

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

**MEETING NOTICE: WebEx ONLY**  
**[WebEx:](#) (470) 238-5742 US Toll Free**  
**Meeting number (access code): 177 405 5480**  
**Meeting password: fG5HXp72YX**

**December 9, 2020  
9:30 a.m. to 11:30 a.m.**

<b>AGENDA</b>
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- |             |   |
|-------------|---|
| 9:30 - 9:31 | 1. Call to Order                                |
| 9:32 - 9:33 | 2. Approval of October 14, 2020 Meeting Minutes |

<b>PUBLIC COMMENTS</b>
------------------------

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

<b>PRESENTATIONS/DISCUSSION ITEMS</b>
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- |             |   |
|-------------|---|
| 9:45-10:00  | 4. <b>Action Item:</b> General Relief Program Changes, Board of Supervisors Letter: David Hopkins, GR and Medi-Cal Program Manager, Eligibility Operations, Health and Human Services Agency (HHSA)   |
| 10:00-10:30 | 5. <b>Information Item:</b> 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) |
| 10:30-11:30 | 6. <b>Information Item:</b> Updates on Eligibility/Public Assistance Programs and Planning: Rick Wanne, Director, Eligibility Operations, Health and Human Services Agency (HHSA)   |

<b>ADJOURNMENT/ NEXT MEETING</b>
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Next regular meeting will be held on January 13, 2021 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): 133 856 1579  
Meeting password: M2SscpNhX54**

**SSAB Meeting Minutes  
October 14, 2020**

**Members Present**

Philip L. Thalheimer  
Jan Spencley  
Anahid Brakke  
Omar Calleros  
Buck Martin  
Carol Lewis  
Paul Downey  
James Floros  
Gary Knight

**Staff Present**

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

**Members Absent**

**Guests**

Dr. Kristi Koenig, HHSA

1. Meeting called to order via conference call at 9:32 by Chair, James Floros.
2. The August 12, 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: Overview of COVID 19 Local Status: Dr. Kristi Koenig, MD, Chief Medical Officer, Health and Human Services Agency. Dr. Koenig presented an update on COVID 19 and answered related questions.   |
| 5. | Information Item: Live Well Mobile Office, Local Assistance Center: Albert Garcia, Chief, Eligibility Operations, Health and Human Services Agency (HHSA). Mr. Garcia provided an overview of the Live Well Mobile Offices and how it was used as part of the Valley Fire Local Assistance Center.                                 |
| 6. | Information Item: Update on Local Response to COVID 19 Emergency for all Public Assistance Programs: Assmaa Elayyat, Chief, Eligibility Operations, Health and Human Services Agency (HHSA). Ms. Elayyat provided a program update impact from COVID 19.   |
| 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). Mr. Wanne presented COVID19 updates related to Eligibility/Public Assistance Programs and the change to the service delivery model. |

***ADJOURNMENT/SET NEXT MEETING:***

The meeting was adjourned at 11:10 a.m. Next regular meeting will be held on November 11, 2020 Via WebEx.

DRAFT



# GENERAL RELIEF PROGRAM CHANGES, BOARD OF SUPERVISORS LETTER

*David Hopkins, GR & Medi-Cal Program  
Manager, Eligibility Operations*





# COUNTY OF SAN DIEGO

## AGENDA ITEM

### BOARD OF SUPERVISORS

GREG COX  
First District

DIANNE JACOB  
Second District

KRISTIN GASPAR  
Third District

NATHAN FLETCHER  
Fourth District

JIM DESMOND  
Fifth District

**DATE:** January 26, 2021 and February 9, 2021

**XX**

**TO:** Board of Supervisors

### SUBJECT

**AN ORDINANCE AMENDING THE SAN DIEGO COUNTY ADMINISTRATIVE CODE RELATING TO THE GENERAL RELIEF PROGRAM (1/26/2021-FIRST READING; 2/9/2021-SECOND READING) (DISTRICTS: ALL)**

### OVERVIEW

General Relief is a State-mandated, County funded public assistance program providing cash assistance to eligible low-income county residents who are not supported by other State or federal programs, or other resources. Welfare and Institutions Code, Section 17109 allows counties to execute a lien against property that a customer may own as security for General Relief aid that has been paid. San Diego County Administrative Code, Article XV-C, Section 263 requires General Relief applicants to execute a lien. Today's action seeks Board of Supervisors (Board) approval to revise provisions in San Diego County Administrative Code, Article XV-C, relating to General Relief, to allow virtual applications for General Relief and to allow the lien to be obtained within 30 days from the date of approval, instead of before aid being approved as is currently required.

Today's request requires two steps: on January 26, 2021, it is requested that the Board consider an Ordinance amending the San Diego County Administrative Code relating to the General Relief program. If the Board takes the action recommended, then on February 9, 2021, the proposed Ordinance will be brought back to the Board for consideration and adoption.

This action supports the Thriving component of the *Live Well San Diego* vision by improving the access to services for low-income county residents.

### RECOMMENDATION(S)

#### CHIEF ADMINISTRATIVE OFFICER

On January 26, 2021:

1. Approve the introduction of the Ordinance (First Reading), read the title, and waive further reading of the Ordinance:

**AN ORDINANCE AMENDING THE SAN DIEGO COUNTY ADMINISTRATIVE CODE RELATING TO THE SAN DIEGO COUNTY GENERAL RELIEF PROGRAM**

**SUBJECT:** AN ORDINANCE AMENDING THE SAN DIEGO COUNTY ADMINISTRATIVE CODE RELATING TO THE GENERAL RELIEF PROGRAM (1/26/2021-FIRST READING; 2/9/2021-SECOND READING) (DISTRICTS: ALL)

If on January 26, 2021, the San Diego County Board of Supervisors takes action as recommended then, on February 9, 2021, consider and adopt:

AN ORDINANCE AMENDING THE SAN DIEGO COUNTY ADMINISTRATIVE CODE RELATING TO THE SAN DIEGO COUNTY GENERAL RELIEF PROGRAM

**FISCAL IMPACT**

There is no fiscal impact associated with these recommendations.

**BUSINESS IMPACT STATEMENT**

N/A

**ADVISORY BOARD STATEMENT**

On December 9, 2020, this proposal will be reviewed by the Social Services Advisory Board for input and recommendation.

**BACKGROUND**

California Welfare and Institutions Code Section 17000, *et seq.*, requires counties to aid indigent individuals through the General Relief program who lack an adequate means of support. In general, these individuals are single adults who are not eligible for cash assistance under the California Work Opportunity and Responsibility to Kids (CalWORKs) program or the Supplemental Security Income/State Supplemental Payments (SSI/SSP) program. Counties pay all General Relief program costs and expenditures are not reimbursed by the State.

On November 6, 1997, the Board of Supervisors adopted an ordinance adding the General Relief Program to the Administrative Code. San Diego County provides critical General Relief benefits to approximately 3,800 individuals, roughly two-thirds of whom are men, and approximately 50% are unable to work due to mental or physical barriers. This population is extremely vulnerable, faces several challenges and barriers, and General Relief is a program of last resort to help provide temporary relief to eligible individuals.

Board approval is requested to amend the following sections in Article XV-C, relating to General Relief:

- Sec. 258 (a) to allow virtual applications for General Relief
- Sec. 263 (a) to allow 30 days from the date of approval to obtain the lien

Allowing virtual applications for General Relief greatly reduces the need for individuals to make frequent office visits which better helps promote the health and safety of our community and staff during extenuating circumstances such as those experienced during the on-going COVID-19 pandemic.

Allowing the lien to be executed within 30 days of approval of General Relief will also reduce the need for individuals to make frequent office visits which helps promote the health and safety of

**SUBJECT: AN ORDINANCE AMENDING THE SAN DIEGO COUNTY ADMINISTRATIVE CODE RELATING TO THE GENERAL RELIEF PROGRAM (1/26/2021-FIRST READING; 2/9/2021-SECOND READING) (DISTRICTS: ALL)**

our community and staff during extenuating circumstances such as those experienced during the on-going COVID-19 pandemic.

If approved, today's action will allow the Health and Human Services Agency to accept virtual applications for General Relief and provide the flexibility to allow 30 days from the date of approval of General Relief to have a lien executed.

**LINKAGE TO THE COUNTY OF SAN DIEGO STRATEGIC PLAN**

Today's proposed actions support the Healthy Families and Safe Communities Strategic Initiatives of the County of San Diego's 2016-2021 Strategic Plan by putting into place Administrative Code Articles that support a healthy, safe, and thriving San Diego County. Allowing virtual applications for General Relief greatly reduces the need for individuals to make frequent office visits which better helps promote the health and safety of our community and staff during extenuating circumstances such as those experienced during the on-going COVID-19 pandemic.

Respectfully submitted,

USE "INSERT PICTURE"  
FUNCTION TO INSERT  
SIGNATURE

HELEN N. ROBBINS-MEYER  
Chief Administrative Officer

**ATTACHMENT(S)**

Attachment A – AN ORDINANCE AMENDING THE SAN DIEGO COUNTY ADMINISTRATIVE CODE RELATING TO THE GENERAL RELIEF PROGRAM

Attachment B – AN ORDINANCE AMENDING THE SAN DIEGO COUNTY ADMINISTRATIVE CODE RELATING TO THE GENERAL RELIEF PROGRAM  
(Informational copy)



**SUBJECT:** AN ORDINANCE AMENDING THE SAN DIEGO COUNTY  
ADMINISTRATIVE CODE RELATING TO THE GENERAL RELIEF  
PROGRAM (1/26/2021-FIRST READING; 2/9/2021-SECOND  
READING) (DISTRICTS: ALL)

**AGENDA ITEM INFORMATION SHEET**

**REQUIRES FOUR VOTES:** ☐ Yes ☒ No

**WRITTEN DISCLOSURE PER COUNTY CHARTER SECTION 1000.1 REQUIRED**

☐ Yes ☒ No

**PREVIOUS RELEVANT BOARD ACTIONS:**

December 13, 2016 (2) adopted amendments to Administrative Code, Article XV-C to remove restrictions for convicted drug felons and to repeal the allowance of aid for children who were affected by the Maximum Family Grant rule in the CalWORKs program.

September 13, 2011 (11) adopted amendments to Administrative Code, Article XV-C to update the restriction for individuals who exceed the 48-month time limit in CalWORKs, add children affected by the Maximum Family Grant rule in CalWORKs to the General Relief program, update reporting requirements for non-citizens, and delete the Board and Care Payment Program.

November 6, 1997 Article XV-C, General Relief added to the Administrative Code by Ordinance 8835 (N.S.).

**BOARD POLICIES APPLICABLE:**

E-10 Comprehensive Health and Social Services System

**BOARD POLICY STATEMENTS:**

N/A

**MANDATORY COMPLIANCE:**

N/A

**ORACLE AWARD NUMBER(S) AND CONTRACT AND/OR REQUISITION  
NUMBER(S):**

N/A

**ORIGINATING DEPARTMENT:** Health and Human Services Agency

**OTHER CONCURRENCE(S):** N/A

**CONTACT PERSON(S):**

Rick Wanne

Name

619-338-2869

Phone

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Name

Click here to enter text.

Phone

**SUBJECT:** AN ORDINANCE AMENDING THE SAN DIEGO COUNTY  
ADMINISTRATIVE CODE RELATING TO THE GENERAL RELIEF  
PROGRAM (1/26/2021-FIRST READING; 2/9/2021-SECOND  
READING) (DISTRICTS: ALL)

Richard.Wanne@sdcounty.ca.gov  
E-mail

Click here to enter text.  
E-mail

DRAFT



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

*Assmaa Elayyat, Chief, Eligibility Operations*





## PROGRAM FLEXIBILITIES & WAIVERS

### Current Flexibilities & Options

- House Resolution (HR) 8337 signed on **October 1<sup>st</sup>** extends the following flexibilities through **June 30, 2021**:
  - Initial application and recertification interview waivers
  - Telephonic and verbal signatures/attestation
  - Pandemic EBT provisions
  - Renewal provisions
- P-EBT – CDSS has rolled out a limited second round for August & September benefit months
- Emergency Allotment – Approved for December, to be issued **January 10<sup>th</sup>**
- Able Bodied Adults Without Dependents – CA waiver extended through **June 30, 2021**
- CDSS continuing to move forward with CalFresh Quality Control (QC) efforts



## 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:
  - Initial application interview waiver
  - Telephonic/verbal signature on application
  - Flexibilities on identity and pregnancy verifications
- Time on Aid exemption for expiring time-clocks – through **June 30, 2021**



## 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 extended through **January 21, 2021** by DHCS

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



## PROGRAM FLEXIBILITIES

- Quarterly reports waived for unemployable population effective **July 2020**
- Monthly reports waived for employable population
- Intake interviews scheduled via phone
- Online applications via My Benefits CalWIN
- GR program revisions underway – board letter for January



# SELF-SUFFICIENCY PROGRAM DATA UPDATES

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# ELIGIBILITY SERVICES BY THE NUMBERS...

**December 2020** (Data Month: November 2020)

## PARTICIPANTS

- **CalFresh:** 321,868 recipients, up 20.75% from last year.
  - 118,899 child recipients (0-18), up 11.95% from last year.
  - 60,194 senior recipients (60+), up 32.01% from last year.
- **CalWORKs:** 38,762 recipients, down 7.05% from last year.
  - 30,909 child recipients (0-18), down 9.39% from last year.
  - Welfare-to-Work: 7,288 participants, up 37.41% from last year.
- **CMS:** 24 CMS recipients, down 52.94% from last year.
- **General Relief:** 2,457 recipients, down 30.50% from last year.
- **Medi-Cal:** 822,732 recipients, up 13.81% from last year.
  - 299,779 child recipients (0-18), up 14.29% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (November 2019-November 2020)
			Previous Month	Previous Year	
CalFresh	180,182	321,868	-2.47%	20.75%	451,041
CalWORKs	14,974	38,762	-3.89%	-7.05%	57,337
CMS	24	24	0.00%	-52.94%	119
General Relief	2,452	2,457	-7.11%	-30.50%	9,431
Medi-Cal	444,948	822,732	0.99%	13.81%	911,288
<b>Total</b>	<b>642,580</b>	<b>1,185,843</b>	<b>-0.15%</b>	<b>14.60%</b>	<b>1,000,783</b>

\*Recipients include 280,948 under ACA Medicaid Coverage Expansion.

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

## PROCESSING

Applications Registered		
Program	November 2020	FYTD
CalFresh	13,048	68,510
CalWORKs	2,090	9,244
CMS	64	482
General Relief	1,532	7,800
Medi-Cal	14,838	63,457
<b>Total</b>	<b>31,572</b>	<b>149,493</b>

Renewals Generated		
Program	November 2020	FYTD
CalFresh	11,608	47,605
CalWORKs	2,423	10,259
CMS	9	31
General Relief	179	935
Medi-Cal	34,436	168,382
<b>Total</b>	<b>48,655</b>	<b>227,212</b>

Periodic Reports Generated		
Program	November 2020	FYTD
CalFresh	8,781	74,207
CalWORKs	189	2,561
General Relief	1,590	13,289
Medi-Cal	21	99
<b>Total</b>	<b>10,581</b>	<b>90,156</b>

Documents Imaged	
November 2020	FYTD
343,104	1,907,529

Tasks Created	
November 2020	FYTD
318,581	1,857,320

## ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	November 2019	November 2020	Change	FYTD
Total Calls	97,442	155,642	58,200	829,576
Abandoned	3,158	6,152	2,994	26,920
Average Wait Time	4:47	3:53	-0:54	2:51

Community Based Organization (CBO)				
Month	November 2019	November 2020	Change	FYTD
Total Calls	5,964	4,120	-1,844	24,377
Abandoned	319	56	-263	390
Average Wait Time	4:34	1:16	-3:18	8:24

Emails Received	
November 2020	FYTD
4,413	24,360

## FAMILY RESOURCE CENTER VISITS

Month	November 2019	November 2020	Change	FYTD
Total Tickets Issued	76,631	27,498	-179%	160,490
Average Wait Time (min.)	18.12	(*)	N/A	

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

## Processing Timeliness Applications, Periodic Reports, and Renewals

### CalFresh

- Regular Applications: State required days to disposition = 30 Days
  - San Diego = 14 Days
- Expedited Applications: State required days to disposition = 3 Days
  - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 88.66%
- Annual Renewal Timeliness = 99.92%

### CalWORKs

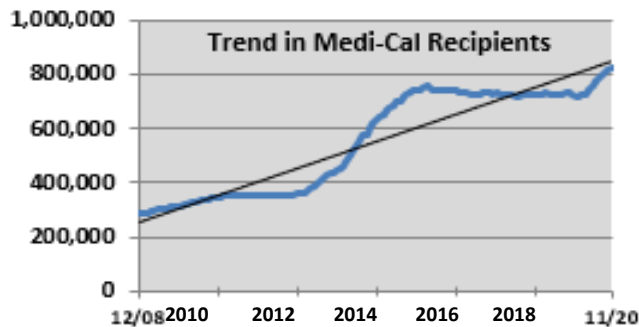
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 19 Days
- Immediate Need: State required days to disposition = 1 Day
  - San Diego = 1 Days
- Semi-Annual Reporting Timeliness = 79.56%
- Annual Renewal Timeliness = 99.19%

### Medi-Cal

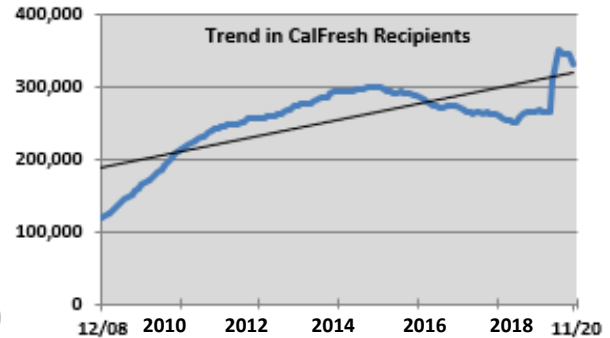
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 18 Days
- Annual Renewal Timeliness = 99.36%

## Program Recipients Trend

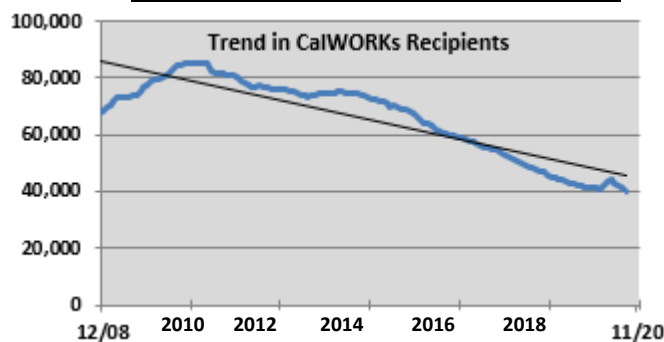
Medi-Cal Recipients		
FY Dec 08	FY Nov 20	187%
286,437	822,732	Increase



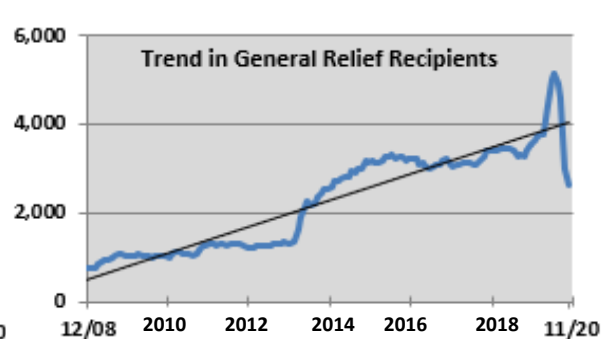
CalFresh Recipients		
FY Dec 08	FY Nov 20	167%
120,669	321,868	Increase



CalWORKs Recipients		
FY Dec 08	FY Nov 20	-42%
66,753	38,762	Decrease



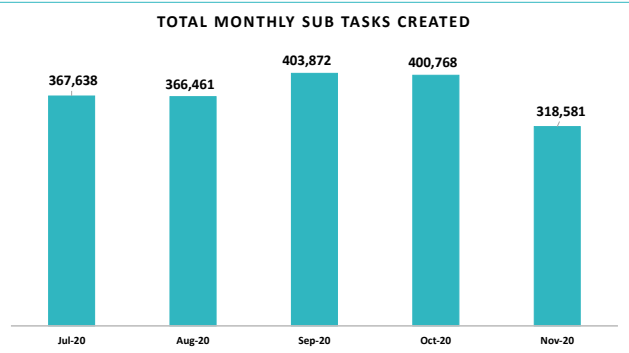
General Relief Recipients		
FY Dec 08	FY Nov 20	216%
778	2,457	Increase



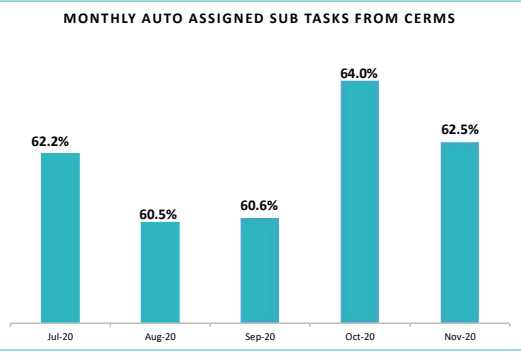
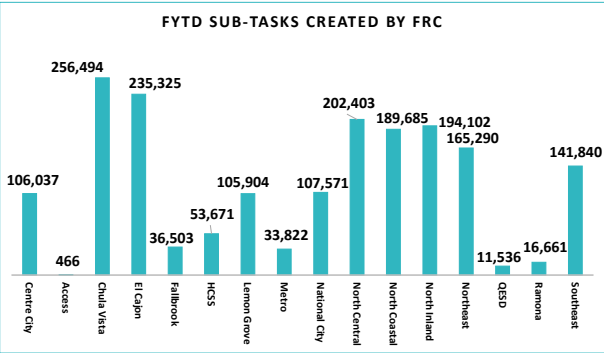
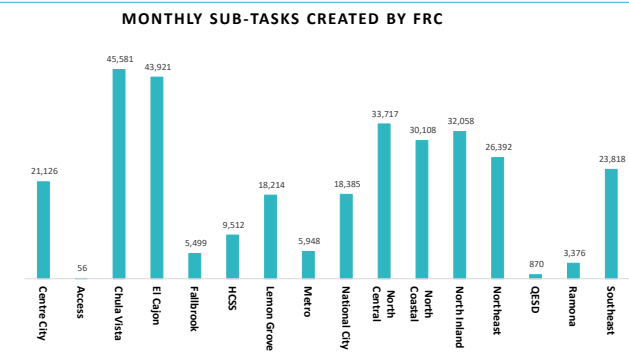
Monthly Eligibility Performance Dashboard (FY 20/21)

San Diego CountyData Month : November 2020

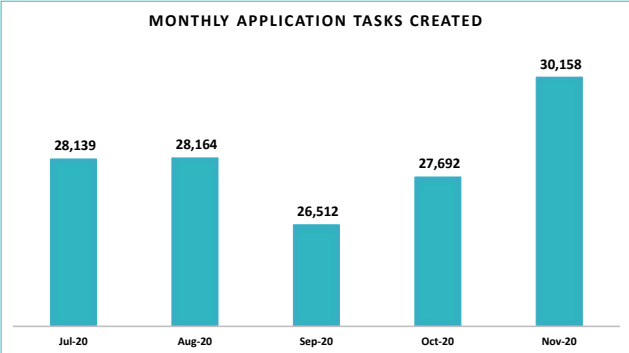
Work Management System (WMS) Subtasks Created



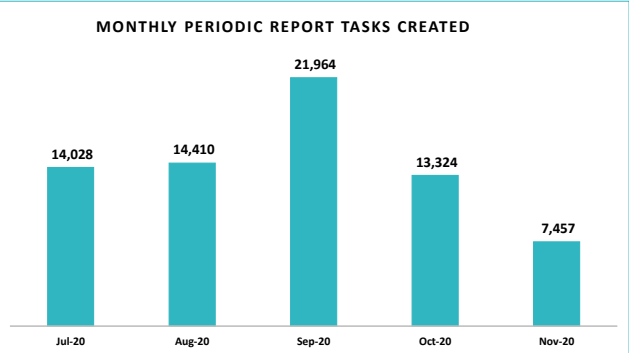
FYTD 1,857,320



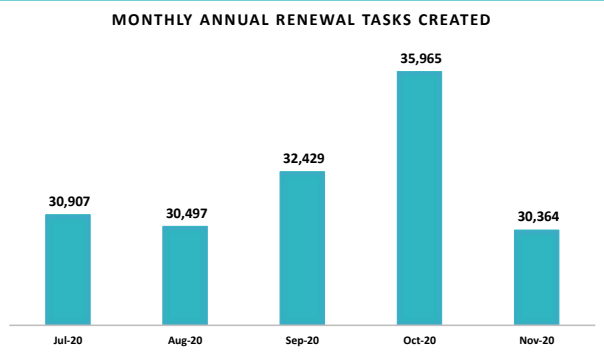
FYTD 62.0%



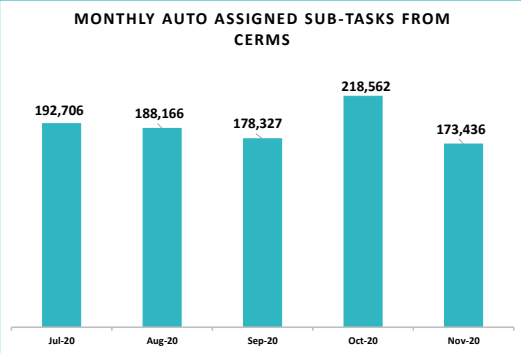
FYTD 140,665



FYTD 71,183

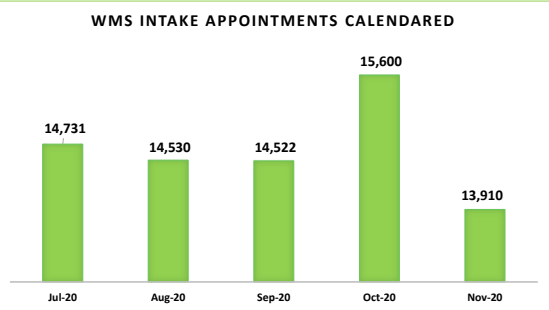


FYTD 160,162

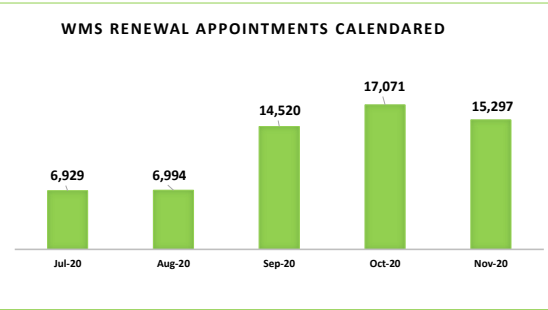


FYTD 951,197

MONTHLY WMS CALENDARED APPOINTMENTS

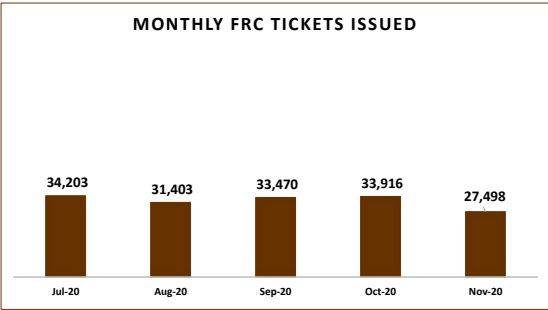


FYTD 73,293

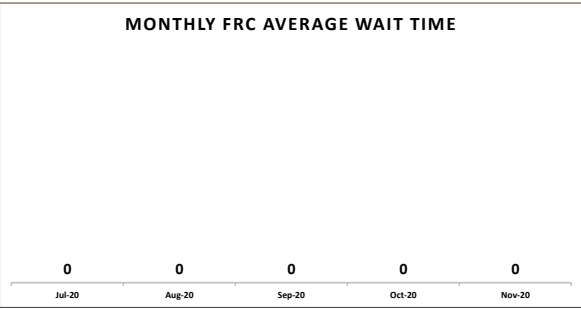


FYTD 60,811

LOBBY MANAGEMENT



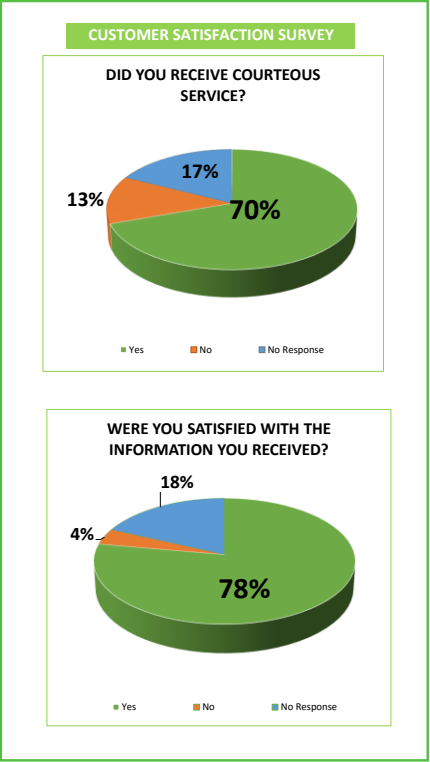
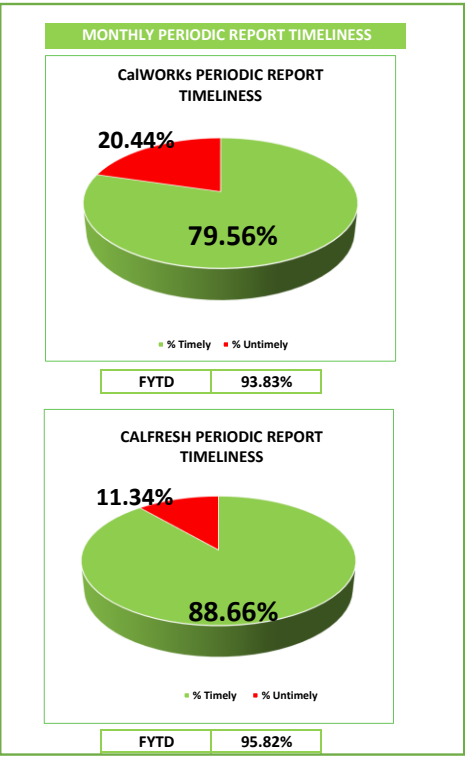
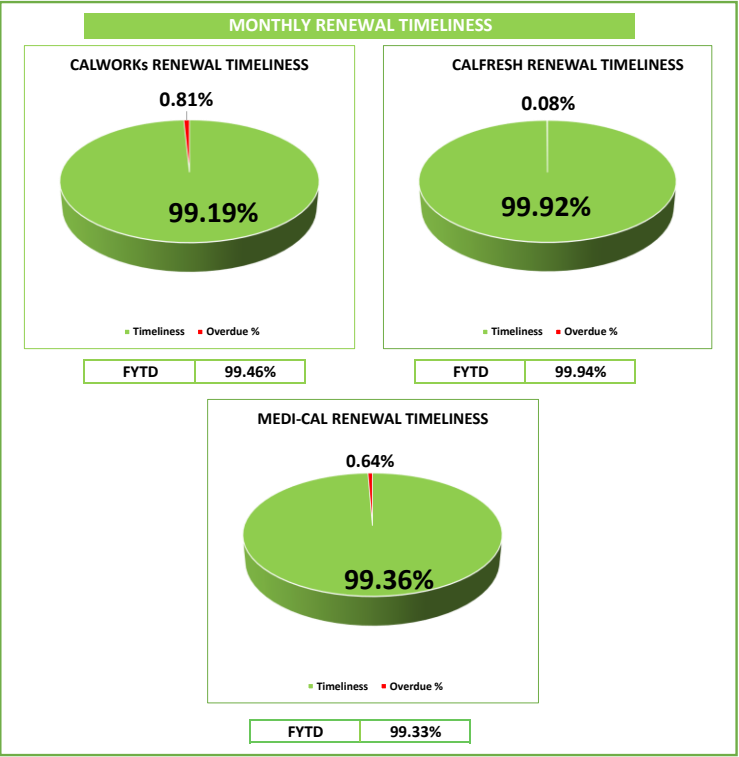
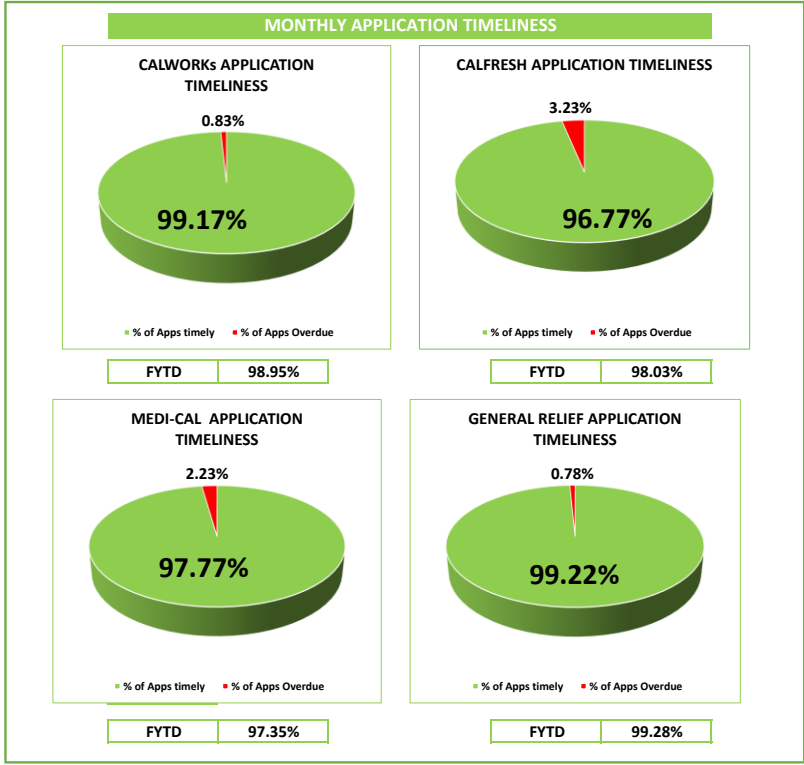
FYTD 160,490



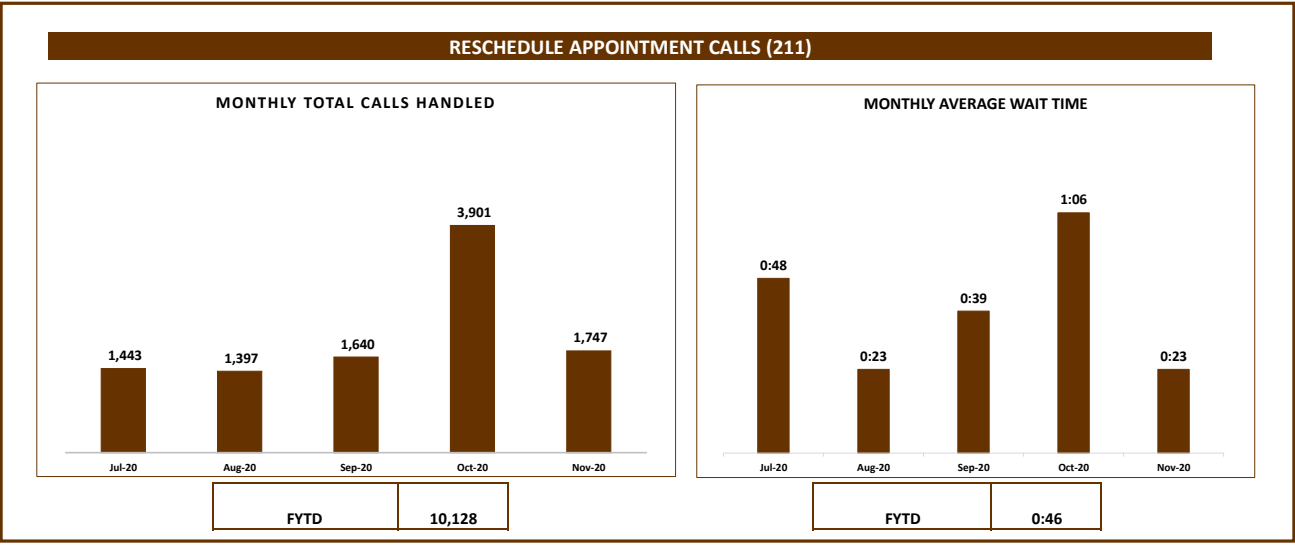
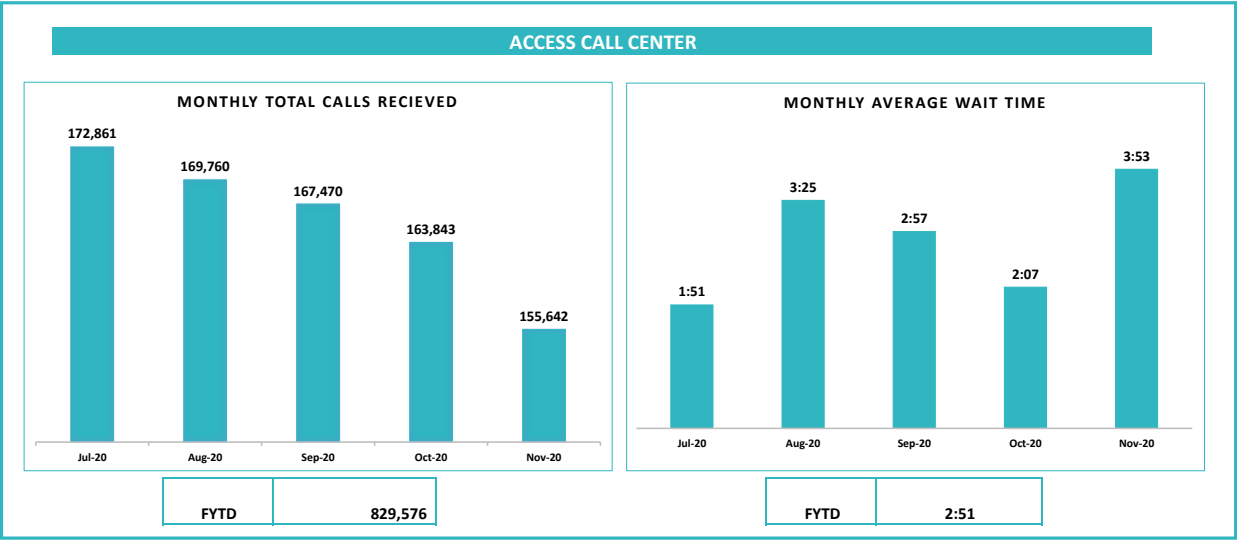
\*Average time is not available

FYTD 0.00

CASE PROCESSING PERFORMANCE (CALWIN)



ACCESS CALL CENTER



## CalFresh Applications for SSI Recipients Received and Approved FY 20/21

COSD	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20
CF Apps Received	1,255	1,234	1,156	1,146	954
CF Apps Approved	810	723	686	701	516
Total CF SSI Cases	30,935	31,966	32,977	33,768	33,977

Report Date 12/04/2020



## CURRENT MODIFIED OPERATIONS

Family Resource Center lobbies remain physically closed to promote social distancing and ensure the health and safety of our community and staff

Services are still available at Family Resource Center locations – we continue to serve over 30,000 customers monthly





# LIVE WELL SAN DIEGO

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*MOBILE OFFICE*





# WELCOME TO SAN DIEGO!



# DISASTER RESPONSE 2020



## NORTHEAST FAMILY RESOURCE CENTER PILOT





## MOBILE OFFICE

The new Live Well Mobile Office has been deployed across the community to assist with various efforts including:

- COVID-19 Public Health Response
- Valley Fire Local Assistance Center
- CalFresh Outreach
- Northeast Family Resource Center Pilot



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

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*Rick Wanne, Director, Eligibility Operations*



# ELIGIBILITY OPERATIONS



## TELEWORK PERFORMANCE SUMMARY NOVEMBER 2020

### Staff Telework

- Feb 2020 – 30
- Nov 2020 – 1,502
  - Permanent Telework – 1,087

### Daily Attendance

- Feb 2020 – 85% of Staff Attendance
- Nov 2020 – 89% of Staff Attendance
- 4% Improvement in attendance

### Access Call Center

- Feb 2020 – 140,000
- Nov 2020 – 159,762
- 14% increase in calls received

### Access Average Speed of Answer

- Feb 2020 – 8 Minutes
- Nov 2020 – 4 Minutes
- 50% improvement in Average Speed of Answer

### Access Calls Abandoned

- Feb 2020 – 13,430
- Nov 2020 – 6,208
- 43% Decrease in Abandoned Calls

### Applications Received

- Feb 2020 – 30,310
- Nov 2020 – 31,572
- Total Apps Feb – Nov: 338,625

### Applications Processed

- Feb 2020 – 43,000
- Nov 2020 – 38,571
- All applications processed timely

### Increase in Total Recipients

- Feb 2020 – Nov 2020 : 152,818
- 15% increase in total recipients

### Benefits Issued Feb 2020 – Nov 2020:

- All Programs: \$668,880,753
- CalFresh: \$536,350,888
- Performance
  - CalFresh Accuracy Rate – 94%
- Customer Service Satisfaction Rate : 87%



# UPDATES ON NEW BOARD OF SUPERVISOR MEMBERS

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