

**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/96250821950>

**February 8, 2023
9:30 a.m. to 11:30 a.m.**

AGENDA

- | | |
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| 9:30 - 9:31 | 1. Call to Order |
| 9:31 - 9:33 | 2. Action Item: Approval of January 19, 2023 Meeting Minutes |

PUBLIC COMMENTS

- | | |
|-------------|---|
| 9:33 - 9:43 | 3. <u>Guidelines for Public Comment on Items not listed on the agenda:</u> <ul style="list-style-type: none">➤ 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 |
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PRESENTATIONS/DISCUSSION ITEMS

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| 9:43 – 10:23 | 4. Action Item: SSAB 2023 Priorities and Strategic Goals: All SSAB Members |
| 10:23 – 10:25 | 5. Action Item: Letter of Commendation from the SSAB to Board of Supervisors Regarding Self-Sufficiency Services Over the Last 10 Years: Vino Pajanor, Chair, Social Services Advisory Board and Jan Spencley, Vice Chair, Social Services Advisory Board |
| 10:25 – 11:10 | 6. Information Item: Update on Local Response to COVID19 Emergency for all Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data, PHE Lift: Assmaa Elayyat, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA) |
| 11:10 – 11:30 | 7. Presentation Item: EBT Theft: Skimming and Scamming Overview: Adriana Ramirez, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA) |

ADJOURNMENT/ NEXT MEETING

Next regular meeting will be held on March 8, 2023 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

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

**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**

**SSAB Meeting Minutes
January 19, 2023**

Members Present

Jan Spencley
Robin Maxson
Phil Thalheimer
Keara O'Laughlin
Buck Martin
Vino Pajanor

Members Absent

Carol Lewis
Greg Anglea
Anahid Brakke
Rachel Morineau

Staff Present

Rick Wanne, Director Self-Sufficiency Services
Albert Banuelos, HHSA
Adriana Ramirez, HHSA
Allison Boyer, HHSA
Jeannie Hufford, HHSA
Michael Schmidt, HHSA
Eric Rubio, HHSA
Albert Garcia, HHSA
Yenissa Salgado, HHSA
Sonia Guaderrama, HHSA
Anita Rodgers, HHSA
Kelly Chan, HHSA
Ismael Lopez, HHSA
Maribel Gallegos, HHSA
Patty Baker, HHSA
David Hopkins, HHSA
Claudia Gurrola, HHSA
Christopher Kaeg, HHSA
Joshua Bohannon, Board/Supervisors District 4

Guests

Shelly Dieu, San Diego Hunger Coalition
Lindsey Wade, Hospital Association of San Diego
Luis Monteagudo, 2-1-1 San Diego
Karla Samayoa, 2-1-1 San Diego
Nathan Wollman, SEIU
Cierra Gant, SEIU

1. Meeting called to order via Zoom at 9:40 by Vice-Chair, Vino Pajanor.
2. The November 9, 2022 Meeting Minutes were approved, with all Board Members present voting yes.
3. Public Comments:
 - No public comment
4. Action Item: Nomination and Selection of the 2023 SSAB Chair and Vice-Chair. Vino Pajanor was elected as 2023 Chair (6 yes, 0 no, 0 abstain). Jan Spencley was elected as 2023 Vice Chair (6 yes, 0 no, 0 abstain) against 1st candidate nomination Phil Thalheimer.

5. Information Item: Update on Local Response to COVID19 Emergency for all Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Adriana Ramirez, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Ramirez provided updates on CalFresh, Medi-Cal, CalWORKs and General Relief flexibilities, waiver expirations and extensions. She also provided CalFresh Failure to Provide Denial data and shared a memo sent by Assmaa Elayyat, Chief, to all Self-Sufficiency Services Staff regarding the Public Charge Final Rule.
6. Discussion Item: SSAB 2023 Priorities and Strategic Goals: All SSAB Members. The SSAB Members collectively decided for the County to draft recommendations for the SSAB 2023 Priorities and Strategic Goals, to be presented at the next meeting on February 8, 2023. A public comment was made for this agenda item by Nathan Wollman of SEIU, stating his concern of the monitoring of progress on the implementation of the Enrollment Task Force (ETF) Recommendations.

ADJOURNMENT/SET NEXT MEETING:

The meeting was adjourned at 10:35 a.m. Next regular meeting will be held on February 8, 2023.



ITEM# 4 SSAB 2023 PRIORITIES AND STRATEGIC GOALS

ALL SSAB MEMBERS



Social Services Advisory Board (SSAB) – Self-Sufficiency Services 2023 Proposed Priorities and Strategic Goals (30)

1. Complete implementation and maintain performance with the 24 unique Enrollment Task Force (ETF) recommendations.
2. Legislative Advocacy: advocate to eliminate State and Federal rules, regulations, and laws that create barriers to accessing Self-Sufficiency programs. Seek all opportunities to extend and continue COVID related flexibilities for enrollment and participation in programs. Legislative advocacy topics include, the elimination of semi-annual reporting, simplified college student exemptions for CalFresh, the interview requirement for intake and annual renewal for CalFresh and CalWORKs, maintaining telephonic and verbal signature flexibilities for all programs, and continue to increase outreach activities for all programs to hard-to-reach populations. Seek SSAB support for active Legislative Bills introduced in 2023.
3. Plan to successfully outreach and educate all Medi-Cal and CalFresh participants regarding the unwinding of the Public Health Emergency (PHE). Including, the restarting of Medi-Cal renewals and the discontinuing of the additional CalFresh emergency allotments.
4. Successfully implement the transition of the new Statewide data system, CalSAWS. Ensure no benefit disruption to recipients and provide the necessary training and support to all Self-Sufficiency staff and Community Based Organizations (CBOs).
5. EBT Theft: continue to advocate for State and Federal legislative change to correct the nationwide EBT theft problem. Provide ongoing education and support to all impacted recipients and maintain ongoing public awareness campaign on EBT theft prevention.
6. Maintain continuous recruitment, hiring, training, and retention of Self-Sufficiency staff in order to provide ongoing excellent customer service.



County of San Diego

NICK MACCHIONE, FACHE
AGENCY DIRECTOR

HEALTH AND HUMAN SERVICES AGENCY
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SAN DIEGO, CA 92101-2417
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PATTY KAY DANON
CHIEF OPERATIONS OFFICER

January 27, 2023

TO: Supervisor Nora Vargas, Chairwoman
Supervisor Terra Lawson-Remer, Vice-Chair
Supervisor Joel Anderson
Supervisor Nathan Fletcher
Supervisor Jim Desmond

FROM: Nick Macchione, Agency Director
Health and Human Services Agency

THIRD QUARTERLY UPDATE ON THE SOCIAL SERVICES ADVISORY BOARD (SSAB) AD HOC ENROLLMENT TASK FORCE (TASK FORCE) TO INCREASE ACCESS AND ENROLLMENT IN COUNTY SELF-SUFFICIENCY PROGRAMS TO SERVE EVERY COMMUNITY MEMBER IN NEED WITHOUT BARRIERS TO ENTRY

On April 6, 2021 (10), the San Diego County Board of Supervisors (Board) requested that the Social Services Advisory Board (SSAB) establish a temporary ad-hoc subcommittee called the Outreach, Accessibility, and Enrollment Ad-Hoc Task Force (Task Force). The Task Force was supported by a County of San Diego (County) contracted consultant and together they conducted a comprehensive review of enrollment barriers and developed plans to overcome these barriers for the County self-sufficiency programs. In addition, the Board requested the following:

- For the Task Force to obtain the input of local experts and advocates with knowledge of health and human services in outreach, analyzing, and increasing enrollment in self-sufficiency programs in California;
- For SSAB to provide a monthly status report to the Board describing the Task Force's progress; and
- For SSAB to report the Task Force's initial findings and final recommendations to the Board, the final recommendations were accepted by the Board at the March 15, 2022 (15) Board of Supervisors meeting.

On March 15, 2022 (19), the Board accepted the final recommendations and directed the Chief Administrative Officer to provide quarterly reports on the progress of implementing the recommendations made by the SSAB Task Force, as well as those made by the County's consultant to the SSAB Task Force.

This memo serves as the third quarterly update. All updates since the previous Board Memos dated July 11, 2022 and October 12, 2022 are presented in the grid in italics.

The final findings and recommendations of the Task Force will enable the County to better understand the root causes of under-enrollment in its assistance programs, to develop new strategies that target San Diego County residents in all communities, and ensure qualifying individuals and families are able to easily access available services and benefits regardless of their race, ethnicity, national origin, religion, gender identity, and/or sexual orientation. To address this, the County developed the following implementation plan to incorporate all the final recommendations. The County-contracted consultant developed recommendations that were refined and prioritized by the SSAB Task Force resulting in 24 recommendations. The table that follows presents the recommendations in order of priority along with action plans, measurement of success, and the expected completion dates:

ITEM	SSAB/TASK FORCE RECOMMENDATIONS	ACTION PLANS	MEASUREMENT OF SUCCESS	EXPECTED DATE OF COMPLETION
1	Establish County and Community Based Organization (CBO) initiative to reduce denied applications – with an emphasis on denials related to failure to provide verification. The initiative should include the following activities, as well as any other priorities identified by the County and CBOs during planning and implementation.	<ul style="list-style-type: none"> When waivers expire, consider expanding focus to include denials due to failure to interview. Create additional two-way communication channels (text, chat, and video conferencing) so customers can easily ask follow-up questions about their case and check the status of their application. 	<ul style="list-style-type: none"> Analyze data and conduct analysis on application denials due to failure to provide verification and establish a tracking report that is produced once per month and monitored. Conduct three refresher trainings for staff on alternatives to paper for verification and create desk guides. Community forum was held on August 30, 2022, with CBOs to provide overview of CalFresh requirements and discuss failure to provide denials and discontinuances for CalFresh. <i>Feedback from the forum was discussed in more detail at the SSAB meeting held on November 9, 2022 to allow for further collaboration with community partners.</i> 	3/1/2023
2	Simplify eligibility and redetermination processes and paperwork, including a focus on cash programs (e.g., General Relief (GR), Cash Assistance Program for Immigrants (CAPI), County Medical Services (CMS), etc.).	<ul style="list-style-type: none"> Conduct a complete analysis of all GR, CAPI, and CMS program policies and procedures and State laws and regulations, identify opportunities for simplification of eligibility and redetermination. 	<ul style="list-style-type: none"> Implement one or more identified eligibility simplification for redetermination procedures for GR, CAPI, and CMS. 	2/1/2023

ITEM	SSAB/TASK FORCE RECOMMENDATIONS	ACTION PLANS	MEASUREMENT OF SUCCESS	EXPECTED DATE OF COMPLETION
3	Benchmark staff workload levels with other counties and states; consider emerging best practices; and monitor, report and balance workload ratios across Family Resource Centers (FRCs) and other County sites. Continue to monitor and increase “first contact resolution.”	<ul style="list-style-type: none"> Research and identify other California county and other State staff workload and performance levels, and best practices. 	<ul style="list-style-type: none"> Continue to produce and distribute 163 daily, weekly, and monthly tracking and monitoring reports for staff work assignments across all offices and balance workload across FRCs. Revised multiple reports to include additional data which helps staff better track work and workloads across FRCs. 	Complete
4	Increase equity of access to County Self-Sufficiency Services by (1) hiring and recruiting more bilingual staff so they are consistently accessible and (2) by improving wait times and quality of third-party translation services to better serve clients in threshold and other languages and to lessen the impact on worker performance.	<ul style="list-style-type: none"> Create tracking, monitoring, and performance reports of current baseline staff languages, and create tracking, monitoring, and performance report of County-contracted service translation and interpreter providers, in order to better serve customers in their threshold language and increase staff performance. 	<ul style="list-style-type: none"> <i>Increase the current number of bilingual Human Services Specialist (HSS) staff, currently 843 individuals which represents 54% of HSS staff overall.</i> 	Complete, and ongoing
5	Give trained CBO assisters access to private, universalized customer and case manager dashboards or databases and data sharing agreements, so CBOs can check on application status themselves and assist their customers with paperwork, appointments, and due dates. Pursue and advocate for this feature in the California Statewide Automated Welfare System (CalSAWS) platform.	<ul style="list-style-type: none"> Advocate for necessary privacy, confidentiality, and legal reforms required in order for CalSAWS to provide CBO assisters the ability to directly access customer application and case information. 	<ul style="list-style-type: none"> Successful advocacy by the County for CalSAWS to implement CBO access for assisters to directly access customer and case information. 	3/1/2023
6	With a clear statement from the County and through outreach with trusted community partners, address fears among customers living in immigrant, refugee and mixed status households	<ul style="list-style-type: none"> Identify additional opportunities to educate the public about Public Charge and accessing public assistance benefits. Advocate for local, State, and federal officials to take official actions and communications 	<ul style="list-style-type: none"> Increase by 25% the number of available resources on County Self-Sufficiency Services (SSS) Public Charge webpage. Increase by 25% the number of visits to County SSS Public Charge webpage, currently the 	Complete

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	about the use of public benefits affecting their pathways to citizenship (i.e., concerns about the Public Charge rule).	regarding Public Charge information.	<p>page averages 183 hits per month.</p> <ul style="list-style-type: none"> • SSS and the Department of Homeless Solutions and Equitable Communities are collaborating to provide outreach and awareness on Public Charge resources to customers and CB's. Self Sufficiency Services provided a Public Charge overview training to HSEC staff on August 18, 2022. • <i>In November, The California Department of Social Services (CDSS) issued guidance including additional resources on Public Charge that was shared with County staff and added to the SSS Public Charge webpage.</i> 	
7	Assess and adjust the training model to ensure HSS' are empowered and equipped to provide excellent customer service. Include intermittent on-the-job training between program trainings to give trainees experience in an FRC earlier. Create desk guides for difficult forms HHSA cannot fix with examples of completed forms.	<ul style="list-style-type: none"> • Review and assess all current training and desk guide materials and identify and eliminate obsolete information, and institute any required new material, and review on a regular basis. 	<ul style="list-style-type: none"> • Implement immediate on the job training for new staff hired to provide experience in FRC's and call center as soon as possible. • <i>A total of 974 Human Services Specialist staff hired since 2020 who are assigned to their respective FRC or call center location upon hire.</i> • <i>A total of 26,651 trainings were completed by SSS staff between the months of July to December, 2022.</i> 	Complete, <i>and ongoing</i>
8	Expand availability of County application assistance by increasing out-stationed eligibility workers in high-impact locations.	<ul style="list-style-type: none"> • Identify, seek, and invite additional out-stationed opportunities for HSS' from CBOs. • Continue to measure success of out-stationed staff by tracking number of persons contacted and number of applications received and submitted through out-stationed sites. 	<ul style="list-style-type: none"> • Assess and identify the number of out-stationed HSS' currently throughout the County including tracking pre- and post-outstation statistics. Out-stationed HSS' are placed onsite within the community and work closely with CBO's. Currently, a total of 73 out-stationed staff support 79 locations across the 	Complete

ITEM	SSAB/TASK FORCE RECOMMENDATIONS	ACTION PLANS	MEASUREMENT OF SUCCESS	EXPECTED DATE OF COMPLETION
			county. A total of 182,838 CBO applications were received and processed in Fiscal Year (FY) 2021-22 and a total of 98,192 applications have been received and processed through December in FY 2022-23.	
9	Review the compensation study for eligibility staff to make sure pay is commensurate with neighboring counties and the County of San Diego's cost of living.		<ul style="list-style-type: none"> The County and Service Employees International Union (SEIU) 221 have agreed upon a 3-year contract including wage, benefit, and equity cost of living adjustment increases. 	Complete
10	The study team and SSAB encourage HHSA and the County Board of Supervisors to embrace the County's deserved leadership role by advocating for meaningful program improvements at the State and Federal level that will enable local systems improvements. In particular, HHSA should advocate for continuing with the positive changes in service delivery created by the pandemic (e.g., eliminating interviews).	<ul style="list-style-type: none"> Work with County (County Office of Strategy and Intergovernmental Affairs (OSIA)), State and federal legislative advocates, lobbyists, statewide organizations (County Welfare Directors Association) and policymakers to maintain and advance the benefits of COVID-19 related business process waivers and rules related to eligibility. 	<ul style="list-style-type: none"> Work with SSAB to submit four or more advocacy letters of support to continue waivers over the next year. HHSA participated in a Congressional committee hearing on July 11, 2022, to discuss CalFresh enrollment barriers for Veteran population. HHSA met with community and federal partners on July 17, 2022, to discuss CalFresh enrollment barriers for Veteran and Military populations. HHSA met with federal partners on July 18, 2022 & July 19, 2022, and provided an overview of operations and processes, HHSA also advocated with federal partners the need to further simplify program requirements and continue permanently the various CalFresh (SNAP) COVID-19 related waivers in place including the interview waiver. 	5/1/2023, and ongoing

11	Leverage and expand partnerships with CBOs that serve prioritized subgroups and are trusted messengers in those communities.	<ul style="list-style-type: none"> • Partner with the County Health and Human Services Agency, Department of Homeless Solutions and Equitable Communities (HSEC), to facilitate access and ease of enrollment into all programs and identify future opportunities for collaboration. 	<ul style="list-style-type: none"> • Increase number of customers assisted in partnership with HSEC with a focus on homeless and disadvantaged subgroups. • <i>Digital outreach flyers posted for community partners on HHSA website, including flyer translations. Printed flyers also arrived that were provided to community members in FY 2022-23.</i> • <i>To date, a total of 98,192 application referrals from CBO's were received by HHSA in FY 2022-23.</i> • <i>SSS Services participated in over 1,800 community partner events and collaborations including enrollment assistance, Live Well Mobile Office onsite partnerships, presentations, and material sharing in FY 2022-23.</i> 	3/1/2023
12	Create digestible fact sheets and ensure availability in multiple languages.	<ul style="list-style-type: none"> • Seek trusted CBOs to assist with reaching hard to serve customers within their respective communities. • Seek and retain community input on fact sheet content and language context. • Provide distribute and deliver fact sheets using multiple platforms including: flyers, social media, County website, text campaigns, etc. in order to maximize community distribution. 	<ul style="list-style-type: none"> • Draft six SSS fact sheets for all programs in all threshold languages. 	3/1/2023
13	Align County and CBO approaches to outreach with customer preferences.	<ul style="list-style-type: none"> • Participate in existing and newly created CBO monthly and recurring meetings, forums, and convenings to align County and CBO approaches to outreach for customers. • Implement strategies and recommendations from community meetings and convenings to maximize reducing barriers to enrollment. 	<ul style="list-style-type: none"> • Participate in at least twelve County and CBO collaboration meetings over the next year. 	3/1/2023

14	Conduct cross-program outreach using electronic communication channels.	<ul style="list-style-type: none"> Identify outreach, promotional, educational, and enrollment opportunities across all programs. Combine specific program outreach and educational materials in order to deliver multi-program messaging for enrollment. 	<ul style="list-style-type: none"> Utilize, provide, distribute, and deliver information using multiple platforms including flyers, social media, County website, text campaigns, etc. in order to maximize community distribution. During FY 2021-22, a total of 154,652 automated calls and 2,244,778 texts were sent to customers. The goal is to increase this number by 10%. <i>During FY 2022-23 through December, 73,364 automated calls and 1.1 million texts were sent to customers.</i> Digital outreach flyers posted for community partners on HHSA website, including flyer translations. 	12/1/2022
15	Leverage and expand mobile outreach unit and inter-disciplinary street outreach teams that include HHSA, CBOs, and other agencies.	<ul style="list-style-type: none"> Partner and plan continuous interdisciplinary outreach and enrollment opportunities with the County HHSA HSEC. Identify new opportunities with CBOs to reach those hardest to serve, including persons experiencing homelessness. 	<ul style="list-style-type: none"> Create a tracking and monitoring monthly dashboard report to measure impact. 	Complete
16	Streamline phone applications by replicating 211's abbreviated rights and responsibilities approach.	<ul style="list-style-type: none"> Abbreviated rights & responsibilities by the County not allowable under State/federal regulations, 211 is a contractor and is able to use this method because a telephonic signature is captured, but full Rights & Responsibilities must be provided by the County. The County will identify opportunities to streamline CBO application submission best practices. 	<ul style="list-style-type: none"> Additional research to be conducted to identify measurement of success, if feasible. 	Pending, contingent upon research findings
17	Continue the positive trend related to program churn in CalWORKs, CalFresh, and Medi-Cal.	<ul style="list-style-type: none"> Continue to monitor monthly churn data report for all programs. Identify any positive trends and opportunities to reduce churn, in order to maintain continuous enrollment. 	<ul style="list-style-type: none"> Reduce overall 90-day churn re-application rate to 30%. 	Complete, and ongoing

18	Create an HHSA welcome packet with all of the information customers need to successfully continue their benefits.	<ul style="list-style-type: none"> • Work with CBOs and <i>Live Well San Diego</i> partners to gather input on a benefits enrollment welcome packet. • Partner with the County HHSA HSEC to facilitate access and ease of enrollment into all programs. 	<ul style="list-style-type: none"> • Finalize and implement welcome packet. 	3/1/2023
19	Leverage best practices using behavioral economics principles for renewal reminders like HHSA's text reminders and robocalls.	<ul style="list-style-type: none"> • Analyze, review, and identify opportunities for improvement to existing Self-Sufficiency Services text and robocall messages. • Work with CBOs and other community partners to identify new opportunities for text and robocall messaging in order to support continuous program eligibility. 	<ul style="list-style-type: none"> • Increase number of automated call and text messages by 10%. During the 2021-22 FY, 154,652 automated calls and 2,244,778 texts were sent to customers. • <i>To date, a total of 73,364 automated calls and 1.1 million texts were sent to customers in FY 2022-23.</i> 	3/1/2023
20	Explore new ways to motivate staff and create incentives for high performers.	<ul style="list-style-type: none"> • Continue focusing on opportunities to identify and uplift exceptional customer service delivery by staff. • Continue Self-Sufficiency Services leadership initiative including management mentor program, leadership book club, leadership training opportunities, etc. 	<ul style="list-style-type: none"> • The County and Service Employees International Union (SEIU) 221 have agreed upon a 3-year contract including wage, benefit, and equity cost of living adjustment increases. • Continue utilizing San Diego County employee recognition program for monetary reward and time off. 	Complete, and ongoing
21	HHSA should continue collaboration and building trust with community partners through a lens of equity and inclusion.	<ul style="list-style-type: none"> • Work with County Office of Equity and Racial Justice to identify strategies to engage with community, customers, staff, and partners through a lens of equity and inclusion. 	<ul style="list-style-type: none"> • Identifying 5 new entities to engage with who help underserved communities. 	3/1/2023
22	HHSA should begin involving customers as advisors when improving the system.	<ul style="list-style-type: none"> • Continue to utilize customer satisfaction survey data to improve system performance. • Seek input from customers, CBOs, and community partners on policy and procedure changes when appropriate on an ongoing basis. 	<ul style="list-style-type: none"> • Increase number of surveys returned by 10%. During the 2021-22 FY 10,218 surveys were submitted. • <i>A total of 2,212 surveys with an overall customer satisfaction rate of 91% have been submitted so far during FY 2022-23.</i> 	1/1/2023

23	HHSA would benefit from procuring organizational development support to help leadership promote the culture and procedural changes throughout the organization.	<ul style="list-style-type: none"> • Work with County Department of Human Resources and HHSA Training and Development Department to increase organizational development and leadership development for staff. • Continue to utilize and enhance organizational and leadership development services from the University of California Davis to support and promote continued positive cultural change throughout the organization. 	<ul style="list-style-type: none"> • Identify and implement at least 1 organizational leadership level training to help support and promote organizational changes. • <i>Management Development Program (MDP) through the University of California San Diego is currently being utilized by SSS for leadership and senior management staff.</i> 	<i>Complete, and ongoing</i>
24	Pursue with California Department of Social Services (CDSS) a demonstration of a simplified universal application paper packet that uses plain talk in multiple languages, gives applicants a clear explanation of what to expect in the process, and is supported by a mobile-friendly online application with easy-to-understand instructions.	<ul style="list-style-type: none"> • Work with County OSIA, State and Federal legislative advocates, lobbyists, statewide organizations (County Welfare Directors Association) and policymakers to pursue a demonstration pilot of a simplified universal application. • Communicate directly with CDSS leadership on creating an opportunity for a demonstration of a simplified application in multiple languages and supported by mobile friendly application with easy-to-understand instructions. • Advocate and request CalSAWS to identify any and all opportunities for a simplified application in multiple languages that is mobile friendly and easy to understand. 	<ul style="list-style-type: none"> • Identify and submit advocacy request for simplified universal application to CDSS. • Implement changes if approved. 	3/1/2023

For any questions, please contact: Rick Wanne, Director, Self-Sufficiency Services via phone at (858) 229-5273 or via email at Richard.Wanne@sdcounty.ca.gov.

Sincerely,



NICK MACCHIONE, Agency Director
Health and Human Services Agency

c: Helen N. Robbins-Meyer, Chief Administrative Officer

ITEM	SSAB/TASK FORCE RECOMMENDATIONS	ACTION PLANS	MEASUREMENTS OF SUCCESS	EXPECTED DATE OF COMPLETION
1	Establish County and Community Based Organization (CBO) initiative to reduce denied applications – with an emphasis on denials related to failure to provide verification. The initiative should include the following activities, as well as any other priorities identified by the County and CBOs during planning and implementation.	<ul style="list-style-type: none"> •When waivers expire, consider expanding focus to include denials due to failure to interview. •Create additional two-way communication channels (text, chat and video conferencing) so customers can easily ask follow-up questions about their case and check the status of their application. •Analyze data and conduct analysis on application denials due to failure to provide and establish a tracking report that is produced once per month and monitored. •Conduct three refresher trainings for staff on alternatives to paper for verification and create desk guides. 	<ul style="list-style-type: none"> • Community forum was held on August 30, 2022 with CBOs to provide overview of CalFresh requirements and discuss failure to provide denials and discontinuances for CalFresh. • CalFresh failure to provide denial and data discussed at January 2023 SSAB meeting, new monthly report created for SSAB. • Multiple refresher trainings across all programs completed for staff. •Over 1,900 eligibility staff completed refresher trainings. 	Complete: 1/1/2023
2	Simplify eligibility and redetermination processes and paperwork, including a focus on cash programs (eg, General Relief (GR), Cash Assistance Program for Immigrants (CAPI), County Medical Services (CMS), etc.).	<ul style="list-style-type: none"> •Conduct a complete analysis of all GR, CAPI, and CMS program policies and procedures and State laws and regulations, identify opportunities for simplification of eligibility and redetermination. •Implement one or more identified eligibility simplification for redetermination procedures for GR, CAPI, and CMS. 	<ul style="list-style-type: none"> •Simplified GR work requirements for adults to better streamline the monthly process and redetermination. •Updated GR Program Guide to include several simplifications to facilitate a smoother redetermination process and eligibility, including virtual enrollment orientations. 	Complete: 2/1/2023

3	Benchmark staff workload levels with other counties and states; consider emerging best practices; and monitor, report and balance workload ratios across Family Resource Centers (FRCs) and other County sites. Continue to monitor and increase “first contact resolution.”	<ul style="list-style-type: none"> •Research and identify other California County and other State staff workload and performance levels, and best practices. 	<ul style="list-style-type: none"> •Continue to produce and distribute 163 daily, weekly, and monthly tracking and monitoring reports for staff work assignments across all offices and balance workload across FRCs. •Revised multiple reports to include additional data which helps staff better track work and workloads across FRCs. •Referred to labor union and County labor relations for follow-up. 	Complete: 11/1/2022
4	Increase equity of access to County Self-Sufficiency Services by (1) hiring and recruiting more bilingual staff so they are consistently accessible and (2) by improving wait times and quality of third-party translation services to better serve clients in threshold and other languages and to lessen the impact on worker performance.	<ul style="list-style-type: none"> •Create tracking, monitoring, and performance reports of current baseline staff languages, and create tracking, monitoring, and performance report of County contracted service translation and interpreter providers, in order to better serve customers in their threshold language and increase staff performance. 	<ul style="list-style-type: none"> •Increase the current number of bilingual Human Services Specialist (HSS) staff, currently 843 individuals which represents 54% of HSS staff overall. • 611 new HSS staff were hired since September 2021. 	Complete: 11/1/2022
5	Give trained CBO assisters access to private, universalized customer and case manager dashboards or databases and data sharing agreements, so CBOs can check on application status themselves and assist their customers with paperwork, appointments, and due dates. Pursue and advocate for this feature in the California Statewide Automated Welfare System (CalSAWS) platform.	<ul style="list-style-type: none"> •Advocate for necessary privacy, confidentiality, and legal reforms required in order for CalSAWS to provide CBO assisters the ability to directly access customer application and case information. •CalSAWS to implement CBO access for assisters to directly access customer and case information. 	<ul style="list-style-type: none"> •Number of CBO's successfully transitioned to CalSAWS new BenefitsCal platform, from MyBCW. 	3/1/2023, ongoing

6	With a clear statement from the County and through outreach with trusted community partners, address fears among customers living in immigrant, refugee and mixed status households about the use of public benefits affecting their pathways to citizenship (ie, concerns about the Public Charge rule).	<ul style="list-style-type: none"> •Identify additional opportunities to educate the public about Public Charge and accessing public assistance benefits. •Advocate for local, State, and Federal officials to take official actions and communications regarding Public Charge information. 	<ul style="list-style-type: none"> •Increased by 25% the number of available resources on County Self-Sufficiency Services Public Charge webpage. •Increased by 25% the number of visits to County Self-Sufficiency Services Public Charge webpage, currently the page averages 183 hits per month. •Self-Sufficiency Services (SSS) and the Department of Homeless Solutions and Equitable Communities (HSEC) are collaborating to provide outreach and awareness on Public Charge resources to customers and CBO's. SSS provided a Public Charge overview training to HSEC staff on August 18, 2022. • In November 2022, the California Department of Social Services issued guidance including additional resources on Public Charge that was shared with County staff and added to the SSS Public Charge webpage. 	Complete: 12/1/2022
7	Assess and adjust the training model to ensure HSS' are empowered and equipped to provide excellent customer service. Include intermittent on-the-job training between program trainings to give trainees experience in an FRC earlier. Create desk guides for difficult forms HHSA cannot fix with examples of completed forms.	<ul style="list-style-type: none"> •Review and assess all current training and desk guide materials and identify and eliminate obsolete information, and institute any required new material, and review on a regular basis. 	<ul style="list-style-type: none"> •Implemented immediate on the job training for new staff hired to provide experience in FRC's and call center as soon as possible. Hired 723 HSS staff since 2020 who are located at their respective FRC or call center location upon hire. •31,384 trainings were completed by HHSA staff for the 2022/23 Fiscal Year so far. 	Complete: 12/1/2022

8	Expand availability of County application assistance by increasing outstationed eligibility workers in high-impact locations.	<ul style="list-style-type: none">•Identify, seek, and invite additional outstationed opportunities for HSS’ from CBOs.•Continue to measure success of outstationed staff by tracking number of persons contacted and number of applications received and submitted through outstationed sites.	<ul style="list-style-type: none">•Assessed and identified the number of outstationed HSS’ currently throughout the County including tracking pre and post outstation statistics. Outstationed HSS’ are placed onsite within the community and work closely with CBO’s. Currently outstationed staff support 48 locations across the County and have received and processed a total of 115,324 applications for the 2022/23 Fiscal Year through May.•Participated in and completed over 200 community outstation outreach and enrollment assistance events, collaborations, and trainings including events with the Live Well Mobile Office so far for the new 2022/23 Fiscal Year.• Added new onsite eligibility worker at Southwestern Community College in October 2022.	Complete: 10/1/2022
9	Review the compensation study for eligibility staff to make sure pay is commensurate with neighboring counties and the County of San Diego's cost of living.		<ul style="list-style-type: none">•The County and Service Employees International Union (SEIU) 221 have agreed upon a 3-year contract including wage, benefit, and equity cost of living adjustment increases.	Complete: 7/1/2022

10	The study team and SSAB encourage HHSA and the County Board of Supervisors to embrace the County's deserved leadership role by advocating for meaningful program improvements at the State and Federal level that will enable local systems improvements. In particular, HHSA should advocate for continuing with the positive changes in service delivery created by the pandemic (e.g. eliminating interviews).	<ul style="list-style-type: none"> •Work with County (County Office of Strategy and Intergovernmental Affairs (OSIA)), State and Federal legislative advocates, lobbyists, statewide organizations (County Welfare Directors Association) and policymakers to maintain and advance the benefits of COVID-19 related business process waivers and rules related to eligibility. 	<ul style="list-style-type: none"> •Work with SSAB to submit four or more advocacy letters of support to continue waivers over the next year. •HHSA participated in a Congressional committee hearing on July 11th to discuss CalFresh enrollment barriers for Veteran population. •HHSA met with community and federal partners on July 17th to discuss CalFresh enrollment barriers for Veteran and Military populations. •HHSA met with federal partners on July 18th & 19th and provided an overview of operations and processes, HHSA also advocated with federal partners the need to further simplify program requirements and continue permanently the various CalFresh (SNAP) COVID related waivers in place including the interview waiver. 	Complete: 9/1/2022, and ongoing
11	Leverage and expand partnerships with CBOs that serve prioritized subgroups and are trusted messengers in those communities.	<ul style="list-style-type: none"> •Partner with the County Health and Human Services Agency, Department of Homeless Solutions and Equitable Communities (HSEC), to facilitate access and ease of enrollment into all programs and identify future opportunities for collaboration. 	<ul style="list-style-type: none"> •Increase number of customers assisted in partnership with HSEC with a focus on homeless and disadvantaged subgroups. •Created and published more than 20 outreach and education flyers, posted for community partners on HHSA website, including flyer translations, several orders of printed flyers also arrived that were provided to community members during the 2022/23 Fiscal Year. •115,324 application referrals from CBO's were received by HHSA so far for the 2022/23 Fiscal Year. 	3/1/2023

12	Create digestible fact sheets and ensure availability in multiple languages.	<ul style="list-style-type: none"> •Seek trusted CBOs to assist with reaching hard to serve customers within their respective communities. •Seek and retain community input on fact sheet content and language context. •Provide distribute and deliver fact sheets using multiple platforms including: flyers, social media, County website, text campaigns, etc. in order to maximize community distribution. 	<ul style="list-style-type: none"> •Six Self-Sufficiency Services fact sheets for all programs in all threshold languages were developed for different programs and topics including: Electronic Benefit Transaction (EBT) theft, How To Update Contact Information, Direct Deopsit, and Medi-Cal Expansion for seniors 50+. 	Complete: 10/1/2022
13	Align County and CBO approaches to outreach with customer preferences.	<ul style="list-style-type: none"> •Participate in existing and newly created CBO monthly and recurring meetings, forums, and convenings to align County and CBO approaches to outreach for customers. •Implement strategies and recommendations from community meetings and convenings in order to maximize reducing barriers to enrollment.. 	<ul style="list-style-type: none"> •Participated in monthly meetings held with community partners and organizations including: Hospital Association, Legal Aid, San Diegans for Health Care Coverage, San Diego Hunger Coalition, local colleges and universities (SDSU & UCSD). 	3/1/2023
14	Conduct cross-program outreach using electronic communication channels.	<ul style="list-style-type: none"> •Identify outreach, promotional, educational, and enrollment opportunities across all programs (complete). •Combine specific program outreach and educational materials in order to deliver multi-program messaging for enrollment (complete). 	<ul style="list-style-type: none"> •Utilize, provide, distribute, and deliver information using multiple platforms including flyers, social media, County website, text campaigns, etc. in order to maximize community distribution. During the 2021/2022 Fiscal Year through May, 142,495 robo calls and 647,867 texts were sent to customers. The Goal is to increase this number by 10%. In Fiscal Year 2022/2023 through January, over 1.3 million texts were sent to customers, surpassing the 10% increase. •Digital outreach flyers posted for community partners on HHSA website, including flyer translations. 	Complete: 12/1/2022

15	Leverage and expand mobile outreach unit and inter-disciplinary street outreach teams that include HHSA, CBOs, and other agencies.	<ul style="list-style-type: none"> •Partner and plan continuous interdisciplinary outreach and enrollment opportunities with the County HHSA HSEC. •Identify new opportunities with CBOs to reach those hardest to serve, including persons experiencing homelessness. 	<ul style="list-style-type: none"> •Create a tracking and monitoring monthly dashboard report to measure impact. •Implemented Live Well Mobile Office/CBO Tracking dashboard and outstation tracking dashboard for Hospital and Community Support Services. 	Complete: 5/1/2022
16	Streamline phone applications by replicating 211's abbreviated rights and responsibilities approach.	•Abbreviated rights & responsibilities by the County not allowable under State/Federal regulations, 211 is a contractor and is able to use this method because a telephonic signature is captured, but full Rights & Responsibilities must be provided by the County. The County will identify opportunities to streamline CBO application submission best practices.	•Additional research to be conducted to identify measurement of success, if feasible.	Not allowed under state or federal regulation: N/A
17	Continue the positive trend related to program churn in CalWORKs, CalFresh, and Medi-Cal.	<ul style="list-style-type: none"> •Continue to monitor monthly churn data report for all programs. •Identify any positive trends and opportunities to reduce churn, in order to maintain continuous enrollment. 	•Reduced overall 90-day churn re-application rate of 30%, for CalWORKs, CalFresh, and Medi-Cal.	Complete: 10/1/2022
18	Create an HHSA welcome packet with all of the information customers need to successfully continue their benefits.	<ul style="list-style-type: none"> •Work with CBOs and <i>Live Well San Diego</i> partners to gather input on a benefits enrollment welcome packet. •Partner with the County HHSA HSEC to facilitate access and ease of enrollment into all programs. 	•Finalized and implemented welcome packet as part of all new application packets.	Complete: 9/1/2022
19	Leverage best practices using behavioral economics principles for renewal reminders like HHSA's text reminders and robocalls.	<ul style="list-style-type: none"> •Analyze, review, and identify opportunities for improvement to existing Self-Sufficiency Services text and robocall messages. •Work with CBOs and other community partners to identify new opportunities for text and robocall messaging in order to support continuous program eligibility. 	<ul style="list-style-type: none"> •Increase number of robocall and text messages by 10%. During the 2021/2022 Fiscal Year through May, 142,495 robo calls and 647,867 texts were sent to customers. •143,305 robo calls and 1.3 million texts were sent to customers so far for the 2022/23 Fiscal Year, surpassing the 10% target. 	Complete: 2/1/2023

20	Explore new ways to motivate staff and create incentives for high performers.	<ul style="list-style-type: none"> •Continue focusing on opportunities to identify and uplift exceptional customer service delivery by staff. •Continue Self-Sufficiency Services leadership initiative including management mentor program, leadership book club, leadership training opportunities, etc. 	<ul style="list-style-type: none"> •The County and Service Employees International Union (SEIU) 221 have agreed upon a 3-year contract including wage, benefit, and equity cost of living adjustment increases. Continue utilizing San Diego County employee recognition program for monetary reward and time off. 	Complete, and ongoing
21	HHSA should continue collaboration and building trust with community partners through a lens of equity and inclusion.	<ul style="list-style-type: none"> •Work with County Office of Equity and Racial Justice to identify strategies to engage with community, customers, staff, and partners through a lens of equity and inclusion. 	<ul style="list-style-type: none"> •Identifying 5 new entities to engage with who help underserved communities. •Opened up new Immigrant Welcome Center in National City at National City LWC with partners including the Alliance for African Assistance and South Bay Community Services. •Exploring new partners to add to new South Eastern Live Well Center, exploring opportunity to add North County Welcome Center. 	3/1/2022
22	HHSA should begin involving customers as advisors when improving the system.	<ul style="list-style-type: none"> •Continue to utilize customer satisfaction survey data to improve system performance. •Seek input from customers, CBOs, and community partners on policy and procedure changes when appropriate on an ongoing basis. 	<ul style="list-style-type: none"> •Increase number of surveys returned by 10% for the 2022/2023 Fiscal Year. •During the 2021/2022 Fiscal over 9,000 surveys were received. 	1/1/2023, in progress and ongoing
23	HHSA would benefit from procuring organizational development support to help leadership promote the culture and procedural changes throughout the organization.	<ul style="list-style-type: none"> •Work with County Department of Human Resources and HHSA Training and Development Department to increase organizational development and leadership development for staff. •Continue to utilize and enhance organizational and leadership development services from the University of California Davis to support and promote continued positive cultural change throughout the organization. •Identify and implement at least 1 organizational leadership level training to help support and promote organizational changes. 	<ul style="list-style-type: none"> •HHSA began 2 new leadership classes for supervisory and management level staff with the University of California Davis starting in the 2022/23 Fiscal Year. •Began new Management Development Program cycle for mid-management level staff. •Conducted year-end Leadership team meeting for SSS in November 2022 and All-staff HHSA meetings in January (2,700 staff). 	Complete: 10/1/2022

24	Pursue with California Department of Social Services (CDSS) a demonstration of a simplified universal application paper packet that uses plain talk in multiple languages, gives applicants a clear explanation of what to expect in the process, and is supported by a mobile-friendly online application with easy-to-understand instructions.	<ul style="list-style-type: none">•Work with County OSIA, State and Federal legislative advocates, lobbyists, statewide organizations (County Welfare Directors Association) and policymakers to pursue a demonstration pilot of a simplified universal application.•Communicate directly with CDSS leadership on creating an opportunity for a demonstration of a simplified application in multiple languages and supported by mobile friendly application with easy to understand instructions.•Advocate and request CalSAWS to identify any and all opportunities for a simplified application in multiple languages that is mobile friendly and easy to understand.	<ul style="list-style-type: none">•Continue to identify and submit advocacy request for simplified universal application to CDSS and the California State Legislature.•Implement changes if approved.	Complete: 11/1/2022, and ongoing
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ITEM# 5 LETTER OF COMMENDATION FROM THE SSAB TO THE BOARD OF SUPERVISORS REGARDING SSS OVER THE LAST 10 YEARS

Vino Pajanor, Chair, SSAB
Jan Spencley, Vice Chair, SSAB





ITEM #6

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

*Assmaa Elayyat, Chief
Self-Sufficiency Services*



LIVE WELL
SAN DIEGO



PROGRAM FLEXIBILITIES & WAIVERS

Current Flexibilities & Options

- The following waivers granted by the Food and Nutrition Services (FNS) **have been extended:**
 - Initial application and recertification interviews **March 31st 2023**
 - Telephonic signature **March 31st 2023**
 - Quality control face to face interviews **September 30th, 2023**
 - 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**



ADDITIONAL UPDATES

Consolidated Appropriations Act of 2023

- **Temporary college student exemptions expiring at end of federal PHE, date TBD**
 - 30-day phase out for new applicants
 - Current recipients will be evaluated for exemptions during the recertification process
- **Emergency Allotments**
 - Approved for January, benefits will be issued February 12th
 - Expected approval for February, benefits will be issued in March
 - The Consolidated Appropriations Act of 2023 will discontinue Emergency Allotment issuances effective April 1st
 - The California Department of Social Services (CDSS) will provide a mass mailer and robocall/texting campaign to inform recipients
 - The County will also be providing communication to inform recipients including a robocall/text campaign, and website updates



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
- **Pregnancy Special Need amount increased from \$47 to \$100**
- **Pregnant applicants can now qualify for CalWORKs during any trimester**
- **Time on Aid increased from 48 to 60 months**



PROGRAM FLEXIBILITIES & WAIVERS

Consolidated Appropriations Act of 2023 Changes:

- Ending of Public Health Emergency and Continuous Eligibility Coverage requirement**
- Annual Renewals will resume in the month of April**
- The county will begin processing renewals that are due in the month of June 2023**
- Any negative or adverse actions taken will not take effect until July 1st**



ITEM # 7 EBT THEFT ELECTRONIC SKIMMING AND SCAMMING OVERVIEW

Adriana Ramirez, Deputy Director
Self-Sufficiency Services





PURPOSE

The purpose of this presentation is to provide information on theft of Electronic Benefit Transfers (EBT) and to provide available resources on EBT electronic theft prevention.



What is EBT Electronic Theft?

EBT Electronic theft occurs when **the customer has physical possession of their EBT card** and benefits are stolen electronically from their EBT account.



Types of Electronic Theft

SKIMMING

- Involves the use of electronic equipment or other electronic methods to capture a customer's EBT card information without the customer's knowledge.
- Perpetrators then create a counterfeit card and steal the recipient's benefits.
- The equipment used to capture the recipient's card information can be installed on ATMs or third-party point of sale devices.





Types of Electronic Theft

SCAMMING

- Involves deceiving or misleading a customer to unwittingly give their EBT account information which is then used to create a counterfeit card and steal the customer's benefit.
- Most scams involve text messaging that provides customers with a number to call that will lead to an automated answering machine requesting the customer to enter their account number and personal identification number (PIN).





Typical skimming or scamming practices include, but are not limited to:

- Withdrawal transactions that usually occur in the beginning of the month between the hours of midnight to early morning.
- Numerous automated phone calls to the State EBT line made prior to the transaction to check the balance on the card before the benefits are stolen



What actions do customers need to do?

Customers must report the theft to the County **within 10** days for CalWORKs and CalFresh benefit theft and submit the benefits replacement request form (EBT 2259).



County staff may assist customers in completing the required forms.

The forms can be completed and signed telephonically by calling the Access Customer Service Center at (866) 262-9881.





REMINDER to customers

The county or state will **NEVER** ask any customer to share their EBT card number and PIN.

For more information, visit the [EBT Card webpage](#)

[New EBT Fraud page](#)

Scan the QR code for a quick video providing information on identity theft, EBT fraud, and skimming devices





REMINDER to customers

To help prevent EBT electronic theft customers are frequently reminded to:

- Keep their PIN secret. Do not write down their PIN or use their PIN when others are watching.
- Check their EBT account regularly for authorized charges.
- Check card reading machines to make sure there's nothing suspicious overlayed or attached to the card swiper.
- Utilize Direct Deposit for cash aid



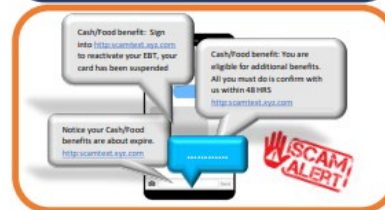
Protecting your Electronic Benefit Transfer (EBT) Card

Never share personal information with unknown individuals and/or organizations. Personal information includes:

- Social Security Number
- Bank information
- EBT card number
- EBT card Personal Identification Number (PIN)



***Scan QR code for more information on identity theft, EBT fraud, and skimming devices.**



Tips for Protecting your PIN:

- Don't write down your PIN
- Your PIN is to be kept secret
- Don't use your PIN when others are watching
- Delete text messages requesting your PIN and/or card number

The County of San Diego will **NEVER** ask you to share your card number or PIN.

CalFresh

CalWORKs

The Text Call and Other Scam Alert flyer was updated and is included in all CalFresh and CalWORKs application and renewal packets.

This flyer is also available at the [CalFresh](#) and [CalWORKs webpage](#).



BENEFITS OF DIRECT DEPOSIT

All it takes is one form to start getting direct deposit!

You can choose to get your CalWORKs benefits by direct deposit. Many banks offer free accounts if you sign up for direct deposit. Tell your county worker and they will give you the form to complete.

Selecting direct deposit will protect your benefits and assist in stopping EBT fraud such as skimming or scams.



DIRECT DEPOSIT IS
CONFIDENTIAL

YOU CAN HAVE A
BANK ACCOUNT

YOU CAN ENROLL
OR STOP THE
DIRECT DEPOSIT
ANY TIME

YOU CAN ACCESS
YOUR BENEFITS ON
TIME EVERY MONTH

PROTECT YOUR
BENEFITS AND
PREVENT EBT
FRAUD

DID YOU KNOW?

Social Security Administration has been using direct deposit since 1977 and has never lost a payment. 77% of people who receive Social Security benefits have direct deposit.

The Direct Deposit flyer and is included in all CalWORKs application and renewal packets.

Customers may receive their CalWORKs benefits by direct deposit into their bank account to avoid having to use their EBT Card.

This flyer is also available in [CalWORKs webpage](#).



QUESTIONS

Contact Information:

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Self-Sufficiency Services
County of San Diego, HHSA
Email: Adriana.Ramirez@sdcounty.ca.gov





MONTHLY UPDATES



ELIGIBILITY SERVICES BY THE NUMBERS...

February 2023 (Data Month: January 2023)

PARTICIPANTS

- **CalFresh:** 373,012 recipients, up 5.69% from last year.
 - 127,098 child recipients (0-18), up 3.91% from last year.
 - 84,872 senior recipients (60+), up 17.69% from last year.
- **CalWORKs:** 45,813 recipients, up 14.85% from last year.
 - 32,350 child recipients (0-18), up 6.09% from last year.
 - Welfare-to-Work: 13,131 participants, up 45.21% from last year.
- **CMS:** 8 CMS recipients, down 20.00% from last year.
- **General Relief:** 3,903 recipients, up 5.34% from last year.
- **Medi-Cal:** 1,022,589 recipients, up 8.31% from last year.
 - 333,363 child recipients (0-18), up 3.35% from last year.
 - 14,805 Medi-Cal Expansion Over 50 Years.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (January 2022–January 2023)
			Previous Month	Previous Year	
CalFresh	217,211	373,012	-0.04%	5.69%	514,536
CalWORKs	15,570	45,813	0.10%	14.85%	62,076
CMS	8	8	14.29%	-20.00%	60
General Relief	3,893	3,903	2.52%	5.34%	11,638
Medi-Cal	556,620	1,022,589	0.92%	8.31%	1,058,614
Total	793,302	1,445,325	0.65%	7.81%	1,166,217**

*Recipients include 376,728 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	January 2023	FYTD
CalFresh	20,795	136,592
CalWORKs	2,202	15,535
CMS	37	220
General Relief	2,669	16,794
Medi-Cal	11,475	76,811
Total	37,178	245,952

Renewals Generated		
Program	January 2023	FYTD
CalFresh	8,784	71,734
CalWORKs	1,116	10,093
CMS	1	31
General Relief	137	906
Medi-Cal	42,675	314,552
Total	52,713	397,316

Periodic Reports Generated		
Program	January 2023	FYTD
CalFresh	14,449	89,964
CalWORKs	1,062	6,346
General Relief	2	14
Medi-Cal	30	157
Total	15,543	96,481

Documents Imaged	
January 2023	FYTD
440,988	2,998,322

Tasks Created	
January 2023	FYTD
412,010	2,792,070

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	January 2022	January 2023	Change	FYTD
Total Calls	162,642	191,993	29,351	1,207,811
Abandoned	3,923	6,545	2,622	30,907
Average Wait Time	1:52	2:57	1:05	2:05

Community Based Organization (CBO)				
Month	January 2022	January 2023	Change	FYTD
Total Calls	4,545	4,782	237	33,120
Abandoned	47	143	96	1,591
Average Wait Time	1:16	3:06	1:50	4:19

Emails Received	
January 2023	FYTD
2,300	25,440

FAMILY RESOURCE CENTER VISITS

Month	January 2022	January 2023	Change	FYTD
Total Tickets Issued	28,977	35,490	18%	246,130
Average Wait Time (min.)	(*)	(*)	N/A	

* Due to COVID-19 Waivers, Avg time is not available for January 2023

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

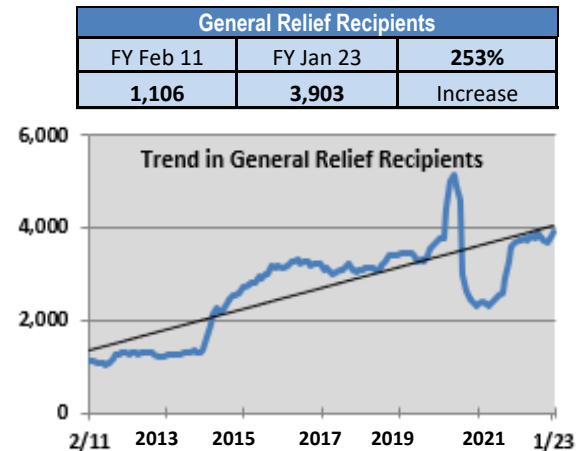
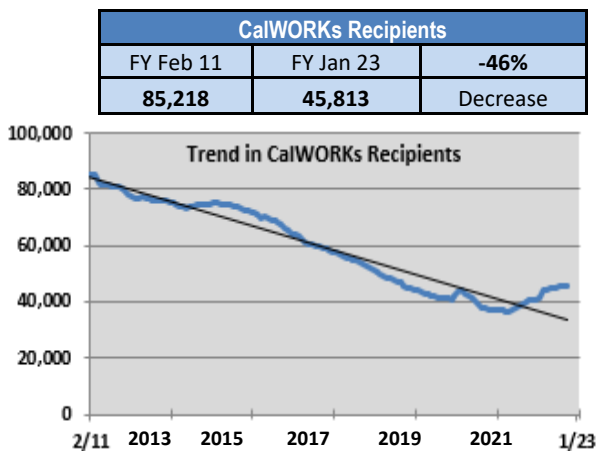
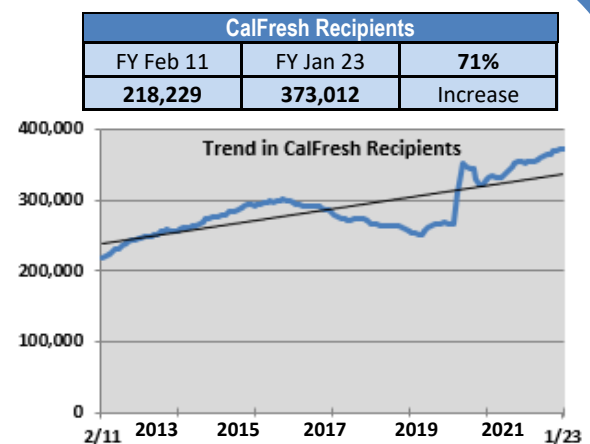
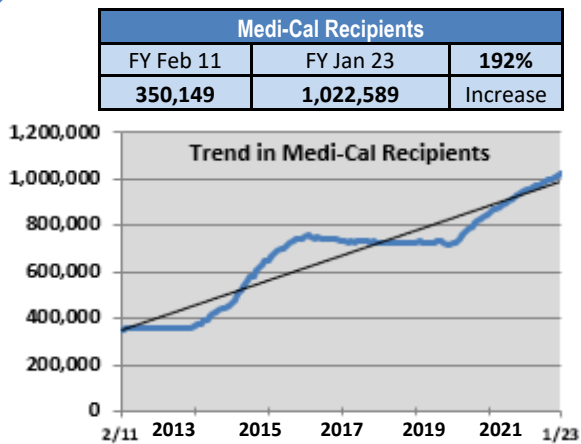
- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 18 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 91.54%
- Annual Renewal Timeliness = 99.96%

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 Day
- Semi-Annual Reporting Timeliness = 91.60%
- Annual Renewal Timeliness = 99.58%

Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 31 Days
- Annual Renewal Timeliness = 99.98%

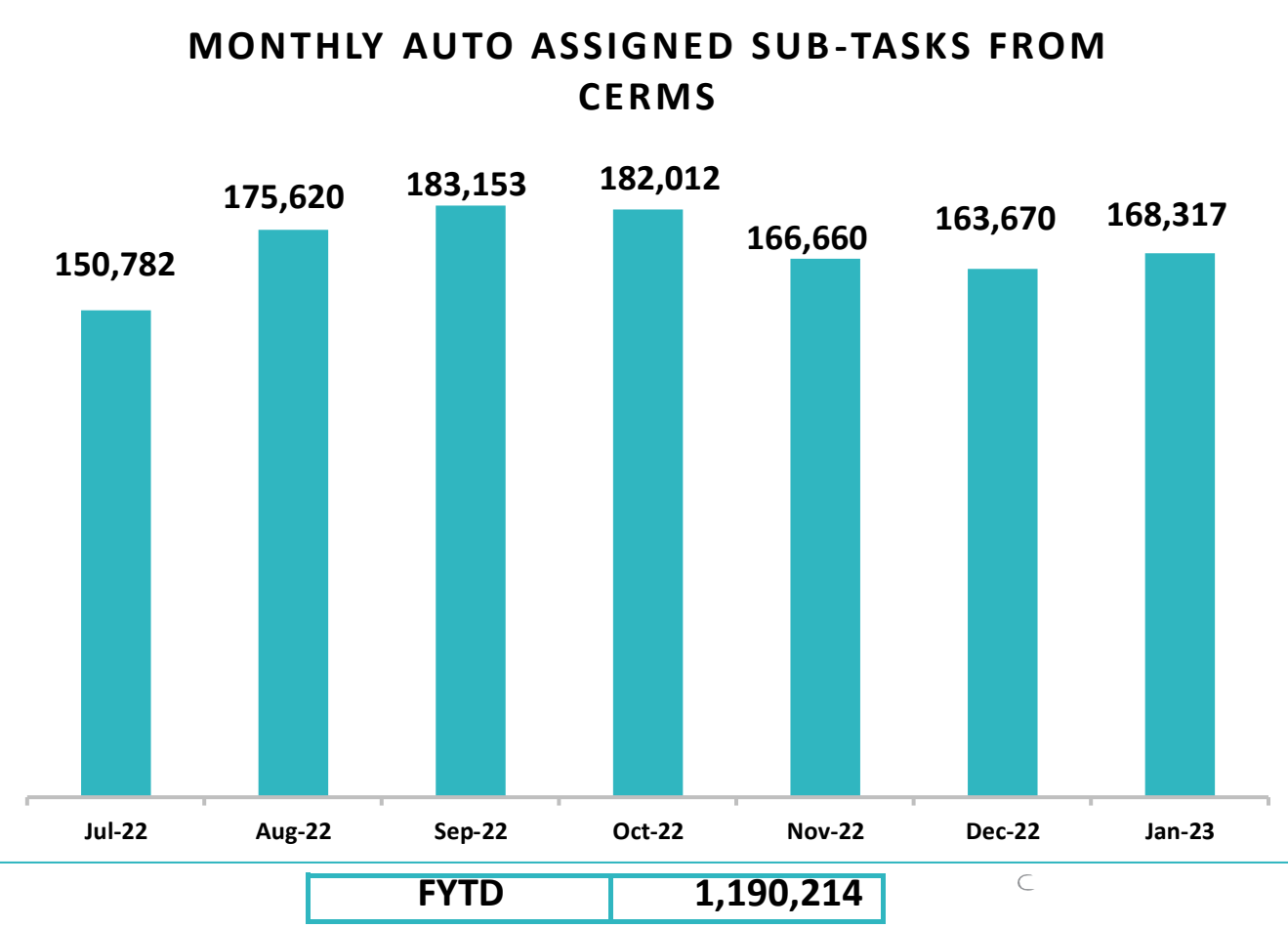
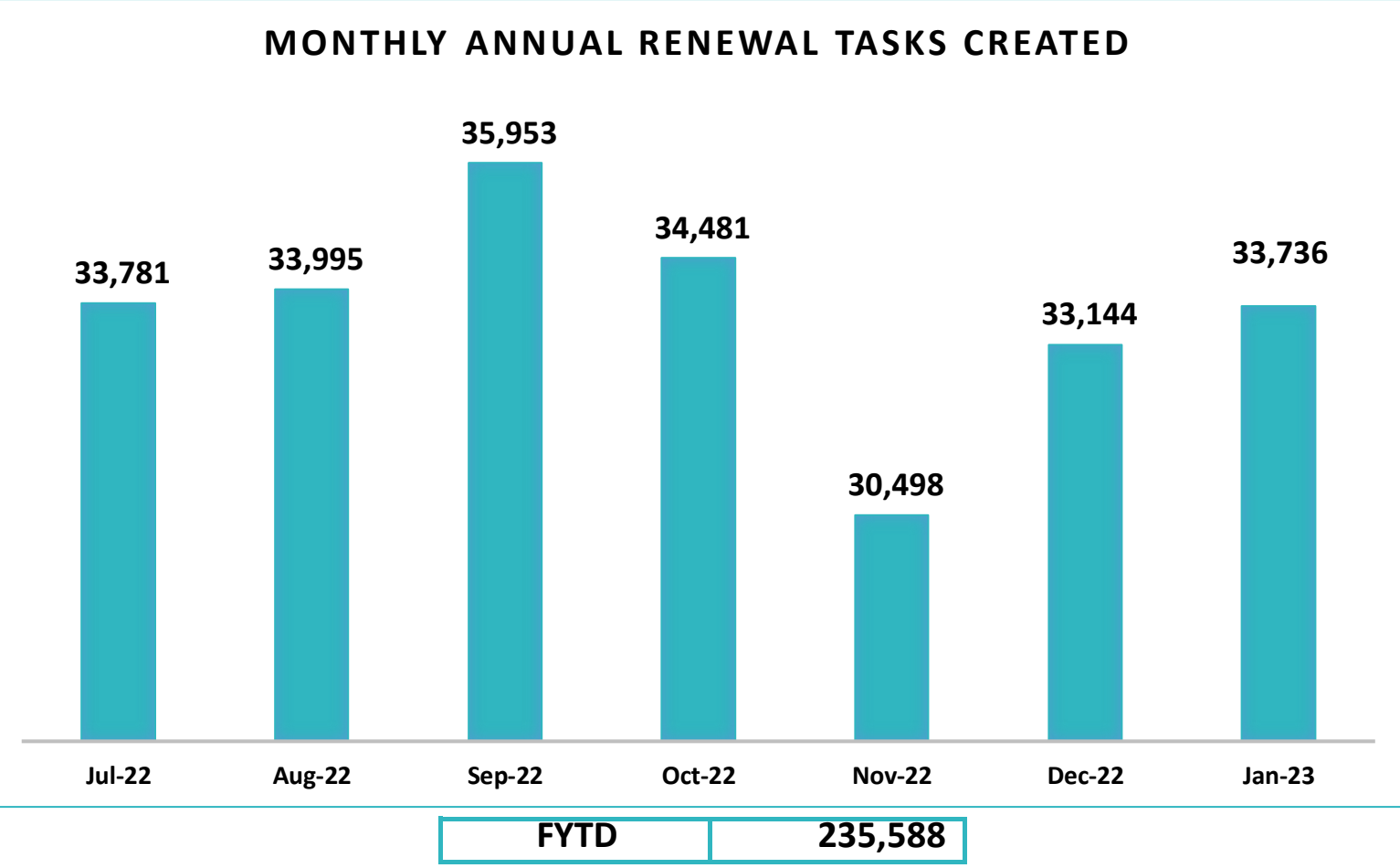
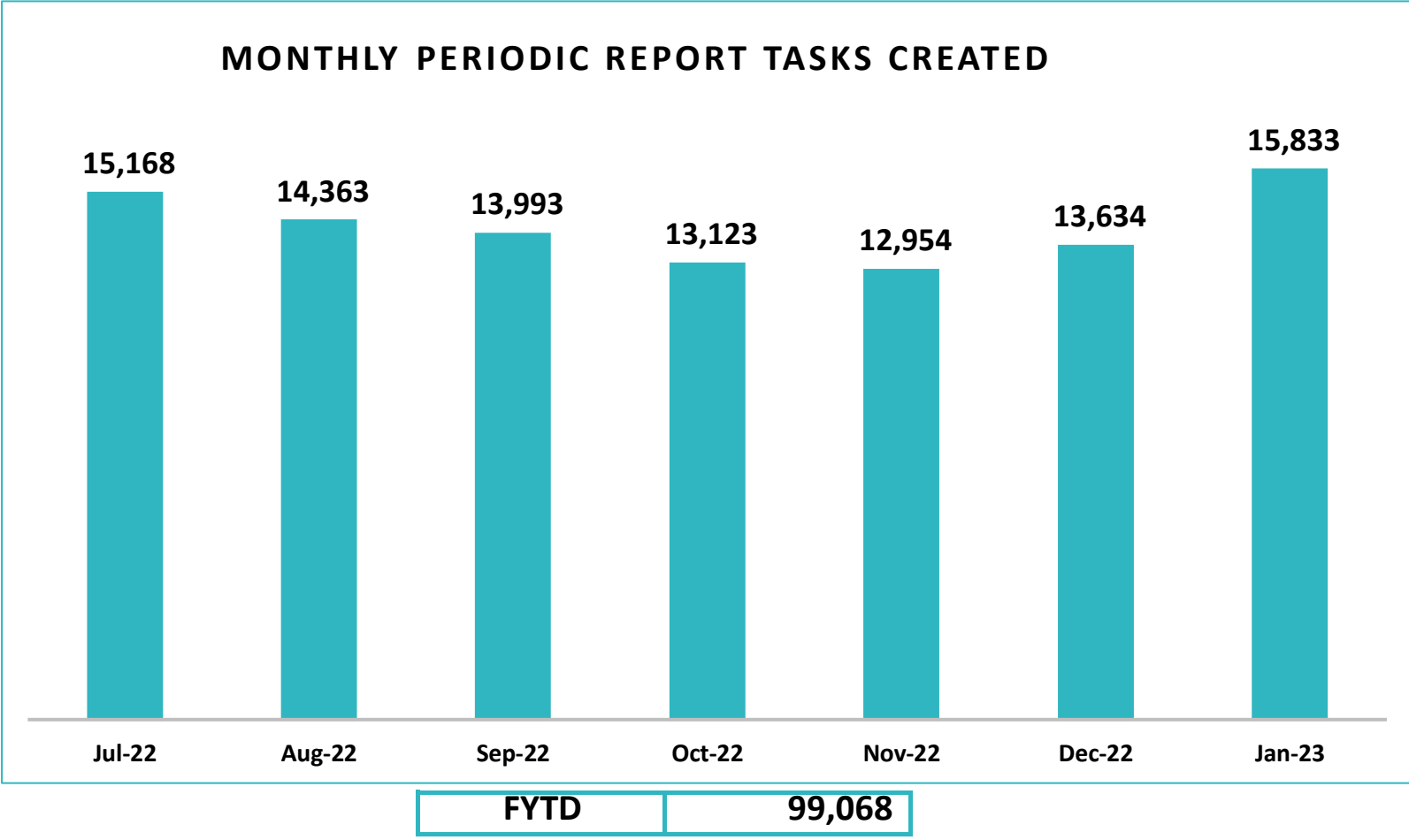
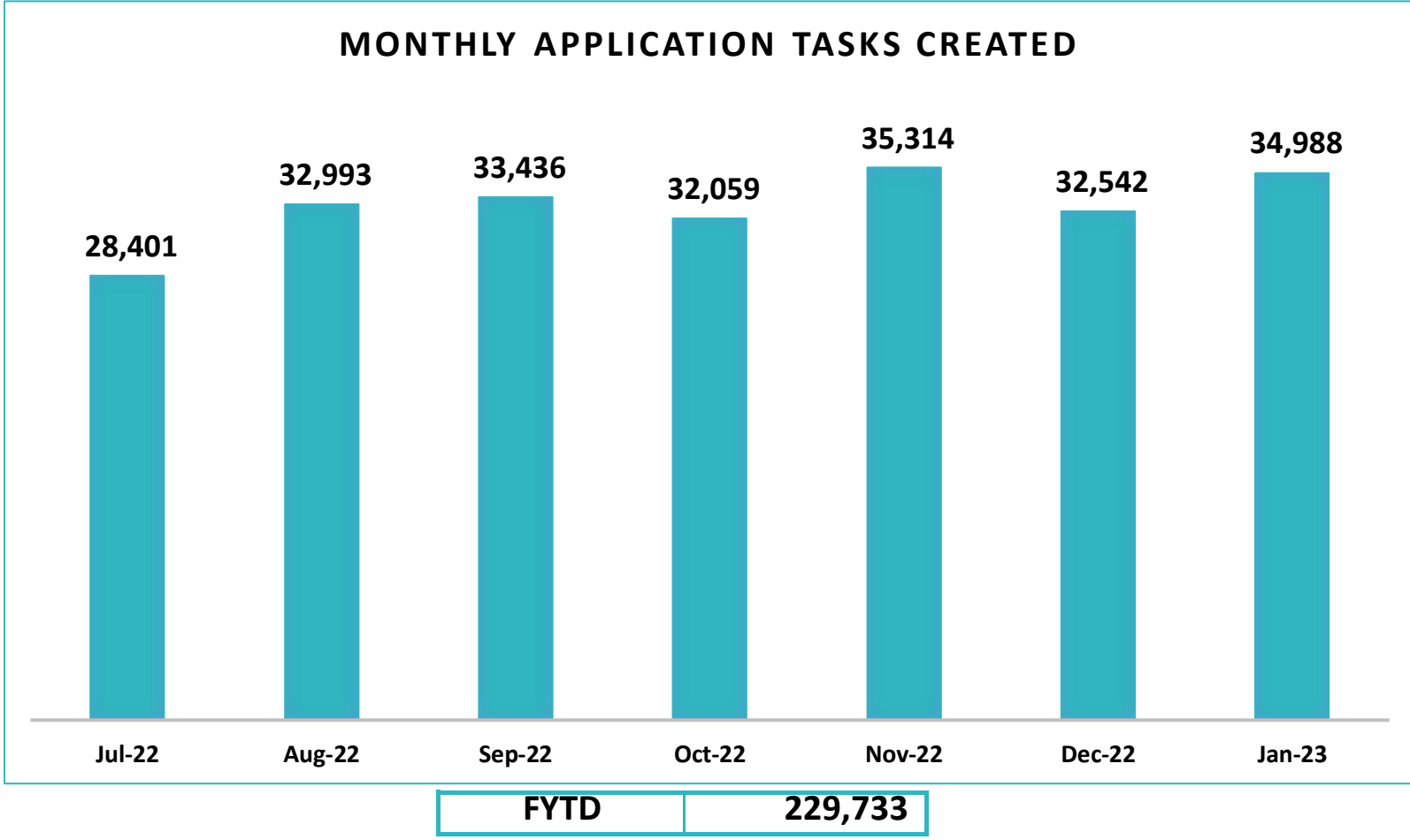
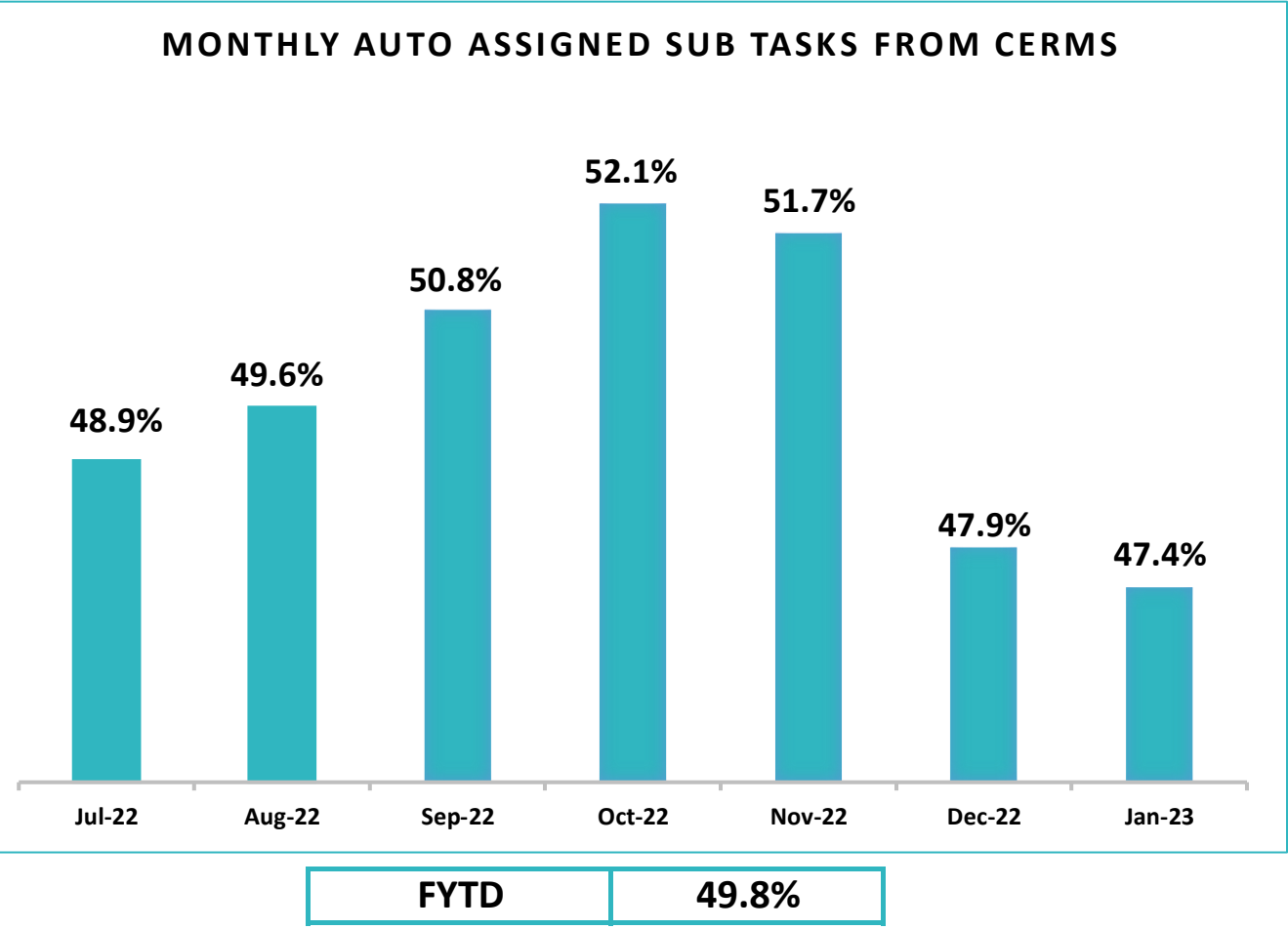
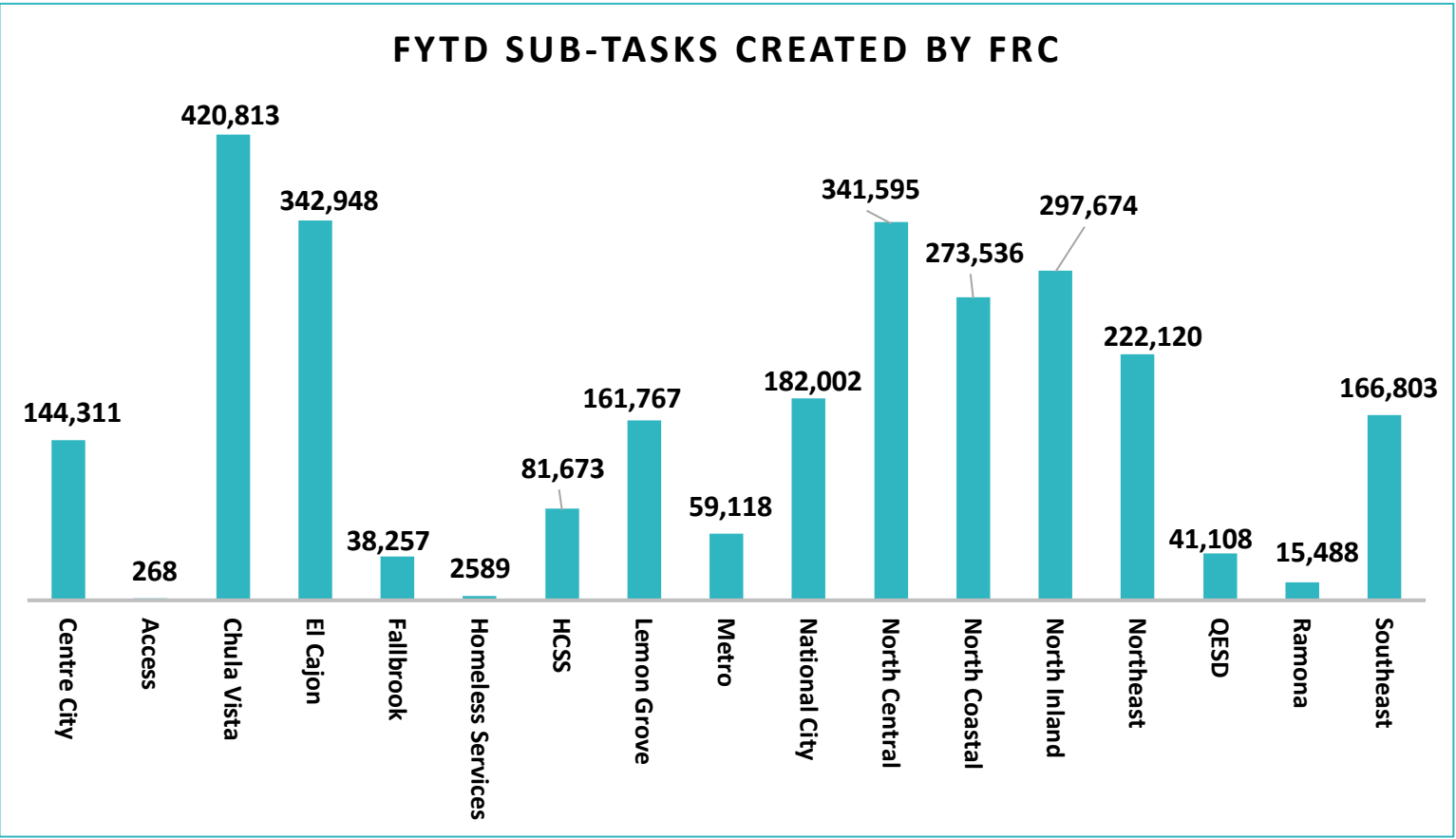
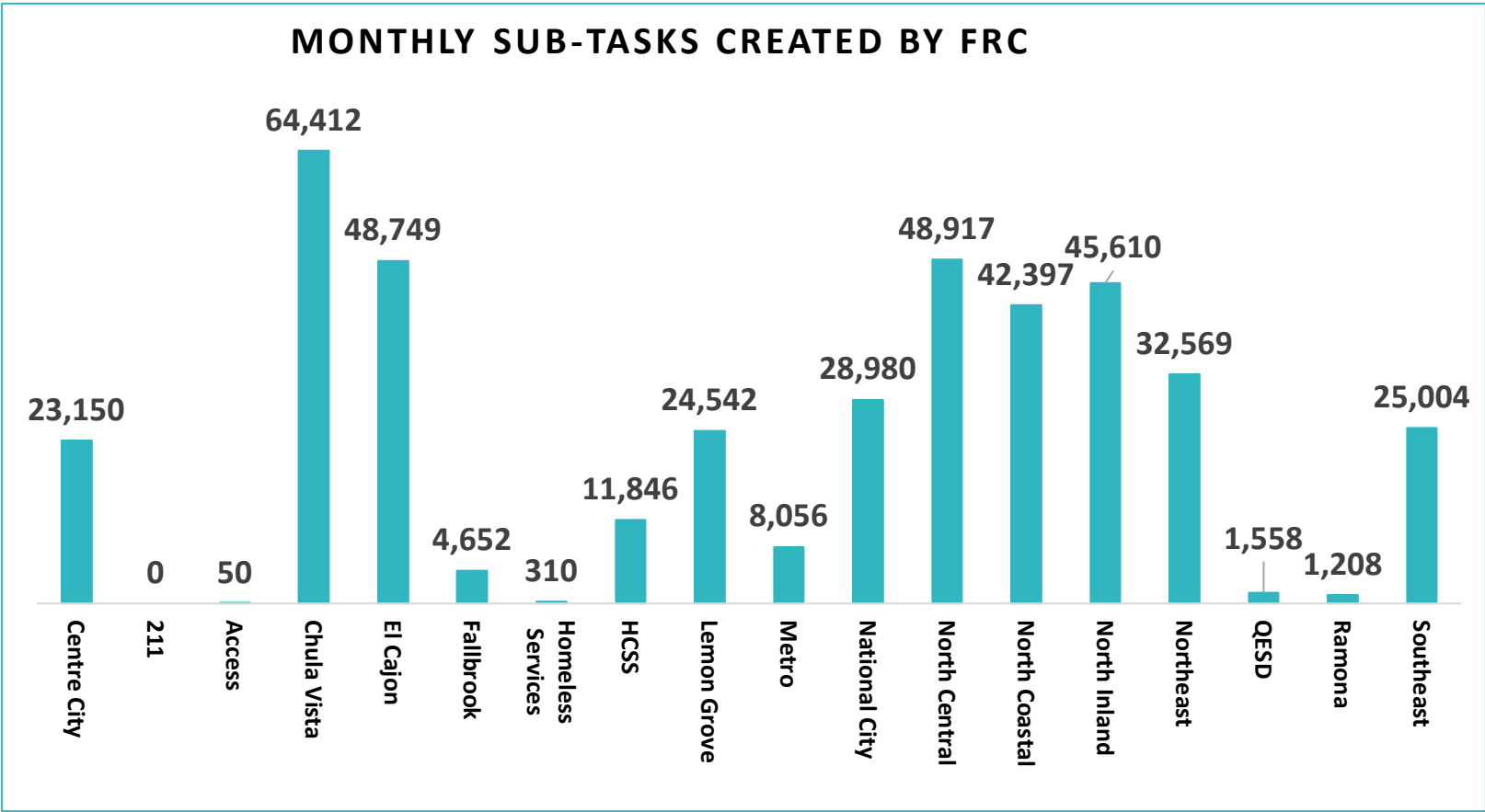
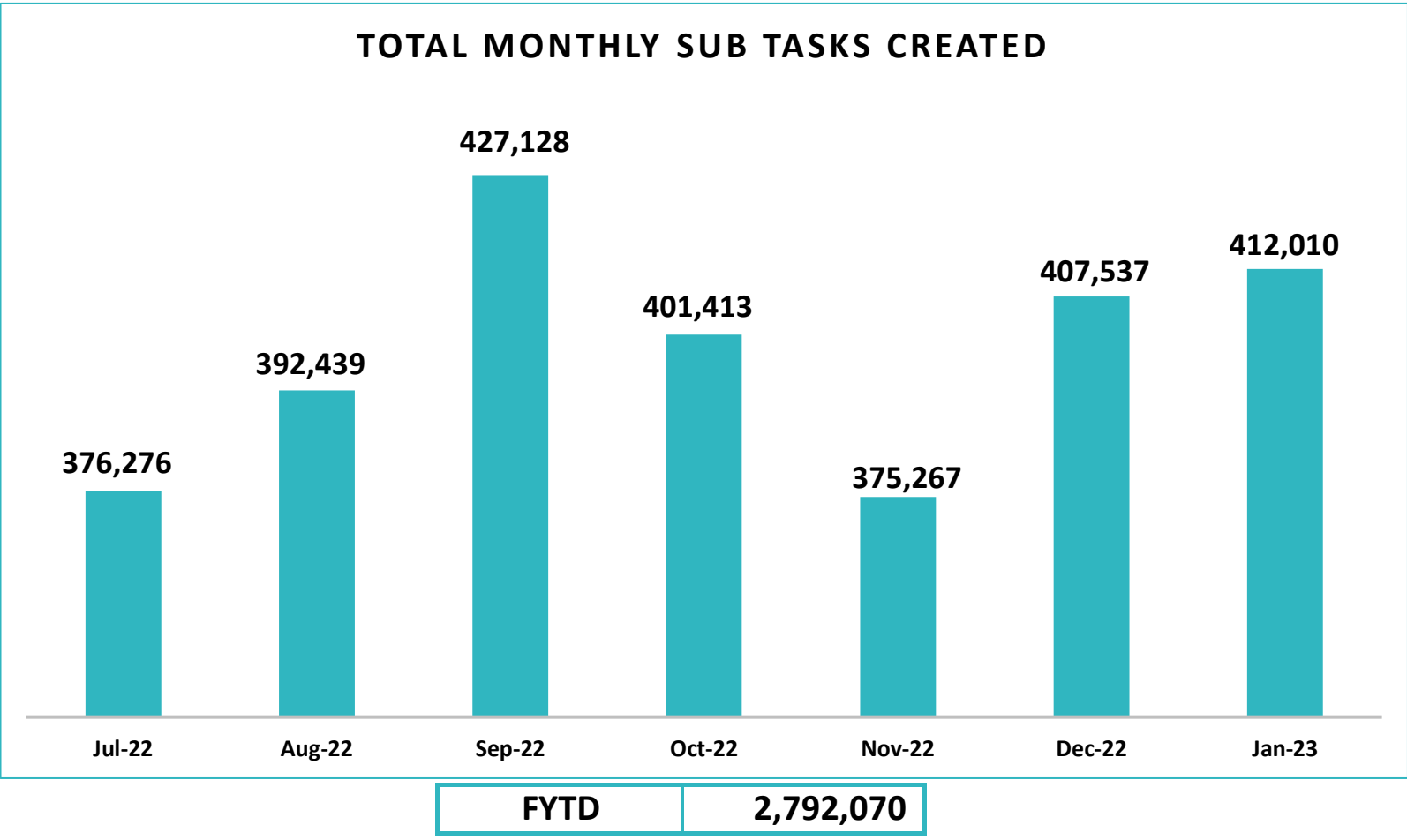


Monthly Self-Sufficiency Services Performance Dashboard (FY 22/23)

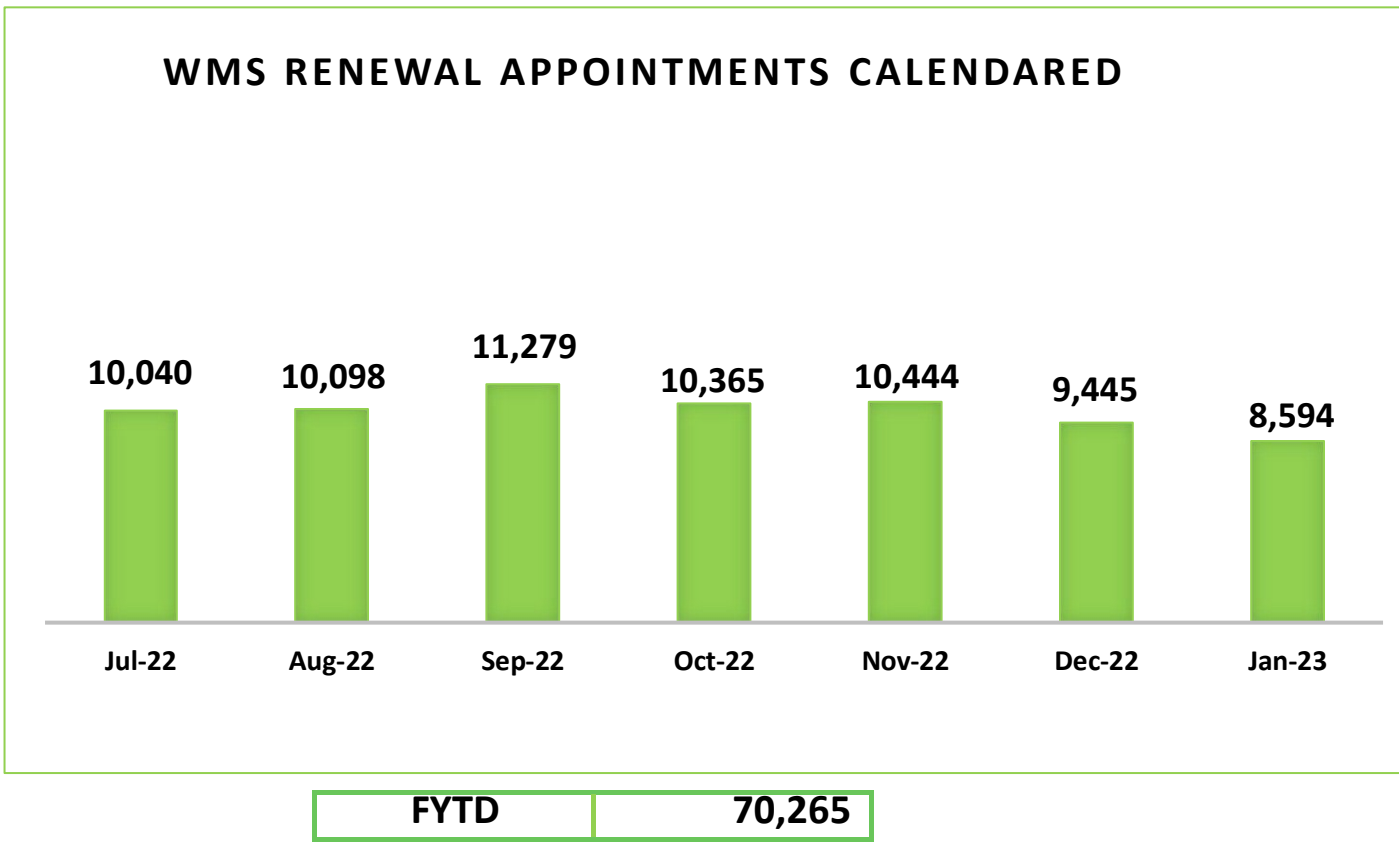
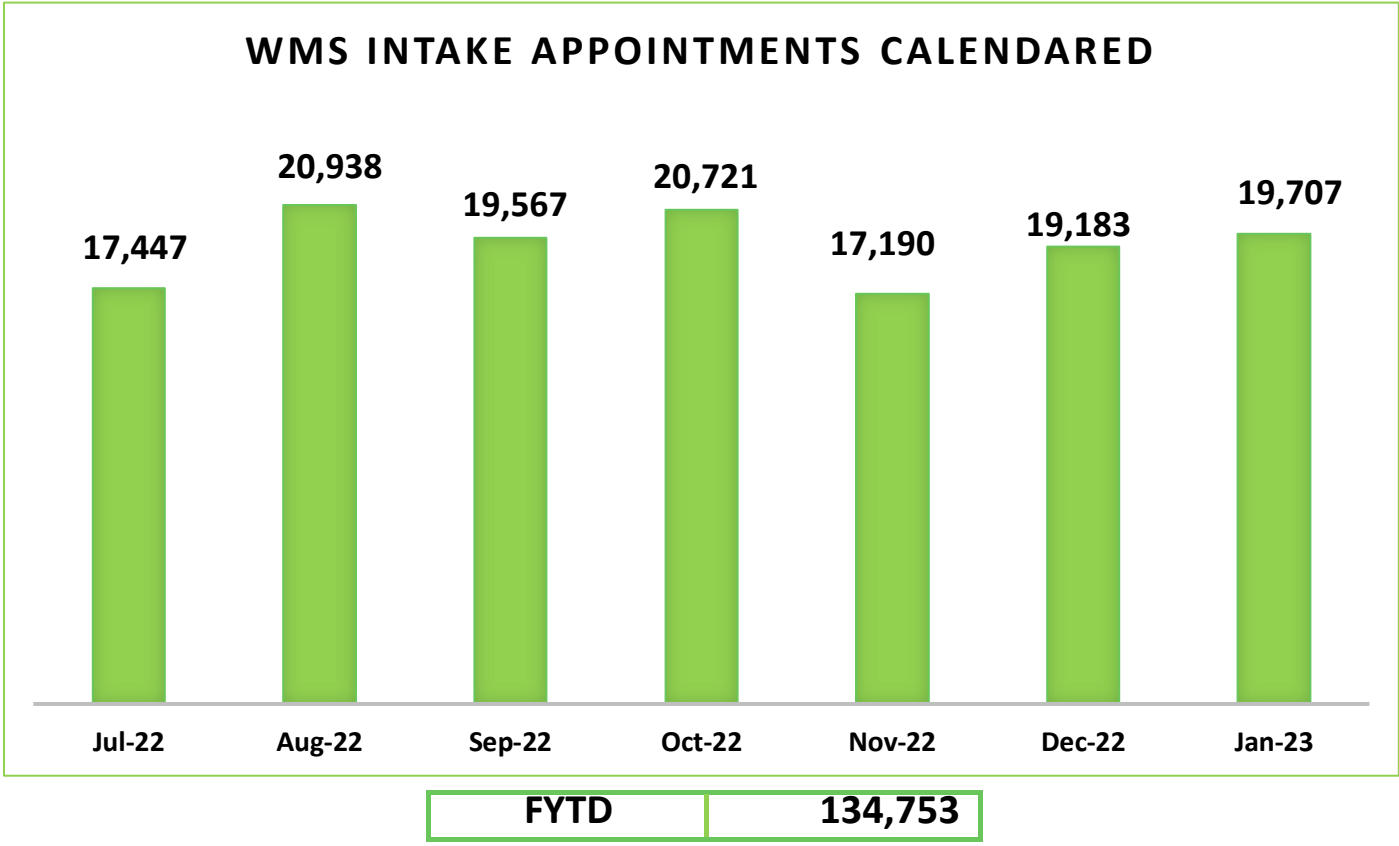
San Diego County

Data Month : January 2023

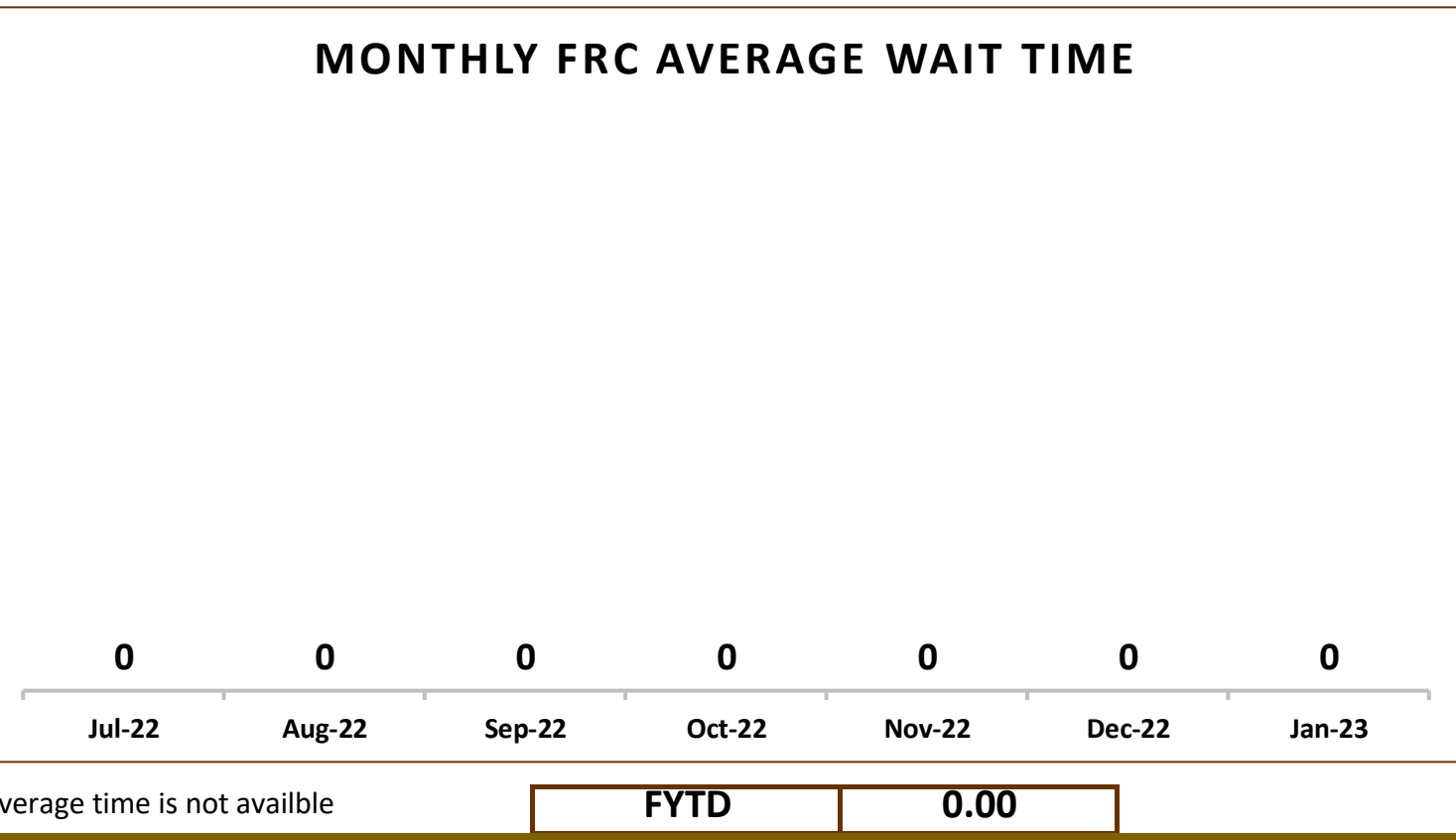
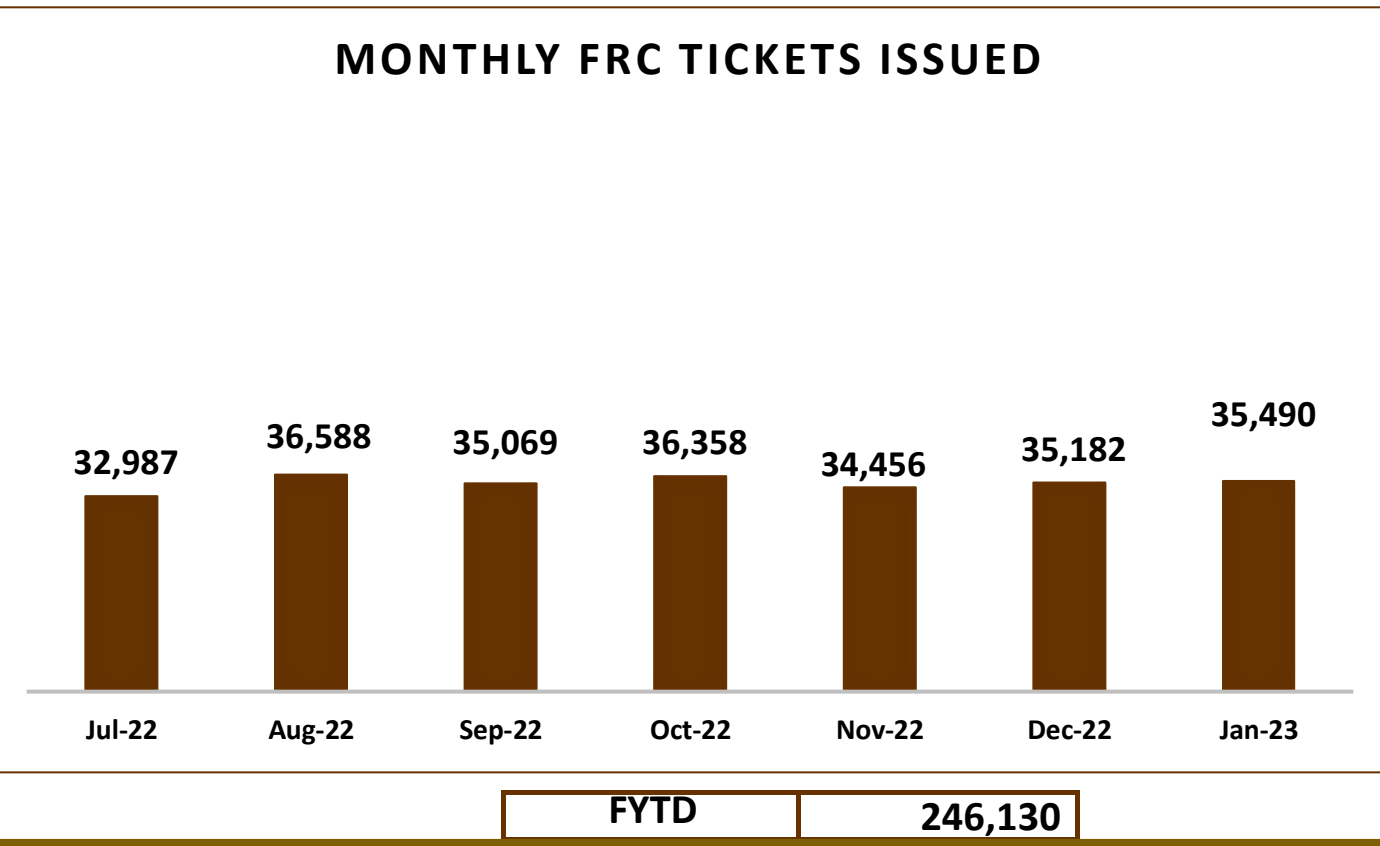
Work Management System (WMS) Subtasks Created



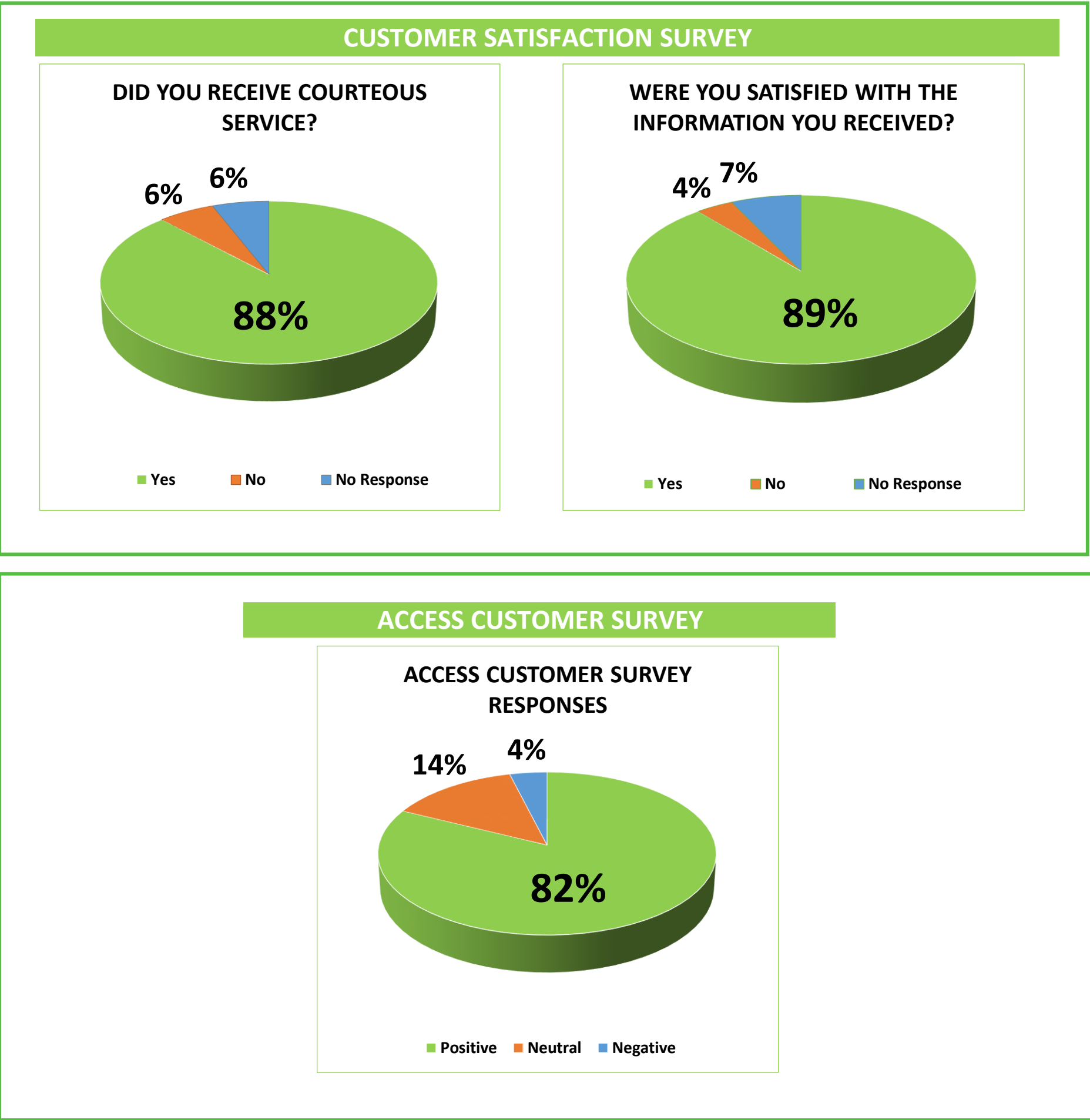
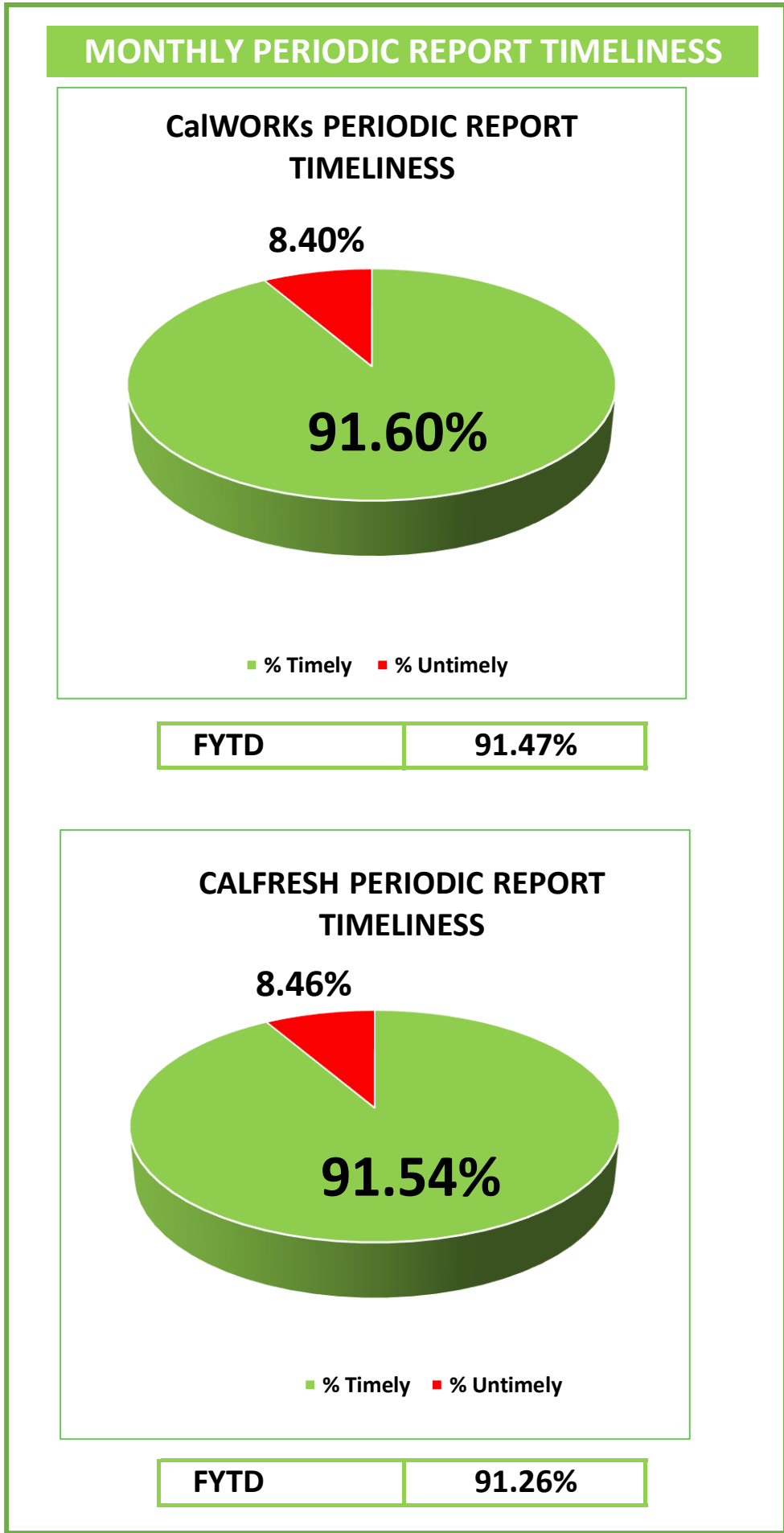
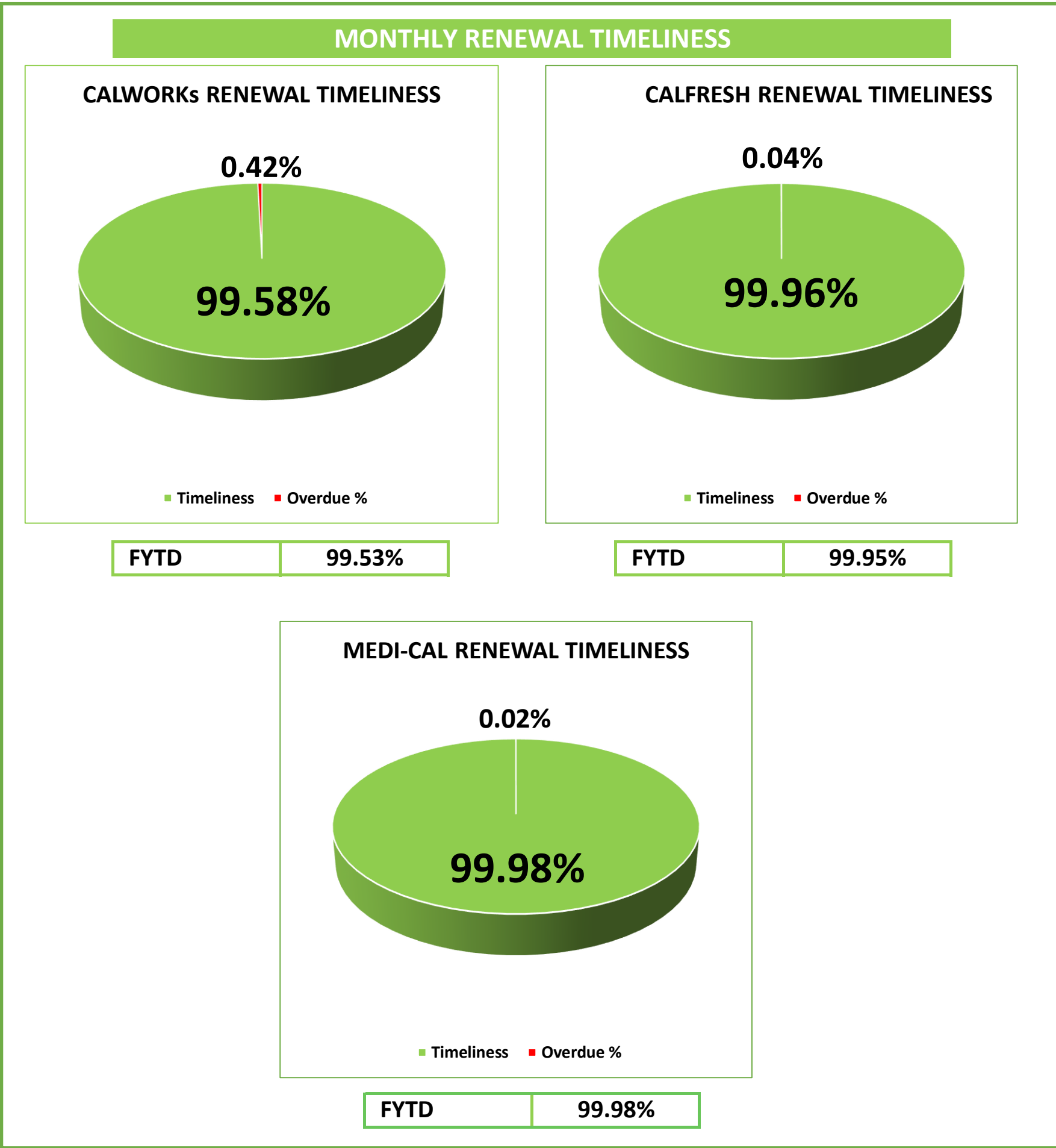
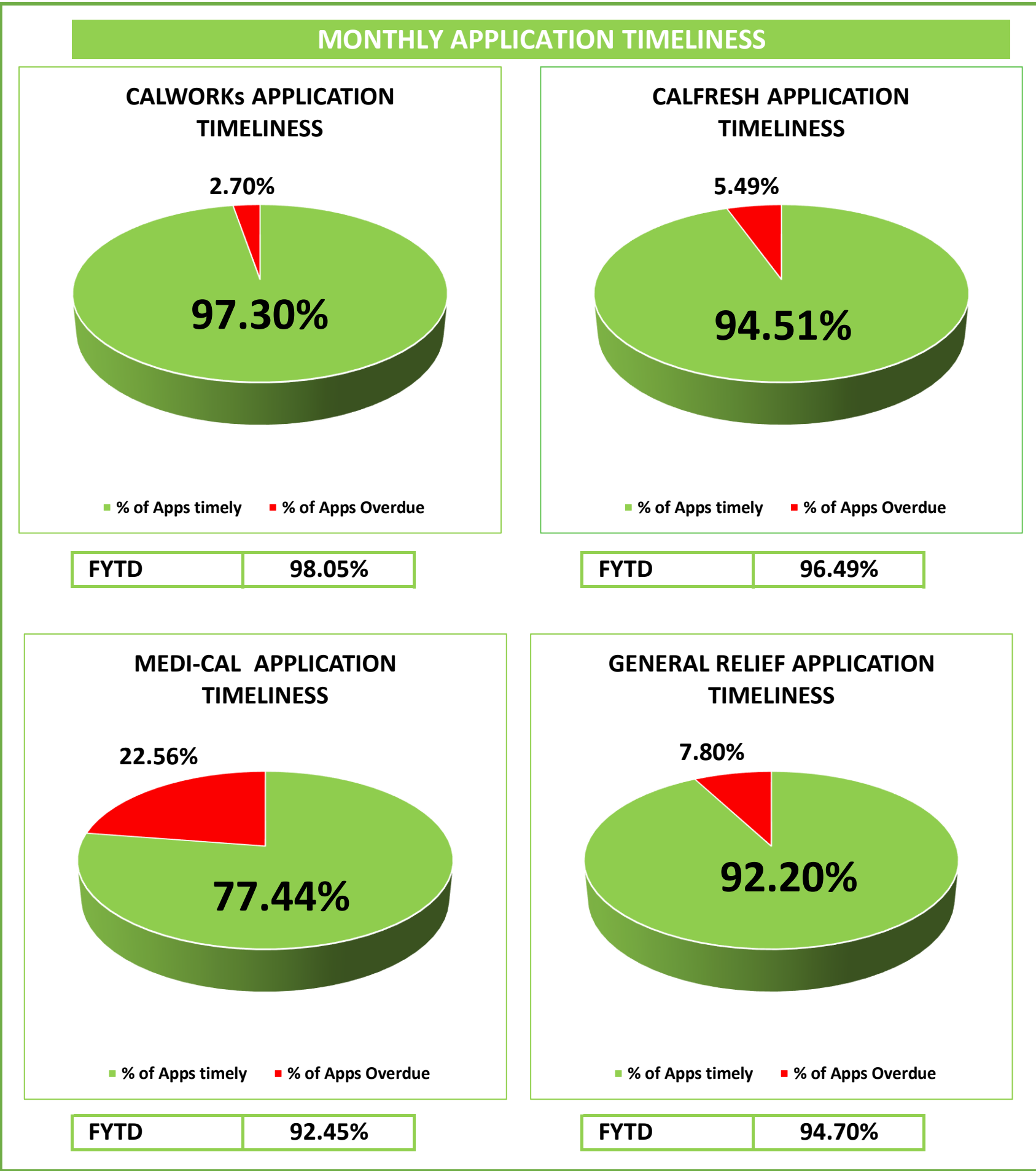
MONTHLY WMS CALENDARED APPOINTMENTS



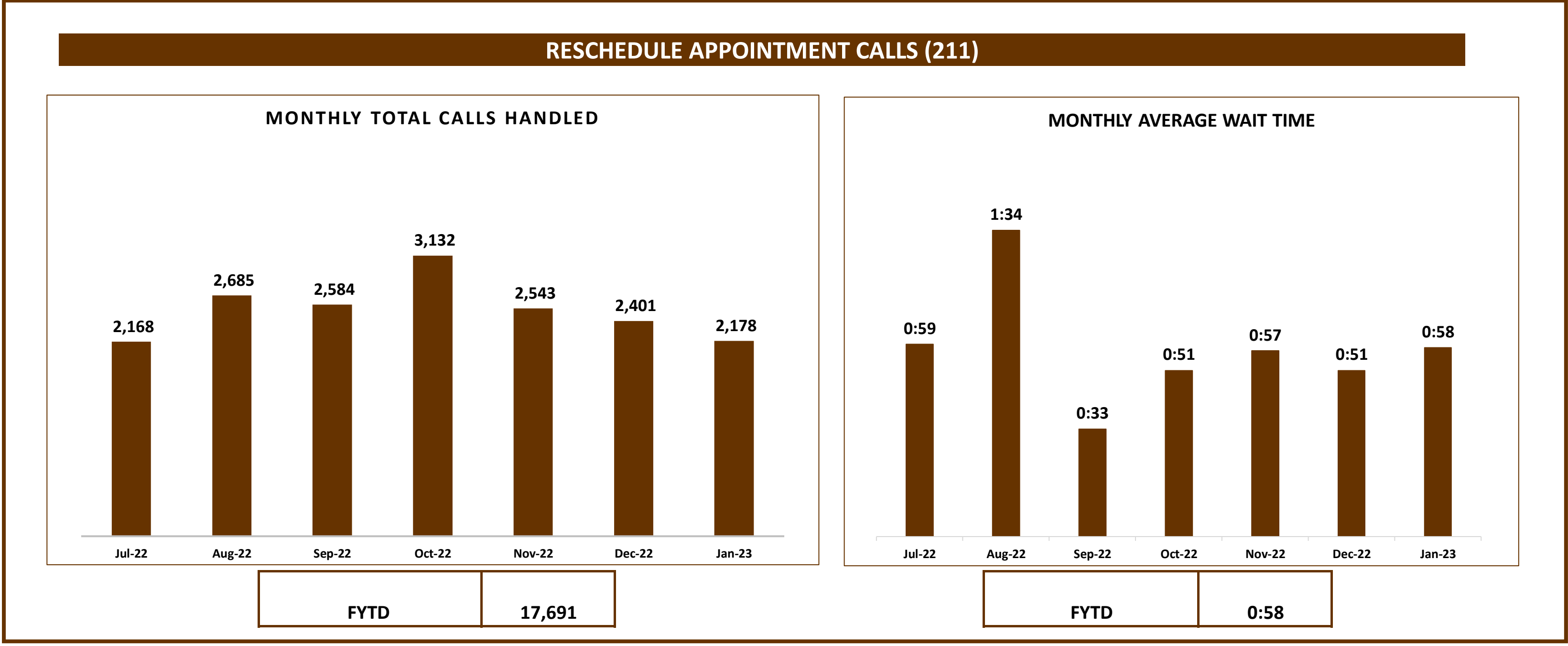
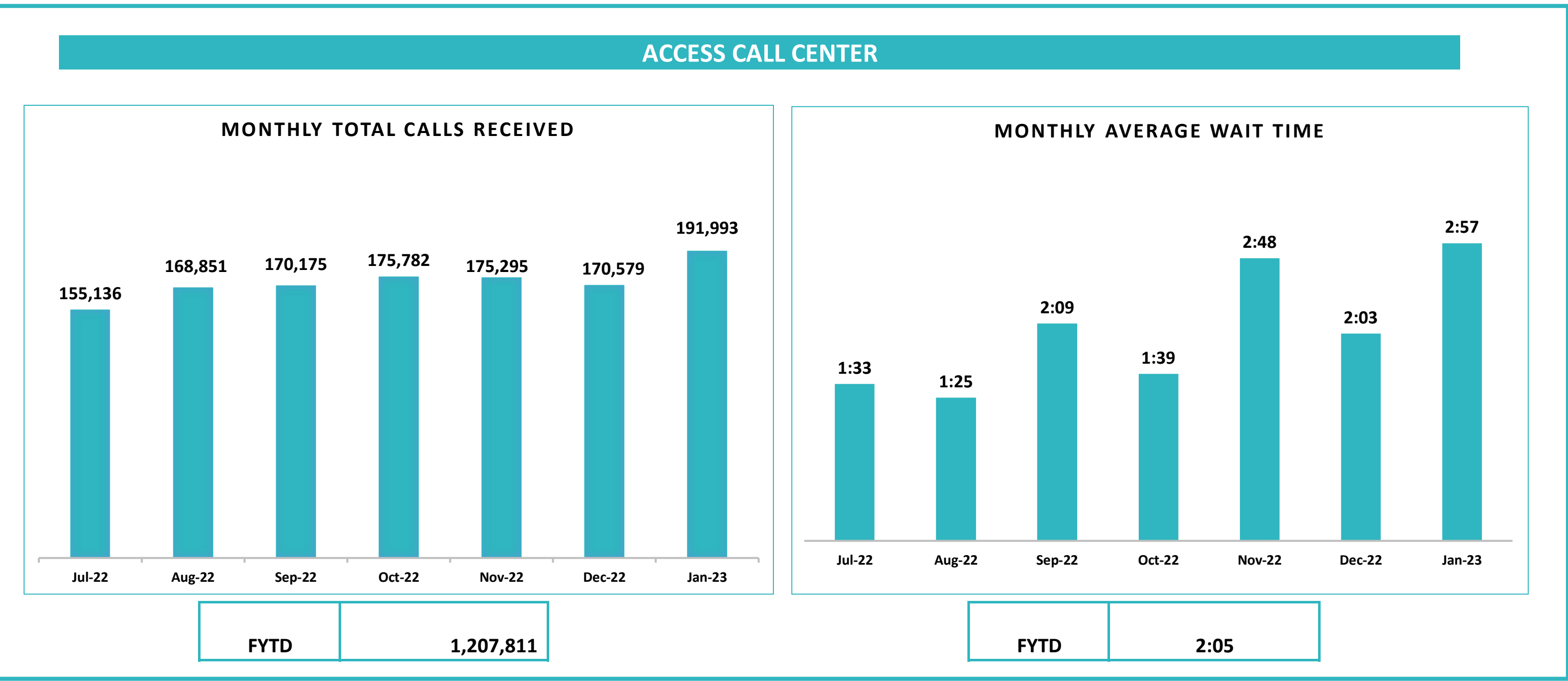
LOBBY MANAGEMENT



CASE PROCESSING PERFORMANCE (CALWIN)



ACCESS CALL CENTER



**CalFresh Denials in the Month Regardless of Application Date
from Disposition Report**

Month	CalFresh Disposition Cases	Denied CalFresh	% of Denied CalFresh	FTP Denials	% of FTP Denials
03/2022	19,689	7,278	36.96%	5,551	76.27%
04/2022	18,621	7,346	39.45%	5,833	79.40%
05/2022	18,048	6,914	38.31%	5,453	78.87%
06/2022	18,966	7,543	39.77%	5,728	75.94%
07/2022	18,832	7,825	41.55%	6,130	78.34%
08/2022	21,263	9,246	43.48%	7,170	77.55%
09/2022	21,115	9,460	44.80%	7,885	83.35%
10/2022	22,443	9,891	44.07%	7,905	79.92%
11/2022	20,679	9,544	46.15%	8,027	84.11%
12/2022	20,969	9,258	44.15%	7,539	81.43%
01/2023	19,525	8,483	43.45%	7,032	82.90%

CalFresh Dispositions and Denials

