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/95312452502

April 10, 2024
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 13, 2024 Meeting Minutes

PUBLIC COMMENTS

9:33 - 9:40 3. Guidelines for Public Comment on Items not listed on the agenda:

- 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

9:40 – 10:20 4. **Presentation Item:** Recovery Action Fund for Tomorrow (RAFT) Program: Khea Pollard, Director of Economic Mobility and Opportunity, Jewish Family Service San Diego

10:20 – 10:45 5. **Information Item:** Review Legislative Advocacy Bills that Support SSAB Strategic Priorities: Assmaa Elayyat, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA)

10:45 – 11:30 6. **Information Item:** Update on Medi-Cal Renewals, PHE Lift for Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA)

ADJOURNMENT/ NEXT MEETING

Next regular meeting will be held on May 8, 2024 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

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HEALTH AND HUMAN SERVICES AGENCY
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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/95317218755

SSAB Meeting Minutes
March 13, 2023

Members Present
Vino Pajanor
Jan Spencley
Robin Maxson
Andrea Gonzalez
Phil Thalheimer
Greg Anglea
Rachel Morineau

Members Absent
Daniela Murphy
Carol Lewis
Keara O'Laughlin

Staff Present
Rick Wanne, Director, Self-Sufficiency Services
Alberto Banuelos, HHSA
Assmaa Elayyat, HHSA
Adriana Ramirez, HHSA
Albert Garcia, HHSA
Yenissa Salgado, HHSA
Janelle Jones-Phillips, HHSA
Eric Rubio, HHSA
Michael Schmidt, HHSA
Ismael Lopez, HHSA
Bianca Sosa-Graciano, HHSA
David Sagaz, HHSA
Patty Baker, HHSA
Laura Krzywicki, HHSA

Guests
Stephanie Phann, HASDIC
Lindsey Wade, HASDIC
Jack Dailey, Legal Aid Society of San Diego
Daniel Benson, Legal Aid Society of San Diego
Karla Samayoa, 2-1-1 San Diego
Anae Evangelista, San Diego Hunger Coalition
Ruth Bruland, Father Joe's Villages
Alexondria Harris, HHSA Staff
Kimberly Smith, HHSA Staff
Anna Silva, HHSA Staff
Walter Olivas, HHSA Staff
Angel Wright, HHSA Staff
Dawn Schultheis-Musselman, HHSA Staff
Gerrell Howard, HHSA Staff
Mamie C Alston-McCall, HHSA Staff

DRAFT

1. Meeting called to order at 9:31 by Chair, Vino Pajanor.

2. The February 14, 2023 Meeting Minutes were approved, with all Board Members present voting yes.

3. Public Comments:

   - No public comment

4. **Presentation Item:** Disaster CalFresh: Claudia Gurrola, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Assmaa Elayyat provided an overview on the Federally funded Disaster CalFresh waiver, to offer one month of benefits or a supplement to existing households impacted by the January 22nd storm in San Diego County. She shared the application process for customers, application data, and flyers for both the Disaster CalFresh benefit as well as the Hot Food Waiver.

5. **Presentation Item:** Child and Family Well-Being Department: Laura Krzywicki, Deputy Director, Child and Family Well-Being, Health and Human Services Agency (HHSA). Ms. Krzywicki provided an overview on the Child and Family Well-Being (CFWB) department, that was formerly Child Welfare Services. She shared that the vision of Child and Family Well-Being Department is to increase protective factors to reduce the likelihood of child abuse and neglect and improve child and family well-being through strengths-based, family-centered, trauma-informed, and culturally responsive services.

6. **Information Item**: Review Legislative Advocacy Bills that Support SSAB Strategic Priorities: Assmaa Elayyat, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Elayyat shared Senate Bill (SB) 1355 for an advocacy opportunity, as the bill is in line with the Enrollment Task Force's (ETF) goals to reduce customer enrollment barriers, to increase and maintain program retention and to ensure the vulnerable population is getting the assistance they need. The bill targets a specific subgroup of the Medi-Cal population, In Home Supportive Services (IHSS) for the elderly and disabled. The SSAB members voted to move forward to advocate for this bill, with all members present voting yes.

7. **Information Item:** Update on Medi-Cal Renewals, PHE Lift for Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Elayyat provided quick updates for CalFresh and CalWORKs programs, focusing mainly on Medi-Cal Renewal data and provided updates on a variety of monthly reports.

ADJOURNMENT/SET NEXT MEETING:

The meeting was adjourned at 11:32 a.m. Next regular meeting will be held on April 10, 2024.

DRAFT

ITEM #4: RECOVERY ACTION FUND FOR TOMORROW (RAFT) PROGRAM

Khea Pollard, Director of Economic Mobility and Opportunity

Jewish Family Service San Diego

COUNTY OF SAN DIEGO
Health and Human Services Agency

LIVE WELL
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Jewish Family Service

A Community Resource Since 1918

Jewish Family Service

Moving Forward *Together*

Recovery Action Fund for Tomorrow (RAFT)

Social Services Advisory Board

4/10/24

Khea Pollard

Director of Economic Mobility and Opportunity

JFS – Economic Mobility & Opportunity Division

The JFS Economic Mobility and Opportunity team leads innovative projects such as San Diego County's first Guaranteed Income program – the San Diego for Every Child Guaranteed Income Project (SDec GIP) – as well as the Family Income for Empowerment Program (FIEP), the Recovery Action Fund for Tomorrow (RAFT), and the Black Women's Resilience Project (BWRP). We design programs that **address the root causes of poverty and socioeconomic disparities**. Initiatives under Economic Mobility and Opportunity identify gaps and opportunities to develop targeted approaches and solutions that improve outcomes for families, agency wide.

RAFT Program Overview

Recovery Action Fund for Tomorrow (RAFT) provided a one-time cash distribution in the amount of $4,000 to 2,243 San Diego County residents in the 39 Health Equity Zip Codes earning 200% or less of the Federal Poverty Level (FPL). All participants referred to the program were offered community resources focused on economic security, food, housing, transportation, and other basic needs; and connected to public benefits if applicable.

- Applicants must be at least 18 years of age
- Seniors (Age 55+)
- Families are considered households children under 18 years of age
- Families caring for dependent or disabled adults
- Resident of one of the 39 Health Equity Zip Codes disproportionately impacted by COVID-19
- Household income at or below 200% of the Federal Poverty Level (FPL)
- Those risk-of experiencing homelessness prioritized

RAFT Demographics

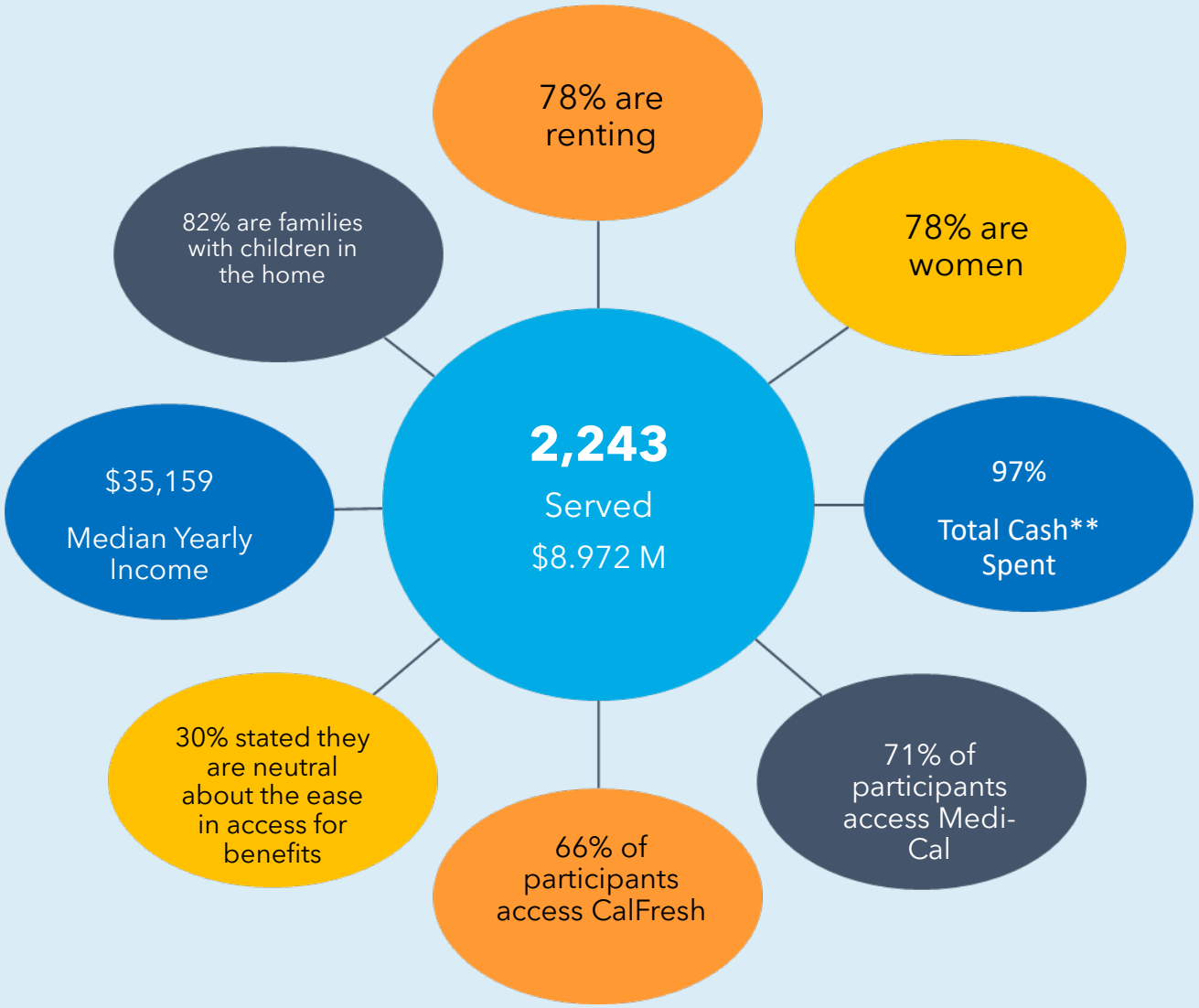
Top Spend Categories:

- **Food/groceries: 30.3%**
- **Retails sales and services: 23.1%**
- **Transport Related Expenses: 15.8%**

Average Spend Amount(s)*:

- **Real Estate/Rent: $771**
- **Utilities: $127**
- **Other: $104**

per transaction



**Based on number of participants who consented to share their data

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LIVE WELL SAN DIEGO | COUNTY OF SAN DIEGO HEALTH AND HUMAN SERVICES AGENCY | Jewish Family Service

RAFT Outreach

RAFT applications opened on May 8, 2024, and JFS received*:

≈ 5,975 calls agencywide
550 web inquiries
≈ 3,800 emails to EMO
23,239 applicants
11,958 pre-screened as eligible
9,545 after filtering zip code/state, FPL and duplicates

**This does not include calls and emails into our partner service line*

Shared directly with 45 community partners

Press event (5/5/24) w/ extensive media coverage

Intake Support Sessions

Tuesday, April 18, 6 - 7 PM
Virtual

Wednesday, April 19, 6:30 - 7:30 PM (Spanish/English)
SDOP Meeting, Our Lady of Guadalupe Church

Wednesday, May 10th, 5 - 7 PM
Oceanside Public Library

Tuesday, May 16, 5:30 - 7:30 PM
Copley-Price YMCA

Wednesday, May 17, 4 - 6 PM
South Chula Vista Library

Thursday, May 18, 4 - 6 PM
San Diego Central Library

Wednesday, May 11th, 5:30 PM
Vista Public Library

Thursday, May 18th 10:30AM - 12PM
Grandparents Connection Meeting

Approx. 500 attendees reached through direct outreach

Program Workflow

Application Close

May 21, 11:59 PM

Randomization

Led by County OEPA

+ Select 2,250 participants for treatment

+ 6,670 Control Group

+ Creation of 675 participant replacement "waitlist"

[May 30 - June 2]

Cohort #1

Verification & Enrollment I

[June 5 - June 24]

- Notify of selection and proceed with verifying:
- Income, residency, identity
- Make 1:1 replacements

Cohort #1

Verification & Enrollment II

[June 5 - June 24]

- Notification of final approval
- In-person manual verification
- Group orientation (2)
- Benefits advisement & resources sent
- Card mailing & limited card pick-up

Disbursement #1

[June 30]

118

5 disbursed 7/17

Cohort #2

Verification & Enrollment I

[June 26 - August 26]

Repeat Cohort #1 steps

Cohort #2

Verification & Enrollment II

[June 26 - August 26]

- Notification of final approval
- In-person manual verification
- Group orientation (2)
- Benefits advisement & resources sent
- Card mailing & limited card pick-up

Disbursment #2

[August 31]

996

Cohort #2 Continued

Verification & Enrollment

[September 1 – December 31, 2023]

- Verifications continue
- Notification of final approval
- In-person manual verification
- Group orientation (2)
- Benefits advisement & resources sent
- Card mailing & limited card pick-up

Disbursements Cont.

[Sept. – Feb 2024]

2,243

Jewish Family Service of San Diego

Recovery Action Fund For Tomorrow (RAFT)

Orientation Guide

(858) 637-7350 | guaranteedincome@jfssd.org

Recovery Action Fund for Tomorrow Program

Welcome!

Welcome to the Recovery Action Fund for Tomorrow (RAFT). We are thrilled to have you join us and be a resource to help achieve economic security. In collaboration with the County of San Diego, we are distributing a one-time unconditional payment of $4,000 to families, seniors, and individuals at risk of homelessness in our community.

This program aims to provide much-needed support and relief, particularly for those most impacted by COVID-19, many of whom were experiencing poverty before the pandemic. We view this program as part of a broader discussion on the impact of flexible cash assistance on the overall health and well-being of families. By trusting individuals to determine the highest and best use of their financial resources, we help them empower themselves to move toward economic security. Moreover, we hope that the success of this program will inspire policy changes and nationwide conversations about the potential of realigning our social safety net to meaningfully support our most vulnerable communities and highlight the transformative power of providing flexible economic support.

> **This orientation packet serves as your comprehensive guide to all things related to RAFT. It will addressany questions you may have and provide detailed information about your payment, your involvement in the program, our evaluation process, and answers to frequent questions.**

About the JFS Economic Mobility and Opportunity Department

The JFS Economic Mobility and Opportunity Department administers programs that provide flexible economic support to our community. In addition to RAFT, we lead innovative projects such as San Diego County's first guaranteed income program — the San Diego for Every Child Guaranteed Income Project (SDec GIP) – the Family Income for Empowerment Program, and the Black Women's Resilience Project. We design programs that address the root causes of poverty and socioeconomic disparities and emphasize the importance of a dignified approach to service and frequent community engagement.

> **We believe in the inherent dignity and deservedness of all people and the power of flexible financial investments to stabilize, strengthen, and empower families.**

For more information about the Economic Mobility and Opportunity Department at JFS, click here

To learn more about guaranteed income from current participants of the San Diego for Every Child Guaranteed Income Project, click here

The Recovery Action Fund for Tomorrow Program is funded by the County of San Diego

Verification Pathways

Income Passport Verification
53% of total applicants

Manual Verification
46% of total applicants

In-Person Verification
12% of total applicants

Enrollment
Card Mailing (70%) | Card Pick Up (30%)

- **Income Passport –**
  - Connects to bank account KYC process to identify the participant, provides snapshot of income sources including gig work, Venmo and PayPal, provides account owner's address.
- **Manual Verification –**
  - JFS staff reviews documents identified on Acceptable Documentation List to verify income, identity, and residency.
- **In-Person Verification –**
  - Reserved for unhoused and special cases for whom we are unable to collect information electronically. A subset of Manual Verification group.

Recovery Action Fund for Tomorrow (RAFT) Program

Accepted Documents

Jewish Family Service

LIVE WELL SAN DIEGO

RAFT is a one-time cash transfer program developed by Jewish Family Services (JFS), funded in partnership with the County of San Diego. It provides families and/or older adults (55+) with unconditional, unrestricted funds of $4,000 to care for their most urgent needs.

If you have a bank account, Venmo/PayPal account, or gig work platform where you earn your income, we will verify your information through an online platform. In this case, you will likely not need to provide additional documentation. If you receive your income only through cash or check, and do not have one of these accounts, we will need to manually verify your information. In this case, please see the below accepted documents you will need to provide to verify your eligibility for the program. If you are unable to provide the information below for us to verify eligibility, please indicate this in the online application and a JFS team member will help with next steps. Thank you.

Proof of Identity:

Preferred forms of government issued photo ID we accept are listed here:

- Driver's license
- State ID
- US Passport
- Non-United States Passport
- Military ID
- Green Card
- Certification of naturalization (form N-550 or N-570)
- Certificate of citizenship (form N-560 or N-561)
- Permanent resident card (1-551)
- Native American tribal photo ID
- Consular ID Card
- (Foreign) Voter ID Card
- US Employment Authorization
- Learner's Permit
- Temporary Visitor Driver's License
- Other government issued photo ID

Or, two of these documents:

- Birth certificate
- Health insurance card/prescription card (with DOB)
- Insurance card (with DOB)
- Employment identification card (with DOB)
- Voter ID card
- Vehicle registration with name and address
- Official school enrollment records
- Adoption records
- Life insurance policy record
- Baptismal certificate or other religious certificate (with DOB)
- Certified hospital records (with DOB)
- Form I-94
- DHS Form I-220A

Household Income:

Your household income must be at or below 200% of the Federal Poverty Level (FPL) to qualify for this program.

Preferred documents to verify that your household income is at or below the eligibility threshold for this program include:

- Tax return or receipt with home address from 2021 or 2022 tax year (Form 1040, Schedule C, or other filed tax form)
- Social Security Documents: Annual Benefit Statement or a bank statement showing direct deposit from Supplemental Security Income ("SSI"), Social Security Disability Insurance "(SSDI")
- Enrollment or eligibility confirmation letter from any of the following programs:
  a) Supplemental Nutrition Assistance Program ("SNAP") or CalFresh – dated from within the last 12 months at the time of application.
  b) Temporary Assistance for Needy Families ("TANF") or CalWORKs – dated from within the last 12 months at the time of application.
  c) Women, Infants, and Children ("WIC") – dated from within the last 12 months at the time of application.
  OR
  d) a copy of Electronic Benefits Transfer (EBT) Card, Medi-Cal Card, or WIC Card
- We also accept wage documents from 2021 or 2022 for all adults in the household who earn income: W2 or 1099 forms
- Unemployment award letter(s) dated within 12 months at the time of application.

Proof of Residency:

In some instances, we may ask you for documents so we can verify where you live.

Preferred forms of residency documentation we accept are listed here:

- Current (valid/non-expired) government issued photo ID with home address.
- Utility bill, landline phone bill, internet bill, or cable bill in the applicant's name from last 90 days with service address
- Mortgage or lease documents with home address, indicating current residency.
- House deed with full address and individual's name
- Certified school record for the current year verifying children's enrollment and home address.
- Unexpired rental insurance with address being insured
- Unexpired vehicle registration with home address

Other accepted documents are:

- Tax return or receipt with home address from 2021 or 2022 tax year (Form 1040, Schedule C, or other filed tax form)
- Government benefits document/confirmation letter dated within last 12 months (e.g. benefits confirmation letter for the Supplemental Nutrition Assistance Program ("SNAP") OR a copy of EBT Benefits, MassHealth Card, or WIC Card)
- Property tax bill with home address, indicating current residency.
- Letter from an official third-party business/commercial enterprise with home address, delivered by the U.S. Post Office within the last 90 days

If you are at Risk of Homelessness, please upload the following documentation:

- Notice of late rent payments for two or more months over the past year
- A filed eviction notice

Jewish Family Service

LIVE WELL SAN DIEGO

What is an Income Passport?

Other Deposits - For Review

The below deposits are not included in reported income but may require further review

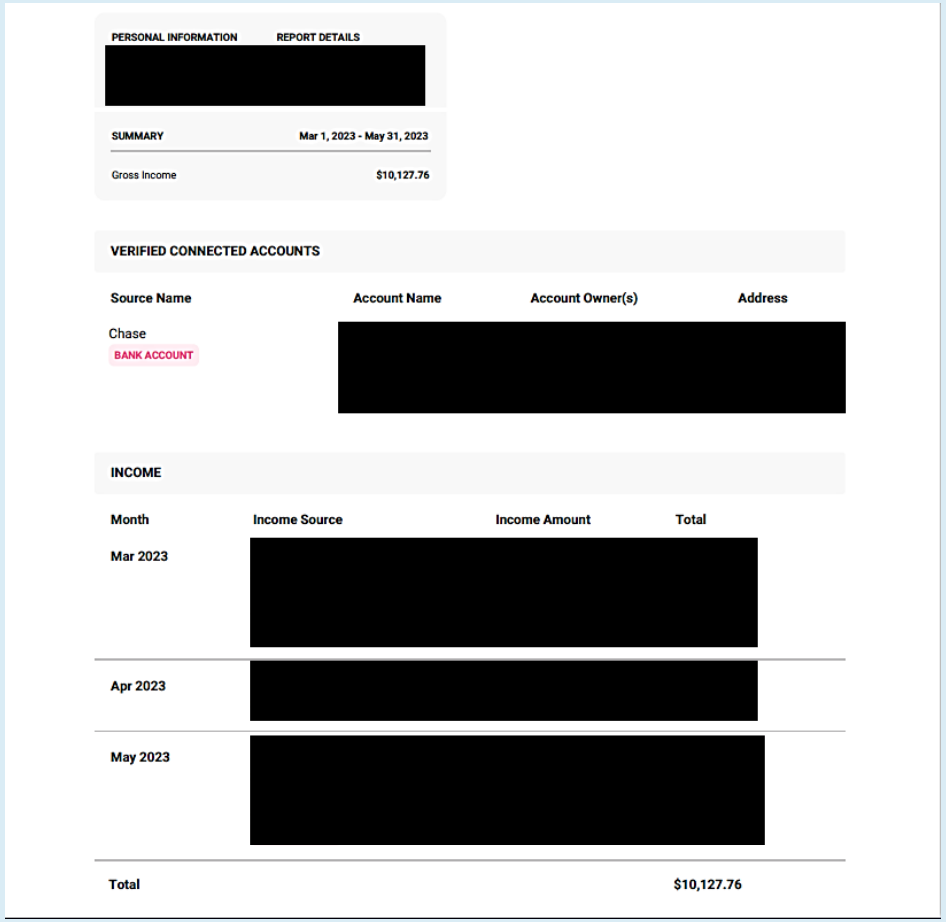
ACCOUNT	DATE	EARNINGS	TOTAL
Chase BANK ACCOUNT	Mar 1	$50.00	$731.76
	CASDU CHILD SUP [redacted]		
	Mar 9	$40.00	
	Zelle payment from [redacted]		
	Mar 24	$100.00	
	Zelle payment [redacted]		
	Mar 24	$25.00	
	Zelle payment from [redacted]		
	Mar 24	$54.04	
	HOBBYLOBB 40 NORTH 4TH CHULA VISTA CA 03/24		
	Mar 28	$98.25	
	CASH APP*CASH OUT VISA [redacted]		
	Mar 30	$45.00	
	Zelle payment from [redacted]		
	Apr 10	$15.00	

- Three-month "look back" us to get current household economic picture by connecting to bank accounts vs. reviewing a tax return from 2021.
- Bank KYC is strictest fraud protection.
- Truly getting funds into the hands of people who need it, right now.
- However, bank account linkage means asking people to report items that they would not report on taxes.
- Tabulating income eligibility this way is both an art and a science.

Lessons Learned: Verification

- Lessons learned in this first three weeks:
  1. There is a ramp up/acclimation period necessary for utilizing new technology.
  2. Income Passport technology gives us more information than we need/want to know, which prompted several procedural changes.
  3. A need to balance quick aid with human-centered design principles – broad reach of program = less specialized support
  4. Not everyone will respond to the opportunity.
  5. Several kinds of communications required to reach the right groups of applicants in alignment with their verification cycle (County outreach in August a major assist).
  6. Keeping track of disparate verification cycles is difficult with unanticipated delays.

Go slow to go fast. Prepare – ACTIVE infrastructure.



PERSONAL INFORMATION REPORT DETAILS

[redacted]

SUMMARY	Mar 1, 2023 - May 31, 2023
Gross Income	$10,127.76

VERIFIED CONNECTED ACCOUNTS

Source Name	Account Name	Account Owner(s)	Address
Chase BANK ACCOUNT	[redacted]		

INCOME

Month	Income Source	Income Amount	Total
Mar 2023	[redacted]		
Apr 2023	[redacted]		
May 2023	[redacted]		
Total			$10,127.76

Analyzing Impact

- Custom-built, self-service dashboard for program administrators, evaluators, and county government to track impact of funds.
- Impact Analysis Dashboard will report on the financial health of participants, comparing pre-, during, and post-program data, enabling a snapshot of the effectiveness of the program intervention over time.
- With consented connectivity to participants' financial accounts and demographic information, we can identify cohorts and track metrics for each participant
- Cleaned and organized data will also be exported at program's finish.

Evaluation

The program's effectiveness is assessed via a Randomized Control Trial (RCT). Out of all eligible applicants (9,545 in total), 2,243 were randomly assigned to the treatment group; the rest (7,302) is considered the business-as-usual (control) group. JFS is facilitating the application recruitment and disbursement of all payments for the program.

1. 1,800 Surveys will be distributed between treatment and control group
2. Response rates are likely to be low, particularly among control group participants
3. Want to detect differences in three priority groups (Individuals at-risk of or experiencing homelessness, families with children or dependents, and seniors aged 55 and over without children or dependents
4. Surveys will be distributed at two points in time, May 2024 and December 2024

Changing the Narrative

- **Hosted a Narrative Change Dinner at JFS on 11/30/23**
  - We had 18 people in attendance with children, and a service dog
  - 12 interviews completed with photos and written narratives collected for those who did not prefer photographs.
- **Impact of the program clear by elevating real stories**
  - Sylvia (pictured) is an immigrant and mom to a three-year-old who had to separate from the father while caring for a disabled mother and her siblings. She struggled to find a job and was unable to receive CalFresh and was at her "lowest" when she received a call from JFS.

Sylvia Nabasumba

"I feel so relieved... God can keep your story and things will be OK in a minute, so I feel great and well."

I want to own my own home and run my own business.

Be peaceful

my Family By not falling behind in bills and everything to survie.

My daughter is everything I'm greatful for each day I thank God for this Program it has really enriched and made our lives better and smoother Thank you ll. Sylvia

I HOPE 2024 IS MY year TO RISE & ARRIVE

Jewish Family Service

Contact Information

Economic Mobility and Opportunity Division

Khea Pollard, Director
khea@jfssd.org

Jennifer Lopez, Program Coordinator
jenniferlo@jfssd.org

Jewish Family Service
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ITEM #5: REVIEW LEGISLATIVE ADVOCACY BILLS THAT SUPPORT SSAB STRATEGIC PRIORITIES

Assmaa Elayyat, Deputy Director, Self-Sufficiency Services

Health and Human Services Agency (HHSA)

COUNTY OF SAN DIEGO
Health and Human Services Agency

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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, 2024

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). In an effort to support San Diego County's most vulnerable residents and eliminate barriers to Public Assistance program enrollment and retention, I would like to highlight Senate Bill (SB) 1355 for the San Diego County Board of Supervisors to support.

The In-Home Supportive Services (IHSS) program administered by the Health & Human Services Agency provides qualified elderly, blind, and disabled residents with supportive services that allow them to remain in their homes. In addition, IHSS helps reduce the need for more expensive Medi-Cal Long Term Care facility services. Certain individuals eligible to receive the Medi-Cal program may also be eligible to receive IHSS services. As a condition of Medi-Cal eligibility, federal regulations and state law require beneficiaries of the program to complete an annual redetermination process. During this process beneficiaries can become disenrolled from both Medi-Cal and IHSS if they do not provide the necessary paperwork and verifications to the County. Because IHSS beneficiaries are elderly, blind, or disabled, their financial circumstances generally do not fluctuate drastically from one year to the next, therefore Medi-Cal eligibility exists.

SB 1355 would allow for IHSS recipients to complete a Medi-Cal redetermination once every three years, rather than once every year. By reducing the frequency of the Medi-Cal redetermination, IHSS recipients would be less likely to lose their Medi-Cal benefits and IHSS eligibility. This would help greatly reduce barriers to medical care for IHSS recipients, as well as ensure greater fiscal responsibility with tax dollars.

For the reasons indicated above, we request San Diego County actively support SB 1355. As Chair of the SSAB, I am writing to recommend that the San Diego Board of Supervisors actively support this request.

DRAFT

Respectfully,

Vino Pajanor
Chair, Social Services Advisory Board

cc: Supervisor Terra Lawson-Remer, Vice Chairwoman, District 3
Supervisor Joel Anderson, District 2
Supervisor Monica Mongomerey Steppe, District 4
Supervisor Jim Desmond, District 5
SSAB Board Members
Eric McDonald, Interim Director, Health and Human Services Agency
Naomi Chavez, Interim Director, Aging and Independence Services
Rick Wanne, Director, Self-Sufficiency Services
Alberto Banuelos, Assistant Director Self-Sufficiency Services

DRAFT

SENATE BILL No. 1355

Introduced by Senator Wahab

February 16, 2024

An act to add Section 14005.256 to the Welfare and Institutions Code, relating to Medi-Cal.

LEGISLATIVE COUNSEL'S DIGEST

SB 1355, as introduced, Wahab. Medi-Cal: in-home supportive services: redetermination.

Existing law establishes the Medi-Cal program, which is administered by the State Department of Health Care Services, under which qualified low-income individuals receive health care services, including in-home supportive services. The Medi-Cal program is, in part, governed and funded by federal Medicaid program provisions. Existing law generally requires a county to redetermine a Medi-Cal beneficiary's eligibility to receive Medi-Cal benefits every 12 months and whenever the county receives information about changes in a beneficiary's circumstances that may affect their eligibility for Medi-Cal benefits.

Existing law provides for the In-Home Supportive Services (IHSS) program, administered by the State Department of Social Services and counties, under which qualified aged, blind, and disabled persons are provided with supportive services in order to permit them to remain in their own homes. Existing law authorizes certain Medi-Cal beneficiaries to receive IHSS as a covered Medi-Cal benefit.

This bill would, to the extent that any necessary federal approvals are obtained, and federal financial participation is available and not otherwise jeopardized, require an IHSS recipient to be continuously eligible for Medi-Cal for 3 years, and would prohibit a redetermination of Medi-Cal eligibility before 3 years, except as specified. The bill would make the implementation of its provisions contingent upon the

department obtaining all necessary federal approvals, the department determining that systems have been programmed to implement these provisions, and the Legislature has appropriated funding to implement these provisions after a determination that ongoing General Fund resources are available to support the ongoing implementation of these provisions. To the extent the bill would increase county duties in administrating the IHSS 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:

SECTION 1. Section 14005.256 is added to the Welfare and Institutions Code, immediately following Section 14005.255, to read:

14005.256. (a) (1) A recipient of in-home support services provided pursuant to Article 7 (commencing with Section 12300) of Chapter 3 shall be continuously eligible for Medi-Cal for three years.

(2) A redetermination of Medi-Cal eligibility, as specified in Section 14005.37, shall not be conducted before three years, unless the department or county possesses facts indicating that the recipient has requested voluntary disenrollment, the recipient is deceased, the recipient is no longer a state resident, or the recipient's original enrollment was based on a state or county error or on fraud, abuse, or perjury attributed to the recipient.

(b) (1) Implementation of this section is contingent on all of the following conditions:

(A) All necessary federal approvals have been obtained by the department pursuant to subdivision (c).

(B) The Legislature has appropriated funding to implement this section after a determination that ongoing General Fund resources are available to support the ongoing implementation of this section.

(C) The department has determined that systems have been programmed to implement this section.

(2) The department shall issue a declaration certifying the date that all conditions in paragraph (1) have been met. The department shall post the declaration on its internet website and provide a copy of the declaration to the Secretary of State, the Secretary of the Senate, the Chief Clerk of the Assembly, and the Legislative Counsel.

(c) This section shall be implemented only to the extent that any necessary federal approvals are obtained, and federal financial participation is available and not otherwise jeopardized.

(d) Notwithstanding Chapter 3.5 (commencing with Section 11340) of Part 1 of Division 3 of Title 2 of the Government Code, the department may implement, interpret, or make specific this section, in whole or in part, through all-county letters or similar instructions, without taking any further regulatory action.

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

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Nora Vargas

CHAIRWOMAN

San Diego County Board of Supervisors

March 15, 2024

The Honorable Scott D. Wiener
Chair, Senate Budget and Fiscal Review Committee
1021 O Street, Suite 8630
Sacramento, CA 95814-4900

The Honorable Jesse Gabriel
Chair, Assembly Budget Committee
1021 O Street, Suite 8230
Sacramento, CA 95814-4900

Re: Budget Requests from the County of San Diego

Dear Chairman Wiener and Chairman Gabriel:

The State Budget is one of the most important documents in California government as it details the distribution of dollars for critical programs and services throughout the state. As budget deliberations begin for the FY 24-25 budget, the County of San Diego (County) would like to highlight those items of greatest importance to our community. We understand the difficult decisions you face, particularly as the state faces a significant budget deficit for the first time in many years, and hope this will be helpful in informing your decisions on how we ensure the most public good.

In addition, our own County's budget challenges are heightened by the estimated $73 billion budget deficit, prompting important discussions at the local level as the impact trickles down to our day-to-day services and programs that are the safety net for our community. The County will have to make tough decisions as we balance the implementation of new programs with overall reduced funding. Furthermore, the County faces a penalty of up to $6 million for the number of justice-involved individuals deemed Incompetent to Stand Trial in our region. As we prepare to face all these challenges head on, we acknowledge it will take collaboration and continuous engagement with your offices. We look forward to working with you over the next several months as you work together with the Administration to craft a budget that works for all Californians.

On behalf of the County, we respectfully request your consideration of the following budget requests related to our highest priorities following the release of the Administration's proposed budget:

SB 43 Implementation Funding and Support
On October 10, 2023, Governor Newsom signed into law Senate Bill 43 (SB 43) amending the Lanterman-Petris-Short Act, for the first time in over 50 years and significantly expanding the potential population of individuals that can be compelled into treatment or placed under conservatorship by including those experiencing severe substance use disorder (SUD). With these expansive changes, there was no corresponding funding to allow for counties to operationalize the vision of SB 43 and treat and house those individuals who would now fall under these treatment categories. San Diego County is currently in a robust planning process for the full implementation of SB 43 by the County in January 2025. The Administration's Proposed Budget provides no funding for implementation costs and identification of and possible expansion of eligible facilities. Adequate funding is critical to ensure communities can adequately build the infrastructure needed for intervention and support in behavioral health services, housing, staffing and judicial spaces. In addition, pending the outcome of Proposition 1, the County looks forward to engaging with the Legislature and Administration on the process for providing counties with the additional infrastructure dollars made available in Proposition 1.

Maintain Existing SB 678 Grant Funding Methodology
The Community Corrections Performance Incentive Act, or Senate Bill 678 (SB 678) (2009) was designed to reduce recidivism and alleviate state prison overcrowding. SB 678 encourages county probation departments to use evidence-based supervision practices to promote rehabilitation and preserve public safety while reducing the number of individuals on felony supervision who are sent to a state prison. The Community Corrections Performance Incentive Grant was established to support county probation departments in these efforts. Beginning FY 24-25, the administration's budget proposes reverting to the grant funding methodology used prior to the pandemic, disproportionately impacting funding for the County of San Diego's Probation Department.

The County uses SB 678 funding to train Probation Officers on leadership skills to integrate evidence-based practices and case management techniques. Additionally, SB 678 funding has been instrumental in providing direct treatment services to meet the needs of probationers, including substance abuse treatment, cognitive behavioral treatment, and vocational and educational opportunities with an emphasis on job creation and retention. These services are currently provided with the intent to assist our clients with reintegrating into society and reducing the risk of recidivism. Reverting the SB 678 grant funding methodology would lead to an estimated decrease of $1.9 million for the County's Probation Departments, reducing the number of services and number of clients served. The proposal would jeopardize programs providing job readiness and transitional employment education, interim housing, residential treatment programs for substance use disorders and cognitive behavioral therapy services. For this reason, it is imperative to either maintain the existing grant funding methodology to continue the existing funding level during the formula freeze or consider a new methodology that leads to a stable funding stream for SB 678 funding for critical county services.

The County joins our partners, including the County Welfare Directors Association of California (CWDA), in opposing cuts to CalWORKs initiatives and services.

Restore CalWORKs Cuts

CalWORKs-Family Stabilization

The Administration's Budget proposes a reversion of $55 million in FY 23–24 and a reduction of $71 million beginning in FY 24-25 and ongoing to the CalWORKs Family Stabilization Program (FS). In FY 23-24, the FS program is estimated to assist approximately 3,805 customers in San Diego County. If the Legislature approves the current fiscal year reductions, the County will likely need to immediately stop the program and if the proposed cuts for FY 24-25 stand, the FS program would be eliminated entirely. Such a proposal could be devastating for families and individuals currently served by San Diego County.

CalWORKs-Expanded Subsidized Employment

The Administration's Budget proposes a retroactive cut of all funding to the CalWORKs Expanded Subsidized Employment (ESE) Program in the current year, totaling $134.1 million, and proposes to eliminate the program in FY 24-25 and annually ongoing. The ESE program offers CalWORKs participants subsidized employment placement, providing crucial training, skills, and experiences essential for securing and maintaining permanent employment. The ESE program is estimated to assist approximately 1,132 CalWORKs customers in FY 23-24. If the proposed fiscal year reductions remain, the County would likely need to immediately stop the Expanded Subsidized Employment program. For FY 24-25, the Expanded Subsidized Employment program would appear to be entirely eliminated based on the proposal, which would significantly impact our CalWORKs families who benefit from the program.

CalWORKs-Single Allocation

The Administration's Budget proposes a net total of $218 million in ongoing cuts to the Single Allocation, including $46 million beginning in the current year and an additional $172 million beginning in FY 24-25. The total reductions and adjustments proposed to the CalWORKs Single Allocation in FY 24-25 could have significant impact to the County's funding for eligibility and employment services which, in turn, could significantly impact the County's CalWORKs customers.

While these are highest priorities, we are also concerned with the lack of permanent funding for the Homeless Housing, Assistance and Prevention (HHAP) Grant Program, the reversion of funding for the Infill Infrastructure Grant Program, and the reduction and delays in essential broadband funding, which will impact future implementation of broadband in San Diego County.

While keeping in mind the difficult fiscal situation the State now faces, the County urges your consideration of these highest priorities as part of the final FY 24-25 State Budget. Thank you for your consideration, and for your partnership and investments in the critical programs, services, and supports we provide to those in our community who need it the most.

Sincerely,

NORA VARGAS
Chairwoman, San Diego County Board of Supervisors
Supervisor, First District

Cc: Hon. Mike McGuirre, Senate President pro Tempore, District 02
Hon. Robert Rivas, Speaker pro Tempore, District 29
Hon. Brian Jones, Senate Minority Leader, District 40
Hon. Steve Padilla, Senate Assistant Majority Whip, District 18
Hon. Kelly Seyarto, Senator, District 32
Hon. Catherine Blakespear, Senator, District 38
Hon. Toni Atkins, Senate pro Tempore Emeritus, District 39
Hon. Christopher Ward, Assembly Member District 78
Hon. Laurie Davies, Assembly Member, District 74
Hon. Marie Waldron, Assembly Member, District 75
Hon. Brian Maienschein, Assembly Member, District 76
Hon. Tasha Boerner Horvath, Assembly Member, District 77
Hon. Akilah Weber, Assembly Member, District 79
Hon. David Alvarez, Assembly Member, District 80

ASSEMBLY BILL No. 2141

Introduced by Assembly Member Gipson

February 6, 2024

An act to amend Section 11006.2 of the Welfare and Institutions Code, relating to public social services.

LEGISLATIVE COUNSEL'S DIGEST

AB 2141, as introduced, Gipson. Cash assistance programs: direct deposit.

Existing law establishes the State Department of Social Services, which implements various public social service programs, including the Cash Assistance Program for Aged, Blind, and Disabled Legal Immigrants, the California Work Opportunity and Responsibility to Kids (CalWORKS) program, and general assistance aid, under which each county provides cash assistance and other benefits to qualified low-income families and individuals. Existing law requires counties to annually or periodically redetermine eligibility or benefits under public social service programs.

Existing law provides for the establishment of a statewide electronic benefits transfer (EBT) system, administered by the department, for the purpose of providing financial and food assistance benefits and requires certain benefit payments, including payments under CalWORKs, that are directly deposited into an account of the recipient's choice to be deposited into a qualifying account.

This bill would include general assistance benefits among the cash assistance benefits that may be delivered by direct deposit. The bill would also require the applications for programs providing cash assistance benefits to include information on the application regarding

the applicant's right to have their funds directly deposited. The bill would also require each county to inform the recipient of that right during their redetermination for eligibility. By increasing county duties, this 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:

SECTION 1. Section 11006.2 of the Welfare and Institutions Code is amended to read:

11006.2. (a) *(1)* The department may provide for the delivery of public assistance ~~payments~~ *payments, including benefits issued under Section 17000,* at any time during the month.

(2) The application for a cash assistance program, including, but not limited to, the Cash Assistance Program for Aged, Blind, and Disabled Legal Immigrants, the California Work Opportunity and Responsibility to Kids program, and general assistance aid provided under Section 17000, shall include information regarding the applicant's right to have their funds directly deposited. The county providing the benefits shall also inform the recipient of the right to direct deposit of their cash assistance benefits at the recipient's annual redetermination of eligibility.

(b) (1) Notwithstanding any other law, any person entitled to the receipt of public assistance payments may authorize payment to be directly deposited by electronic fund transfer into the person's qualifying account at the insured depository financial institution of the person's choice under a program for direct deposit by electronic transfer as established in this section. The direct deposit to a qualifying account shall discharge the department's obligation with respect to the payment.

(2) Each county treasurer shall make an agreement with one or more insured depository financial institutions participating in the

Automated Clearing House pursuant to the local rules, and shall, by December 1, 2001, establish a program for the direct deposit by electronic fund transfer of payments to any person entitled to the receipt of public assistance benefits who authorizes the direct deposit of the benefits into the person's qualifying account at the insured depository financial institution of the person's choice. Each county treasurer has no obligation to determine whether the account at the insured depository financial institution of the person's choice is a qualifying account, as defined in paragraph (3).

(3) For purposes of this section, a "qualifying account" is one of the following:

(A) A demand deposit or savings account at an insured depository financial institution that is offered directly by the insured depository financial institution on its internet website or through its branches and that is in the name of the person entitled to receipt of public assistance payments.

(B) A prepaid account, or a demand deposit or savings account offered by or through an entity other than an insured depository financial institution, that meets all of the following:

(i) The account is held at an insured depository financial institution.

(ii) The account is set up to meet the requirements for direct or passthrough deposit or share insurance payable to the person entitled to the receipt of public assistance payments by the Federal Deposit Insurance Corporation in accordance with Part 330 of Title 12 of the Code of Federal Regulations, or the National Credit Union Share Insurance Fund in accordance with Part 745 of Title 12 of the Code of Federal Regulations.

(iii) The account is not attached to a credit or overdraft feature that is automatically repaid from the account unless the credit or overdraft feature has no fee, charge, or cost, whether direct, required, voluntary, or involuntary, or the credit or overdraft feature complies with the requirements for credit offered in connection with a prepaid account under the federal Truth in Lending Act (15 U.S.C. Sec. 1601 et seq.) and its implementing regulations.

(iv) The account complies with all of the requirements, and provides the holder of the account with all of the consumer protections, that apply to an account under the rules implementing

the Electronic Fund Transfer Act (EFTA) (15 U.S.C. Sec. 1693 et seq.).

(4) A person or entity that is not an insured depository financial institution that offers, maintains, or manages an account that does not comply with paragraph (3) shall not solicit, accept, or facilitate the direct deposit of public assistance payments to the account.

(5) For purposes of this section, each county treasurer and county welfare department shall not be held liable for authorizing a direct deposit of public assistance payments into an account, designated by the person entitled to receipt of public assistance benefits, that does not comply with paragraph (3).

(6) This subdivision shall apply in each county that offers a program for direct deposit by electronic funds transfer to some or all of its employees.

(c) For the purposes of this section, the following definitions shall apply:

(1) "Insured depository financial institution" means a state or national bank, a state or federal savings and loan association, a mutual savings bank, or a state or federal credit union that holds deposits insured by the Federal Deposit Insurance Corporation or the National Credit Union Administration.

(2) "Prepaid account" has the same meaning as that term is defined in regulations under the EFTA.

(d) (1) Notwithstanding the rulemaking provisions of the Administrative Procedure Act (Chapter 3.5 (commencing with Section 11340) of Part 1 of Division 3 of Title 2 of the Government Code), the department may implement, administer, interpret, or make specific this section by means of all-county letters or similar written instructions from the department. These all-county letters or similar instructions shall have the same force and effect as regulations.

(2) Any all-county letters or similar written instructions that the department elects to issue pursuant to paragraph (1) shall be issued no later than October 1, 2022.

SEC. 2. If the Commission on State Mandates determines that this act contains costs mandated by the state, reimbursement to local agencies and school districts for those costs shall be made

pursuant to Part 7 (commencing with Section 17500) of Division 4 of Title 2 of the Government Code.

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Legend
Approved/Chaptered
Advocacy Support
Support
Support, if Amended or Watch

Self-Sufficiency Services Legislative Tracking Log

Revised: 4/1/2024

Bill Number and Name	Date Introduced	Description	Affected Programs	Support/Oppose/Watch/ Concerns	Status
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	1/25/2024: Inactive Bill - Veto sustained.
AB 991 - Public Social Services: Reporting and Verifications	2/15/2023	This bill has no impact onf 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	Active Support	02/01/2024: Inactive Bill - Died. Pursuant to Article IV, Section 10 (c) of the Constitution. From Committee: Filed with the Chief Clerk to Joint Rule 56.
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	02/01/2024: Inactive Bill - Died. Returned to Secretary of Senate pursuant to Joint Rule 56.
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	02/01/2024: Inactive Bill - Died. Pursuant to Article IV, Section 10 (c) of the Constitution. From Committee: Filed with the Chief Clerk to Joint Rule 56.
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	02/01/2024: Inactive Bill - Died. Pursuant to Article IV, Section 10 (c) of the Constitution. From Committee: Filed with the Chief Clerk to Joint Rule 56
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	02/01/2024: Inactive Bill - Died. Pursuant to Article IV, Section 10 (c) of the Constitution. From Committee: Filed with the Chief Clerk to Joint Rule 56
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	02/01/2024: Inactive Bill - Died. Returned to Secretary of Senate pursuant to Joint Rule 56.
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	02/01/2024: Inactive Bill - Died. Pursuant to Article IV, Section 10 (c) of the Constitution. From Committee: Filed with the Chief Clerk to Joint Rule 56
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	02/01/2024: Inactive Bill - Died. Pursuant to Article IV, Section 10 (c) of the Constitution. From Committee: Filed with the Chief Clerk to Joint Rule 56
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	02/01/2024: Inactive Bill - Died. Pursuant to Article IV, Section 10 (c) of the Constitution. From Committee: Filed with the Chief Clerk to Joint Rule 56

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	Support	9/12/2023: Active Bill - In floor process. Ordered to inactive file at the request of Senator Ashby.
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	Support	7/11/2023: Active Bill -In Committee Process. July 11 set for first hearing canceled at the request of author.
AB 46 - Personal Income Taxes: Exclusion: Military Services Retirement and Surviving Spouse Benefit Payment Act.	12/5/2022	This bill excludes from gross income, under the Personal Income Tax (PIT) Law, uniformed services retirement pay and annuity payments from a United States Department of Defense Survivor Benefit Plan received by qualified taxpayers, as specified. California compared to other states: A significant number of states exclude military retirement pay from being taxed in the state, and California appears to be an outlier. Twenty-seven states do not tax military retirement pay and fourteen states tax military retirement income partially through income exemptions and exclusions.	OMVA	Support	9/1/2023: Active Bill - In committee: Held under submission.
AB 311 - An act to amend Section 18930 of the Welfare and Institutions Code, relating to public social services.	1/26/2023	This bill would remove the age limitation of 55 years of age or older for the program if the individual's immigration status is the sole basis for their ineligibility for CalFresh benefits 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	6/15/2023: Active Bill - In committee: Set, first hearing. Hearing canceled at the request of author.
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	6/20/2023: Active Bill - June 20 set for first hearing canceled at the request of author.
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	Active Support	9/1/2023: Active Bill - September 1 hearing: Held in committee and under submission.
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/CAPI/CalFresh/Medi-Cal	Support	9/1/2023: Active Bill - In committee: Held under submission.
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	9/1/2023: Active Bill - In committee: Held under submission.
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	9/14/2023: Active Bill - In Desk process. In Senate. Held at Desk.
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	Support	9/1/2023: Active Bill - In committee: Held under submission.

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	9/13/2023: Active Bill - In Senate. Held at Desk.
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	8/28/2023: Active Bill - Ordered to inactive file on request of Assembly Member Bryan.
H.R. 3520: The Veteran Care Improvement Act	5/18/2023	This bill will improve the provision of care and services under the Veterans Community Care Program of the Department of Veterans Affairs, and for other purposes.	OMVA	Support	07/18/2023: Active Bill - Forwarded by Subcommittee to Full Committee (Amended) by Voice Vote.
AB 2141 - Cash Assistance Programs: Direct Deposit	2/6/2024	This bill would include general assistance benefits amont the cash assistance benefits that may be delivered by direct deposit. It would require for programs providing cash assistance benefits to include information on application regarding the applicant's right to have their funds directly deposited. It would require each county to inform the recipient of that right during their redetermination for eligibility.	CalWORKs, General Relief, and CAPI	Active Support	04/04/2024: Active Bill- In Floor Process. Amend, and do pass as amended and re-refer to committee on appropriations.
AB 2241 - Public Social Services Reporting and Verification	2/8/2024	This bill 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. This bill would require county agencies to meet the specified software security requirements on or before January 1, 2026. This bill would require county agencies to accept reporting by any means available to an applicant or recipient prior to January 1, 2026, if the county agency uses software that meets those requirements.	CalWORKs, CalFresh, Medi-Cal, County Medical Services (CMS), Cash Assistance Program for Immigrants (CAPI), and General Relief (GR)	Active Support	04/02/2024: Active Bill - In Committee Process: Hearing postponed by committee.
AB 2452 - CalWORKs-Supportive Services	2/13/2024	This bill will remove the reginal market rate and set a standard allotment of $100 to be issued in advanced for the current month and months thereafter if they are participating in an assigned WTW activity. If the actual cost of transportation for a month exceeds $100, the customer shall be issued a supplemental payment for the amount over $100 within 10 days. In addition, transportation cost, include cost for transportation of children if needed for the participant to participate in work activities.	CalWORKs	Active Support	04/02/2024: Active Bill - In Committee Process. In committee: Set, first hearing. Heating canceled at the request of author.
SB 1396 - CalWORKs Home Visiting Program	2/16/2024	This bill would provide high-quality, evidence-based, culturally competent home visiting services to pregnant people, parents or caretaker relatives, and children, and would extend the maximum age of the child from 24 months not to exceed the child's fifth birthday. This bill would require voluntary participants to meet certain requirements at the time of enrollments including, the individual is pregnant, or the individual is a parent or caretaker relative of a child less than 36 months of age at the time the individual enrolls in the program.	CalWORKs	Active Support	04/04/2024: Active Bill - In Committee Process. Set for Hearing April 15.
SB 1016 - Latino and Indigenous Disparities Reduction Act	3/18/2023	This bill would require separate collection categories for each major Latino group, Mesoamerican Indigenous nation, and Mesoamerican Indigenous language group when collecting demographic data for any report on the CalFresh program.	CalFresh	Active Support	04/03/2024: Active Bill - Committee Process: Set for Hearing April 10.
AB 2033 - Public, Postsecondary Education, EBT Cards, Basic Needs Services and Resources	3/19/2024	This bill would require, on or before September 1, 2025, each campus of the California Community Colleges and each campus of the California State University, and request each University of California campus, to identify and apply for at least one general store or a store that sells food on campus to become an authorized retail food store under SNAP and, if approved, ensure the store or stores accept the use of EBT cards, as specified. To the extent that the bill would impose new duties on community college districts, it would impose a state-mandated local program. This bill contains other related provisions and other existing laws.	CalFresh and CalWORKs	Active Support	04/03/2024: Active Bill - In Committee Process. From Committee: Do pass and re-refer to Committee on Human Services.
SB 1355 - Medi-Cal: In-Home Supportive Services: Redetermination	2/16/2024	This bill would change the Medi-Cal redetermination period for In-Home Supportive Services recipients from one year to three. IHSS recipients would be continually eligible for Medi-Cal for three years unless deceased, out of state, or the original eligibility was in error or based on fraud. The implementation would be dependent on federal approval and financial participation, appropriation of funding by the legislature, and system programming.	Medi-Cal	Active Support	04/03/2024: Active Bill - In Committee Process. From committee with author's amendments. Read second time and amended. Re-referred to committee on Health.

AB 3156 Medi-Cal: Managed Care Plans	2/16/2024	This bill would express the intent of the legislature to exempt Medi-Cal eligible or dual Medicare and Medi-Cal eligible customers who use Medi-Cal as a secondary form of health coverage from mandatory enrollment in a managed care plan if they receive services from regional center	Medi-Cal	Active Support	04/01/2024: Active Bill - In Committee Process. Re-referred to committee on Health
SB 9 - Raising the Age for Extended Foster Care Pilot Program Act of 2023	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	6/27/2023: Active Bill - From committee: Do pass and re-refer to Com. on APPR. with recommendation: To consent calendar. (Ayes 11. Noes 0.) (June 27). Re-referred to Com. on appropriations.
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	1/25/2024: Active Bill - Pending Referral. In Assembly. Read first time. Held at Desk.
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	6/8/2023: Active Bill - In Committee Process. Referred to Committee on Human Services.
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	6/27/2023: Active Bill - In committee: Set, first hearing. Hearing canceled at the request of author.
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	04/01/2024: Active Bill - In Committee Process. From committee with author's amendments. Read second time and amended. Re-referred to committee on education.
AB 564 - Medi-Cal Enrollmet	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	6/14/2023: Active Bill - Referred to Com. on Health.
AB 596 - Early Learning and Care: Rate Reform	2/9/2023		CalWORKs	No Analysis Attached	9/1/2023: Active Bill - In committee: Held under submission.
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	9/1/2023: Active Bill - September 1 hearing: Held in committee and under submission.
AB 2150 - Public Social Services: Higher Education	2/6/2024	This bill would require for the county Human Services agency to receive input from the basic needs director and coordinators from public institutions of higher education, and stakeholders to develop protocols for engagement between the county and the institutions of higher education. The California Department of Social Services (CDSS) is to consult, develop and faciliate a training to be available to basic needs directors, basic needs staff on campus as well as eligibility workers on topics related to student eligbility determination for public social services. CDSS would convene a quarterly workgroup with all 58 county higher education staff liaisons and basic needs director and coordinator and other professional staff from institutions of public higher education. CDSS would collaborate with the workgroup to discuss enrollment trends and identify barriers to enrollment but not limited to CalFresh, CalWORKs, Medi-Cal and State Disability Insurance (SDI). CDSS would provide technical assistance in response to any requests submitted by the county public higher education staff liaison.	CalFresh/CalWORKs/Medi-Cal/CAPI/General Relief	Support, if amended	04/03/2024: Active Bill - In committee Process. From Committee: Do pass and re-refer to committee on Higher Education. (Ayes 7. Noes 0). Re-referred to committee on Higher Education.

AB 2224 - Human Services: Special Immigrat Juvenile Status	2/7/2024	The bill would make individuals who have filed a petition with United States Citizenship and Immigration Services (USCIS) for Special Immigrant Juvenile Status (SIJS) and individuals who have received a judicial determination enabling them to file the petition for SIJS eligible to certain public social services, which include CalWORKs and CalFresh, to the same extent as individuals who are admitted to the United States as refugees. These services shall be state funded to the extent federal funding is unavailable. Eligibility to these services shall discontinue if there is a final administrative denial of a petition for SIJS.	CalFresh/CalWORKs/Medi-Cal	Support, if amended	04/02/2024: Active Bill: In Committee Process: Set, first hearing. Hearing canceled at the request of author.
AB 2263 - The California Guaranteed Income Study and Funding Act	2/8/2024	This bill will establish the Guaranteed Income Study and Funding Act Coordinating Council that will consist of 6 appointees from specific departments. The bill will require the council to attain the following objectives: 1. Determine what administrative capacity, infrastructure and data sharing across state and local agencies are necessary to implement a long term, permanent statewide guaranteed income program. 2. Examine the feasibility and challenges of scaling up permanent guaranteed income programs to reach socially and economically vulnerable populations, focusing on regions with a high cost of living. 3. Explore funding mechanisms and revenue sources that can support the expansion of permanent guaranteed income programs and ultimately redistribute wealth. 4. Establish data driven approach to identify priority populations, taking into consideration social, gender, economic and racial disparities in California to ensure the guaranteed income program targets those most in need and most affected by these disparities. The bill would also require on or before July 1, 2026, the Legislature and the Governor to appoint 11 mmbers to a steering committee to provide technical assistance to and approve recommendations by the Guaranteed Income Study and Funding Act Coordinating Council. The bill would require on or before July 1, 2027, the ocuncil to seek to obtain specified goals, including local, state and federal resources, benefits and services that seek to	CalWORKs, CalFresh, Medi-Cal, CAPI, GR	Watch	03/21/2024: Active Bill - In Committee Process. Referred to Committee on Human Services.
SB 1107 - Public Social Services: County Departments: Mail Programs	2/13/2024	This bill would require county human services agencies that administer public benefits to develop and implement a program that allows residents experiencing homelessness, if they opt in, to receive and pick-up all government related (city, county, state, federal, tribal government, and contracted agencies) mail at a place designated by the county. The county would be required to provide program participants with information regarding the pick-up location including the hours of operation. Counties would be encouraged to expand upon these standards by holding all types of mail for customers experiencing homelessness, providing various mail pick-up points, and informing them when they have mail.	CalWORKs, CalFresh, CAPI, GR, CMS, and Med-Cal	Support, if amended	03/05/2024: Active Bill - In Committee Process. Set for hearing April 1.
AB 1968 - CalFresh: enrollment for senior citizens	1/30/2024	This bill would require California Department of Social Services (CDSS) to partner with the Franchise Tax Board (FTB) to identify qualifying individuals 60 years of age or older and would require CDSS to create a system to automatically enroll the individuals into the CalFresh program. The FTB would provide CDSS with this information on an annual basis.	CalFresh	Support, if amended	04/04/2024: Active Bill - In floor. Read second time and amended.

ITEM #6: UPDATE ON PHE LIFT FOR PUBLIC ASSISTANCE PROGRAMS, WAIVERS, ENROLLMENT, SERVICE DELIVERY, DATA

Assmaa Elayyat, Deputy Director, Self-Sufficiency Services

Health and Human Services Agency (HHSA)

COUNTY OF SAN DIEGO
Health and Human Services Agency

LIVE WELL
SAN DIEGO

CalFresh Overview

Program Flexibilities & Waivers

- Update on the following waivers granted by the Food and Nutrition Services (FNS):
  - Initial application and recertification interviews **expired on April 1, 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

COUNTY OF SAN DIEGO Health and Human Services Agency | LIVE WELL SAN DIEGO

CalFresh Overview

Additional Updates

- New EBT phone application, ebtEDGE, launched on November 10th
- The app helps facilitate self-service and includes security features:
  - Biometric access
  - Freeze & unfreeze card
  - Block transactions
  - Card replacement
  - Change pin

Disaster CalFresh

Disaster CalFresh Summary

- Self-Sufficiency Services (SSS) received federal approval from FNS to extend Disaster CalFresh (DCF)
- The application period was March 7 – March 22, 2024
- SSS received over 19,000 applications and issued over $6 million in benefits
- The hot foods waiver was extended through April 10, 2024

Medi-Cal Overview

New PHE Unwinding Flexibilities

- Suspension of requirement to apply for unconditionally available income (unemployment, disability, veterans, etc.)
- Suspension of Medical Support Enforcement requirements (absent parent)
- Stable income waiver – eliminates the need to verify stable income sources during renewal (Social Security, retirement, disability, etc.)

MONTHLY UPDATES

LIVE WELL
SAN DIEGO

Eligibility Services By The Numbers…

April 2024 *(Data Month: March 2024)*

PARTICIPANTS

- **CalFresh**: 396,964 recipients, up 5.60% from last year.
  - 130,464 child recipients (0-18), up 2.80% from last year.
  - 95,197 senior recipients (60+), up 10.17% from last year.
- **CalWORKs**: 50,825 recipients, up 9.31% from last year.
  - 36,528 child recipients (0-18), up 11.48% from last year.
  - Welfare-to-Work: 14,644 participants, up 10.74% from last year.
- **CMS:** 8 CMS recipients, up 14.29% from last year.
- **General Relief:** 5,059 recipients, up 27.85% from last year.
- **Medi-Cal**: 979,405 recipients, down 5.46% from last year.
  - 325,353 child recipients (0-18), down 3.05% from last year.
  - 17,971 Medi-Cal Expansion Over 50 Years.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (March 2023–March 2024)
			Previous Month	Previous Year	
CalFresh	235,346	396,964	0.75%	5.60%	536,520
CalWORKs	17,574	50,825	0.12%	9.31%	69,868
CMS	8	8	-20.00%	14.29%	37
General Relief	5,047	5,059	2.70%	27.85%	13,670
Medi-Cal	554,916	979,405	0.01%	-5.46%	1,124,963
Total	**812,891**	**1,432,261**	**0.23%**	**-2.06%**	**1,235,567****

*Recipients include 376,694 under ACA Medicaid Coverage Expansion.
The number of ***unduplicated* recipients for ***all*** programs.

PROCESSING

Applications Registered		
Program	**March 2024**	**FYTD**
CalFresh	19,655	189,914
CalWORKs	2,320	23,753
CMS	43	310
General Relief	3,824	32,185
Medi-Cal	15,313	119,749
Total	**41,155**	**365,911**

Renewals Generated		
Program	**March 2024**	**FYTD**
CalFresh	10,509	95,981
CalWORKs	1,365	12,744
CMS	3	22
General Relief	103	988
Medi-Cal	55,858	459,459
Total	**67,838**	**569,194**

Periodic Reports Generated		
Program	**March 2024**	**FYTD**
CalFresh	17,664	130,762
CalWORKs	1,704	12,752
General Relief	0	5
Medi-Cal	46	206
Total	**19,414**	**143,725**

Documents Imaged	
March 2024	**FYTD**
374,638	**3,205,477**

Tasks Created	
March 2024	**FYTD**
549,854	**5,149,945**

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	**March 2023**	**March 2024**	**Change**	**FYTD**
Total Calls	188,456	265,516	77,060	2,376,954
Abandoned	4,982	14,779	9,797	182,985
Average Wait Time	2:34	1:47	-0:47	4:12

Community Based Organization (CBO)				
Month	**March 2023**	**March 2024**	**Change**	**FYTD**
Total Calls	5,418	6,481	1,063	58,775
Abandoned	118	168	50	2,150
Average Wait Time	2:30	2:36	0:06	4:20

Emails Received	
March 2024	**FYTD**
2,546	21,923

FAMILY RESOURCE CENTER VISITS

Month	March 2023	March 2024	Change	FYTD
Total Tickets Issued	37,810	57,670	34%	437,365
Average Wait Time (min.)	(*-)	(*-)	N/A	

* ***Due to COVID-19 Waivers, Avg time is not available for March 2024***

FYTD=Fiscal Year To Date

Processing Timeliness
Applications, Periodic Reports, and Renewals

CalFresh

- Regular Applications: State required days to disposition = 30 Days
  - San Diego = 17 Days
- Expedited Applications: State required days to disposition = 3 Days
  - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 95%
- Annual Renewal Timeliness = 95%

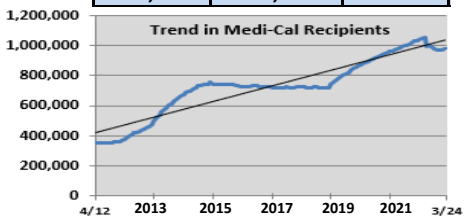
CalWORKs

- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 17 Days
- Immediate Need: State required days to disposition = 1 Day
  - San Diego = 1 Days
- Semi-Annual Reporting Timeliness = 98%
- Annual Renewal Timeliness = 95%

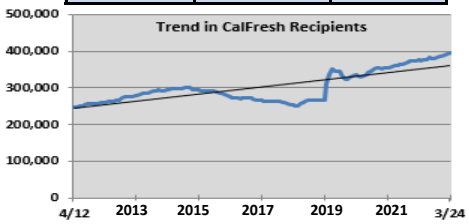
Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 43 Days
- Annual Renewal Timeliness = 87%

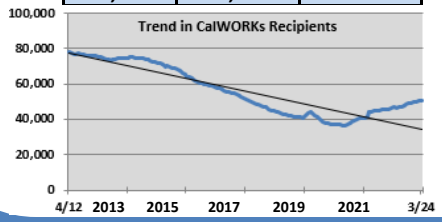
Medi-Cal Recipients		
FY Apr 12	FY Mar 24	177%
353,800	979,405	Increase



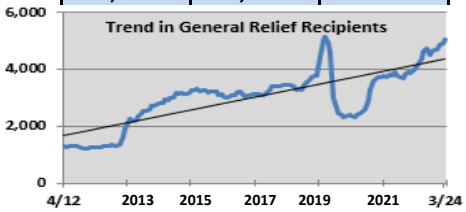
CalFresh Recipients		
FY Apr 12	FY Mar 24	60%
247,962	396,964	Increase



CalWORKs Recipients		
FY Apr 12	FY Mar 24	-35%
78,264	50,825	Decrease



General Relief Recipients		
FY Apr 12	FY Mar 24	291%
1,295	5,059	Increase



Office of Military and Veterans Affair (OMVA) Data Tracker *

OMVA Service Delivery	Monthly Total	FYTD
Calls Received	3,303	22,544
Calls Received– Average Wait Times	0:01:43	0:01:18
In-Person Customer Visits	1,850	12,054
Driver's License Applications	74	952
License Plate Applications	778	4,133
College Fee Waiver Applications	72	1,386
VA Claim Appointments Made	168	1,421
VA Claim Appointments Wait Time (Days)	10	10
Community Events	11	84
Contacts Made at Community Events	366	3,741

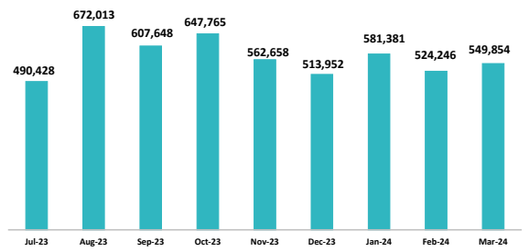
* New data metrics as of 10/2023

Monthly Self-Sufficiency Services Performance Dashboard (FY 23/24)

San Diego County | Data Month : March 2024

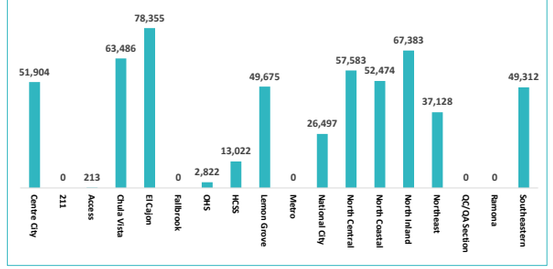
CalSAWS Tasks Created

TOTAL MONTHLY TASKS CREATED

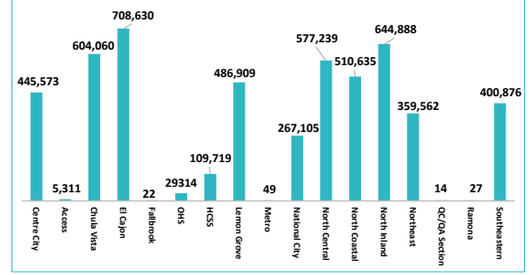


FYTD	5,149,945

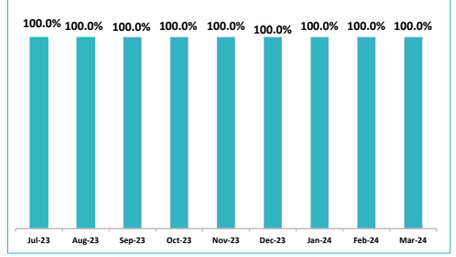
MONTHLY TASKS CREATED BY FRC



FYTD TASKS CREATED BY FRC

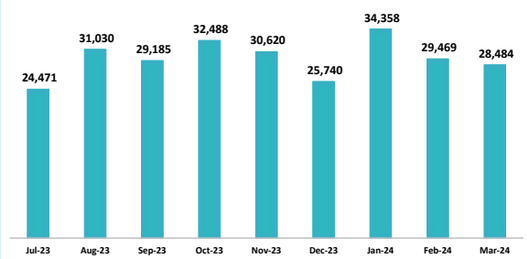


MONTHLY AUTO ASSIGNED SUB TASKS



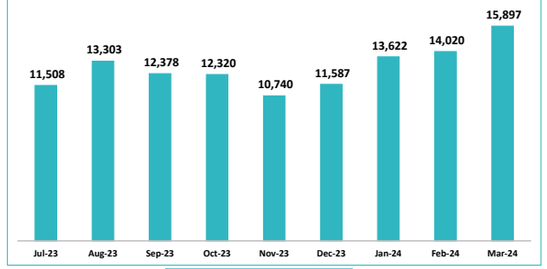
FYTD	100%

MONTHLY APPLICATION TASKS CREATED



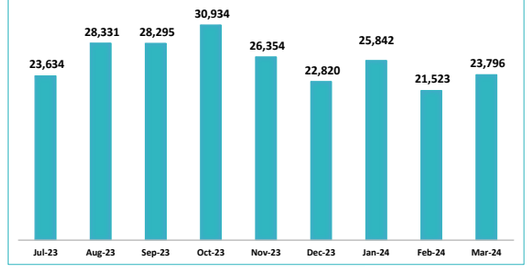
FYTD	265,845

MONTHLY PERIODIC REPORT TASKS CREATED



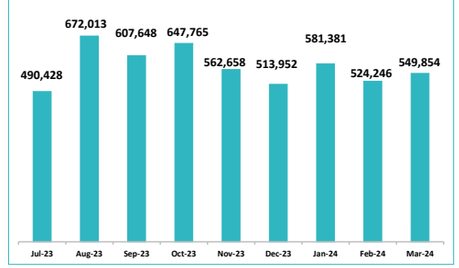
FYTD	115,375

MONTHLY ANNUAL RENEWAL TASKS CREATED



FYTD	231,529

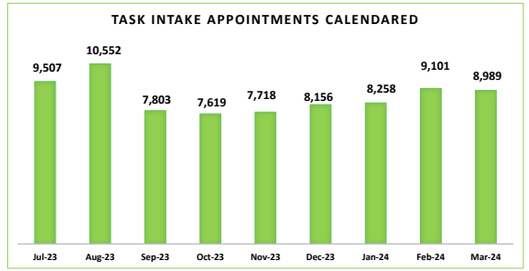
MONTHLY AUTO ASSIGNED SUB-TASKS



FYTD	5,149,945

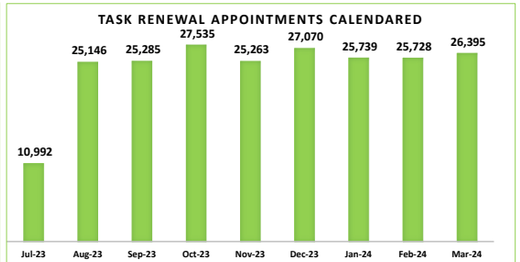
MONTHLY CALSAWS CALENDARED APPOINTMENTS

TASK INTAKE APPOINTMENTS CALENDARED



FYTD	77,703

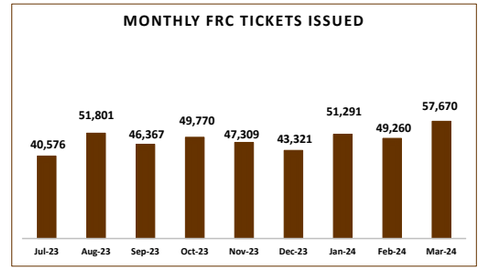
TASK RENEWAL APPOINTMENTS CALENDARED



FYTD	219,153

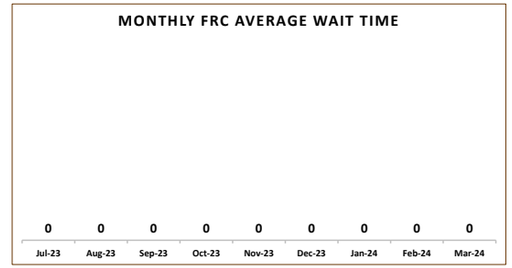
LOBBY MANAGEMENT

MONTHLY FRC TICKETS ISSUED



FYTD	437,365

MONTHLY FRC AVERAGE WAIT TIME

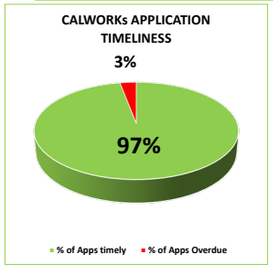


*Average time is not availble

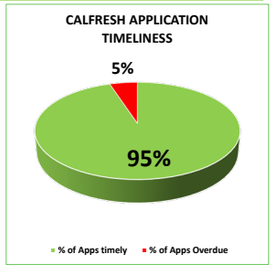
FYTD	0.00

CASE PROCESSING PERFORMANCE (CALSAWS)

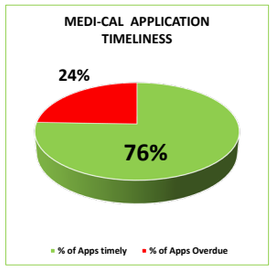
MONTHLY APPLICATION TIMELINESS



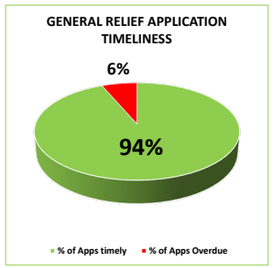
FYTD	97%



FYTD	93%

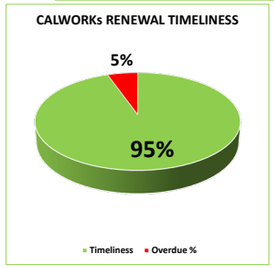


FYTD	86%

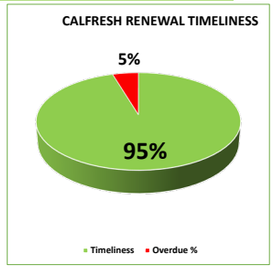


FYTD	92%

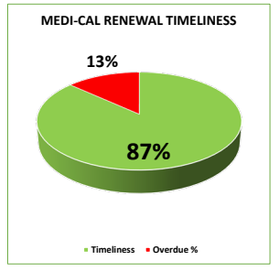
MONTHLY RENEWAL TIMELINESS



FYTD	98%

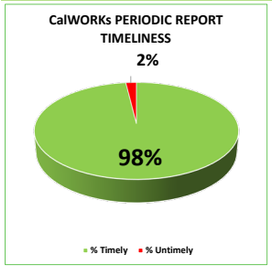


FYTD	99%

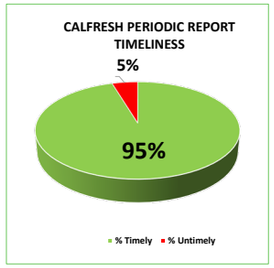


FYTD	90%

MONTHLY PERIODIC REPORT TIMELINESS

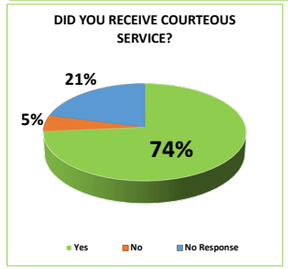


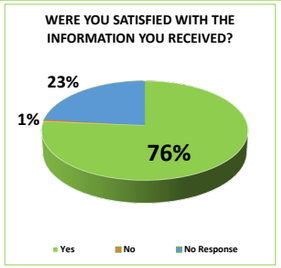
FYTD	96%



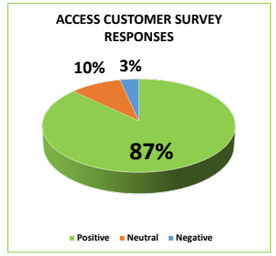
FYTD	93%

CUSTOMER SATISFACTION SURVEY



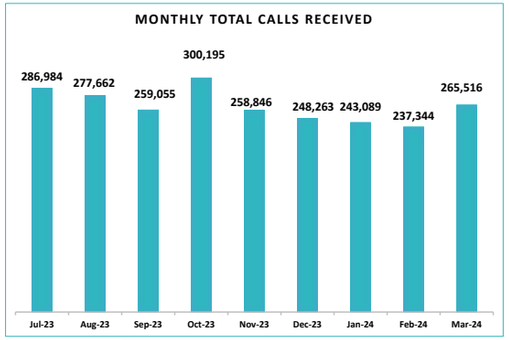


ACCESS CUSTOMER SURVEY

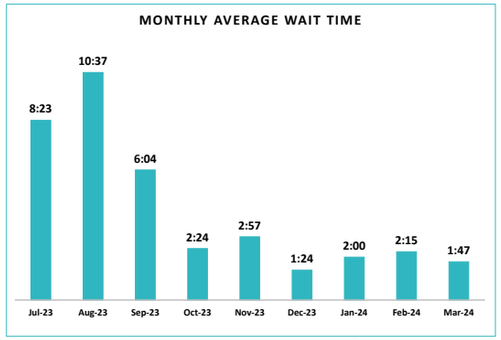


ACCESS CALL CENTER

ACCESS CALL CENTER

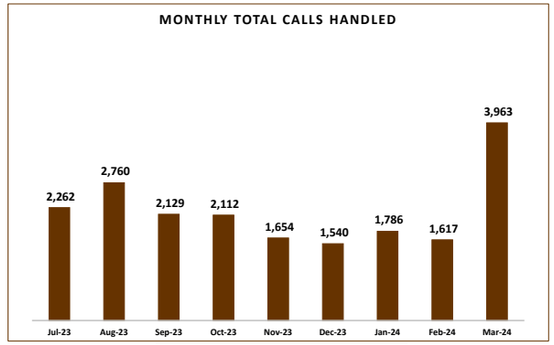


FYTD	2,376,954

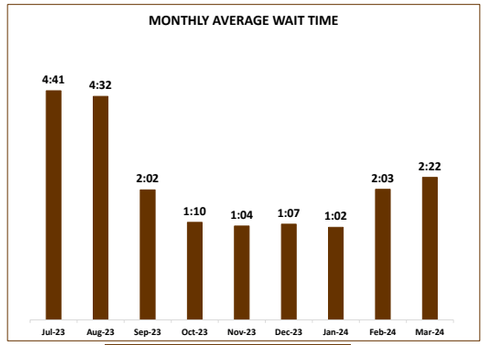


FYTD	4:12

RESCHEDULE APPOINTMENT CALLS (211)



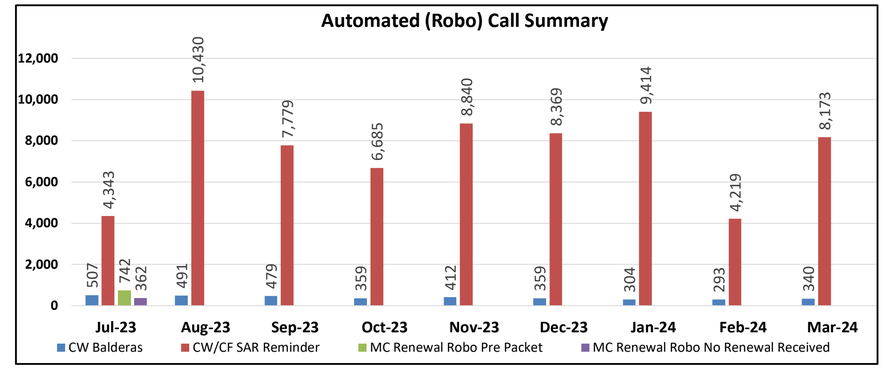
FYTD	19,823



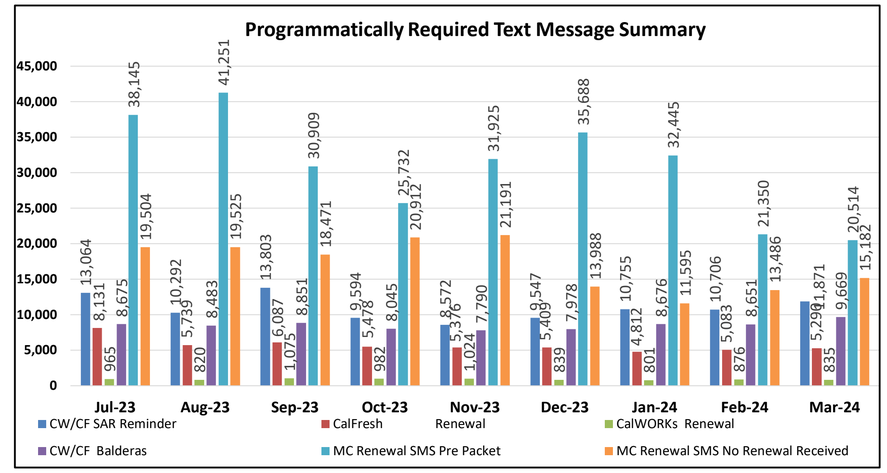
FYTD	2:25

Monthly Robo-Calls & Text Messaging Report FY 2023/2024

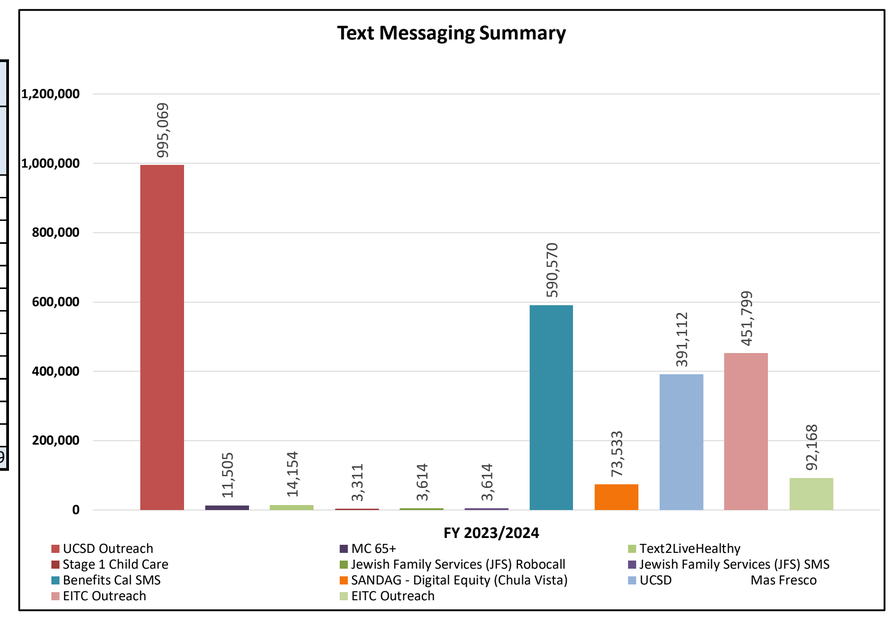
Automated (Robo) Call Summary	Program				
Month	**CW/CF SAR Reminder**	**CW Balderas**	**MC Renewal Robo Pre Packet**	**MC Renewal Robo No Renewal Received**	**Grand Total**
July 2023	4,343	507	742	362	5,954
August 2023	10,430	491			10,921
September 2023	7,779	479			8,258
October 2023	6,685	359			7,044
November 2023	8,840	412			9,252
December 2023	8,369	359			8,728
January 2024	9,414	304			9,718
February 2024	4,219	293			4,512
March 2024	8,173	340			8,513
April 2024					
May 2024					
June 2024					
Grand Total	68,252	3,544	742	362	72,900



Text Messaging Summary	Program						
Month	**CW/CF SAR Reminder**	**CW/CF Balderas**	**CalFresh Renewal**	**CalWORKs Renewal**	**MC Renewal SMS Pre Packet**	**MC Renewal SMS No Renewal Received**	**Grand Total**
July 2023	13,064	8,675	8,131	965	38,145	19,504	88,484
August 2023	10,292	8,483	5,739	820	41,251	19,525	86,110
September 2023	13,803	8,851	6,087	1,075	30,909	18,471	79,196
October 2023	9,594	8,045	5,478	982	25,732	20,912	70,743
November 2023	8,572	7,790	5,376	1,024	31,925	21,191	75,878
December 2023	9,547	7,978	5,409	839	35,688	13,988	73,449
January 2024	10,755	8,676	4,812	801	32,445	11,595	69,084
February 2024	10,706	8,651	5,083	876	21,350	13,486	60,152
March 2024	11,871	9,669	5,290	835	20,514	15,182	63,361
April 2024							
May 2024							
June 2024							
Grand Total	98,204	76,818	51,405	8,217	277,959	153,854	666,457



Text Messaging Summary	Special Campaign											
Month	**UCSD Outreach**	**MC 65+**	**Text2LiveHealthy**	**Stage 1 Child Care**	**Jewish Family Services (JFS) Robocall**	**Jewish Family Services (JFS) SMS**	**Benefits Cal SMS**	**SANDAG - Digital Equity (Chula Vista)**	**UCSD Mas Fresco**	**CalFresh Hot Foods**	**EITC Outreach**	**Grand Total**
July 2023	196,100	1,375	6,398	1,666								205,539
August 2023	191,165	1,320	7,756		785	785						201,811
September 2023	204,036	1,344			651	651	590,570					797,252
October 2023	203,476	1,341			570	570		73,533				279,490
November 2023	200,292	1,227			1,591	1,591						204,701
December 2023		1,162			17	17			391,112			392,308
January 2024		1,223										1,223
February 2024		1,264										1,264
March 2024		1,249		1,645						451,799	92,168	546,861
April 2024												
May 2024												
June 2024												
Grand Total	995,069	11,505	14,154	3,311	3,614	3,614	590,570	73,533	391,112	451,799	92,168	2,630,449



*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 receipients 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 houseold'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.

Report Data Month: 3/2024
Report Run Date: 04/05/2024

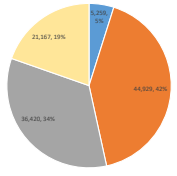
Community Based Organizations CalFresh Referrals

07/2023-03/2024

CalFresh Application Referrals by Application Status

CBO	HCSS Outreach Staff Y/N	Pending		Approved		Denied		Invalid*		Total
Code for America		4,814	5%	38,956	40%	33,317	35%	19,236	20%	96,323
211 San Diego		138	2%	3,328	54%	1,649	27%	1,025	17%	6,140
Family Health Centers of San Diego		78	6%	606	49%	355	29%	202	16%	1,241
La Maestra Community Health Centers		45	4%	542	51%	292	27%	192	18%	1,071
Scripps Health	Y	13	3%	250	50%	122	24%	115	23%	500
San Ysidro Health	Y	31	7%	230	52%	108	25%	70	16%	439
Vista Community Clinic		14	4%	175	46%	118	31%	70	19%	377
Sharp Health	Y	18	8%	96	41%	76	33%	42	18%	232
Home Start CalFresh Grant		9	5%	152	83%	15	8%	8	4%	184
Casa Familiar		12	8%	69	43%	58	36%	21	13%	160
Bonita Family Resource Center		2	2%	64	50%	36	28%	25	20%	127
Jewish Family Service		8	6%	64	51%	34	27%	20	16%	126
TrueCare		15	12%	48	39%	41	33%	20	16%	124
Neighborhood Health Care		12	12%	51	52%	25	26%	10	10%	98
Chula Vista Community Collaborative		5	6%	40	51%	25	32%	8	10%	78
Indian Health Council Inc		9	13%	46	67%	10	14%	4	6%	69
UCSD Medical Center	Y	3	10%	14	45%	7	23%	7	23%	31
Interfaith Community Services		4	14%	5	17%	12	41%	8	28%	29
Southern Indian Health Council Inc		2	8%	17	68%	3	12%	3	12%	25
Rady Childrens Hospital	Y	2	9%	8	35%	9	39%	4	17%	23
San Ysidro Health Center		0		13	62%	6	29%	2	10%	21
Bayside Community Center		6	30%	7	35%	7	35%	0		20
McAlister Institute South Bay Regional Recovery		3	15%	10	50%	1	5%	6	30%	20
South bay Community Services		0		10	50%	4	20%	6	30%	20
Borrego Health		2	13%	6	38%	4	25%	4	25%	16
Catholic Charities Diocese of San Diego - Homeless Services		0		4	25%	10	63%	2	13%	16
Union of Pan Asian Communities		1	6%	9	56%	5	31%	1	6%	16
Catholic Charities Diocese of San Diego		0		5	33%	7	47%	3	20%	15
World Relief SoCal		1	7%	9	64%	3	21%	1	7%	14
Community Resource Center		0		4	31%	5	38%	4	31%	13
Metro Community Ministries Inc		0		6	46%	1	8%	6	46%	13
San Diego Family Care		0		2	18%	6	55%	3	27%	11
San Diego Unified School District		0		7	64%	3	27%	1	9%	11
Tri City Medical Center	Y	1	9%	8	73%	0		2	18%	11
San Diego Food Bank	Y	0		5	50%	4	40%	1	10%	10
San Diegans for Healthcare Coverage	Y	0		6	75%	1	13%	1	13%	8
Somali Bantu Association of America		1	13%	1	13%	2	25%	4	50%	8
Capalina Comprehensive Treatment Center		0		4	57%	2	29%	1	14%	7
Deaf Community Services of San Diego		0		2	29%	1	14%	4	57%	7
Center Star ACT		0		3	50%	1	17%	2	33%	6
Transfronteras		3	50%	1	17%	2	33%	0		6
Vista Community Clinic The Gary Center		1	17%	3	50%	2	33%	0		6
Catholic Charirites San Diego		0		1	20%	3	60%	1	20%	5
Community Research Foundation		0		2	40%	1	20%	2	40%	5
Julian Pathways Inc		0		3	60%	1	20%	1	20%	5
MedData		0		3	60%	1	20%	1	20%	5
Aid Finders		0		1	25%	3	75%	0		4
Feeding San Diego	Y	0		3	75%	0		1	25%	4
Mental Health Systems TURN - Alianza Wellness Center		1	25%	2	50%	0		1	25%	4
MiraCosta College		0		0		4	100%	0		4
Safe Connections		0		3	75%	0		1	25%	4
UC San Diego	Y	0		3	75%	1	25%	0		4
Escondido Comprehensive Treatment Center		1	33%	0		2	67%	0		3
Gary and Mary West Pace		0		2	67%	1	33%	0		3
Palomar Health	Y	0		3	100%	0		0		3
Soap Mat		0		0		0		3	100%	3
St. Paul's PACE		0		0		3	100%	0		3
TERI Inc		1	33%	0		1	33%	1	33%	3
University of San Diego		0		3	100%	0		0		3
Vista Hill Foundation - SmartCare		0		2	67%	0		1	33%	3
Access to Independence of San Diego Inc		0		1	50%	0		1	50%	2
Alpha Project for the Homeless		0		2	100%	0		0		2
CA Department of State Hospitals		1	50%	0		0		1	50%	2
FIND Food Bank		1	50%	0		1	50%	0		2
Healthcare in Action - San Diego		0		1	50%	0		1	50%	2
Imperial Beach Community Clinic		0		2	100%	0		0		2
Mental Health Systems TURN BHS Action Central		0		0		1	50%	1	50%	2
Neighborhood Healthcare		0		1	50%	0		1	50%	2
Urban Street Angels		0		0		1	50%	1	50%	2
211 Orange County		0		0		1	100%	0		1
AHF HEALTHCARE CENTERS		0		0		1	100%	0		1
Alpha Lofts		0		0		1	100%	0		1
Change Lanes Youth Support Services		0		1	100%	0		0		1
CHIOC		1	100%	0		0		0		1
Community Research Foundation Senior Impact		0		0		0		1	100%	1
CompSpec Inc		0		1	100%	0		0		1
Cottage Health System		0		0		1	100%	0		1
Everest Hospice		0		0		0		1	100%	1
Jackson House Temecula		0		1	100%	0		0		1
Los Angeles County CSC 8		0		0		0		1	100%	1
Marin City Health and Wellness		0		0		0		1	100%	1
Paradise Valley Health	Y	0		1	100%	0		0		1
Pars Equality Center		0		0		1	100%	0		1
Stepping Stone of San Diego		0		1	100%	0		0		1
Third Avenue Charitable Organization		0		0		1	100%	0		1
Visionary Care Consultants		0		0		1	100%	0		1
El Sol NEC		0		0		0		0		0
Aliados Santa Rosa Community Health Centers		0		0		0		0		0
Alvarado Hospital LLC	Y	0		0		0		0		0
Aviara Healthcare Center		0		0		0		0		0
Borrego Community Health Foundation		0		0		0		0		0
Buddhist Tzu Chi Medical Foundation		0		0		0		0		0
Castle Manor Nursing and Rehabilitation Center		0		0		0		0		0
Catholic Charities of Los Angeles		0		0		0		0		0
CCC Health Services Department		0		0		0		0		0
Coalition of Orange County Community Health Center		0		0		0		0		0
Community Health Systems, Inc. - Moreno Valley		0		0		0		0		0
Conifer Health Solutions		0		0		0		0		0
DMH - Office of the Public Guardian		0		0		0		0		0
Elevate Patient Financial Solutions		0		0		0		0		0
GETIX HEALTH		0		0		0		0		0
Golden Valley Health Center		0		0		0		0		0
HAS		0		0		0		0		0
HERALD CHRISTIAN HEALTH CENTER		0		0		0		0		0
Korean Community Services		0		0		0		0		0
Libertana Home Health		0		0		0		0		0
Medi-Cal Regulation Specialists		0		0		0		0		0
Ministerios Betesda		0		0		0		0		0
Mountain Shadows		0		0		0		0		0
National Care Advisors		0		0		0		0		0
Neighborhood Health Insurance Center		0		0		0		0		0
Packard Senior Services		0		0		0		0		0
Paradise Valley Healthcare Center		0		0		0		0		0
Parallon		0		0		0		0		0
Park Avenue Healthcare Center		0		0		0		0		0
Pineridge Healthcare Center		0		0		0		0		0
Providence Health & Services		0		0		0		0		0
Revive Pathway		0		0		0		0		0
Rolling Start, Inc.		0		0		0		0		0
San Diego Freedom Ranch		0		0		0		0		0
San Diego Regional Center		0		0		0		0		0
San Francisco Pretrial Diversion Project		0		0		0		0		0
Santa Barbara County Education Office		0		0		0		0		0
St Vincent de Paul Village		0		0		0		0		0
The Light for Seniors		0		0		0		0		0
University Care Center		0		0		0		0		0
Vista Knoll Specialized Care		0		0		0		0		0
Windsor Health Care SNF Management Company LLC		0		0		0		0		0
Total		**5,259**	**5%**	**44,929**	**42%**	**36,420**	**34%**	**21,167**	**20%**	**107,775**

CalFresh Percentage of Referrals



* Invalid applications recevied for a CalFresh program already in Pending or Approved status.

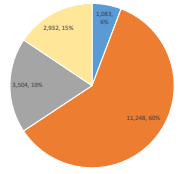
Community Based Organizations Medi-Cal Referrals

07/2023-03/2024

Medi-Cal Application Referrals by Application Status

CBO	HCSS Outreach Staff Y/N	Pending		Approved		Denied		Invalid*		Total
Scripps Health	Y	64	2%	1,606	60%	538	20%	461	17%	2,669
211 San Diego		126	5%	1,240	49%	586	23%	596	23%	2,548
Family Health Centers of San Diego		173	7%	1,518	61%	471	19%	340	14%	2,502
UCSD Medical Center	Y	30	2%	980	67%	281	19%	162	11%	1,453
La Maestra Community Health Centers		94	6%	812	56%	246	17%	295	20%	1,447
Sharp Health	Y	50	4%	945	67%	237	17%	177	13%	1,409
Vista Community Clinic		101	9%	730	64%	180	16%	130	11%	1,141
TrueCare		114	11%	603	57%	219	21%	121	11%	1,057
Neighborhood Health Care		59	8%	458	63%	136	19%	79	11%	732
MedData		56	8%	389	58%	136	20%	92	14%	673
Tri City Medical Center	Y	17	3%	395	70%	99	18%	50	9%	561
San Ysidro Health Center		46	13%	222	64%	35	10%	46	13%	349
Palomar Health	Y	2	1%	174	65%	56	21%	37	14%	269
Paradise Valley Health	Y	7	3%	174	72%	21	9%	40	17%	242
San Diego Family Care		17	8%	155	69%	33	15%	19	8%	224
Rady Childrens Hospital	Y	7	4%	138	74%	21	11%	21	11%	187
Borrego Health		13	10%	86	65%	21	16%	13	10%	133
Casa Familiar		6	6%	62	57%	24	22%	17	16%	109
Bonita Family Resource Center		2	2%	60	57%	15	14%	29	27%	106
San Diego Unified School District		7	7%	67	68%	11	11%	14	14%	99
Chula Vista Community Collaborative		3	4%	39	50%	17	22%	19	24%	78
San Diegans for Healthcare Coverage	Y	5	7%	51	73%	7	10%	7	10%	70
St Vincent de Paul Village		21	31%	21	31%	13	19%	12	18%	67
Alvarado Hospital LLC	Y	0		35	64%	12	22%	8	15%	55
Indian Health Council Inc		5	10%	39	80%	1	2%	4	8%	49
Park Avenue Healthcare Center		3	8%	23	58%	5	13%	9	23%	40
Neighborhood Health Insurance Center		2	6%	5	16%	4	13%	20	65%	31
Paradise Valley Healthcare Center		0		16	55%	10	34%	3	10%	29
St. Paul's PACE		4	16%	8	32%	6	24%	7	28%	25
Bayside Community Center		4	19%	6	29%	5	24%	6	29%	21
San Diego Freedom Ranch		1	5%	16	84%	1	5%	1	5%	19
San Diego Regional Center		1	5%	12	63%	4	21%	2	11%	19
McAlister Institute South Bay Regional Recovery		5	29%	10	59%	1	6%	1	6%	17
Metro Community Ministries Inc		0		6	38%	2	13%	8	50%	16
Neighborhood Healthcare		0		8	53%	5	33%	2	13%	15
Imperial Beach Community Clinic		3	21%	6	43%	3	21%	2	14%	14
Borrego Community Health Foundation		0		5	38%	2	15%	6	46%	13
Pineridge Healthcare Center		3	23%	5	38%	1	8%	4	31%	13
World Relief SoCal		1	8%	11	85%	1	8%	0		13
Interfaith Community Services		2	17%	1	8%	4	33%	5	42%	12
Packard Senior Services		0		11	92%	0		1	8%	12
Soap Mat		0		6	50%	1	8%	5	42%	12
Catholic Charities Diocese of San Diego - Homeless Services		1	9%	4	36%	2	18%	4	36%	11
University Care Center		6	55%	5	45%	0		0		11
Vista Community Clinic The Gary Center		3	27%	5	45%	1	9%	2	18%	11
Capalina Comprehensive Treatment Center		0		4	40%	2	20%	4	40%	10
Jewish Family Service		1	11%	4	44%	2	22%	2	22%	9
Somali Bantu Association of America		0		3	33%	0		6	67%	9
Castle Manor Nursing and Rehabilitation Center		1	14%	2	29%	1	14%	3	43%	7
Gary and Mary West Pace		0		2	29%	1	14%	4	57%	7
Catholic Charities Diocese of San Diego		0		3	50%	1	17%	2	33%	6
Community Health Systems, Inc. - Moreno Valley		0		4	67%	0		2	33%	6
Vista Knoll Specialized Care		0		3	50%	0		3	50%	6
Alpha Project for the Homeless		2	40%	1	20%	1	20%	1	20%	5
Community Research Foundation		0		2	40%	1	20%	2	40%	5
Southern Indian Health Council Inc		2	40%	2	40%	0		1	20%	5
Transfronteras		2	40%	1	20%	1	20%	1	20%	5
El Sol NEC		0		0		2	50%	2	50%	4
Access to Independence of San Diego Inc		2	50%	0		0		2	50%	4
Conifer Health Solutions		1	25%	3	75%	0		0		4
Deaf Community Services of San Diego		0		0		2	50%	2	50%	4
Mountain Shadows		0		2	50%	0		2	50%	4
Parallon		1	25%	1	25%	1	25%	1	25%	4
Union of Pan Asian Communities		0		2	50%	2	50%	0		4
Aviara Healthcare Center		0		3	100%	0		0		3
CCC Health Services Department		0		1	33%	1	33%	1	33%	3
Community Research Foundation Senior Impact		0		2	67%	1	33%	0		3
Community Resource Center		0		1	33%	0		2	67%	3
GETIX HEALTH		0		2	67%	1	33%	0		3
Libertana Home Health		2	67%	1	33%	0		0		3
Revive Pathway		0		2	67%	0		1	33%	3
The Light for Seniors		0		2	67%	0		1	33%	3
Windsor Health Care SNF Management Company LLC		0		3	100%	0		0		3
CA Department of State Hospitals		1	50%	0		0		1	50%	2
Catholic Charirites San Diego		0		2	100%	0		0		2
CHIOC		2	100%	0		0		0		2
CompSpec Inc		0		1	50%	1	50%	0		2
Cottage Health System		0		1	50%	1	50%	0		2
DMH - Office of the Public Guardian		0		2	100%	0		0		2
Escondido Comprehensive Treatment Center		0		0		1	50%	1	50%	2
Healthcare in Action - San Diego		1	50%	1	50%	0		0		2
Medi-Cal Regulation Specialists		0		1	50%	1	50%	0		2
Providence Health & Services		0		2	100%	0		0		2
TERI Inc		0		2	100%	0		0		2
Third Avenue Charitable Organization		0		1	50%	0		1	50%	2
AHF HEALTHCARE CENTERS		0		0		1	100%	0		1
Aliados Santa Rosa Community Health Centers		0		0		0		1	100%	1
Alpha Lofts		0		0		0		1	100%	1
Buddhist Tzu Chi Medical Foundation		0		1	100%	0		0		1
Catholic Charities of Los Angeles		0		1	100%	0		0		1
Center Star ACT		0		1	100%	0		0		1
Change Lanes Youth Support Services		0		0		1	100%	0		1
Coalition of Orange County Community Health Center		1	100%	0		0		0		1
Elevate Patient Financial Solutions		0		0		1	100%	0		1
Everest Hospice		0		1	100%	0		0		1
Golden Valley Health Center		0		0		0		1	100%	1
HAS		0		1	100%	0		0		1
HERALD CHRISTIAN HEALTH CENTER		0		1	100%	0		0		1
Home Start CalFresh Grant		0		1	100%	0		0		1
Korean Community Services		0		1	100%	0		0		1
Marin City Health and Wellness		0		0		0		1	100%	1
Mental Health Systems TURN - Alianza Wellness Center		0		1	100%	0		0		1
Ministerios Betesda		0		0		0		1	100%	1
MiraCosta College		0		1	100%	0		0		1
National Care Advisors		0		1	100%	0		0		1
Rolling Start, Inc.		0		0		1	100%	0		1
San Francisco Pretrial Diversion Project		0		0		0		1	100%	1
Santa Barbara County Education Office		0		0		0		1	100%	1
South bay Community Services		0		0		1	100%	0		1
Visionary Care Consultants		0		0		1	100%	0		1
211 Orange County		0		0		0		0		0
Aid Finders		0		0		0		0		0
Code for America		0		0		0		0		0
Feeding San Diego	Y	0		0		0		0		0
FIND Food Bank		0		0		0		0		0
Jackson House Temecula		0		0		0		0		0
Julian Pathways Inc		0		0		0		0		0
Los Angeles County CSC 8		0		0		0		0		0
Mental Health Systems TURN BHS Action Central		0		0		0		0		0
Pars Equality Center		0		0		0		0		0
Safe Connections		0		0		0		0		0
San Diego Food Bank	Y	0		0		0		0		0
San Ysidro Health	Y	0		0		0		0		0
Stepping Stone of San Diego		0		0		0		0		0
UC San Diego	Y	0		0		0		0		0
University of San Diego		0		0		0		0		0
Urban Street Angels		0		0		0		0		0
Vista Hill Foundation - SmartCare		0		0		0		0		0
Total		**1,083**	**6%**	**11,248**	**60%**	**3,504**	**19%**	**2,932**	**16%**	**18,767**

Medi-Cal Percentage of Referrals



* Invalid applications recevied for a Medi-Cal program already in Pending or Approved status.

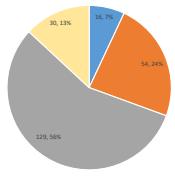
Community Based Organizations CalWORKS Referrals

07/2023-03/2024

CalWORKS Application Referrals by Application Status

CBO	HCSS Outstation Staff Y/N	Pending		Approved		Denied		Invalid*		Total
La Maestra Community Health Centers		7	11%	20	33%	23	38%	11	18%	61
Chula Vista Community Collaborative		2	9%	6	27%	10	45%	4	18%	22
Family Health Centers of San Diego		2	9%	6	27%	11	50%	3	14%	22
Vista Community Clinic		1	5%	6	30%	11	55%	2	10%	20
Casa Familiar		0		3	25%	9	75%	0		12
Interfaith Community Services		0		1	10%	9	90%	0		10
Sharp Health	Y	0		1	10%	8	80%	1	10%	10
211 San Diego		0		0		7	88%	1	13%	8
Rady Childrens Hospital	Y	1	17%	1	17%	4	67%	0		6
TrueCare		1	17%	1	17%	3	50%	1	17%	6
Neighborhood Health Care		0		0		4	80%	1	20%	5
Somali Bantu Association of America		0		1	20%	2	40%	2	40%	5
World Relief SoCal		0		1	20%	2	40%	2	40%	5
Indian Health Council Inc		0		2	50%	2	50%	0		4
Catholic Charities Diocese of San Diego		0		0		1	33%	2	67%	3
Aid Finders		0		2	100%	0		0		2
Bayside Community Center		0		0		2	100%	0		2
Catholic Charirites San Diego		0		0		2	100%	0		2
Catholic Charities Diocese of San Diego - Homeless Services		0		0		2	100%	0		2
Jewish Family Service		0		0		2	100%	0		2
Julian Pathways Inc		0		0		2	100%	0		2
San Diego Unified School District		1	50%	0		1	50%	0		2
Southern Indian Health Council Inc		1	50%	1	50%	0		0		2
Alpha Project for the Homeless		0		0		1	100%	0		1
Capalina Comprehensive Treatment Center		0		1	100%	0		0		1
CompSpec Inc		0		0		1	100%	0		1
Cottage Health System		0		0		1	100%	0		1
Deaf Community Services of San Diego		0		0		1	100%	0		1
Healthcare in Action - San Diego		0		0		1	100%	0		1
MedData		0		0		1	100%	0		1
MiraCosta College		0		0		1	100%	0		1
Scripps Health	Y	0		0		1	100%	0		1
South bay Community Services		0		0		1	100%	0		1
UCSD Medical Center	Y	0		0		1	100%	0		1
Union of Pan Asian Communities		0		0		1	100%	0		1
Vista Community Clinic The Gary Center		0		1	100%	0		0		1
Vista Hill Foundation - SmartCare		0		0		1	100%	0		1
El Sol NEC		0		0		0		0		0
211 Orange County		0		0		0		0		0
Access to Independence of San Diego Inc		0		0		0		0		0
AHF HEALTHCARE CENTERS		0		0		0		0		0
Aliados Santa Rosa Community Health Centers		0		0		0		0		0
Alpha Lofts		0		0		0		0		0
Alvarado Hospital LLC	Y	0		0		0		0		0
Avara Healthcare Center		0		0		0		0		0
Bonita Family Resource Center		0		0		0		0		0
Borrego Community Health Foundation		0		0		0		0		0
Borrego Health		0		0		0		0		0
Buddhist Tzu Chi Medical Foundation		0		0		0		0		0
CA Department of State Hospitals		0		0		0		0		0
Castle Manor Nursing and Rehabilitation Center		0		0		0		0		0
Catholic Charities of Los Angeles		0		0		0		0		0
CCC Health Services Department		0		0		0		0		0
Center Star ACT		0		0		0		0		0
Change Lanes Youth Support Services		0		0		0		0		0
CHIOC		0		0		0		0		0
Coalition of Orange County Community Health Center		0		0		0		0		0
Code for America		0		0		0		0		0
Community Health Systems, Inc. - Moreno Valley		0		0		0		0		0
Community Research Foundation		0		0		0		0		0
Community Research Foundation Senior Impact		0		0		0		0		0
Community Resource Center		0		0		0		0		0
Conifer Health Solutions		0		0		0		0		0
DMH - Office of the Public Guardian		0		0		0		0		0
Elevate Patient Financial Solutions		0		0		0		0		0
Escondido Comprehensive Treatment Center		0		0		0		0		0
Everest Hospice		0		0		0		0		0
Feeding San Diego	Y	0		0		0		0		0
FIND Food Bank		0		0		0		0		0
Gary and Mary West Pace		0		0		0		0		0
GETIX HEALTH		0		0		0		0		0
Golden Valley Health Center		0		0		0		0		0
HAS		0		0		0		0		0
HERALD CHRISTIAN HEALTH CENTER		0		0		0		0		0
Home Start CalFresh Grant		0		0		0		0		0
Imperial Beach Community Clinic		0		0		0		0		0
Jackson House Temecula		0		0		0		0		0
Korean Community Services		0		0		0		0		0
Libertana Home Health		0		0		0		0		0
Los Angeles County CSC 8		0		0		0		0		0
Marin City Health and Wellness		0		0		0		0		0
McAlister Institute South Bay Regional Recovery		0		0		0		0		0
Medi-Cal Regulation Specialists		0		0		0		0		0
Mental Health Systems TURN - Alianza Wellness Center		0		0		0		0		0
Mental Health Systems TURN BHS Action Central		0		0		0		0		0
Metro Community Ministries Inc		0		0		0		0		0
Ministerios Betesda		0		0		0		0		0
Mountain Shadows		0		0		0		0		0
National Care Advisors		0		0		0		0		0
Neighborhood Health Insurance Center		0		0		0		0		0
Neighborhood Healthcare		0		0		0		0		0
Packard Senior Services		0		0		0		0		0
Palomar Health	Y	0		0		0		0		0
Paradise Valley Health	Y	0		0		0		0		0
Paradise Valley Healthcare Center		0		0		0		0		0
Parallon		0		0		0		0		0
Park Avenue Healthcare Center		0		0		0		0		0
Pars Equality Center		0		0		0		0		0
Pineridge Healthcare Center		0		0		0		0		0
Providence Health & Services		0		0		0		0		0
Revive Pathway		0		0		0		0		0
Rolling Start, Inc.		0		0		0		0		0
Safe Connections		0		0		0		0		0
San Diegans for Healthcare Coverage	Y	0		0		0		0		0
San Diego Family Care		0		0		0		0		0
San Diego Food Bank	Y	0		0		0		0		0
San Diego Freedom Ranch		0		0		0		0		0
San Diego Regional Center		0		0		0		0		0
San Francisco Pretrial Diversion Project		0		0		0		0		0
San Ysidro Health	Y	0		0		0		0		0
San Ysidro Health Center		0		0		0		0		0
Santa Barbara County Education Office		0		0		0		0		0
Soap Mat		0		0		0		0		0
St Vincent de Paul Village		0		0		0		0		0
St. Paul's PACE		0		0		0		0		0
Stepping Stone of San Diego		0		0		0		0		0
TERI Inc		0		0		0		0		0
The Light for Seniors		0		0		0		0		0
Third Avenue Charitable Organization		0		0		0		0		0
Transfronteras		0		0		0		0		0
Tri City Medical Center	Y	0		0		0		0		0
UC San Diego	Y	0		0		0		0		0
University Care Center		0		0		0		0		0
University of San Diego		0		0		0		0		0
Urban Street Angels		0		0		0		0		0
Visionary Care Consultants		0		0		0		0		0
Vista Knoll Specialized Care		0		0		0		0		0
Windsor Health Care SNF Management Company LLC		0		0		0		0		0
Total		**16**	**7%**	**54**	**24%**	**129**	**56%**	**30**	**13%**	**229**

CalWORKS Percentage of Referrals



* Invalid applications received for a CalWORKS program already in Pending or Approved status.

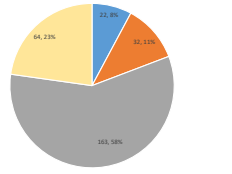
Community Based Organizations General Relief Referrals

07/2023-03/2024

General Relief Application Referrals by Application Status

CBO	HCSS Outstation Staff Y/N	Pending		Approved		Denied		Invalid*		Total
211 San Diego		5	7%	8	11%	46	63%	14	19%	73
Family Health Centers of San Diego		0		2	8%	16	64%	7	28%	25
Indian Health Council Inc		7	30%	3	13%	5	22%	8	35%	23
La Maestra Community Health Centers		1	5%	1	5%	14	74%	3	16%	19
Casa Familiar		0		2	12%	13	76%	2	12%	17
Mental Health Systems TURN - Alianza Wellness Center		2	18%	0		4	36%	5	45%	11
Capalina Comprehensive Treatment Center		0		2	20%	3	30%	5	50%	10
Escondido Comprehensive Treatment Center		1	13%	1	13%	4	50%	2	25%	8
McAlister Institute South Bay Regional Recovery		0		4	57%	3	43%	0		7
Metro Community Ministries Inc		1	14%	1	14%	5	71%	0		7
Mental Health Systems TURN BHS Action Central		0		1	17%	1	17%	4	67%	6
Vista Hill Foundation - SmartCare		0		2	33%	2	33%	2	33%	6
Aid Finders		0		2	40%	3	60%	0		5
Community Research Foundation		2	40%	1	20%	2	40%	0		5
Bonita Family Resource Center		0		0		2	50%	2	50%	4
Center Star ACT		0		0		2	50%	2	50%	4
Interfaith Community Services		2	50%	0		1	25%	1	25%	4
Sharp Health	Y	0		0		4	100%	0		4
Catholic Charities Diocese of San Diego		0		0		3	100%	0		3
Chula Vista Community Collaborative		0		0		2	67%	1	33%	3
Transfronteras		1	33%	0		2	67%	0		3
World Relief SoCal		0		0		3	100%	0		3
Bayside Community Center		0		0		2	100%	0		2
CA Department of State Hospitals		0		0		1	50%	1	50%	2
Catholic Charities Diocese of San Diego - Homeless Services		0		1	50%	1	50%	0		2
Deaf Community Services of San Diego		0		0		2	100%	0		2
Safe Connections		0		0		1	50%	1	50%	2
Vista Community Clinic		0		0		2	100%	0		2
Alpha Project for the Homeless		0		0		1	100%	0		1
Catholic Charirites San Diego		0		0		1	100%	0		1
Change Lanes Youth Support Services		0		0		1	100%	0		1
Community Resource Center		0		0		0		1	100%	1
Healthcare in Action - San Diego		0		1	100%	0		0		1
Jackson House Temecula		0		0		1	100%	0		1
MedData		0		0		0		1	100%	1
Neighborhood Healthcare		0		0		1	100%	0		1
Pars Equality Center		0		0		1	100%	0		1
San Diego Food Bank	Y	0		0		1	100%	0		1
San Ysidro Health Center		0		0		1	100%	0		1
Scripps Health	Y	0		0		1	100%	0		1
Soap Mat		0		0		0		1	100%	1
South bay Community Services		0		0		1	100%	0		1
Southern Indian Health Council Inc		0		0		1	100%	0		1
Tri City Medical Center	Y	0		0		1	100%	0		1
TrueCare		0		0		0		1	100%	1
UCSD Medical Center	Y	0		0		1	100%	0		1
Visionary Care Consultants		0		0		1	100%	0		1
El Sol NEC		0		0		0		0		0
211 Orange County		0		0		0		0		0
Access to Independence of San Diego Inc		0		0		0		0		0
AHF HEALTHCARE CENTERS		0		0		0		0		0
Aliados Santa Rosa Community Health Centers		0		0		0		0		0
Alpha Lofts		0		0		0		0		0
Alvarado Hospital LLC	Y	0		0		0		0		0
Aviara Healthcare Center		0		0		0		0		0
Borrego Community Health Foundation		0		0		0		0		0
Borrego Health		0		0		0		0		0
Buddhist Tzu Chi Medical Foundation		0		0		0		0		0
Castle Manor Nursing and Rehabilitation Center		0		0		0		0		0
Catholic Charities of Los Angeles		0		0		0		0		0
CCC Health Services Department		0		0		0		0		0
CHIOC		0		0		0		0		0
Coalition of Orange County Community Health Center		0		0		0		0		0
Code for America		0		0		0		0		0
Community Health Systems, Inc. - Moreno Valley		0		0		0		0		0
Community Research Foundation Senior Impact		0		0		0		0		0
CompSpec Inc		0		0		0		0		0
Conifer Health Solutions		0		0		0		0		0
Cottage Health System		0		0		0		0		0
DMH - Office of the Public Guardian		0		0		0		0		0
Elevate Patient Financial Solutions		0		0		0		0		0
Everest Hospice		0		0		0		0		0
Feeding San Diego	Y	0		0		0		0		0
FIND Food Bank		0		0		0		0		0
Gary and Mary West Pace		0		0		0		0		0
GETIK HEALTH		0		0		0		0		0
Golden Valley Health Center		0		0		0		0		0
HAS		0		0		0		0		0
HERALD CHRISTIAN HEALTH CENTER		0		0		0		0		0
Home Start CalFresh Grant		0		0		0		0		0
Imperial Beach Community Clinic		0		0		0		0		0
Jewish Family Service		0		0		0		0		0
Julian Pathways Inc		0		0		0		0		0
Korean Community Services		0		0		0		0		0
Libertana Home Health		0		0		0		0		0
Los Angeles County CSC 8		0		0		0		0		0
Marin City Health and Wellness		0		0		0		0		0
Medi-Cal Regulation Specialists		0		0		0		0		0
Ministerios Betesda		0		0		0		0		0
MiraCosta College		0		0		0		0		0
Mountain Shadows		0		0		0		0		0
National Care Advisors		0		0		0		0		0
Neighborhood Health Care		0		0		0		0		0
Neighborhood Health Insurance Center		0		0		0		0		0
Packard Senior Services		0		0		0		0		0
Palomar Health	Y	0		0		0		0		0
Paradise Valley Health	Y	0		0		0		0		0
Paradise Valley Healthcare Center		0		0		0		0		0
Parallon		0		0		0		0		0
Park Avenue Healthcare Center		0		0		0		0		0
Pineridge Healthcare Center		0		0		0		0		0
Providence Health & Services		0		0		0		0		0
Rady Childrens Hospital	Y	0		0		0		0		0
Revive Pathway		0		0		0		0		0
Rolling Start, Inc.		0		0		0		0		0
San Diegans for Healthcare Coverage	Y	0		0		0		0		0
San Diego Family Care		0		0		0		0		0
San Diego Freedom Ranch		0		0		0		0		0
San Diego Regional Center		0		0		0		0		0
San Diego Unified School District		0		0		0		0		0
San Francisco Pretrial Diversion Project		0		0		0		0		0
San Ysidro Health	Y	0		0		0		0		0
Santa Barbara County Education Office		0		0		0		0		0
Somali Bantu Association of America		0		0		0		0		0
St Vincent de Paul Village		0		0		0		0		0
St. Paul's PACE		0		0		0		0		0
Stepping Stone of San Diego		0		0		0		0		0
TERI Inc		0		0		0		0		0
The Light for Seniors		0		0		0		0		0
Third Avenue Charitable Organization		0		0		0		0		0
UC San Diego	Y	0		0		0		0		0
Union of Pan Asian Communities		0		0		0		0		0
University Care Center		0		0		0		0		0
University of San Diego		0		0		0		0		0
Urban Street Angels		0		0		0		0		0
Vista Community Clinic The Gary Center		0		0		0		0		0
Vista Knoll Specialized Care		0		0		0		0		0
Windsor Health Care SNF Management Company LLC		0		0		0		0		0
Total		**22**	**8%**	**32**	**11%**	**163**	**58%**	**64**	**23%**	**281**

General Relief Percentage of Referrals



* Invalid applications recevied for a General Relief program already in Pending or Approved status.

Community Based Organizations CalFresh Referrals

07/2023-03/2024

CalFresh Application Referrals by Application Status

CBO	Total
Code for America	96,323
211 San Diego	6,140
Family Health Centers of San Diego	1,241
La Maestra Community Health Centers	1,071
Scripps Health	500
San Ysidro Health	439
Vista Community Clinic	377
Sharp Health	232
Home Start CalFresh Grant	184
Casa Familiar	160
Bonita Family Resource Center	127
Jewish Family Service	126
TrueCare	124
Neighborhood Health Care	98
Chula Vista Community Collaborative	78
Indian Health Council Inc	69
UCSD Medical Center	31
Interfaith Community Services	29
Southern Indian Health Council Inc	25
Rady Childrens Hospital	23
San Ysidro Health Center	21
Bayside Community Center	20
McAlister Institute South Bay Regional Recovery	20
South bay Community Services	20
Borrego Health	16
Catholic Charities Diocese of San Diego - Homeless Services	16
Union of Pan Asian Communities	16
Catholic Charities Diocese of San Diego	15
World Relief SoCal	14
Community Resource Center	13
Metro Community Ministries Inc	13
San Diego Family Care	11
San Diego Unified School District	11
Tri City Medical Center	11
San Diego Food Bank	10
San Diegans for Healthcare Coverage	8
Somali Bantu Association of America	8
Capalina Comprehensive Treatment Center	7
Deaf Community Services of San Diego	7
Center Star ACT	6
Transfronteras	6
Vista Community Clinic The Gary Center	6
Catholic Charirites San Diego	5
Community Research Foundation	5
Julian Pathways Inc	5
MedData	5
Aid Finders	4
Feeding San Diego	4
Mental Health Systems TURN - Alianza Wellness Center	4
MiraCosta College	4
Safe Connections	4
UC San Diego	4
Escondido Comprehensive Treatment Center	3
Gary and Mary West Pace	3
Palomar Health	3
Soap Mat	3
St. Paul's PACE	3
TERI Inc	3
University of San Diego	3
Vista Hill Foundation - SmartCare	3
Access to Independence of San Diego Inc	2
Alpha Project for the Homeless	2
CA Department of State Hospitals	2
FIND Food Bank	2
Healthcare in Action - San Diego	2
Imperial Beach Community Clinic	2
Mental Health Systems TURN BHS Action Central	2
Neighborhood Healthcare	2
Urban Street Angels	2
211 Orange County	1
AHF HEALTHCARE CENTERS	1
Alpha Lofts	1
Change Lanes Youth Support Services	1
CHIOC	1
Community Research Foundation Senior Impact	1
CompSpec Inc	1
Cottage Health System	1
Everest Hospice	1
Jackson House Temecula	1
Los Angeles County CSC 8	1
Marin City Health and Wellness	1
Paradise Valley Health	1
Pars Equality Center	1
Stepping Stone of San Diego	1
Third Avenue Charitable Organization	1
Visionary Care Consultants	1
El Sol NEC	0
Aliados Santa Rosa Community Health Centers	0
Alvarado Hospital LLC	0
Aviara Healthcare Center	0
Borrego Community Health Foundation	0
Buddhist Tzu Chi Medical Foundation	0
Castle Manor Nursing and Rehabilitation Center	0
Catholic Charities of Los Angeles	0
CCC Health Services Department	0
Coalition of Orange County Community Health Center	0
Community Health Systems, Inc. - Moreno Valley	0
Conifer Health Solutions	0
DMH - Office of the Public Guardian	0
Elevate Patient Financial Solutions	0
GETIX HEALTH	0
Golden Valley Health Center	0
HAS	0
HERALD CHRISTIAN HEALTH CENTER	0
Korean Community Services	0
Libertana Home Health	0
Medi-Cal Regulation Specialists	0
Ministerios Betesda	0
Mountain Shadows	0
National Care Advisors	0
Neighborhood Health Insurance Center	0
Packard Senior Services	0
Paradise Valley Healthcare Center	0
Parallon	0
Park Avenue Healthcare Center	0
Pineridge Healthcare Center	0
Providence Health & Services	0
Revive Pathway	0
Rolling Start, Inc.	0
San Diego Freedom Ranch	0
San Diego Regional Center	0
San Francisco Pretrial Diversion Project	0
Santa Barbara County Education Office	0
St Vincent de Paul Village	0
The Light for Seniors	0
University Care Center	0
Vista Knoll Specialized Care	0
Windsor Health Care SNF Management Company LLC	0
Total	**107,775**

Community Based Organizations Medi-Cal Referrals

07/2023-03/2024

Medi-Cal Application Referrals by Application Status

CBO	Total
Scripps Health	2,669
211 San Diego	2,548
Family Health Centers of San Diego	2,502
UCSD Medical Center	1,453
La Maestra Community Health Centers	1,447
Sharp Health	1,409
Vista Community Clinic	1,141
TrueCare	1,057
Neighborhood Health Care	732
MedData	673
Tri City Medical Center	561
San Ysidro Health Center	349
Palomar Health	269
Paradise Valley Health	242
San Diego Family Care	224
Rady Childrens Hospital	187
Borrego Health	133
Casa Familiar	109
Bonita Family Resource Center	106
San Diego Unified School District	99
Chula Vista Community Collaborative	78
San Diegans for Healthcare Coverage	70
St Vincent de Paul Village	67
Alvarado Hospital LLC	55
Indian Health Council Inc	49
Park Avenue Healthcare Center	40
Neighborhood Health Insurance Center	31
Paradise Valley Healthcare Center	29
St. Paul's PACE	25
Bayside Community Center	21
San Diego Freedom Ranch	19
San Diego Regional Center	19
McAlister Institute South Bay Regional Recovery	17
Metro Community Ministries Inc	16
Neighborhood Healthcare	15
Imperial Beach Community Clinic	14
Borrego Community Health Foundation	13
Pineridge Healthcare Center	13
World Relief SoCal	13
Interfaith Community Services	12
Packard Senior Services	12
Soap Mat	12
Catholic Charities Diocese of San Diego - Homeless Services	11
University Care Center	11
Vista Community Clinic The Gary Center	11
Capalina Comprehensive Treatment Center	10
Jewish Family Service	9
Somali Bantu Association of America	9
Castle Manor Nursing and Rehabilitation Center	7
Gary and Mary West Pace	7
Catholic Charities Diocese of San Diego	6
Community Health Systems, Inc. - Moreno Valley	6
Vista Knoll Specialized Care	6
Alpha Project for the Homeless	5
Community Research Foundation	5
Southern Indian Health Council Inc	5
Transfronteras	5
El Sol NEC	4
Access to Independence of San Diego Inc	4
Conifer Health Solutions	4
Deaf Community Services of San Diego	4
Mountain Shadows	4
Parallon	4
Union of Pan Asian Communities	4
Aviara Healthcare Center	3
CCC Health Services Department	3
Community Research Foundation Senior Impact	3
Community Resource Center	3
GETIX HEALTH	3
Libertana Home Health	3
Revive Pathway	3
The Light for Seniors	3
Windsor Health Care SNF Management Company LLC	3
CA Department of State Hospitals	2
Catholic Charirites San Diego	2
CHIOC	2
CompSpec Inc	2
Cottage Health System	2
DMH - Office of the Public Guardian	2
Escondido Comprehensive Treatment Center	2
Healthcare in Action - San Diego	2
Medi-Cal Regulation Specialists	2
Providence Health & Services	2
TERI Inc	2
Third Avenue Charitable Organization	2
AHF HEALTHCARE CENTERS	1
Aliados Santa Rosa Community Health Centers	1
Alpha Lofts	1
Buddhist Tzu Chi Medical Foundation	1
Catholic Charities of Los Angeles	1
Center Star ACT	1
Change Lanes Youth Support Services	1
Coalition of Orange County Community Health Center	1
Elevate Patient Financial Solutions	1
Everest Hospice	1
Golden Valley Health Center	1
HAS	1
HERALD CHRISTIAN HEALTH CENTER	1
Home Start CalFresh Grant	1
Korean Community Services	1
Marin City Health and Wellness	1
Mental Health Systems TURN - Alianza Wellness Center	1
Ministerios Betesda	1
MiraCosta College	1
National Care Advisors	1
Rolling Start, Inc.	1
San Francisco Pretrial Diversion Project	1
Santa Barbara County Education Office	1
South bay Community Services	1
Visionary Care Consultants	1
211 Orange County	0
Aid Finders	0
Code for America	0
Feeding San Diego	0
FIND Food Bank	0
Jackson House Temecula	0
Julian Pathways Inc	0
Los Angeles County CSC 8	0
Mental Health Systems TURN BHS Action Central	0
Pars Equality Center	0
Safe Connections	0
San Diego Food Bank	0
San Ysidro Health	0
Stepping Stone of San Diego	0
UC San Diego	0
University of San Diego	0
Urban Street Angels	0
Vista Hill Foundation - SmartCare	0
Total	**18,767**

Community Based Organizations CalWORKS Referrals

07/2023-03/2024

CalWORKS Application Referrals by Application Status

CBO	Total
La Maestra Community Health Centers	61
Chula Vista Community Collaborative	22
Family Health Centers of San Diego	22
Vista Community Clinic	20
Casa Familiar	12
Interfaith Community Services	10
Sharp Health	10
211 San Diego	8
Rady Childrens Hospital	6
TrueCare	6
Neighborhood Health Care	5
Somali Bantu Association of America	5
World Relief SoCal	5
Indian Health Council Inc	4
Catholic Charities Diocese of San Diego	3
Aid Finders	2
Bayside Community Center	2
Catholic Charirites San Diego	2
Catholic Charities Diocese of San Diego - Homeless Services	2
Jewish Family Service	2
Julian Pathways Inc	2
San Diego Unified School District	2
Southern Indian Health Council Inc	2
Alpha Project for the Homeless	1
Capalina Comprehensive Treatment Center	1
CompSpec Inc	1
Cottage Health System	1
Deaf Community Services of San Diego	1
Healthcare in Action - San Diego	1
MedData	1
MiraCosta College	1
Scripps Health	1
South bay Community Services	1
UCSD Medical Center	1
Union of Pan Asian Communities	1
Vista Community Clinic The Gary Center	1
Vista Hill Foundation - SmartCare	1
El Sol NEC	0
211 Orange County	0
Access to Independence of San Diego Inc	0
AHF HEALTHCARE CENTERS	0
Aliados Santa Rosa Community Health Centers	0
Alpha Lofts	0
Alvarado Hospital LLC	0
Aviara Healthcare Center	0
Bonita Family Resource Center	0
Borrego Community Health Foundation	0
Borrego Health	0
Buddhist Tzu Chi Medical Foundation	0
CA Department of State Hospitals	0
Castle Manor Nursing and Rehabilitation Center	0
Catholic Charities of Los Angeles	0
CCC Health Services Department	0
Center Star ACT	0
Change Lanes Youth Support Services	0
CHIOC	0
Coalition of Orange County Community Health Center	0
Code for America	0
Community Health Systems, Inc. - Moreno Valley	0
Community Research Foundation	0
Community Research Foundation Senior Impact	0
Community Resource Center	0
Conifer Health Solutions	0
DMH - Office of the Public Guardian	0
Elevate Patient Financial Solutions	0
Escondido Comprehensive Treatment Center	0
Everest Hospice	0
Feeding San Diego	0
FIND Food Bank	0
Gary and Mary West Pace	0
GETIX HEALTH	0
Golden Valley Health Center	0
HAS	0
HERALD CHRISTIAN HEALTH CENTER	0
Home Start CalFresh Grant	0
Imperial Beach Community Clinic	0
Jackson House Temecula	0
Korean Community Services	0
Libertana Home Health	0
Los Angeles County CSC 8	0
Marin City Health and Wellness	0
McAlister Institute South Bay Regional Recovery	0
Medi-Cal Regulation Specialists	0
Mental Health Systems TURN - Alianza Wellness Center	0
Mental Health Systems TURN BHS Action Central	0
Metro Community Ministries Inc	0
Ministerios Betesda	0
Mountain Shadows	0
National Care Advisors	0
Neighborhood Health Insurance Center	0
Neighborhood Healthcare	0
Packard Senior Services	0
Palomar Health	0
Paradise Valley Health	0
Paradise Valley Healthcare Center	0
Parallon	0
Park Avenue Healthcare Center	0
Pars Equality Center	0
Pineridge Healthcare Center	0
Providence Health & Services	0
Revive Pathway	0
Rolling Start, Inc.	0
Safe Connections	0
San Diegans for Healthcare Coverage	0
San Diego Family Care	0
San Diego Food Bank	0
San Diego Freedom Ranch	0
San Diego Regional Center	0
San Francisco Pretrial Diversion Project	0
San Ysidro Health	0
San Ysidro Health Center	0
Santa Barbara County Education Office	0
Soap Mat	0
St Vincent de Paul Village	0
St. Paul's PACE	0
Stepping Stone of San Diego	0
TERI Inc	0
The Light for Seniors	0
Third Avenue Charitable Organization	0
Transfronteras	0
Tri City Medical Center	0
UC San Diego	0
University Care Center	0
University of San Diego	0
Urban Street Angels	0
Visionary Care Consultants	0
Vista Knoll Specialized Care	0
Windsor Health Care SNF Management Company LLC	0
Total	**229**

Community Based Organizations General Relief Referrals

07/2023-03/2024

General Relief Application Referrals by Application Status

CBO	Total
211 San Diego	73
Family Health Centers of San Diego	25
Indian Health Council Inc	23
La Maestra Community Health Centers	19
Casa Familiar	17
Mental Health Systems TURN - Alianza Wellness Center	11
Capalina Comprehensive Treatment Center	10
Escondido Comprehensive Treatment Center	8
McAlister Institute South Bay Regional Recovery	7
Metro Community Ministries Inc	7
Mental Health Systems TURN BHS Action Central	6
Vista Hill Foundation - SmartCare	6
Aid Finders	5
Community Research Foundation	5
Bonita Family Resource Center	4
Center Star ACT	4
Interfaith Community Services	4
Sharp Health	4
Catholic Charities Diocese of San Diego	3
Chula Vista Community Collaborative	3
Transfronteras	3
World Relief SoCal	3
Bayside Community Center	2
CA Department of State Hospitals	2
Catholic Charities Diocese of San Diego - Homeless Services	2
Deaf Community Services of San Diego	2
Safe Connections	2
Vista Community Clinic	2
Alpha Project for the Homeless	1
Catholic Charirtes San Diego	1
Change Lanes Youth Support Services	1
Community Resource Center	1
Healthcare in Action - San Diego	1
Jackson House Temecula	1
MedData	1
Neighborhood Healthcare	1
Pars Equality Center	1
San Diego Food Bank	1
San Ysidro Health Center	1
Scripps Health	1
Soap Mat	1
South bay Community Services	1
Southern Indian Health Council Inc	1
Tri City Medical Center	1
TrueCare	1
UCSD Medical Center	1
Visionary Care Consultants	1
El Sol NEC	0
211 Orange County	0
Access to Independence of San Diego Inc	0
AHF HEALTHCARE CENTERS	0
Aliados Santa Rosa Community Health Centers	0
Alpha Lofts	0
Alvarado Hospital LLC	0
Aviara Healthcare Center	0
Borrego Community Health Foundation	0
Borrego Health	0
Buddhist Tzu Chi Medical Foundation	0
Castle Manor Nursing and Rehabilitation Center	0
Catholic Charities of Los Angeles	0
CCC Health Services Department	0
CHIOC	0
Coalition of Orange County Community Health Center	0
Code for America	0
Community Health Systems, Inc. - Moreno Valley	0
Community Research Foundation Senior Impact	0
CompSpec Inc	0
Conifer Health Solutions	0
Cottage Health System	0
DMH - Office of the Public Guardian	0
Elevate Patient Financial Solutions	0
Everest Hospice	0
Feeding San Diego	0
FIND Food Bank	0
Gary and Mary West Pace	0
GETIX HEALTH	0
Golden Valley Health Center	0
HAS	0
HERALD CHRISTIAN HEALTH CENTER	0
Home Start CalFresh Grant	0
Imperial Beach Community Clinic	0
Jewish Family Service	0
Julian Pathways Inc	0
Korean Community Services	0
Libertana Home Health	0
Los Angeles County CSC 8	0
Marin City Health and Wellness	0
Medi-Cal Regulation Specialists	0
Ministerios Betesda	0
MiraCosta College	0
Mountain Shadows	0
National Care Advisors	0
Neighborhood Health Care	0
Neighborhood Health Insurance Center	0
Packard Senior Services	0
Palomar Health	0
Paradise Valley Health	0
Paradise Valley Healthcare Center	0
Parallon	0
Park Avenue Healthcare Center	0
Pineridge Healthcare Center	0
Providence Health & Services	0
Rady Childrens Hospital	0
Revive Pathway	0
Rolling Start, Inc.	0
San Diegans for Healthcare Coverage	0
San Diego Family Care	0
San Diego Freedom Ranch	0
San Diego Regional Center	0
San Diego Unified School District	0
San Francisco Pretrial Diversion Project	0
San Ysidro Health	0
Santa Barbara County Education Office	0
Somali Bantu Association of America	0
St Vincent de Paul Village	0
St. Paul's PACE	0
Stepping Stone of San Diego	0
TERI Inc	0
The Light for Seniors	0
Third Avenue Charitable Organization	0
UC San Diego	0
Union of Pan Asian Communities	0
University Care Center	0
University of San Diego	0
Urban Street Angels	0
Vista Community Clinic The Gary Center	0
Vista Knoll Specialized Care	0
Windsor Health Care SNF Management Company LLC	0
Total	**281**

Monthly Medi-Cal Renewal Report

			Data as of 6/30				Data as of 7/31				Data as of 8/31				Data as of 9/30				Data as of 10/31				Data as of 11/30	
Medi-Cal Renewals	Jun-23	%	Jun-23	%	Jul-23	%	Jul-23	%	Aug-23	%	Aug-23	%	Sep-23	%	Sep-23	%	Oct-23	%	Oct-23	%	Nov-23	%	Nov-23	%
Total Medi-Cal Renewals Due	46,900	100%	46,900	100%	47,860	100%	47,860	100%	46,879	100%	46,879	100%	48,907	100%	48,907	100%	50,251	100%	50,251	100%	51,890	100%	51,890	100%
Total Medi-Cal Renewals Auto Renewed	12,890	27%	12,890	27%	13,110	27%	13,110	27%	13,581	29%	13,581	29%	11,327	23%	11,327	23%	13,208	26%	13,208	26%	14,258	27%	14,258	27%
Total Medi-Cal Renewals Renewed via Combo Case*	7,364	16%	15,046	32%	7,081	15%	11,359	24%	7,053	15%	18,102	39%	7,440	15%	20,262	41%	7,298	15%	19,715	39%	6,786	13%	20,000	39%
Total Medi-Cal Renewal Packets Mailed	26,646	57%	26,646	57%	27,669	58%	27,669	58%	25,601	55%	25,601	55%	28,971	59%	28,971	59%	28,508	57%	28,508	57%	29,654	57%	29,654	57%
Packets Received, Not Yet Processed			5,967	13%	4,691	10%	5,839	12%	10	0%	4,035	9%	326	1%	10,420	21%	507	1%	10,951	22%	414	1%	10,958	21%
Total Medi-Cal Renewals Completed	20,254	43%	27,936	60%	20,191	42%	24,469	51%	20,634	44%	31,683	68%	18,767	38%	31,589	65%	20,506	41%	32,923	66%	21,044	41%	34,258	66%
Total Medi-Cal Renewals Pending Receipt	26,646	57%	12,997	28%	22,978	48%	17,552	37%	26,235	56%	11,161	24%	29,814	61%	6,898	14%	29,238	58%	6,377	13%	30,432	59%	6,674	13%

			Data as of 12/31				Data as of 1/31				Data as of 2/29				Data as of 3/31							
Medi-Cal Renewals	Dec-23	%	Dec-23	%	Jan-24	%	Jan-24	%	Feb-24	%	Feb-24	%	Mar-24	%	Mar-24	%	Apr-24	%	Apr-24	%	May-24	%
Total Medi-Cal Renewals Due	58,313	100%	58,313	100%	47,936	100%	47,936	100%	51,565	100%	51,565	100%	55,858	100%	55,858	100%	50,513	100%	50,513	100%	48,530	100%
Total Medi-Cal Renewals Auto Renewed	26,371	45%	26,371	45%	21,176	44%	21,176	44%	22,026	43%	22,026	43%	25,149	45%	25,149	45%	22,260	44%	22,260	44%	21,209	44%
Total Medi-Cal Renewals Renewed via Combo Case*	10,415	18%	17,979	31%	9,619	20%	15,311	32%	8,556	17%	16,116	31%	8,419	15%	17,346	31%	7,767	15%	8,615	17%	7,939	16%
Total Medi-Cal Renewal Packets Mailed	20,706	36%	20,706	36%	16,689	35%	16,689	35%	20,292	39%	20,292	39%	21,621	39%	21,621	39%	19,851	39%	19,851	39%	18,805	39%
Packets Received, Not Yet Processed	1,059	2%	7,506	13%	1,055	2%	6,512	14%	792	2%	7,786	15%	1,284	2%	7,440	13%	1,022	2%	5,074	10%	752	2%
Total Medi-Cal Renewals Completed	36,786	63%	44,350	76%	30,795	64%	36,487	76%	30,582	59%	38,142	74%	33,568	60%	42,495	76%	30,027	59%	30,875	61%	29,148	60%
Total Medi-Cal Renewals Pending Receipt	20,468	35%	6,457	11%	16,086	34%	4,937	10%	20,191	39%	5,637	11%	21,006	38%	5,923	11%	19,464	39%	14,564	29%	18,630	38%

Source: Daily RRR Status Report

*Combo: Medi-Cal With Active CF/GR/CW

Report Date: 04/02/2024