

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

MEETING NOTICE: WebEx ONLY
[WebEx:](#) (415) 655-0001 US Toll Free
Meeting number (access code): 133 395 6103
Meeting password: PHmMAWnu778

**August 12, 2020
9:30 a.m. to 11:30 a.m.**

AGENDA

- | | |
|-------------|--|
| 9:30 - 9:31 | 1. Call to Order |
| 9:32 - 9:33 | 2. Approval of July 08, 2020 Meeting Minutes |

PUBLIC COMMENTS

- | | |
|-------------|--|
| 9:34 - 9:45 | 3. <u>Guidelines for Public Comment on Items not listed on the agenda:</u> <ul style="list-style-type: none">➤ Public input will be heard within the Board's purview at the beginning of the agenda.➤ Persons requesting to provide public comments must state their request.➤ Each speaker will be limited to three (3) minutes for items not appearing on the agenda.➤ The Ralph M. Brown Act prohibits discussion or action on matters that are not part of the posted agenda.➤ Public input may not relate to pending litigation or personnel matters involving the County of San Diego, its officers, or employees. |
|-------------|--|

PRESENTATIONS/DISCUSSION ITEMS

- | | |
|--------------|---|
| 9:45-10:15 | 4. Presentation Item: Overview of Community Action Partnership (CAP) and CARES Act Funding: Maggie Fenn, Human Services Program Manager, Eligibility Operations, Health and Human Services Agency (HHSA) |
| 10:15-11:00 | 5. Information Item: Update on Local Response to COVID19 Emergency for all Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Chief, Eligibility Operations, Health and Human Services Agency (HHSA) |
| 11:00-11:15 | 6. Action Item: Legislative Advocacy Options For Medi-Cal: Assmaa Elayyat, Chief, Eligibility Operations, Health and Human Services Agency (HHSA) |
| 11:15- 11:30 | 7. Information Item: Updates on Eligibility/Public Assistance Programs: Planning for Future Under COVID19: Rick Wanne, Director, Eligibility Operations, Health and Human Services Agency (HHSA) |

ADJOURNMENT/ NEXT MEETING

Next regular meeting will be held on September 09, 2020 at Via WebEx

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. An area in the front of the room is designated for individuals requiring the use of wheelchair or other accessible devices.

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

**Held Via WebEx
(415) 655-0001 US Toll
Meeting number (access code): 133 027 4789
Meeting password: gWwjYQ4n3p2**

**SSAB Meeting Minutes
July 08, 2020**

Members Present

Philip L. Thalheimer
Gary Knight
Anahid Brakke
Omar Calleros
Buck Martin
Carol Lewis
Paul Downey
Jan Spencley
Dr. Marchita Masters

Members Absent

James Floros

Staff Present

Rick Wanne, Director Eligibility Operations
Adriana Ramirez, HHSA
Ida Bell, HHSA
Assma Elayyat, HHSA
Albert Garcia, HHSA
Claudia Gurrola, HHSA
Patty Baker, HHSA
Anita Rodgers, HHSA
Carmen Lopez, HHSA
Darlene Beltran, HHSA

Guests

Jaqueline Hess, San Diego Hunger Coalition
Sou Yeon, United Way of San Diego

1. Meeting called to order via conference call at 9:34AM by Chair, James Floros.
2. The May 13, 2020 meeting minutes were approved, with all Board Members present voting yes.
3. Public Comments on Items not listed on the Agenda:
 - No public comment

ACTION/INFORMATION ITEMS:

- | | |
|----|---|
| 4. | Presentation Item: State Budget Overview: Ardee Apostol, Revenue & Budget Manager, Health and Human Services Agency (HHSA) |
| 5. | Information Item: Update on Local Response to COVID19 Emergency for all Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Chief, Eligibility Operations, Health and Human Services Agency (HHSA) Ms. Elayyat provided an overview of actions being taken for the COVID19 response. |
| 6. | Action Item: Legislative Advocacy Options for CalFresh: Assmaa Elayyat, Chief, Eligibility Operations, Health and Human Services Agency (HHSA) |
| 7. | Information Item: Updates on Eligibility/Public Assistance Programs: Planning for Future Under COVID19: Rick Wanne, Director, Eligibility Operations, Health and Human Services Agency (HHSA) |

ADJOURNMENT/SET NEXT MEETING:

The meeting was adjourned at 11:30 a.m. Next regular meeting will be held on August 12, 2020 Via WebEx.



OVERVIEW OF COMMUNITY ACTION PARTNERSHIP (CAP) & CARES ACT FUNDING

Maggie Fenn, Program Manager, Eligibility Operations



THE COMMUNITY ACTION PARTNERSHIP AND COMMUNITY SERVICES BLOCK GRANT (CSBG)



Need Assessment to Identify
Priorities



2-Year Plan Outlines
Programs & Activities



Contracted Programs and
Services

CURRENT PROGRAMS



- Alternate Dispute Resolution
 - Child Passenger Safety
 - Communities in Action
 - Connect2Careers
 - Earned Income Tax Credit Coordination
 - Gang Prevention and Community Response
 - *Live Well San Diego* Exchange
 - Pedestrian, Bike, and Scooter Safety Education
 - Support for Minority Owned Small Businesses (Project MOST)
 - Refugee Employment Services*
 - Vocational English as a Second Language*
 - Work Readiness Exchange*
- *Refugee Program

[Community Action Partnership San Diego Website](#)

CARES SUPPLEMENTAL CSBG FUNDING



Continued Services to Address Specific Needs of the Community (\$2.7M)

- Financial Literacy Education
- Domestic Violence Prevention & Healthy Relationship Education
- Gang Prevention and Community Response
- Youth Job Readiness and Internship Placement (Connect2Careers)
- Earned Income Tax Coordination

Service Enhancements to Address Immediate and Emerging Needs (\$1.85M)

- Supportive Services to Meet Emergency Needs
- COVID Response and Recovery Training
- No-Cost Child Passenger Safety Seats



UPDATE ON LOCAL RESPONSE TO COVID19 FOR ALL PUBLIC ASSISTANCE PROGRAMS, WAIVERS, ENROLLMENT, AND SERVICE DELIVERY

Assmaa Elayyat, Chief, Eligibility Operations





PROGRAM FLEXIBILITIES & WAIVERS UPDATE

Current Flexibilities & Options

- Initial application & annual recertification interview waivers – extensions in place through **8/31**
- Emergency Allotment – approved for July, to be issued **8/16**
- P-EBT – CDSS helpline closing and counties to begin filtering inquiries **8/17**
- Able Bodied Adults Without Dependents – CA waiver extended through **June 2021**

Expired Flexibilities

- Annual recertification suspension – double recertification volume for September, October, and November
- Semi-annual reporting suspension
 - Reporting requirements were reinstated effective June



ON-GOING PROGRAM FLEXIBILITIES & WAIVERS

- Executive Order N-71-20 signed on **6/30** extends the following provisions until the EO is rescinded or the state of emergency ends:
 - Initial application interview waiver
 - Telephonic/verbal signature on application
 - Flexibilities on identity and pregnancy verifications
- Time on Aid exemption for expiring time-clocks – through **8/31**
- Pandemic unemployment benefit exclusion for *recipients* through August

Renewal suspension flexibility expired – double renewal volume in September, October, and November



ON-GOING PROGRAM FLEXIBILITIES & WAIVERS

Executive Order N-71-20 signed on **6/30** extends the following flexibilities until the EO is rescinded, or when the state of emergency ends:

- Annual renewal suspension
- Negative action suspension

Additional program flexibilities that remain in place:

- Telephonic and verbal attestation and signature
- Flexible verification requirements



UPDATE ON PROGRAM FLEXIBILITIES

New

- Quarterly reports waived for unemployable population effective July

On-going

- Monthly reports waived for employable population
- Intake interviews scheduled via phone
- Online applications via My Benefits CalWIN

Expired

- Renewals & renewal appointments – reinstated effective June
- Extension of GR benefits expired 5/31 (no discontinuances)
- 3-month period of eligibility for employables not counted March - May



LEGISLATIVE ADVOCACY OPTIONS FOR MEDI-CAL





ADVOCACY & COLLABORATION

- . CalFresh student eligibility – Joint Hunger Coalition & HHSA advocacy around UCSD’s Office for Students with Disabilities (OSD)
- . CalFresh interview waiver – Hunger Coalition & HHSA advocacy
- . Advocacy opportunity – Medi-Cal renewals
 - Executive Order N-71-20 preserves healthcare eligibility by suspending Medi-Cal renewals and adverse actions
 - DHCS has not granted a true waiver, only a delay
 - San Diegans for Healthcare Coverage letter to DHCS dated 7/24
 - Recommendation for SSAB to write letter to Board of Supervisors advocating for a Medi-Cal renewal waiver



SELF-SUFFICIENCY PROGRAM DATA UPDATES



ELIGIBILITY SERVICES BY THE NUMBERS...

August 2020 (Data Month: July 2020)

PARTICIPANTS

- **CalFresh:** 346,267 recipients, up 32.18% from last year.
 - 127,443 child recipients (0-18), up 17.22% from last year.
 - 58,413 senior recipients (60+), up 47.05% from last year.
- **CalWORKs:** 43,120 recipients, up 1.01% from last year.
 - 34,497 child recipients (0-18), down 0.89% from last year.
 - Welfare-to-Work: 7,634 participants, up 32.14% from last year.
- **CMS:** 23 CMS recipients, down 41.03% from last year.
- **General Relief:** 4,912 recipients, up 50.35% from last year.
- **Medi-Cal:** 782,333 recipients, up 8.23% from last year.
 - 290,855 child recipients (0-18), up 4.63% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (July 2019-July 2020)
			Previous Month	Previous Year	
CalFresh	193,569	346,267	-1.46%	32.18%	439,039
CalWORKs	16,981	43,120	-3.23%	1.01%	60,610
CMS	23	23	15.00%	-41.03%	122
General Relief	4,891	4,912	-4.29%	50.35%	10,480
Medi-Cal	420,581	782,333	1.43%	8.23%	917,213
TOTAL	636,045	1,176,655	7.45%	14.15%	998,043

*Recipients include 259,464 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	July 2020	FYTD
CalFresh	13,581	13,581
CalWORKs	1,665	1,665
CMS	159	159
General Relief	1,622	1,622
Medi-Cal	13,092	13,092
Total	30,119	30,119

Renewals Generated		
Program	July 2020	FYTD
CalFresh	6,794	6,794
CalWORKs	1,573	1,573
CMS	7	7
General Relief	232	232
Medi-Cal	34,734	34,734
Total	43,340	43,340

Periodic Reports Generated		
Program	July 2020	FYTD
CalFresh	12,814	12,814
CalWORKs	756	756
General Relief	3,120	3,120
Medi-Cal	22	22
Total	16,712	16,712

Documents Imaged	
July 2020	FYTD
376,787	376,787

Tasks Created	
July 2020	FYTD
367,638	367,638

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	July 2019	July 2020	Change	FYTD
Total Calls	134,562	172,861	38,299	172,861
Abandoned	12,283	3,941	-8,342	3,941
Average Wait Time	11:22	1:51	-9:31	1:51

Community Based Organization (CBO)				
Month	July 2019	July 2020	Change	FYTD
Total Calls	6,724	5,258	-1,466	5,258
Abandoned	518	83	-435	83
Average Wait Time	6:54	1:47	5:07	1:47

Emails Received	
July 2020	FYTD
4,728	4,728

FAMILY RESOURCE CENTER VISITS

Month	July 2019	July 2020	Change	FYTD
Total Tickets Issued	94,487	34,203	-176%	34,203
Average Wait Time (min.)	18.28	(*)	N/A	

* Due to COVID-19 Waivers, Avg time is not available for July 2020

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 15 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 98.41%
- Annual Renewal Timeliness = 99.96%

CalWORKs

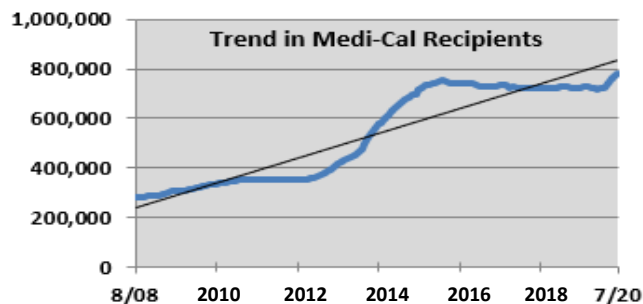
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 19 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Days
- Semi-Annual Reporting Timeliness = 96.54%
- Annual Renewal Timeliness = 99.67%

Medi-Cal

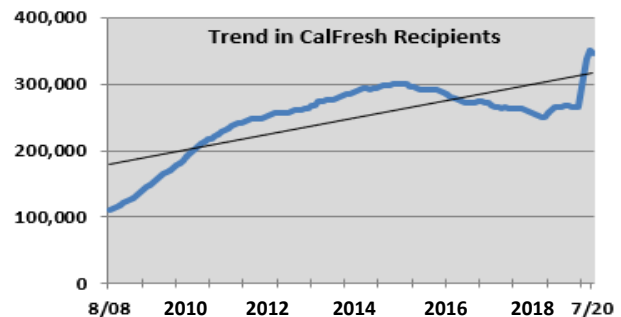
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 19 Days
- Annual Renewal Timeliness = 99.28%

Program Recipients Trend

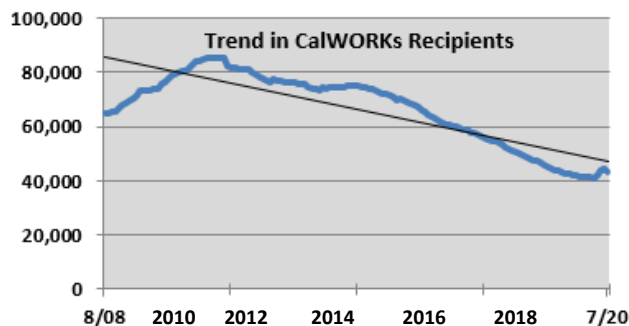
Medi-Cal Recipients		
FY Aug 08	FY Jul 20	177%
282,430	782,333	Increase



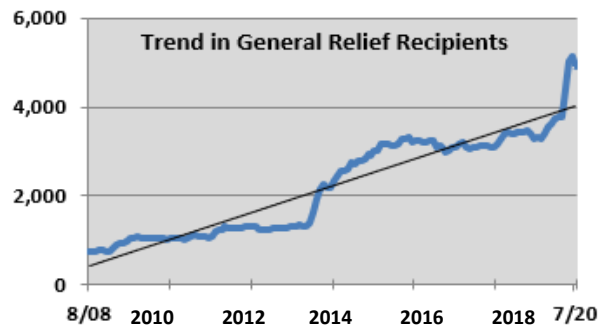
CalFresh Recipients		
FY Aug 08	FY Jul 20	210%
111,744	346,267	Increase



CalWORKs Recipients		
FY Aug 08	FY Jul 20	-33%
64,823	43,120	Decrease



General Relief Recipients		
FY Aug 08	FY Jul 20	567%
736	4,912	Increase

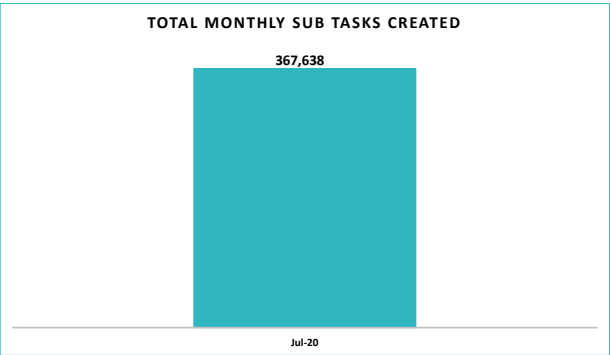


Monthly Eligibility Performance Dashboard (FY 20/21)

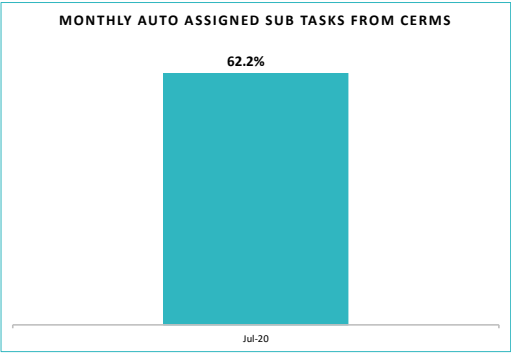
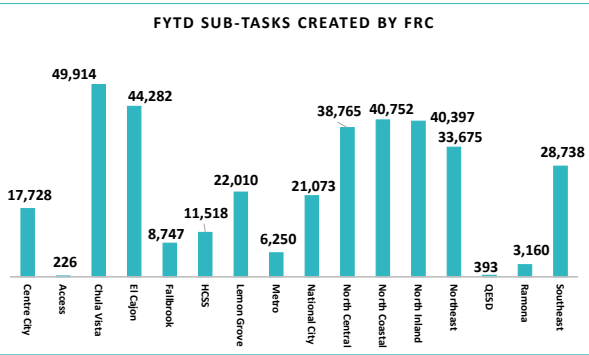
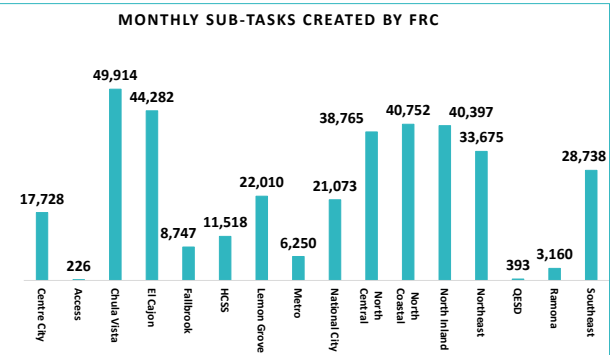
San Diego County

Data Month : July 2020

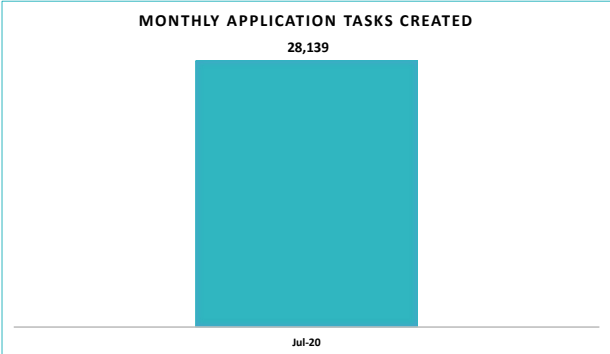
Work Management System (WMS) Subtasks Created



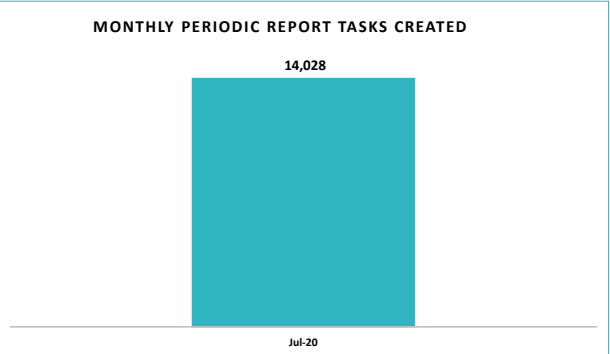
FYTD 367,638



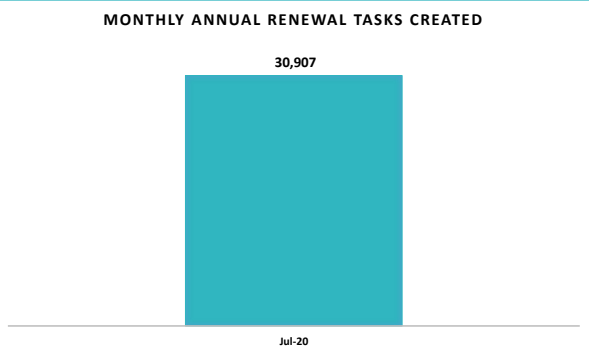
FYTD 62.2%



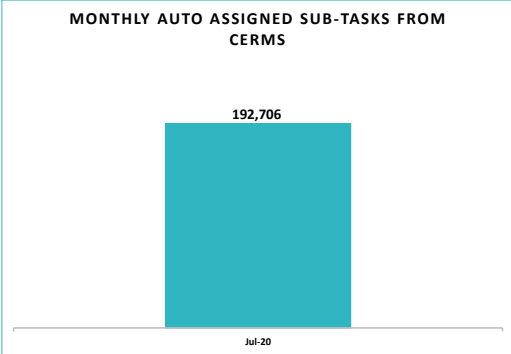
FYTD 28,139



FYTD 14,028

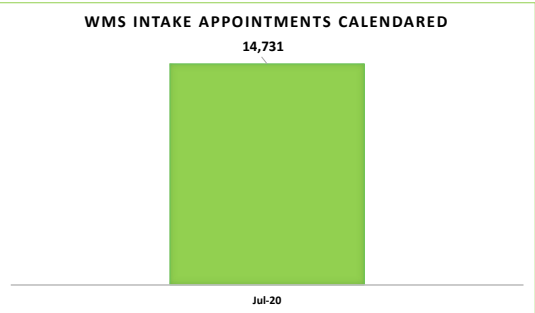


FYTD 30,907

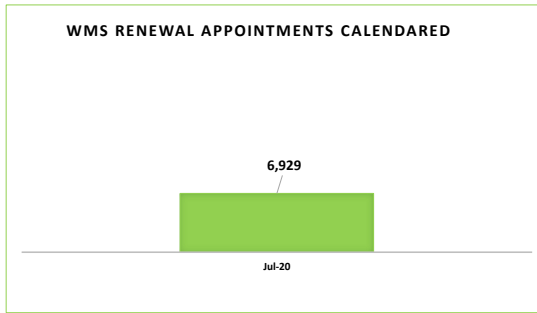


FYTD 192,706

MONTHLY WMS CALENDARED APPOINTMENTS

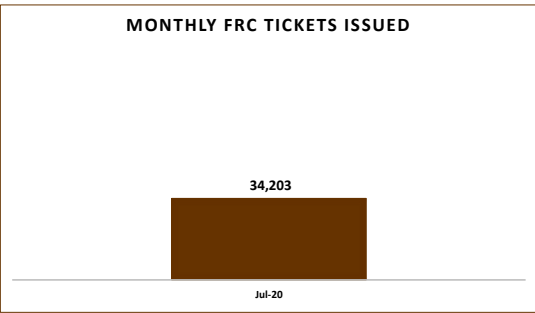


FYTD 14,731

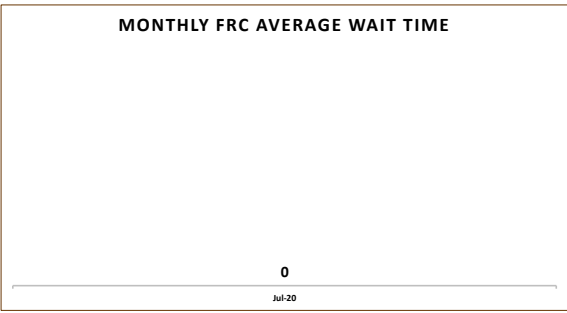


FYTD 6,929

LOBBY MANAGEMENT



FYTD 34,203

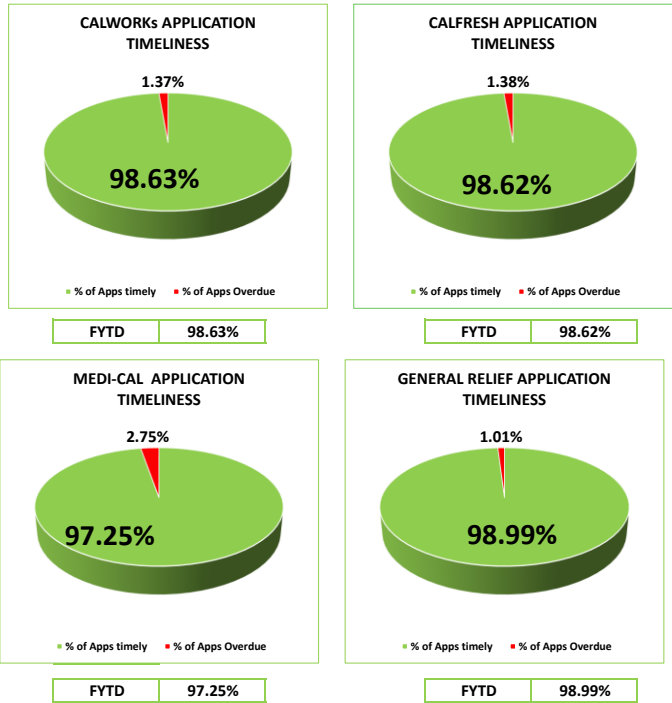


FYTD 0.00

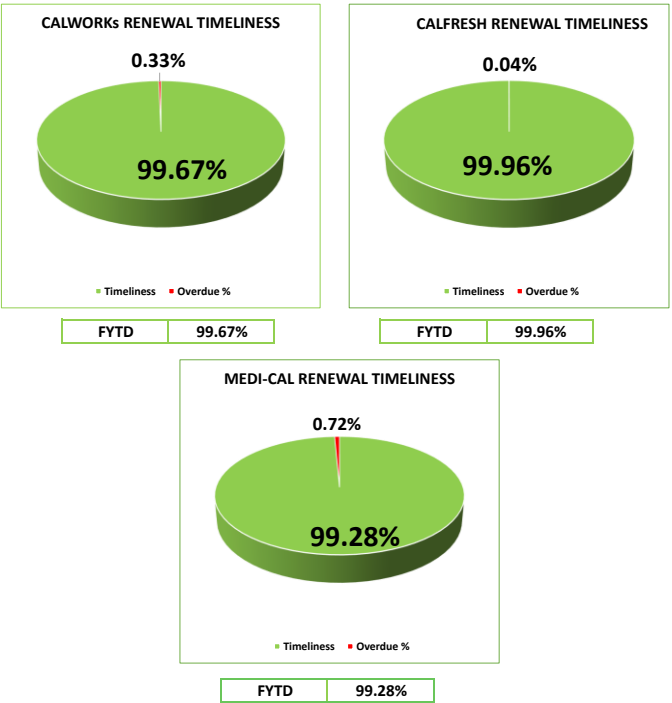
*Average time is not available

CASE PROCESSING PERFORMANCE (CALWIN)

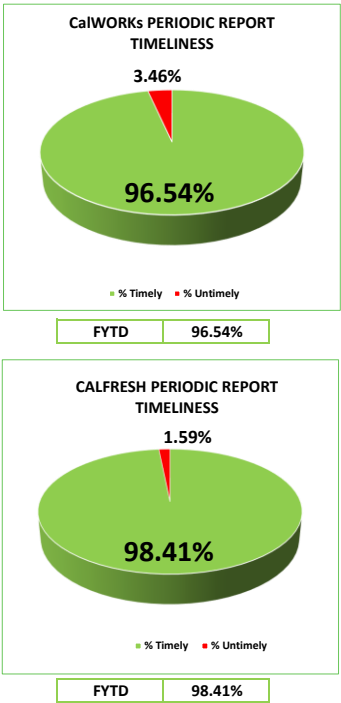
MONTHLY APPLICATION TIMELINESS



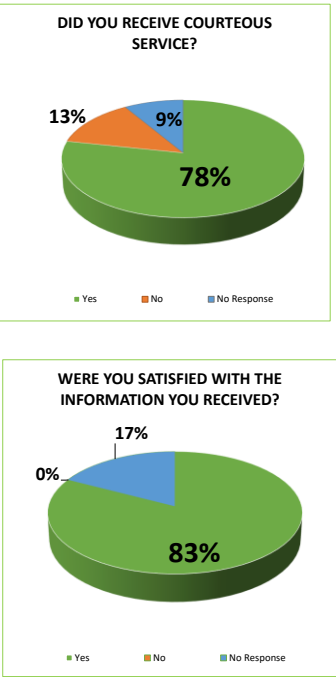
MONTHLY RENEWAL TIMELINESS



MONTHLY PERIODIC REPORT TIMELINESS

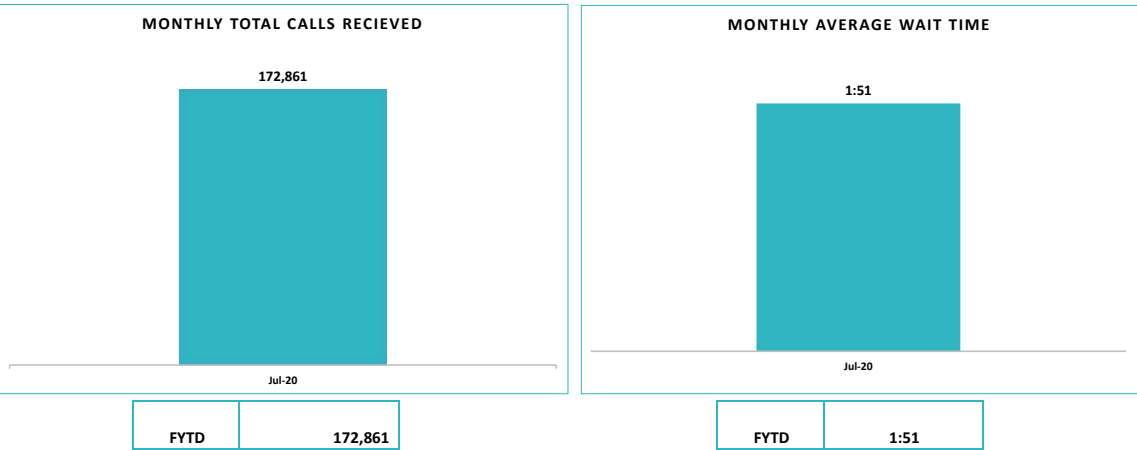


CUSTOMER SATISFACTION SURVEY

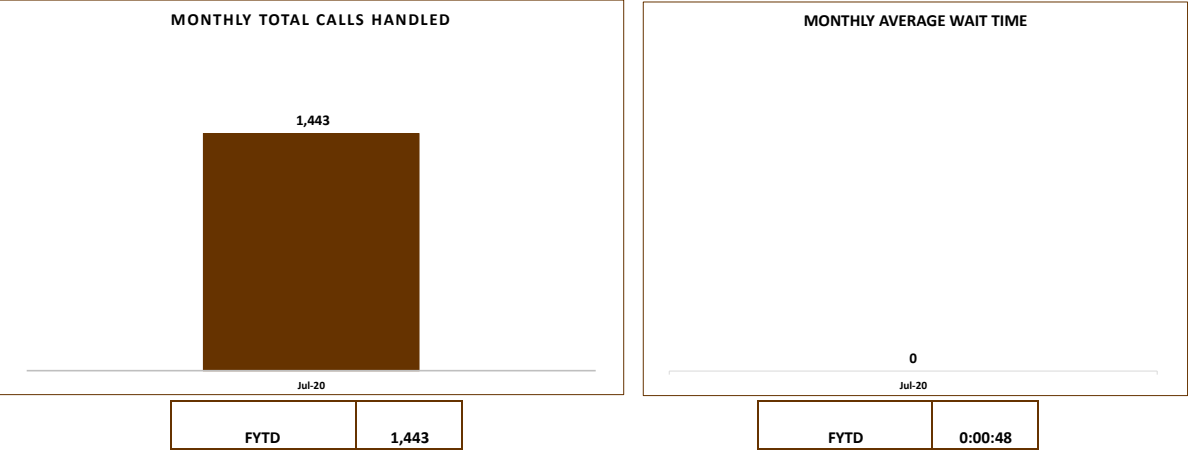


ACCESS CALL CENTER

ACCESS CALL CENTER



RESCHEDULE APPOINTMENT CALLS (211)





CalFresh Applications for SSI Recipients Received and Approved

COSD	May-20	Jun-20	Jul-20
CF Apps Received	1,904	1,564	1,255
CF Apps Approved	1,306	953	810



UPDATES ON ELIGIBILITY & PUBLIC ASSISTANCE PROGRAMS: PLANNING FOR FUTURE UNDER COVID-19

Rick Wanne, Director, Eligibility Operations



Historic SSAB Origins



San Diego Welfare Commission - 1921

ELIGIBILITY OPERATIONS



TELEWORK PERFORMANCE SUMMARY JULY 2020

- Staff Telework
 - Feb 2020 – 30
 - July 2020 – 1749
 - Permanent Telework - 384
- Daily Attendance
 - Feb 2020 – 85% of Staff Attendance
 - July 2020 – 90% of Staff Attendance
 - 5% Improvement in attendance
- Access Call Center
 - Feb 2020 – 140,000
 - July 2020 – 173,000
 - 23% increase in calls received
- Access Average Speed of Answer
 - Feb 2020 – 8 Minutes
 - July 2020 – 1 Minute 51 Seconds
 - 77% improvement in Average Speed of Answer
- Access Calls Abandoned
 - Feb 2020 – 13,430
 - July 2020 – 3,941
 - 71% Decrease in Abandoned Calls
- Applications Received
 - Feb 2020 – 30,310
 - July 2020 – 30,119
 - Total Apps Feb – July: 219,251
- Applications Processed
 - Feb 2020 – 43,000
 - July 2020 – 40,000
 - All applications processed timely
- Increase in Total Recipients
 - Feb 2020 – July 2020 : 143,636
 - 13.9% increase in total recipients
- Benefits Issued Feb 2020 – July 2020:
 - All Programs: \$379,128,773
 - CalFresh: \$295,582,091
- Performance
 - CalFresh Accuracy Rate – 94.5%
- Customer Service Satisfaction Rate : 87%

