

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

MEETING NOTICE: Zoom ONLY

Join by phone: +1 669 900 9128

Phone Conference ID: 836 9647 8240

Join on your computer or mobile app:

<https://us02web.zoom.us/j/83696478240>

**December 8, 2021
9:30 a.m. to 11:30 a.m.**

AGENDA

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

1) Find that there is a proclaimed State of Emergency
2) Find that State and local officials have recommended measures to promote social distancing |
| 9:33 - 9:37 | 3. Action Item: Approval of November 10, 2021 Meeting Minutes |

PUBLIC COMMENTS

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

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

PRESENTATIONS/DISCUSSION ITEMS

- | | |
|---------------|--|
| 9:47 - 10:00 | 5. Information Item: Update on Local Response to COVID19 Emergency for all Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA) |
| 10:00 - 10:15 | 6. Presentation Item: Program Integrity: Adriana Ramirez, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA) |
| 10:15 - 10:30 | 7. Presentation Item: Office of Homeless Solutions and Homeless Outreach Efforts: Barbara Jiménez, Community Operations Officer, Department of Homeless Solutions & Equitable Communities, Health and Human Services Agency (HHSA) |

- | | | |
|---------------|----|--|
| 10:30 - 10:35 | 8. | Information Item: Self-Sufficiency Services Website Review: Assmaa Elayyat, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA) |
| 10:35 - 11:30 | 9. | Discussion Item: Update on SSAB Ad Hoc Enrollment Task Force Subcommittee: Anahid Brakke, Chair, Social Services Advisory Board |

ADJOURNMENT/ NEXT MEETING

Next regular meeting will be held on January 12, 2022.

ASSISTANCE FOR THE DISABLED:

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

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

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**SSAB Meeting Minutes
November 10, 2021**

Members Present

Jan Spencley
Anahid Brakke
Buck Martin
Carol Lewis
Keara Pina
Greg Anglea
Vino Pajanor

Members Absent

Rachel Morineau

Staff Present

Rick Wanne, Director Self-Sufficiency Services
Albert Banuelos, HHSA
Allison Boyer, HHSA
Adriana Ramirez, HHSA
Assmaa Elayyat, HHSA
Jeannie Hufford, HHSA
Ida Bell, HHSA
Darlene Beltran, HHSA
Albert Garcia, HHSA
Claudia Gurrola, HHSA
Nanette Hartley, HHSA
Patty Baker, HHSA
Eric Rubio, HHSA
David Hopkins, HHSA
Mabi Castro, Board/Supervisors District 1
Ruth Martin, Board/Supervisors District 1
Amanda Berry, Board/Supervisors District 3
Victoria Floyd, Board/Supervisors District 2
Kyle Sand, San Diego County Counsel

Guests

Lindsey Wade, Hospital Association of San Diego
Amanda Schultz Brochu, San Diego Hunger Coalition
Mauricio Medina, San Diego Hunger Coalition
Devin Ton, San Diego Hunger Coalition
Erin Shaner, San Diego Hunger Coalition
Jack Dailey, Legal Aid Society of San Diego
Luis Monteagudo, 2-1-1 San Diego
Karla Samoyoa, 2-1-1 San Diego
Jen Keyes, National University
Shanti Huynh, SEIU
Alicia Kone, Kone Consulting
Oswaldo Urdapilleta, Kone Consulting
Karin Ellis, Kone Consulting

1. Meeting called to order via WebEx at 9:32 by Chair, Anahid Brakke.
2. The October 13, 2021 Meeting Minutes were approved, with all Board Members present voting yes.
3. Authorization of Teleconferencing Meeting Option Pursuant to Government Code Section 54953(e), was approved with all Board Members present voting yes.

4. Public Comments:

- Shanti Huynh, SEIU, commented on the findings of Kone Consulting and expressed that they did not feel that the findings were reflective of the hinderances of the Family Resource Centers.

5. Information Item: Update on Local Response to COVID19 Emergency for all Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Elayyat provided updates on CalFresh, Medi-Cal, CalWORKs and General Relief flexibilities and waivers. Ms. Spencely suggested the Social Services Advisory Board draft a Board of Supervisors letter to USDA/FNS for the further extensions of these waivers. This action was approved by all Board Members present.
6. Information Item: Update on Teleworking and Northeast FRC: Allison Boyer, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Boyer provided an overview of the Self-Sufficiency Services Telework Performance Summary in relation to the improvements in daily staff attendance and customer service. She also presented on the Northeast Family Resource Center and the relocation of the office to the Price Charities building for better customer accessibility, as well as building condition.
7. Information Item: Update on SSAB Ad Hoc Public Charge Subcommittee: Vino Pajanor, Vice Chair, Social Services Advisory Board. Mr. Pajanor presented the outcome of adding Public Charge on the Self-Sufficiency Services landing page, following the planned subcommittee meeting with Mr. Wanne, Ms. Elayyat and Ms. Awramko. Improvements for the website to simplify language, provide easier navigation and creating positive messages and images to invite community residents to services with accurately translated information have now been added to the County Website, with updates to be applied as time goes on.
8. Information Item: Update on SSAB Ad Hoc Enrollment Task Force Subcommittee and Review of Preliminary Findings: Anahid Brakke, Chair, Social Services Advisory Board and Alicia Koné, President, Koné Consulting. Ms. Kone presented the preliminary findings as a result of the Self-Sufficiency Services office visits, surveys completed by customers, CBOs and County staff, and focus groups.

ADJOURNMENT/SET NEXT MEETING:

The meeting was adjourned at 11:31 a.m. Next regular meeting will be held on December 8, 2021.



ITEM #5

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

Assmaa Elayyat
Chief, Self-Sufficiency Services





PROGRAM FLEXIBILITIES & WAIVERS

Current Flexibilities & Options

- The following waivers granted by the Food and Nutrition Services (FNS) are set to expire on **December 31, 2021**:
 - Initial application and recertification interviews
 - Face to face interviews
 - Telephonic signature
 - Quality control face to face interviews
- The California State Department of Social Services (CDSS) is **requesting extensions from FNS on the following waivers:**
 - Initial and recertification interviews (through December 2022)
 - Telephonic signature (through October 2022)
 - Quality Control face to face interviews (through December 2022)



ADDITIONAL UPDATES

- Emergency Allotment – Approved for **October**, to be issued **November 14th**
 - **Emergency Allotments for the November benefit month will be issued December 12th**
 - All CalFresh households receive a minimum allotment of \$95 monthly as of April
- Able Bodied Adults Without Dependents – CA waiver extended through **June 30, 2022**
 - **CDSS will be assessing this waiver for eligibility beyond June 2022**
- Pandemic EBT (P-EBT)
 - All P-EBT cards have been mailed to young children under 6
 - P-EBT cards for school age children are currently being mailed
 - CDSS is currently drafting the P-EBT 3.0 plan which covers the 2021–22 school year
 - **Requires FNS approval**



PROGRAM FLEXIBILITIES & WAIVERS

- Executive Order N-71-20 signed on **June 30, 2020** extends the following provisions until the EO is rescinded or the state of emergency ends:
 - Telephonic/verbal signature on application – **extended permanently**
 - Flexibilities on identity and pregnancy verifications – **extended permanently**
- **Initial application interview waiver has expired, interviews for new applications resumed effective December 1, 2021**
- Time on Aid exemption for expiring time-clocks – **extended until further notice**
- **5.3% Maximum Aid Payment Increase effective October 2021**



GRANT INCREASES

General Relief grant payments increased by 5.3% effective October 1, 2021

- New maximum payment amount for individuals = **\$472** per month
- New maximum payment amount for married couples = **\$646** per month



PROGRAM FLEXIBILITIES & WAIVERS

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

- Annual renewal suspension
- Negative action suspension

Additional program flexibilities that remain in place:

- Telephonic and verbal attestation and signature
- Flexible verification requirements

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

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



ITEM #6 PROGRAM INTEGRITY

Adriana Ramirez

Deputy Director, Self-Sufficiency Services





SOCIAL SERVICES ADVISORY BOARD

PROGRAM INTEGRITY INTEGRATED FRAUD DETECTION

Wednesday December 8th, 2021

Adriana Ramirez, Deputy Director, Self-Sufficiency Services





The Quality and Eligibility Support Department (QESD) operations are within the Program Integrity branch of Self-Sufficiency Services.

The team is comprised of:

- 1 Human Services Program Manager
- 1 Program Specialist II
- 6 Supervising Human Services Specialist
- 60 Human Services Specialist
- 5 Office Assistants



- The Integrated Fraud Detection (IFD) abstract is a report generated from the State's Income and Eligibility Verification System (IEVS) that provides information regarding wage and claim information matched to applicants/recipients.
- The reports are matched on the applicant/recipient social security number and other criteria. This report is received quarterly in the months of January, April, July, and October. Approximately 37,000 matches are received each quarter.
- Once the abstract is validated for accuracy, only the cases identified as potentially discrepant are assigned to QESD staff for processing. Approximately 42% of matches received are assigned for processing.



- Upon assignment staff compares income from the IFD report against the information reported by the customer and entered in CalWIN.
 - Staff are allowed up to 45 days to complete their initial reviews.
- If upon review the information matches, the staff member concludes and updates case as non-discrepant.
- If the case is determined to be discrepant:
 1. Staff member reaches out to customer to verify information.
 2. If unable to make contact with customer, the staff member may verify information by other means such using "The Work Number" or contacting the employer of record.
 3. If unsuccessful with the above, the staff member refers case to the Bureau of Public Assistance Investigations (BPAI).



Adriana Ramirez, MPA

Deputy Director, Self-Sufficiency Services

County of San Diego, Health & Human Services Agency

O: 619-338-2865 | C: 619-241-5077

Adriana.Ramirez@sdcounty.ca.gov



ITEM #7

OFFICE OF HOMELESS SOLUTIONS AND HOMELESS OUTREACH EFFORTS

Barbara Jimenez
Community Operations Officer,
Department of Homeless Solutions & Equitable Communities





OUR JOURNEY IN CREATING COMMUNITIES THAT ARE EQUITABLE AND RESILIENT

Barbara Jiménez, Community Operations Officer





LIVE WELL
SAN DIEGO

Department of Homeless Solutions and Equitable Communities

Office of Homeless
Solutions

Office of Equitable
Communities

Office of Immigrant
and Refugee Affairs



FOR ENDING HOMELESSNESS



KEY DRIVERS

Person-Centered

Data

Collaboration

Sustainability

Equity

STRATEGIC DOMAINS

	ROOT CAUSE AND UPSTREAM PREVENTION	<ul style="list-style-type: none"> ■ Employment programs and income supports ■ Access to basic social services ■ Community empowerment activities
	DIVERSION AND MITIGATION	<ul style="list-style-type: none"> ■ Short-term rent and housing search assistance ■ Mediation and legal assistance ■ Creating alternatives to incarceration
	SERVICES, TREATMENT AND OUTREACH	<ul style="list-style-type: none"> ■ Street outreach and harm reduction ■ Clinical and social support services ■ Housing service coordination
	EMERGENCY/INTERIM HOUSING AND RESOURCES	<ul style="list-style-type: none"> ■ Assessment and coordination sites ■ Housing navigation and transitional housing ■ Housing vouchers
	PERMANENT HOUSING AND SUPPORT	<ul style="list-style-type: none"> ■ Affordable, subsidized housing ■ Ongoing physical and behavioral health support ■ Linkages to healthcare



LOOKING AHEAD



LIVE WELL
SAN DIEGO



LIVE WELL
SAN DIEGO

Building
Better
Health

Living
Safely

Thriving



ITEM #8

SELF-SUFFICIENCY SERVICES WEBSITE REVIEW

Assmaa Elayyat
Chief, Self-Sufficiency Services





ITEM #9

SSAB ENROLLMENT AD HOC SUBCOMMITTEE

Anahid Brakke, Chair, SSAB





MONTHLY UPDATES



ELIGIBILITY SERVICES BY THE NUMBERS...

December 2021 (Data Month: November 2021)

PARTICIPANTS

- **CalFresh:** 354,507 recipients, up 10.14% from last year.
 - 124,282 child recipients (0-18), up 4.53% from last year.
 - 70,328 senior recipients (60+), up 16.84% from last year.
- **CalWORKs:** 38,457 recipients, down 0.79% from last year.
 - 29,694 child recipients (0-18), down 3.93% from last year.
 - Welfare-to-Work: 8,473 participants, up 16.26% from last year.
- **CMS:** 19 CMS recipients, down 20.83% from last year.
- **General Relief:** 3,253 recipients, up 32.40% from last year.
- **Medi-Cal:** 927,216 recipients, up 12.70% from last year.
 - 320,009 child recipients (0-18), up 6.75% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (November 2020-November 2021)
			Previous Month	Previous Year	
CalFresh	203,374	354,507	0.53%	10.14%	491,259
CalWORKs	14,423	38,457	1.39%	-0.79%	54,078
CMS	19	19	-13.64%	-20.83%	81
General Relief	3,240	3,253	12.37%	32.40%	7,382
Medi-Cal	501,446	927,216	0.68%	12.70%	967,994
Total	722,502	1,323,452	0.68%	11.60%	1,073,267**

*Recipients include 327,987 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	November 2021	FYTD
CalFresh	16,984	93,674
CalWORKs	2,056	10,635
CMS	64	327
General Relief	2,297	10,150
Medi-Cal	11,530	52,156
Total	32,931	166,942

Renewals Generated		
Program	November 2021	FYTD
CalFresh	11,297	46,558
CalWORKs	1,808	7,664
CMS	5	30
General Relief	110	523
Medi-Cal	42,229	199,150
Total	55,449	253,925

Periodic Reports Generated		
Program	November 2021	FYTD
CalFresh	15,396	76,692
CalWORKs	425	2,726
General Relief	0	7
Medi-Cal	21	91
Total	15,842	79,516

Documents Imaged	
November 2021	FYTD
384,088	1,958,795

Tasks Created	
November 2021	FYTD
359,932	1,919,792

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	November 2020	November 2021	Change	FYTD
Total Calls	155,642	140,807	-14,835	689,567
Abandoned	6,152	1,517	-4,635	5,511
Average Wait Time	3:53	0:47	-3:06	0:28

Community Based Organization (CBO)				
Month	November 2020	November 2021	Change	FYTD
Total Calls	4,120	4,189	69	21,223
Abandoned	56	50	-6	234
Average Wait Time	1:16	1:17	0:01	0:58

Emails Received	
November 2021	FYTD
4,394	21,402

FAMILY RESOURCE CENTER VISITS

Month	November 2020	November 2021	Change	FYTD
Total Tickets Issued	27,498	29,312	6%	173,901
Average Wait Time (min.)	(*)	(*)	N/A	

* Due to COVID-19 Waivers, Avg time is not available for November 2021

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 16 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 91.96%
- Annual Renewal Timeliness = 99.94%

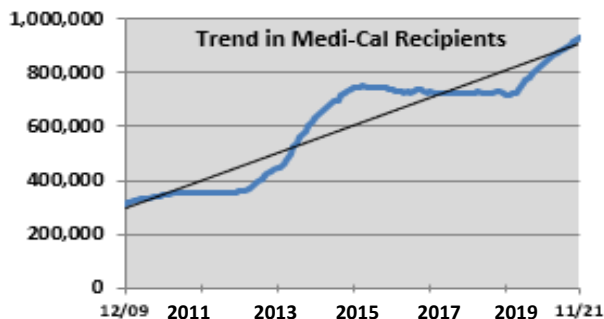
CalWORKs

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 23 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 84.80%
- Annual Renewal Timeliness = 99.51%

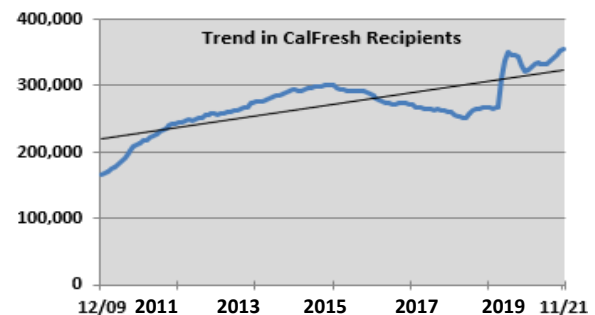
Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 22 Days
- Annual Renewal Timeliness = 99.97%

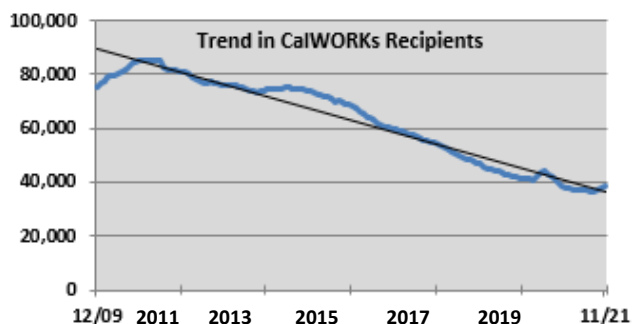
Medi-Cal Recipients		
FY Dec 09	FY Nov 21	195%
314,473	927,216	Increase



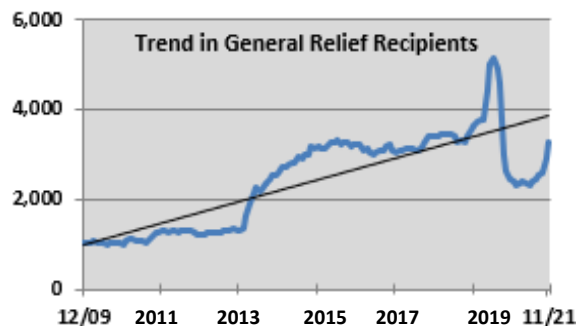
CalFresh Recipients		
FY Dec 09	FY Nov 21	115%
164,970	354,507	Increase



CalWORKs Recipients		
FY Dec 09	FY Nov 21	-49%
75,482	38,457	Decrease



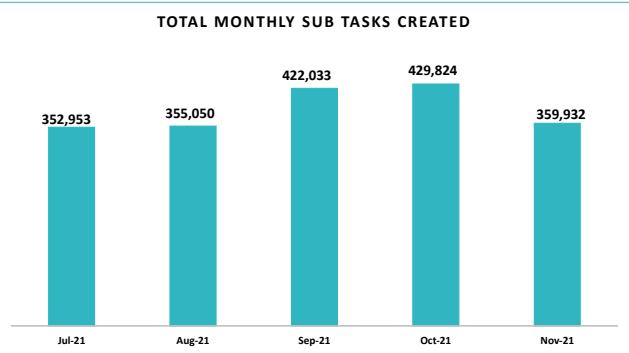
General Relief Recipients		
FY Dec 09	FY Nov 21	211%
1,046	3,253	Increase



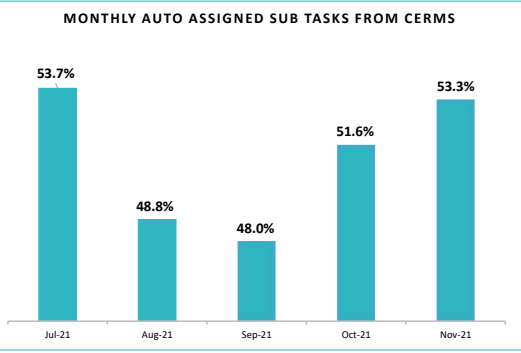
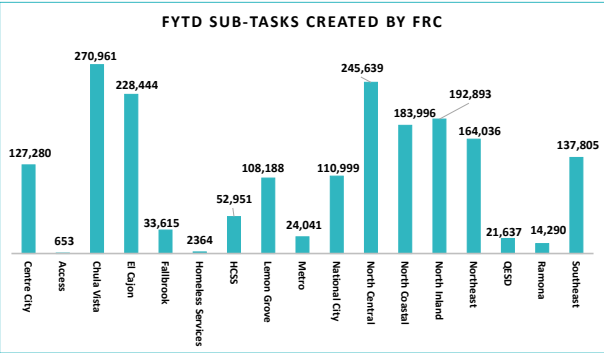
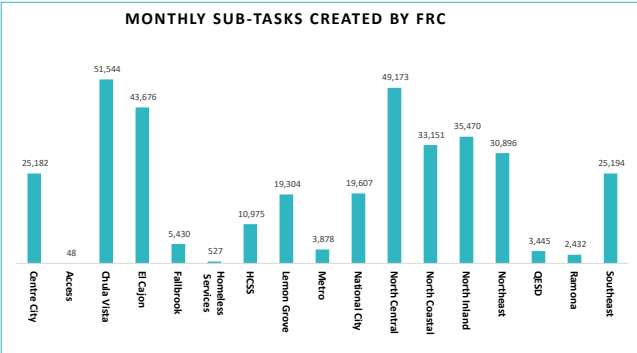
Monthly Self-Sufficiency Services Performance Dashboard (FY 21/22)

San Diego County
Data Month : November 2021

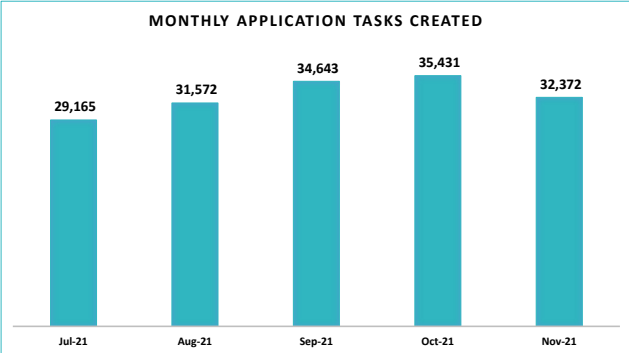
Work Management System (WMS) Subtasks Created



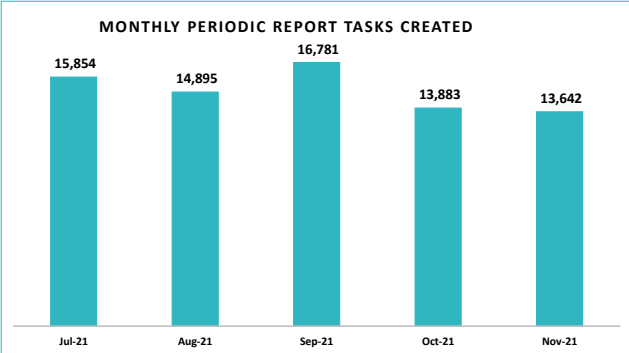
FYTD 1,919,792



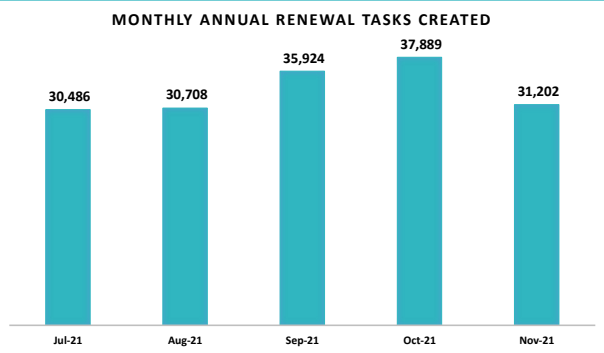
FYTD 51.1%



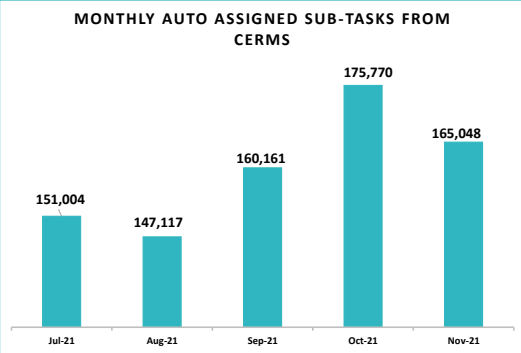
FYTD 163,183



FYTD 75,055

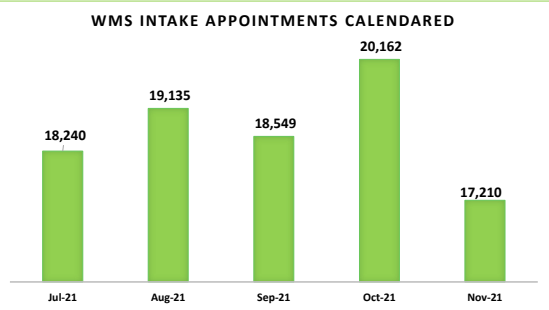


FYTD 166,209

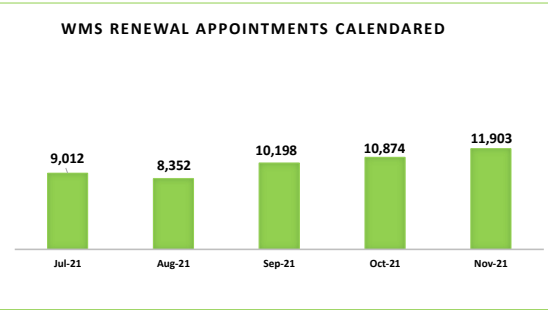


FYTD 799,100

MONTHLY WMS CALENDARED APPOINTMENTS

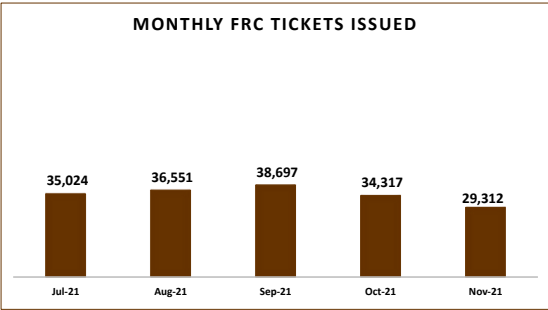


FYTD 93,296

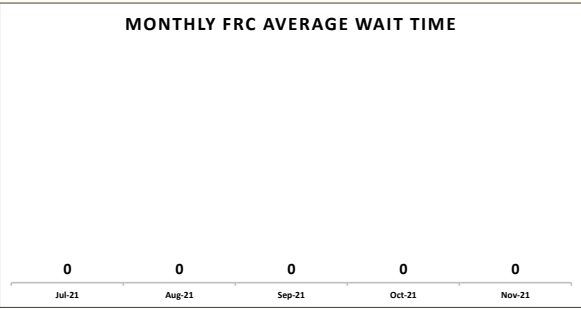


FYTD 50,339

LOBBY MANAGEMENT

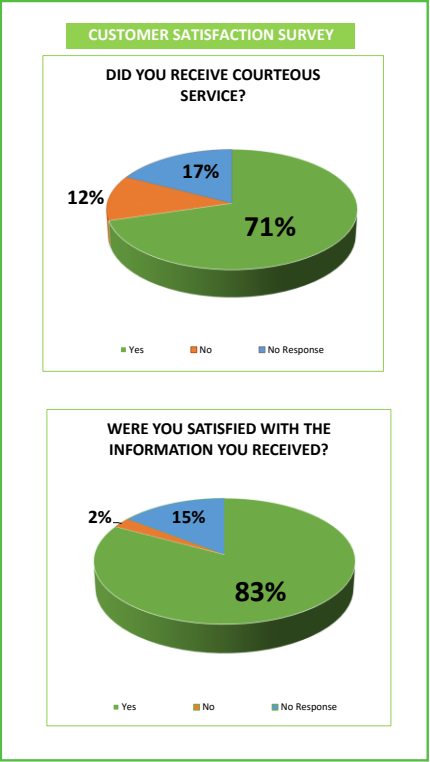
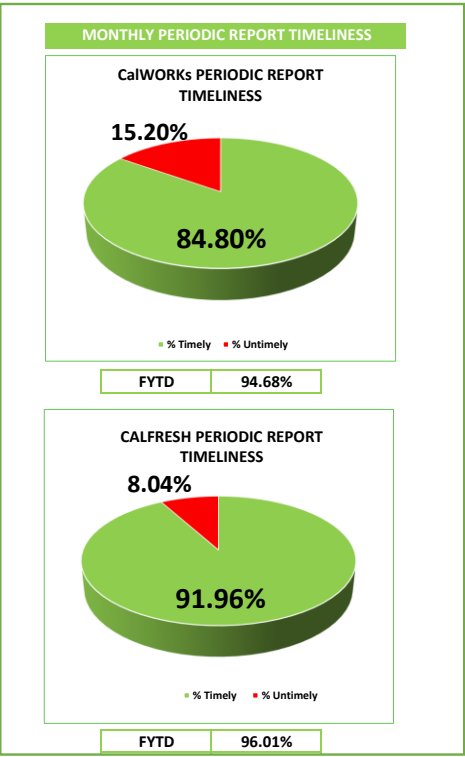
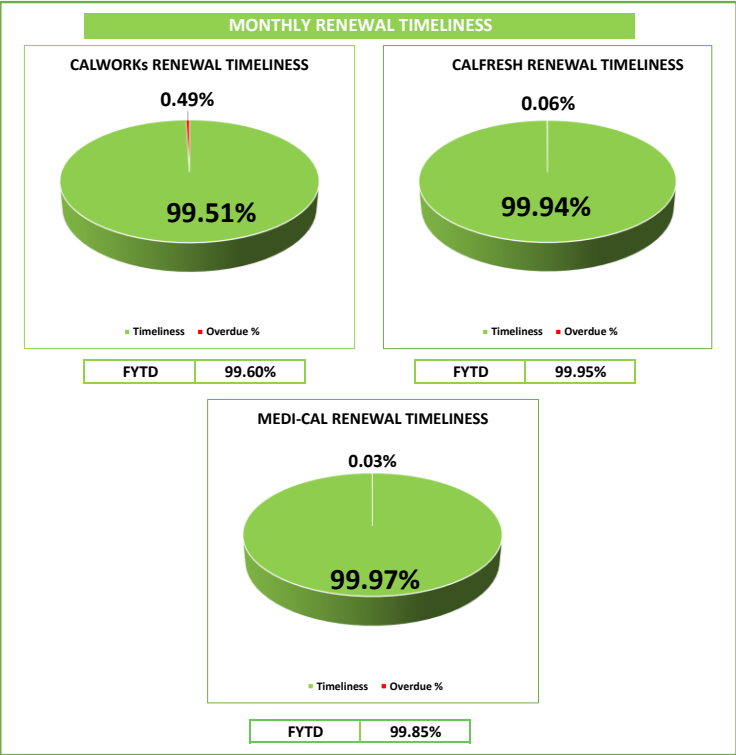
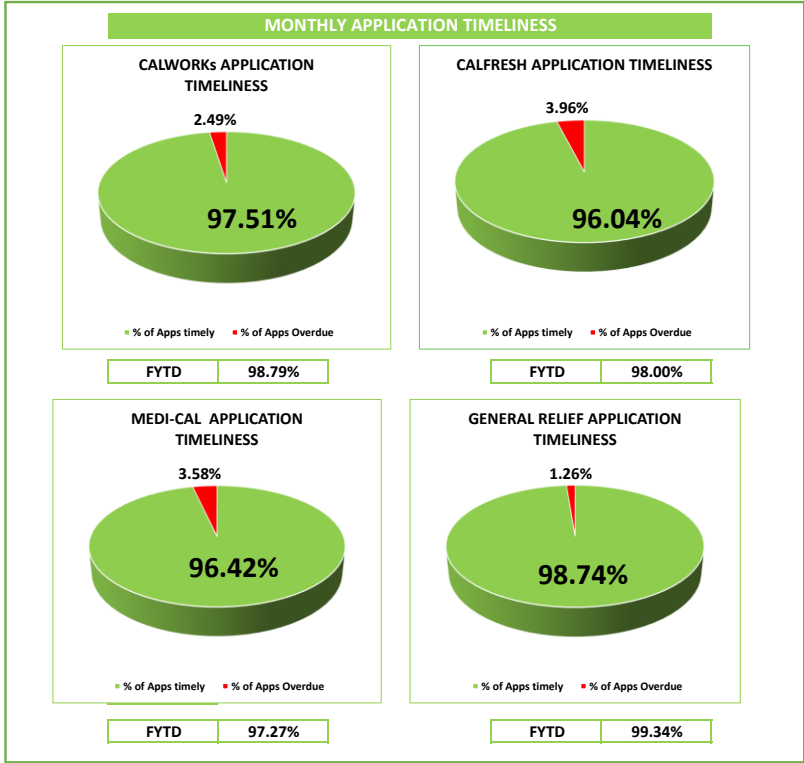


FYTD 173,901



*Average time is not available
FYTD 0.00

CASE PROCESSING PERFORMANCE (CALWIN)



ACCESS CALL CENTER

