

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

3851 Rosecrans Street, San Diego, CA

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**SSAB Meeting Minutes**

February 14, 2013

**Members Present**

Bob Brandenburg  
Philip Thalheimer  
Sandy Pugliese  
Rev. John Hughes  
Linda Blair Forth

**Members Absent**

Charles L. Borra  
Donald Stump  
Jennifer Tinsley  
Bruce M. Abrams

**Staff Present**

Rick Wanne, Deputy Director Eligibility Operations  
Charline Khoury, HHSA  
Jeannie Hufford, HHSA  
Anabel Poole, HHSA  
Craig Sturak, HHSA  
Marie Brown Mercadel, HHSA  
Suzette St. Pierre, HHSA  
Terra Wallace, HHSA  
Deanna Zotalis-Ferreira, HHSA

**Guests**

Claire Oksayan, Marjorie Larson, Daniela Solano, Elizabeth Hall,  
Liz Metzler, Jennifer Seneor, Lindsey Wade, Nancy Witt, Jennifer  
Tracy, Angela Diaz de Leon, Hilda Chan, Ilene Davis, Derek Staats,  
Liz Landa, Daniel Benson, Hannah Gravette,  
Amanda Schultz, Mary Alcock, Bill Oswald

1. Chairman Philip Thalheimer called the meeting to order at 9:35 a.m.
2. The January 10, 2013 minutes were unanimously approved.
3. Public Comments on Items not listed on the Agenda:
  - Bill Oswald representing SPIN and Caring Council stated that he was pleased with the Pilot on case management. He discussed that a good case manager and human contact is essential. SPIN and the Caring Council are excited that this is now happening. However, customers have case managers until they receive their benefits, he asked what happens after that? Do they go back into the task based system? He argued strongly the need for a case manager's help is essential all the way through. He stated that in the reports he has heard, the impact has been on false positives. He stated that they are more concerned with false negatives and would like to see how this is impacting the negative error rate. He requested that HHSA report, ideally, monthly on the negative error rate.
  - Marjorie Larson, representing the League of Women voters and SPIN expressed that she is anxiously awaiting the status of the 69 Recommendations. She requested that Caring Council and other members of the workgroup get an advanced copy of the status prior to the meeting where the presentation will take place.
  - Elizabeth Metzler representing the San Diego Food Bank, explained that she assists with CalFresh outreach for the San Diego Food Bank and helps individuals to sign up for self-sufficiency programs. She commended the close working relationships with the FRC liaisons and stated that the relationship is really working. She discussed that there are some areas where they would like to make the process easier for clients across all FRCs. She requested to see consistency through all FRCs of what is being requested, specifically

IDs and proof of income, and giving the client options when documents need to be provided. Their goal is to best help clients understand what forms are mandatory, can be easily understood and what is available for immigrants. She is hoping to clarify these to streamline the process, make it easier for customers and continue to remove barriers.

- Amanda Schultz representing the San Diego Hunger Coalition (SDHC), stated that the coalition is grateful for the opportunity to touch base on specific cases and case reports. Recently, the SDHC started working closely with HHSA and created a system to elevate cases to a higher administrative level to determine step by step what has occurred and what is going on in certain cases and to identify systemic issues. Ms. Schultz stated that there is still work to do, but she is really excited about the partnership between SDHC and HHSA and the opportunity to strengthen the eligibility process.

**PRESENTATIONS/DISCUSSION ITEMS:**

4. **Information Item:** HHSA Eligibility Operations Review Team Update: Rick Wanne, Director, Eligibility Operations, Health & Human Services Agency (HHSA). Mr. Wanne provided the following updates:
  - Eligibility Stakeholders Forum – The meeting was very well attended and discussion included updates on CalWORKS/Welfare to Work/Child Care Stage 1 which will be presented in the next information item, issues around the 24 - Month Clock which will be referenced in the presentation as well as some of the ongoing requirements to update program material as the state continues to refine that program and Cal Fresh updates including ACCESS call center Community Based Organization (CBO) PIN access line that will be due out mid to late March. CBOs will be provided a number and a PIN in order to contact the ACCESS call center to retain information about the various programs and status.
  - Quality Control (QC) Process - Received good feedback and comments as they pertain to Employment Services Case Management providers. This will be incorporated into the Quality Control process.
  - Handouts Provided
    - My Benefits CalWIN Web Portal – New release was pushed on 1/28/2013, the handout provides new features and future enhancements to be released this calendar year
    - Eligibility By The Numbers – This includes the monthly update of participants, processing and ACCESS call center timelines and statistics.
5. **Information Item:** Update Presentation: CalWORKs/Welfare to Work/Child Care Stage 1: Charline Khoury and Terra Wallace, Eligibility Operations, Health and Human Services Agency (HHSA) Ms. Khoury and Ms. Wallace provided an update on the definitions of each program, requirements, services and benefits for customers receiving aid of CalWORKs/Welfare to Work and Child Care Stage 1. The update included a breakdown of specific requirements by program, demographics of participants, supportive services available, average aid and range of benefits as well as the trend in applications from January 2008 through December 2012.

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

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The meeting was adjourned at 10:09 a.m.

The next regular meeting will be held on March 14, 2013 at Health Services Complex, 3851 Rosecrans Street, San Diego, 92111 in San Diego Room from 9:30 a.m. to 11:30 a.m.

**The SSAB Minutes were written and submitted by Jessica Francis.**