9	6%	67	42%	68	43%	0	0	3	2%	2	1%	11	7%	160	
TrueCare		3	2%	66	46%	62	44%	1	1%	2	1%	3	2%	5	4%	142	
Bonita Family Resource Center		15	11%	41	29%	78	56%	0	0	1	1%	0	5	4%	140		
Neighborhood Health Care		10	8%	69	53%	39	30%	0	0	1	1%	0	12	9%	131		
Chula Vista Community Collaborative		1	1%	57	58%	29	30%	1	1%	0	5	5%	5	5%	98		
Catholic Charities		1	1%	42	47%	35	39%	1	1%	2	2%	0	8	9%	89		
Indian Health Council, Inc.		3	5%	43	67%	16	25%	0	0	0	0	0	2		64		
Borrego Health		4	10%	18	44%	16	39%	0	0	0	2	5%	1	2%	41		
Southern Indian Health Council, Inc		3	8%	18	46%	10	26%	0	0	2	5%	1	3%	5	13%	39	
Interfaith Community Services		1	4%	8	30%	6	22%	0	0	1	4%	0	11		27		
Community Wellbeing San Diego		0		7	32%	9	41%	0	0	3	14%	0	3	14%	22		
UCSD Medical Center	Y	0		12	60%	4	20%	0	0	0	1	5%	3	15%	20		
Tri City Medical Center	Y	1	6%	9	53%	5	29%	0	0	0	0	2	12%	17			
San Ysidro Health Center		0		10	67%	5	33%	0	0	0	0	0	0		15		
Gary and Mary West PACE		2	13%	8	53%	4	23%	0	0	0	0	1	7%	15			
San Diego Unified School District		0		11	79%	3	21%	0	0	0	0	0	0		14		
Palomar Health	Y	1	9%	7	64%	3	23%	0	0	0	0	0	0		11		
Somali Bantu Association of America		0		2	33%	2	33%	0	0	0	0	2	33%	6			
San Diego Family Care		0		4	100%	0	0	0	0	0	0	0	0		4		
Third Avenue Charitable Organization		0		2	50%	0	0	0	0	0	0	2	50%	4			
Community Research Foundation		0		1	33%	0	0	0	0	0	0	2	67%	3			
Rady Children's Hospital		0		2	100%	0	0	0	0	0	0	0	0		2		
Home Start - CalFresh Grant		0		2	100%	0	0	0	0	0	0	0	0		2		
Paradise Valley Health	Y	0		0		1	100%	0	0	0	0	0	0		1		
Chaldean Middle Eastern Social Services (SYHC)		0		0		0	0	0	0	0	0	0	0		0		
North County Health Services (NCHS)		0		0		0	0	0	0	0	0	0	0		0		
Access to Independence of San Diego, Inc		0		0		0	0	0	0	0	0	0	0		0		
Alliance for African Assistance		0		0		0	0	0	0	0	0	0	0		0		
San Diego Freedom Ranch		0		0		0	0	0	0	0	0	0	0		0		
Union of Pan Asian Community		0		0		0	0	0	0	0	0	0	0		0		
Alvarado Hospital, LLC	Y	0		0		0	0	0	0	0	0	0	0		0		
Mountain Health and Community Services		0		0		0	0	0	0	0	0	0	0		0		
International Rescue Committee, Inc.		0		0		0	0	0	0	0	0	0	0		0		
San Diego Regional Center		0		0		0	0	0	0	0	0	0	0		0		
San Diegans for Healthcare Coverage		0		0		0	0	0	0	0	0	0	0		0		
Feeding San Diego	Y	0		0		0	0	0	0	0	0	0	0		0		
South Bay Community Services		0		0		0	0	0	0	0	0	0	0		0		
Neighborhood Health Insurance Center		0		0		0	0	0	0	0	0	0	0		0		
SDG CBO Test Account		0		0		0	0	0	0	0	0	0	0		0		
San Diego Hunger Coalition		0		0		0	0	0	0	0	0	0	0		0		
SAY San Diego		0		0		0	0	0	0	0	0	0	0		0		
MAAC Project		0		0		0	0	0	0	0	0	0	0		0		
Home Start Inc.		0		0		0	0	0	0	0	0	0	0		0		
North County Lifeline		0		0		0	0	0	0	0	0	0	0		0		
Community Resource Center		0		0		0	0	0	0	0	0	0	0		0		
United Healthcare Community and State (UHCS)		0		0		0	0	0	0	0	0	0	0		0		
BAME Renaissance Community Development Corporation		0		0		0	0	0	0	0	0	0	0		0		
Heartland House		0		0		0	0	0	0	0	0	0	0		0		
Grand Care Health Services		0		0		0	0	0	0	0	0	0	0		0		
San Diego County Office of Education		0		0		0	0	0	0	0	0	0	0		0		
Borrego Community		0		0		0	0	0	0	0	0	0	0		0		
San Diego Housing Commission		0		0		0	0	0	0	0	0	0	0		0		
Associated Students, San Diego State University		0		0		0	0	0	0	0	0	0	0		0		
UCSD - Case Management Services		0		0		0	0	0	0	0	0	0	0		0		
McAlister Institute NC Women		0		0		0	0	0	0	0	0	0	0		0		
CRF - Adelante		0		0		0	0	0	0	0	0	0	0		0		
Veterans Village		0		0		0	0	0	0	0	0	0	0		0		
VSD Victim Assistance Program (VAP)		0		0		0	0	0	0	0	0	0	0		0		
Deaf Community Services of San Diego, Inc		0		0		0	0	0	0	0	0	0	0		0		
Mountain Shadows Ancillary Services, Inc		0		0		0	0	0	0	0	0	0	0		0		
Benefit Eligible Enrollment Assistance (BEEA)		0		0		0	0	0	0	0	0	0	0		0		
Borrego Community Health Foundation		0		0		0	0	0	0	0	0	0	0		0		
St Paul's Health Care Center for Seniors		0		0		0	0	0	0	0	0	0	0		0		
Saint Paul Pace		0		0		0	0	0	0	0	0	0	0		0		
Village Square HealthCare Center		0		0		0	0	0	0	0	0	0	0		0		
Clinica Internacional Buena Salud		0		0		0	0	0	0	0	0	0	0		0		
New Alternatives Inc.-TYH		0		0		0	0	0	0	0	0	0	0		0		
New Leaf Solutions		0		0		0	0	0	0	0	0	0	0		0		
Refuge for Women SoCal, Inc		0		0		0	0	0	0	0	0	0	0		0		
Adventure Point Early Learning Center		0		0		0	0	0	0	0	0	0	0		0		
ATAP - Summercrest Social Services		0		0		0	0	0	0	0	0	0	0		0		
Total		6,549	5%	54,306	43%	55,244	43%	506	0%	887	1%	1,103	1%	9,160	7%	127,755	

CalFresh Percentage of Referrals



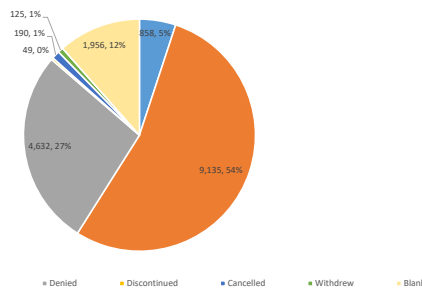
* Blank Status means - there is already an existing CalFresh that is either Active, Pending or has a Future Discontinuance.

Community Based Organizations Medi-Cal Referrals

07/2022-03/2023

Medi-Cal Application Referrals by Application Status																
CBO	HCSS Outstation Staff Y/N	Pending	Approved	Denied	Discontinued	Cancelled	Withdrawn	Blank*	Total							
Family Health Centers of San Diego (FHCS)		196	6%	1,671	55%	816	27%	6	0%	25	1%	21	1%	327	11%	3,062
Scripps Health	Y	115	4%	1,420	47%	995	33%	11	0%	37	1%	28	1%	447	15%	3,053
2-1-1 San Diego		152	7%	917	42%	789	36%	8	0%	15	1%	31	1%	272	12%	2,184
Sharp Health	Y	37	3%	869	62%	318	26%	8	1%	19	1%	15	1%	142	10%	1,408
Vista Community Clinic		68	6%	771	64%	240	20%	0	0%	5	0%	7	1%	107	9%	1,198
UCSD Medical Center	Y	23	2%	695	64%	275	25%	3	0%	18	2%	0	0%	75	7%	1,089
La Maestra Community Health Centers		68	6%	540	52%	240	20%	1	0%	10	1%	4	0%	184	18%	1,047
TrueCare		60	6%	497	51%	312	27%	2	0%	18	2%	5	1%	82	8%	976
Neighborhood Health Care		27	4%	454	65%	168	20%	2	0%	5	1%	1	0%	44	6%	701
Palomar Health	Y	24	5%	293	62%	116	20%	2	0%	5	1%	1	0%	35	7%	476
Tri City Medical Center	Y	13	3%	314	67%	108	23%	3	1%	3	1%	1	0%	24	5%	466
Paradise Valley Health	Y	8	3%	183	69%	38	10%	0	0%	12	4%	1	0%	25	9%	267
Rady Children's Hospital		1	1%	79	47%	45	27%	1	1%	6	4%	5	3%	32	19%	169
Alvarado Hospital, LLC	Y	3	2%	79	62%	21	10%	0	0%	5	4%	0	0%	20	16%	128
San Ysidro Health Center.		12	10%	81	65%	16	10%	0	0%	2	2%	1	1%	13	10%	125
Borrego Health		3	3%	69	59%	33	28%	1	1%	3	3%	0	0%	8	7%	117
Casa Familiar		11	10%	30	29%	38	36%	0	0%	1	1%	0	0%	25	24%	105
Bonita Family Resource Center		14	19%	20	27%	17	23%	0	0%	0	0%	1	1%	22	30%	74
San Diego Unified School District		7	10%	48	68%	10	14%	0	0%	0	0%	0	0%	6	8%	71
Chula Vista Community Collaborative		3	5%	32	54%	12	20%	0	0%	0	0%	2	3%	10	17%	59
Indian Health Council, Inc.		3	7%	30	68%	5	11%	0	0%	0	0%	0	0%	6	14%	44
Neighborhood Health Insurance Center		3	8%	6	16%	6	10%	0	0%	0	0%	0	0%	23	61%	38
Gary and Mary West PACE		4	18%	11	50%	5	25%	0	0%	0	0%	0	0%	2	9%	22
Interfaith Community Services		1	5%	4	20%	1	5%	0	0%	1	5%	0	0%	13	65%	20
San Diego Freedom Ranch		1	8%	9	69%	1	8%	0	0%	0	0%	0	0%	2	15%	13
San Diego Regional Center		0	0%	5	50%	4	40%	1	10%	0	0%	0	0%	0	0%	10
Community Research Foundation		0	0%	2	25%	1	10%	0	0%	0	0%	1	14%	3	43%	7
Third Avenue Charitable Organization		0	0%	0	0%	1	25%	0	0%	0	0%	0	0%	3	75%	4
Community Wellbeing San Diego		0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	2	100%	2
Home Start - CalFresh Grant		0	2	100%	0%	0	0%	0	0%	0	0%	0	0%	0	0%	2
Somali Bantu Association of America		0	0	1	50%	1	50%	0	0%	0	0%	0	0%	0	0%	2
San Diegans for Healthcare Coverage		1	50%	1	50%	0	0%	0	0%	0	0%	0	0%	0	0%	2
Southern Indian Health Council, Inc		0	1	50%	0	0	0%	0	0%	0	0%	0	1	50%	2	2
San Diego Family Care		0	1	100%	0	0	0%	0	0%	0	0%	0	0%	0	0%	1
Village Square HealthCare Center		0	0	0	0	0	0%	0	0%	0	0%	0	1	100%	1	1
North County Health Services (NCHS)		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
Alliance for African Assistance		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
Catholic Charities		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
Union of Pan Asian Community		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
Mountain Health and Community Services		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
South Bay Community Services		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
International Rescue Committee, Inc.		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
SDG CBO Test Account		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
Code for America - SD		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
Feeding San Diego	Y	0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
San Diego Food Bank	Y	0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
Chaldean Middle Eastern Social Services (SYHC)		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
Access to Independence of San Diego, Inc		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
SSA Assisted - No Interview Required		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
San Diego Hunger Coalition		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
SAY San Diego		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
MAAC Project		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
Home Start Inc.		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
North County Lifeline		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
Community Resource Center		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
United Healthcare Community and State (UHCS)		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
BAME Renaissance Community Development Corporation		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
Heartland House		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
Grand Care Health Services		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
San Diego County Office of Education		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
Borrego Community		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
San Diego Housing Commission		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
Associated Students, San Diego State University		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
UCSD - Case Management Services		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
McAlister Institute NC Women		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
CRF - Adelante		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
Veterans Village		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
VSD Victim Assistance Program (VAP)		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
Deaf Community Services of San Diego, Inc		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
Mountain Shadows Ancillary Services, Inc		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
Benefit Eligible Enrollment Assistance (BEEA)		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
Borrego Community Health Foundation		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
St Paul's Health Care Center for Seniors		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
Saint Paul Pace		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
Clinica Internacional Buena Salud		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
New Alternatives Inc.-TYH		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
New Leaf Solutions		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
Refuge for Women SoCal, Inc		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
Adventure Point Early Learning Center		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
ATAP - Summercrest Social Services		0	0	0	0	0	0%	0	0%	0	0%	0	0	0	0%	0
Total		858	5%	9,135	54%	4,632	27%	49	0%	190	1%	125	1%	1,956	12%	16,945

Medi-Cal Percentage of Referrals



* Blank Status means - there is already an existing Medi-Cal that is either Active, Pending or has a Future Discontinuation.

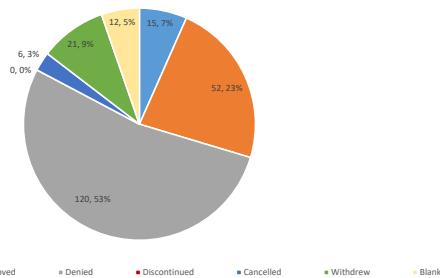


Community Based Organizations CalWORKS Referrals

07/2022-03/2023

CalWORKS Application Referrals by Application Status															
CBO	HCSS Outstation Staff Y/N	Pending	Approved	Denied	Discontinued	Cancelled	Withdrawn	Blank*	Total						
La Maestra Community Health Centers		6	11%	16	28%	28	49%	0	1	2%	57				
Family Health Centers of San Diego (FHCS)		4	9%	7	16%	24	56%	0	2	5%	43				
Vista Community Clinic		2	6%	10	29%	18	51%	0	1	3%	35				
Chula Vista Community Collaborative		1	6%	7	39%	8	44%	0	0	2	11%	18			
Neighborhood Health Care		1	7%	1	7%	9	64%	0	2	14%	0	1	7%	14	
TrueCare		0	0	6	43%	7	50%	0	0	1	7%	0	14		
Southern Indian Health Council, Inc		0	0	1	10%	5	50%	0	0	1	10%	3	30%	10	
Casa Familiar		0	0	0	0	4	57%	0	0	3	43%	0	7		
Interfaith Community Services		1	0	0	0	3	75%	0	0	0	0	0	4		
Somali Bantu Association of America		0	0	0	0	2	50%	0	0	0	0	2	50%	4	
2-1-1 San Diego		0	0	1	33%	2	67%	0	0	0	0	0	3		
Indian Health Council, Inc.		0	0	0	0	2	67%	0	0	1	33%	0	3		
UCSD Medical Center	Y	0	0	0	0	2	67%	0	0	0	0	1	33%	3	
San Diego Unified School District		0	0	1	33%	1	33%	0	0	1	33%	0	3		
Sharp Health	Y	0	0	0	0	1	50%	0	0	1	50%	0	2		
Borrego Health		0	0	2	100%	0	0	0	0	0	0	0	2		
Tri City Medical Center	Y	0	0	0	0	1	100%	0	0	0	0	0	1		
Paradise Valley Health	Y	0	0	0	0	1	100%	0	0	0	0	0	1		
San Ysidro Health Center.		0	0	0	0	1	100%	0	0	0	0	0	1		
Third Avenue Charitable Organization		0	0	0	0	1	100%	0	0	0	0	0	1		
Code for America - SD		0	0	0	0	0	0	0	0	0	0	0	0		
San Diego Food Bank	Y	0	0	0	0	0	0	0	0	0	0	0	0		
Scripps Health	Y	0	0	0	0	0	0	0	0	0	0	0	0		
SSA Assisted - No Interview Required		0	0	0	0	0	0	0	0	0	0	0	0		
Chaldean Middle Eastern Social Services (SYHC)		0	0	0	0	0	0	0	0	0	0	0	0		
North County Health Services (NCHS)		0	0	0	0	0	0	0	0	0	0	0	0		
Catholic Charities		0	0	0	0	0	0	0	0	0	0	0	0		
Palomar Health	Y	0	0	0	0	0	0	0	0	0	0	0	0		
Bonita Family Resource Center		0	0	0	0	0	0	0	0	0	0	0	0		
Community Wellbeing San Diego		0	0	0	0	0	0	0	0	0	0	0	0		
Access to Independence of San Diego, Inc		0	0	0	0	0	0	0	0	0	0	0	0		
Alliance for African Assistance		0	0	0	0	0	0	0	0	0	0	0	0		
San Diego Freedom Ranch		0	0	0	0	0	0	0	0	0	0	0	0		
Union of Pan Asian Community		0	0	0	0	0	0	0	0	0	0	0	0		
Home Start - CalFresh Grant		0	0	0	0	0	0	0	0	0	0	0	0		
Alvarado Hospital, LLC	Y	0	0	0	0	0	0	0	0	0	0	0	0		
Community Research Foundation		0	0	0	0	0	0	0	0	0	0	0	0		
Mountain Health and Community Services		0	0	0	0	0	0	0	0	0	0	0	0		
International Rescue Committee, Inc.		0	0	0	0	0	0	0	0	0	0	0	0		
San Diego Regional Center		0	0	0	0	0	0	0	0	0	0	0	0		
UC San Diego: The Hub Basic Needs Center		0	0	0	0	0	0	0	0	0	0	0	0		
San Diegans for Healthcare Coverage		0	0	0	0	0	0	0	0	0	0	0	0		
Feeding San Diego	Y	0	0	0	0	0	0	0	0	0	0	0	0		
South Bay Community Services		0	0	0	0	0	0	0	0	0	0	0	0		
Neighborhood Health Insurance Center		0	0	0	0	0	0	0	0	0	0	0	0		
SDG CBO Test Account		0	0	0	0	0	0	0	0	0	0	0	0		
San Diego Hunger Coalition		0	0	0	0	0	0	0	0	0	0	0	0		
SAY San Diego		0	0	0	0	0	0	0	0	0	0	0	0		
MAAC Project		0	0	0	0	0	0	0	0	0	0	0	0		
Home Start Inc.		0	0	0	0	0	0	0	0	0	0	0	0		
North County Lifeline		0	0	0	0	0	0	0	0	0	0	0	0		
Community Resource Center		0	0	0	0	0	0	0	0	0	0	0	0		
United Healthcare Community and State (UHCS)		0	0	0	0	0	0	0	0	0	0	0	0		
San Diego Family Care		0	0	0	0	0	0	0	0	0	0	0	0		
BAME Renaissance Community Development Corporation		0	0	0	0	0	0	0	0	0	0	0	0		
Heartland House		0	0	0	0	0	0	0	0	0	0	0	0		
Grand Care Health Services		0	0	0	0	0	0	0	0	0	0	0	0		
San Diego County Office of Education		0	0	0	0	0	0	0	0	0	0	0	0		
Borrego Community		0	0	0	0	0	0	0	0	0	0	0	0		
San Diego Housing Commission		0	0	0	0	0	0	0	0	0	0	0	0		
Associated Students, San Diego State University		0	0	0	0	0	0	0	0	0	0	0	0		
UCSD - Case Management Services		0	0	0	0	0	0	0	0	0	0	0	0		
McAlister Institute NC Women		0	0	0	0	0	0	0	0	0	0	0	0		
CRF - Adelante		0	0	0	0	0	0	0	0	0	0	0	0		
Veterans Village		0	0	0	0	0	0	0	0	0	0	0	0		
VSD Victim Assistance Program (VAP)		0	0	0	0	0	0	0	0	0	0	0	0		
Deaf Community Services of San Diego, Inc		0	0	0	0	0	0	0	0	0	0	0	0		
Mountain Shadows Ancillary Services, Inc		0	0	0	0	0	0	0	0	0	0	0	0		
Benefit Eligible Enrollment Assistance (BEEA)		0	0	0	0	0	0	0	0	0	0	0	0		
Borrego Community Health Foundation		0	0	0	0	0	0	0	0	0	0	0	0		
St Paul's Health Care Center for Seniors		0	0	0	0	0	0	0	0	0	0	0	0		
Saint Paul Place		0	0	0	0	0	0	0	0	0	0	0	0		
Village Square HealthCare Center		0	0	0	0	0	0	0	0	0	0	0	0		
Clinica Internacional Buena Salud		0	0	0	0	0	0	0	0	0	0	0	0		
New Alternatives Inc.-TYH		0	0	0	0	0	0	0	0	0	0	0	0		
New Leaf Solutions		0	0	0	0	0	0	0	0	0	0	0	0		
Gary and Mary West PACE		0	0	0	0	0	0	0	0	0	0	0	0		
Refuge for Women SoCal, Inc		0	0	0	0	0	0	0	0	0	0	0	0		
Adventure Point Early Learning Center		0	0	0	0	0	0	0	0	0	0	0	0		
ATAP - Summercrest Social Services		0	0	0	0	0	0	0	0	0	0	0	0		
Total		15	7%	52	29%	120	53%	0	6	3%	21	9%	12	5%	226

CalWORKS Percentage of Referrals



* Blank Status means - there is already an existing CalWORKS that is either Active, Pending or has a Future Discontinuance.

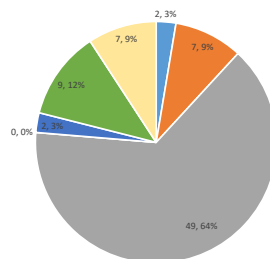
Community Based Organizations General Relief Referrals

07/2022-03/2023

General Relief Application Referrals by Application Status

CBO	HCSS Outstation Staff Y/N	Pending	Approved	Denied	Discontinued	Cancelled	Withdrawn	Blank*	Total
La Maestra Community Health Centers		0	1 6%	11 65%	0	1 6%	3 18%	1 6%	17
Interfaith Community Services		0	2 15%	10 75%	0	1 8%	0	0	13
Family Health Centers of San Diego (FHCS)		1 9%	0	7 64%	0	0	2 18%	1 9%	11
Casa Familiar		0	1 9%	7 64%	0	0	1 9%	2 18%	11
Vista Community Clinic		0	1 7%	3 50%	0	0	0	2 33%	6
Sharp Health	Y	0	0	1 33%	0	0	2 67%	0	3
UCSD Medical Center	Y	0	0	1 50%	0	0	0	1 50%	2
Neighborhood Health Care		0	0	2 100%	0	0	0	0	2
Indian Health Council, Inc.		1 50%	0	1 50%	0	0	0	0	2
Community Research Foundation		0	0	1 50%	0	0	1 50%	0	2
Community Wellbeing San Diego		0	1 50%	1 50%	0	0	0	0	2
TrueCare		0	1 50%	1 50%	0	0	0	0	2
San Ysidro Health Center		0	0	1 100%	0	0	0	0	1
Southern Indian Health Council, Inc.		0	0	1 100%	0	0	0	0	1
Third Avenue Charitable Organization		0	0	1 100%	0	0	0	0	1
2-1-1 San Diego		0	0	0	0	0	0	0	0
Scripps Health	Y	0	0	0	0	0	0	0	0
North County Health Services (NCHS)		0	0	0	0	0	0	0	0
Palomar Health	Y	0	0	0	0	0	0	0	0
Tri City Medical Center	Y	0	0	0	0	0	0	0	0
Paradise Valley Health	Y	0	0	0	0	0	0	0	0
Borrego Health		0	0	0	0	0	0	0	0
San Diego Regional Center		0	0	0	0	0	0	0	0
Bonita Family Resource Center		0	0	0	0	0	0	0	0
San Diego Freedom Ranch		0	0	0	0	0	0	0	0
San Diego Unified School District		0	0	0	0	0	0	0	0
Alliance for African Assistance		0	0	0	0	0	0	0	0
Neighborhood Health Insurance Center		0	0	0	0	0	0	0	0
Chula Vista Community Collaborative		0	0	0	0	0	0	0	0
Alvarado Hospital, LLC	Y	0	0	0	0	0	0	0	0
Catholic Charities		0	0	0	0	0	0	0	0
Home Start - CalFresh Grant		0	0	0	0	0	0	0	0
Union of Pan Asian Community		0	0	0	0	0	0	0	0
Somali Bantu Association of America		0	0	0	0	0	0	0	0
Mountain Health and Community Services		0	0	0	0	0	0	0	0
Gary and Mary West PACE		0	0	0	0	0	0	0	0
South Bay Community Services		0	0	0	0	0	0	0	0
International Rescue Committee, Inc.		0	0	0	0	0	0	0	0
SDG CBO Test Account		0	0	0	0	0	0	0	0
Code for America - SD		0	0	0	0	0	0	0	0
Feeding San Diego	Y	0	0	0	0	0	0	0	0
San Diegans for Healthcare Coverage		0	0	0	0	0	0	0	0
San Diego Food Bank	Y	0	0	0	0	0	0	0	0
Chaldean Middle Eastern Social Services (SYHC)		0	0	0	0	0	0	0	0
Access to Independence of San Diego, Inc.		0	0	0	0	0	0	0	0
SSA Assisted - No Interview Required		0	0	0	0	0	0	0	0
San Diego Hunger Coalition		0	0	0	0	0	0	0	0
SAY San Diego		0	0	0	0	0	0	0	0
MAAC Project		0	0	0	0	0	0	0	0
Home Start Inc.		0	0	0	0	0	0	0	0
North County Lifeline		0	0	0	0	0	0	0	0
Community Resource Center		0	0	0	0	0	0	0	0
United Healthcare Community and State (UHCS)		0	0	0	0	0	0	0	0
San Diego Family Care		0	0	0	0	0	0	0	0
BAME Renaissance Community Development Corporation		0	0	0	0	0	0	0	0
Heartland House		0	0	0	0	0	0	0	0
Grand Care Health Services		0	0	0	0	0	0	0	0
San Diego County Office of Education		0	0	0	0	0	0	0	0
Borrego Community		0	0	0	0	0	0	0	0
San Diego Housing Commission		0	0	0	0	0	0	0	0
Associated Students, San Diego State University		0	0	0	0	0	0	0	0
UCSD - Case Management Services		0	0	0	0	0	0	0	0
McAlister Institute NC Women		0	0	0	0	0	0	0	0
CRF - Adelante		0	0	0	0	0	0	0	0
Veterans Village		0	0	0	0	0	0	0	0
VSD Victim Assistance Program (VAP)		0	0	0	0	0	0	0	0
Deaf Community Services of San Diego, Inc.		0	0	0	0	0	0	0	0
Mountain Shadows Ancillary Services, Inc.		0	0	0	0	0	0	0	0
Benefit Eligible Enrollment Assistance (BEEA)		0	0	0	0	0	0	0	0
Borrego Community Health Foundation		0	0	0	0	0	0	0	0
St Paul's Health Care Center for Seniors		0	0	0	0	0	0	0	0
Saint Paul Pace		0	0	0	0	0	0	0	0
Village Square HealthCare Center		0	0	0	0	0	0	0	0
Clinica Internacional Buena Salud		0	0	0	0	0	0	0	0
New Alternatives Inc.-TYH		0	0	0	0	0	0	0	0
New Leaf Solutions		0	0	0	0	0	0	0	0
Refuge for Women SoCal, Inc.		0	0	0	0	0	0	0	0
Adventure Point Early Learning Center		0	0	0	0	0	0	0	0
ATAP - Summercrest Social Services		0	0	0	0	0	0	0	0
Total		2 3%	7 9%	49 64%	0	2 3%	9 12%	7 9%	76

General Relief Percentage of Referrals



* Blank Status means - there is already an existing General Relief that is either Active, Pending or has a Future Discontinuation.



Community Based Organizations CalFresh Referrals

07/2022-03/2023

CalFresh Application Referrals by Application Status

CBO	Total
Code for America - SD	106,361
2-1-1 San Diego	14,134
Family Health Centers of San Diego (FHCS)	1,719
UC San Diego: The Hub Basic Needs Center	1,498
La Maestra Community Health Centers	854
San Diego Food Bank	561
Vista Community Clinic	515
Scripps Health	482
Sharp Health	362
SSA Assisted - No Interview Required	202
Casa Familiar	160
TrueCare	142
Bonita Family Resource Center	140
Neighborhood Health Care	131
Chula Vista Community Collaborative	98
Catholic Charities	89
Indian Health Council, Inc.	64
Borrego Health	41
Southern Indian Health Council, Inc	39
Interfaith Community Services	27
Community Wellbeing San Diego	22
UCSD Medical Center	20
Tri City Medical Center	17
San Ysidro Health Center.	15
Gary and Mary West PACE	15
San Diego Unified School District	14
Palomar Health	11
Somali Bantu Association of America	6
San Diego Family Care	4
Third Avenue Charitable Organization	4
Community Research Foundation	3
Rady Children's Hospital	2
Home Start - CalFresh Grant	2
Paradise Valley Health	1
Chaldean Middle Eastern Social Services (SYHC)	0
North County Health Services (NCHS)	0
Access to Independence of San Diego, Inc	0
Alliance for African Assistance	0
San Diego Freedom Ranch	0
Union of Pan Asian Community	0
Alvarado Hospital, LLC	0
Mountain Health and Community Services	0
International Rescue Committee, Inc.	0
San Diego Regional Center	0
San Diegans for Healthcare Coverage	0
Feeding San Diego	0
South Bay Community Services	0
Neighborhood Health Insurance Center	0
SDG CBO Test Account	0
San Diego Hunger Coalition	0
SAY San Diego	0
MAAC Project	0
Home Start Inc.	0
North County Lifeline	0
Community Resource Center	0
United Healthcare Community and State (UHCS)	0
BAME Renaissance Community Development Corporation	0
Heartland House	0
Grand Care Health Services	0
San Diego County Office of Education	0
Borrego Community	0
San Diego Housing Commission	0
Associated Students, San Diego State University	0
UCSD - Case Management Services	0
McAlister Institute NC Women	0
CRF - Adelante	0
Veterans Village	0
VSD Victim Assistance Program (VAP)	0
Deaf Community Services of San Diego, Inc	0
Mountain Shadows Ancillary Services, Inc	0
Benefit Eligible Enrollment Assistance (BEEA)	0
Borrego Community Health Foundation	0
St Paul's Health Care Center for Seniors	0
Saint Paul Pace	0
Village Square HealthCare Center	0
Clinica Internacional Buena Salud	0
New Alternatives Inc.-TYH	0
Refuge for Women SoCal, Inc	0
New Leaf Solutions	0
Adventure Point Early Learning Center	0
ATAP - Summercrest Social Services	0
Total	127,755

CF Referrals



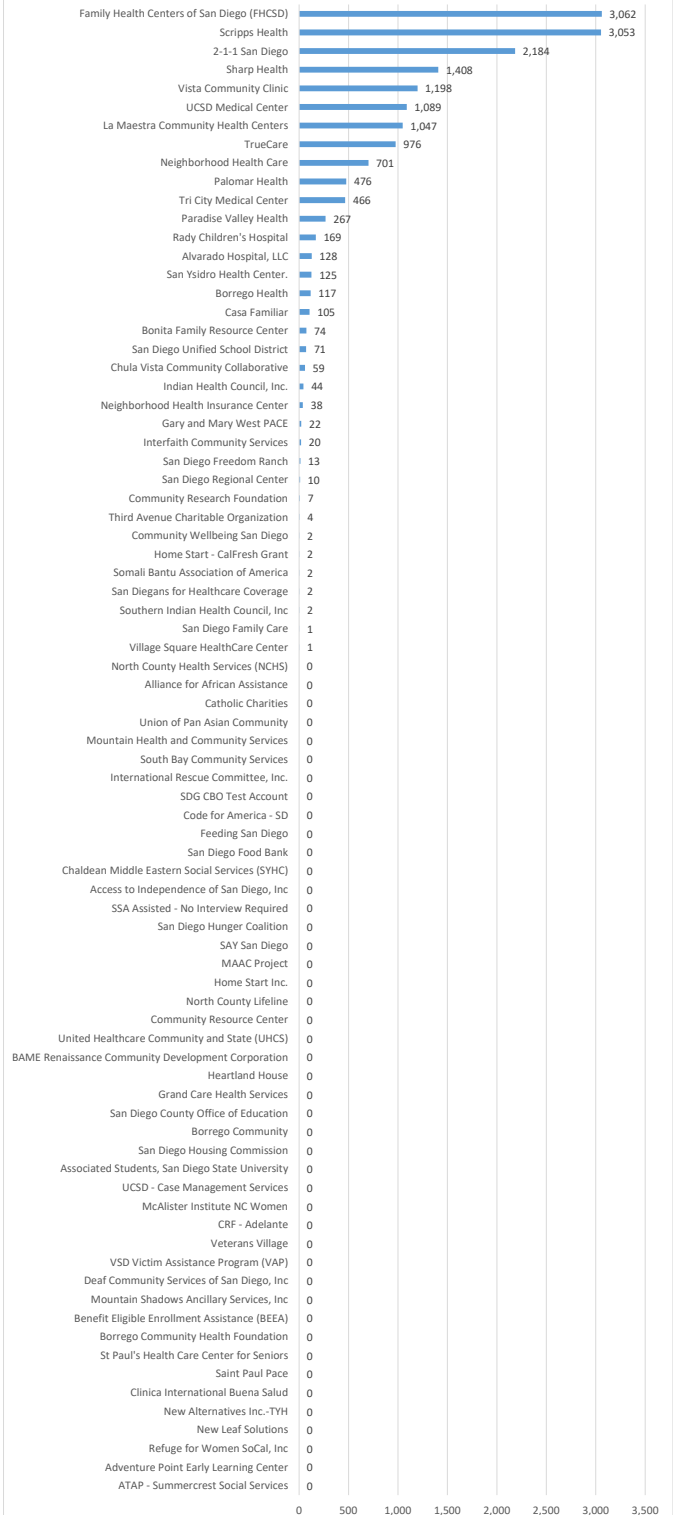
Community Based Organizations Medi-Cal Referrals

07/2022-03/2023

Medi-Cal Application Referrals by Application Status

CBO	Total
Family Health Centers of San Diego (FHCS)	3,062
Scripps Health	3,053
2-1-1 San Diego	2,184
Sharp Health	1,408
Vista Community Clinic	1,198
UCSD Medical Center	1,089
La Maestra Community Health Centers	1,047
TrueCare	976
Neighborhood Health Care	701
Palomar Health	476
Tri City Medical Center	466
Paradise Valley Health	267
Rady Children's Hospital	169
Alvarado Hospital, LLC	128
San Ysidro Health Center.	125
Borrego Health	117
Casa Familiar	105
Bonita Family Resource Center	74
San Diego Unified School District	71
Chula Vista Community Collaborative	59
Indian Health Council, Inc.	44
Neighborhood Health Insurance Center	38
Gary and Mary West PACE	22
Interfaith Community Services	20
San Diego Freedom Ranch	13
San Diego Regional Center	10
Community Research Foundation	7
Third Avenue Charitable Organization	4
Community Wellbeing San Diego	2
Home Start - CalFresh Grant	2
Somali Bantu Association of America	2
San Diegans for Healthcare Coverage	2
Southern Indian Health Council, Inc	2
San Diego Family Care	1
Village Square HealthCare Center	1
North County Health Services (NCHS)	0
Alliance for African Assistance	0
Catholic Charities	0
Union of Pan Asian Community	0
Mountain Health and Community Services	0
South Bay Community Services	0
International Rescue Committee, Inc.	0
SDG CBO Test Account	0
Code for America - SD	0
Feeding San Diego	0
San Diego Food Bank	0
Chaldean Middle Eastern Social Services (SYHC)	0
Access to Independence of San Diego, Inc	0
SSA Assisted - No Interview Required	0
San Diego Hunger Coalition	0
SAY San Diego	0
MAAC Project	0
Home Start Inc.	0
North County Lifeline	0
Community Resource Center	0
United Healthcare Community and State (UHCS)	0
BAME Renaissance Community Development Corporation	0
Heartland House	0
Grand Care Health Services	0
San Diego County Office of Education	0
Borrego Community	0
San Diego Housing Commission	0
Associated Students, San Diego State University	0
UCSD - Case Management Services	0
McAlister Institute NC Women	0
CRF - Adelante	0
Veterans Village	0
VSD Victim Assistance Program (VAP)	0
Deaf Community Services of San Diego, Inc	0
Mountain Shadows Ancillary Services, Inc	0
Benefit Eligible Enrollment Assistance (BEEA)	0
Borrego Community Health Foundation	0
St Paul's Health Care Center for Seniors	0
Saint Paul Pace	0
Clinica Internacional Buena Salud	0
New Alternatives Inc.-TYH	0
New Leaf Solutions	0
Refuge for Women SoCal, Inc	0
Adventure Point Early Learning Center	0
ATAP - Summercrest Social Services	0
Total	16,945

MC Referrals



Community Based Organizations CalWORKS Referrals

07/2022-03/2023

CalWORKS Application Referrals by Application Status

CBO	Total
La Maestra Community Health Centers	57
Family Health Centers of San Diego (FHCS)	43
Vista Community Clinic	35
Chula Vista Community Collaborative	18
Neighborhood Health Care	14
TrueCare	14
Southern Indian Health Council, Inc	10
Casa Familiar	7
Interfaith Community Services	4
Somali Bantu Association of America	4
2-1-1 San Diego	3
Indian Health Council, Inc.	3
UCSD Medical Center	3
San Diego Unified School District	3
Sharp Health	2
Borrego Health	2
Tri City Medical Center	1
Paradise Valley Health	1
San Ysidro Health Center.	1
Third Avenue Charitable Organization	1
Code for America - SD	0
San Diego Food Bank	0
Scripps Health	0
UC San Diego: The Hub Basic Needs Center	0
SSA Assisted - No Interview Required	0
Chaldean Middle Eastern Social Services (SYHC)	0
North County Health Services (NCHS)	0
Catholic Charities	0
Palomar Health	0
Bonita Family Resource Center	0
Community Wellbeing San Diego	0
Access to Independence of San Diego, Inc	0
Alliance for African Assistance	0
San Diego Freedom Ranch	0
Union of Pan Asian Community	0
Home Start - CalFresh Grant	0
Alvarado Hospital, LLC	0
Community Research Foundation	0
Mountain Health and Community Services	0
International Rescue Committee, Inc.	0
San Diego Regional Center	0
San Diegans for Healthcare Coverage	0
Feeding San Diego	0
South Bay Community Services	0
Neighborhood Health Insurance Center	0
SDG CBO Test Account	0
San Diego Hunger Coalition	0
SAY San Diego	0
MAAC Project	0
Home Start Inc.	0
North County Lifeline	0
Community Resource Center	0
United Healthcare Community and State (UHCS)	0
San Diego Family Care	0
BAME Renaissance Community Development Corporation	0
Heartland House	0
Grand Care Health Services	0
San Diego County Office of Education	0
Borrego Community	0
San Diego Housing Commission	0
Associated Students, San Diego State University	0
UCSD - Case Management Services	0
McAlister Institute NC Women	0
CRF - Adelante	0
Veterans Village	0
VSD Victim Assistance Program (VAP)	0
Deaf Community Services of San Diego, Inc	0
Mountain Shadows Ancillary Services, Inc	0
Benefit Eligible Enrollment Assistance (BEEA)	0
Borrego Community Health Foundation	0
St Paul's Health Care Center for Seniors	0
Saint Paul Pace	0
Village Square HealthCare Center	0
Clinica Internacional Buena Salud	0
New Alternatives Inc.-TYH	0
Gary and Mary West PACE	0
Refuge for Women SoCal, Inc	0
New Leaf Solutions	0
Adventure Point Early Learning Center	0
ATAP - Summercrest Social Services	0
Total	226

CW Referrals



Community Based Organizations General Relief Referrals

07/2022-03/2023

General Relief Application Referrals by Application Status

CBO	Total
La Maestra Community Health Centers	17
Interfaith Community Services	13
Family Health Centers of San Diego (FHCS)	11
Casa Familiar	11
Vista Community Clinic	6
Sharp Health	3
UCSD Medical Center	2
Neighborhood Health Care	2
Indian Health Council, Inc.	2
Community Research Foundation	2
Community Wellbeing San Diego	2
TrueCare	2
San Ysidro Health Center.	1
Southern Indian Health Council, Inc	1
Third Avenue Charitable Organization	1
2-1-1 San Diego	0
Scripps Health	0
North County Health Services (NCHS)	0
Palomar Health	0
Tri City Medical Center	0
Paradise Valley Health	0
Borrego Health	0
San Diego Regional Center	0
Bonita Family Resource Center	0
San Diego Freedom Ranch	0
San Diego Unified School District	0
Alliance for African Assistance	0
Neighborhood Health Insurance Center	0
Chula Vista Community Collaborative	0
Alvarado Hospital, LLC	0
Catholic Charities	0
Home Start - CalFresh Grant	0
Union of Pan Asian Community	0
Somali Bantu Association of America	0
Mountain Health and Community Services	0
South Bay Community Services	0
International Rescue Committee, Inc.	0
SDG CBO Test Account	0
Code for America - SD	0
Feeding San Diego	0
San Diegans for Healthcare Coverage	0
San Diego Food Bank	0
Chaldean Middle Eastern Social Services (SYHC)	0
Access to Independence of San Diego, Inc	0
SSA Assisted - No Interview Required	0
San Diego Hunger Coalition	0
SAY San Diego	0
MAAC Project	0
Home Start Inc.	0
North County Lifeline	0
Community Resource Center	0
United Healthcare Community and State (UHCS)	0
San Diego Family Care	0
BAME Renaissance Community Development Corporation	0
Heartland House	0
Grand Care Health Services	0
San Diego County Office of Education	0
Borrego Community	0
San Diego Housing Commission	0
Associated Students, San Diego State University	0
UCSD - Case Management Services	0
McAlister Institute NC Women	0
CRF - Adelante	0
Veterans Village	0
VSD Victim Assistance Program (VAP)	0
Deaf Community Services of San Diego, Inc	0
Mountain Shadows Ancillary Services, Inc	0
Benefit Eligible Enrollment Assistance (BEEA)	0
Borrego Community Health Foundation	0
St Paul's Health Care Center for Seniors	0
Saint Paul Pace	0
Village Square HealthCare Center	0
Clinica Internacional Buena Salud	0
New Alternatives Inc.-TYH	0
New Leaf Solutions	0
Refuge for Women SoCal, Inc	0
Adventure Point Early Learning Center	0
ATAP - Summercrest Social Services	0
Total	76

GR Referrals



**CalFresh Denials in the Month Regardless of Application Date
 from Disposition Report**

Month	CalFresh Disposition Cases	Denied CalFresh	% of Denied CalFresh	FTP Denials	% of FTP Denials
03/2022	19,689	7,278	36.96%	5,551	76.27%
04/2022	18,621	7,346	39.45%	5,833	79.40%
05/2022	18,048	6,914	38.31%	5,453	78.87%
06/2022	18,966	7,543	39.77%	5,728	75.94%
07/2022	18,832	7,825	41.55%	6,130	78.34%
08/2022	21,263	9,246	43.48%	7,170	77.55%
09/2022	21,115	9,460	44.80%	7,885	83.35%
10/2022	22,443	9,891	44.07%	7,905	79.92%
11/2022	20,679	9,544	46.15%	8,027	84.11%
12/2022	20,969	9,258	44.15%	7,539	81.43%
01/2023	19,525	8,483	43.45%	7,032	82.90%
02/2023	19,810	9,040	45.63%	7,543	83.44%
03/2023	21,709	9,829	45.28%	8,076	82.17%

